

101. If managers ----- employees to work on weekends, they should pay them overtime.

- (A) asking
- (B) to ask
- (C) ask
- (D) were asked

102. Orders placed ----- 5:00 P.M. will be processed the next business day.

- (A) to
- (B) after
- (C) between
- (D) in

103. Please be sure to respond ----- to customer inquiries and complaints, and address their needs in a professional manner.

- (A) rarely
- (B) namely
- (C) promptly
- (D) heavily

104. We will have to deal with the merchandise shipping problems as the ----- arises.

- (A) situated
- (B) situational
- (C) situation
- (D) situate

105. It has been confirmed that the company will ____ a new CEO who will be responsible for overseeing day-to-day operations.

- (A) decide
- (B) conclude
- (C) establish
- (D) appoint

106. The survey showed that managers would choose to open stores earlier in the morning ____ close them later at night.

- (A) rather than
- (B) in spite of
- (C) regarding
- (D) whereas

107. Before opening ----- doors to the public, Orange Sun Cafe held a soft opening for friends and family.

- (A) its
- (B) hers
- (C) theirs
- (D) his

108. Our ----- efforts have optimized production and have made a noticeable difference in the number of overseas orders.

- (A) cooperatively
- (B) cooperate
- (C) cooperator
- (D) cooperative

109. We will wait ----- the Board of Directors returns from New York before we schedule the event.

- (A) against
- (B) to
- (C) until
- (D) with

110. The best way to handle a ----- client is to apologize and assure them that you will take prompt action to resolve the issue.

- (A) disappoint
- (B) disappointed
- (C) disappointingly
- (D) disappointment

111. Consumer spending is on the rise ----- the Internet makes it easy to do comparison shopping of products and prices.

- (A) due to
- (B) because**
- (C) except
- (D) rather than

112. Please inform the staff members that we will become fully ----- once we finish updating our equipment.

- (A) operate
- (B) operational**
- (C) operation
- (D) operated

113. When searching for work, look for companies that interest you, and do some research before you ----- for a position.

- (A) reply
- (B) approve
- (C) submit
- (D) apply**

114. Because Kenmere Corporation has not made much ----- this year, the company is in no position to embark upon a new business venture.

- (A) progress**
- (B) progressing
- (C) progressive
- (D) progressed

115. The number of laws impacting the travel industry has been increasing ----- over the past decade, particularly in relation to safety.

- (A) dramatic
- (B) dramatize
- (C) dramatized
- (D) dramatically**

116. The next exhibition will include products that were not presented at the ----- event in Atlanta.

- (A) probable
- (B) previous**
- (C) unavailable
- (D) upcoming

117. Save 5% on every delivery order from Greg's Green Grocer ----- by registering online and entering a coupon code.

- (A) simplicity
- (B) simplify
- (C) simpler
- (D) simply**

118. If we leave the office at noon, we ----- at the station in plenty of time to catch the train to Chicago.

- (A) would have arrived
- (B) arrived
- (C) will arrive**
- (D) arriving

119. All of our used vehicles are ----- inspected for mechanical safety and performance by expert auto technicians.

- (A) costly
- (B) strangely
- (C) thoroughly**
- (D) approximately

120. At the New England campus, international student ----- has increased over the past few years.

- (A) enrollment**
- (B) enrolls
- (C) enroll
- (D) enrolled

121. Health benefits, vacation time, and bonus payments ----- employees to work hard and stay with the company.

- (A) encourages
- (B) encouraging
- (C) are encouraged
- (D) encourage

122. Since Ms. Foreman has become head of marketing, the company has grown at a ----- of 5% in the last quarter.

- (A) rate
- (B) height
- (C) measurement
- (D) figure

123. The clients ----- with the architect's final sketches and would like to begin construction as soon as possible.

- (A) were satisfying
- (B) satisfied
- (C) were satisfied
- (D) had satisfied

124. ----- you are not attending the conference, the manager would still like you to assist your team with the preparations for your department's presentation.

- (A) Whether
- (B) Even if
- (C) Before
- (D) As soon as

125. Our airline is pleased to offer a variety of amenities designed to ensure passenger ____.

- (A) comfort
- (B) comforted
- (C) comfortably
- (D) comfortable

126. The free service for two months is a one-time offer available ----- to new customers who switch their current service to Cypress TV.

- (A) expensively
- (B) dependently
- (C) exclusively
- (D) defectively

127. Zantmarket.com shoppers can now see their past purchases ----- the new "My History" section of their accounts.

- (A) in
- (B) against
- (C) surrounding
- (D) onto

128. After several unsuccessful ----- were made to deliver the package to the recipient, we finally had to ship it back to the sender.

- (A) receipts
- (B) conclusions
- (C) times
- (D) attempts

129. The seller, Ms. Thompson, ----- agreed to accept a lower offer on the house because it had been on the market for a long period of time.

- (A) fluently
- (B) inquisitively
- (C) reluctantly
- (D) collectively

130. In order to participate in the health plan, you must print out the form and return the ----- application by mail to our main office.

- (A) fulfilled
- (B) replaced
- (C) completed
- (D) closed

Questions 131-134 refer to the following information.

Thank you for purchasing a Renaust beard trimmer. Before using your new trimmer, remove the --131-- plastic coating that covers the blade.

If you purchased the Renaust Deluxe Toiletries package, your trimmer came pre-loaded with two AA batteries. If you did not, you must insert such batteries into the --132-- at the back of the device.

--133-- Use the brush that came with your trimmer to remove hair from the blades. Also, store the device in a dry place and --134-- children from playing with it.

131.

- (A) protector
- (B) protections
- (C) protective
- (D) protectively

132.

- (A) warranty
- (B) description
- (C) power
- (D) compartment

133.

- (A) Your request will be processed immediately.
- (B) Many people prefer to use scissors instead.
- (C) After all, paper coating is more eco-friendly.
- (D) Make sure to clean the trimmer after each use.

134.

- (A) prohibit
- (B) is prohibiting
- (C) prohibited
- (D) will prohibit

Questions 135-138 refer to the following advertisement.

Summer Blockbuster Sale

Come to Estafan's Video Shop to get great discounts during our Summer Blockbuster Sale. From now until the end of July, all documentaries and classic films --135-- 50% off. Also, if you rent two new releases, you can choose a third for free. --136--. Foreign films are individually --137--, too. This week, every customer gets a --138-- bag of popcorn just for walking in, so hurry and stop by today!

135.

- (A) are
- (B) were
- (C) was
- (D) is

137.

- (A) released
- (B) fascinated
- (C) discounted
- (D) multiplied

136.

- (A) This may be cancelled due to weather.
- (B) Open the menu to turn on subtitles.
- (C) And the summer deals don't stop there!
- (D) Auditions for the lead role have ended.

138.

- (A) compliment
- (B) compliments
- (C) complimented
- (D) complimentary

Questions 139-142 refer to the following Web page.

--139--. For over two decades, our agency has offered tourists the best way to explore Costa Rica. We lead tours that climb volcanoes, enter caves, or fly over the tops of rainforests. Our safety record is outstanding, and we --140-- rank among the top tour agencies in the region, according to industry publications. We offer packages designed for individuals or groups, and for all ages and --141-- levels. Keep --142-- this site to see user reviews, package prices and contact information.

- [List of available tours](#)
- [Articles about Vista Rica Tours](#)

139.

- (A) Welcome to online home of Vista Rica Tours.
- (B) Please indicate your satisfaction with these factors.
- (C) The details of our company retreat are as follows.
- (D) The San Jose Marathon will take place on May 10.

141.

- (A) pollution
- (B) activity
- (C) compensation
- (D) productivity

140.

- (A) impulsively
- (B) hardly
- (C) preventively
- (D) consistently

142.

- (A) browsing
- (B) browsed
- (C) browser
- (D) browse

Questions 143-146 refer to the following letter.

April 22

Dear Meinard Fred,

I would like to congratulate you on opening your new restaurant, Schnitzels & Such, and I also would like to --143-- invite you to join the Humbont County Chamber of Commerce (HCCOC) --144--. Since that time, we have been --145-- new businesses in Humbont County. New businesses that join the HCCOC benefit from community exposure in our monthly newsletter. --146-- they receive invitations to participate in community events.

To learn more, please visit our headquarters on Lehman Street or our Web site at www.humbontccc.com.

Best of luck to you and your new enterprise,

Susan Cain

Humbont County Chamber of Commerce

143.

- (A) formal
- (B) formally
- (C) formalize
- (D) formality

144.

- (A) Thank you for serving on our advisory board.
- (B) The HCCOC was founded 82 years ago.
- (C) Schnitzels & Such specializes in German food.
- (D) I would be an excellent fit for the position.

145.

- (A) assisting
- (B) decreasing
- (C) completing
- (D) excluding

146.

- (A) However
- (B) Additionally
- (C) Unless
- (D) Originally

Questions 147-148 refer to the following memo.

MEMORANDUM

CONWAY ACCOUNTING

TO: stafflist@conaccount.com

FROM: director@conaccount.com

DATE: January 4

RE: January 12 closure

The city is conducting repairs on our water lines next Tuesday, so instead of asking everyone to avoid using water that day, the office will close.

Although we won't come into the office, I'd like you to continue your responsibilities from home, if possible.

The team leaders working on the Akins account can e-mail me their reports--I need them Wednesday morning before the conference.

Regards,

Sandra Bruna

147. Why will the office close on Tuesday?

- (A) The Akins account requires no more work.
- (B) The director will be on a business trip.
- (C) Employees will go to a conference.
- (D) Some pipes require maintenance.

148. What does Ms. Bruna ask the team leaders to do?

- (A) To contact city employees
- (B) To avoid using water
- (C) To send her an e-mail
- (D) To lock the office doors

Questions 149-150 refer to the following advertisement.

Carluzzi's Diner

55 51st Street, New York, NY 10019

Enjoy our rich, authentic Italian cuisine. Whether it's freshly baked garlic bread, pasta smothered in olive oil, or our thin crust pizza, our dishes feature flavors straight from Napoli!

Our lunch menu includes specials on classic deli sandwiches.

Tuesday Special! Save money on drinks and desserts!

All large-size beverages are just \$1 and all dessert combination plates are just \$3.

Kids 6 and under eat for free!

Lunch

11:00 A.M. to 3:00 P.M.

Dinner

4:00 P.M. to 10:00 P.M.

(We are closed between 3:00 P.M. and 4:00 P.M.)

"Tastes like my grandma's cooking... 4/5 stars!"

- Nicole Rossi, writer for the famous food blog Taste of New York

For dinner reservations, please call:

202-555-0189

149. What can customers do only once a week?

- (A) Order a free dessert
- (B) Receive a discount on beverages
- (C) Make a reservation for dinner
- (D) Get a private dining room

150. What is mentioned about the restaurant by a reviewer?

- (A) It imports ingredients from Italy.
- (B) Its deli sandwiches are custom-made.
- (C) Its dishes are prepared quickly.
- (D) its food tastes homemade.

Questions 151-152 refer to the following receipt.

Hennie Real Estate	
Avenue du Bourget 142	
1130 Brussels	
+32 (2) 339-21-11	
Date	<u>Feb. 20</u>
No.	<u>1361-99</u>
Paid by <u>Anita Klara</u>	Paid <u>€413</u>
(Renter)	
Property <u>38 Bertram St.</u>	Method <input checked="" type="checkbox"/> Cash
	<input type="checkbox"/> Check
	<input type="checkbox"/> Credit
	<input type="checkbox"/> Transfer
Period <u>Jan. 1-31</u>	Paid to <u>Maikel Riny</u>
	(Landlord)

151. How was the money paid?

- (A) By cash
- (B) By check
- (C) By credit card
- (D) Electronically

152. Who is Maikel Riny?

- (A) A cashier
- (B) A real estate agent
- (C) A property owner
- (D) A tenant

Questions 153-155 refer to the following schedule.

5th Annual American Hospitality Association (AHA) Workshop	
Aldrich Convention Center -- May 23	
Session	Topic
9:30 A.M. - 10:10 A.M.	Using New Technology - Learn about the latest tablet computers that can be used for taking orders.
10:15 A.M. - 12:00 P.M.	Maintaining Your Appearance - As a member of the service industry, it is important to look professional. Learn how to look your best at all times.
1:30 P.M. - 3:15 P.M.	Dealing with Customers - Find out how to speak to dissatisfied customers. Learn how to explain issues clearly and suggest solutions.
3:30 P.M. - 4:45 P.M.	Speeding Up Service - Learn how to serve restaurant diners more quickly without lowering the standard of service.

Attendees should present their registration receipts upon arrival at the convention center. **They will then be given a token that can be used to redeem lunch in the cafeteria during the break.** Parking is available on a first-come, first-served basis. Additional parking spaces may be found at the nearby Willis Shopping Mall parking area.

Please visit www.masonaha.com/workshop/info for further information.

153. For whom is the workshop most likely intended?

- (A) Computer programmers
- (B) Department store staff
- (C) Clothing store employees
- (D) Restaurant workers**

155. What is stated about the event?

- (A) A parking permit will be required.
- (B) A meal will be provided.**
- (C) The schedule may be changed.
- (D) It will take place in a shopping mall.

154. When will workshop attendees learn about communication skills?

- (A) At 9:30 A.M.
- (B) At 10:15 A.M.
- (C) At 1:30 P.M.**
- (D) At 3:30 P.M.

Questions 156-157 refer to the following text-message chain.

Julie	1:34 P.M.
Sorry that I missed your call, but it's too loud to talk anyway. Are you almost here? The game is in the second inning, and you've already missed a home run.	
Hank	1:38 P.M.
I just arrived at the stadium. There's a lot of traffic today! It looks like there are several entrance gates. Which one should I go to?	
Julie	1:39 P.M.
You have your ticket, right?	
Hank	1:40 P.M.
Oh, I see. OK, I'll be there in a few minutes. Want anything from the snack bar? I'm going to get a hot dog.	
<input type="button" value="Send"/>	

156. Where most likely is Julie?

- (A) At a parking garage
- (B) At a souvenir shop
- (C) At a sporting event**
- (D) At a concert hall

157. At 1:39 P.M., what does Julie most likely mean when she writes, "You have your ticket, right"?

- (A) Hank should keep his ticket as a souvenir.
- (B) Hank bought his ticket himself.
- (C) The ticket can be used to get a discount.
- (D) The ticket contains some useful information.**

Questions 158-160 refer to the following press release.

Press Release

Georgetown, August 12-- NTA FiberArts, a manufacturer of fiber optic cables, today announced a new line of high-performance cables to be released before the end of October. **The new cables will be coated with a material that is 15% stronger than previous models, which were best suited for urban and suburban environments.**

According to company spokesperson Anthony Lang, this new product will allow service providers to lay cables in previous inaccessible areas, bringing high-speed Internet access to 250,000 more households throughout the country. "We have the capability to bring high-speed Internet to areas of the country that are still using dial-up," he said. "In this day and age, those communities cannot be competitive if they're using outdated technology."

Although these cables are more expensive than the standard version, several Internet service providers have already expressed interest. **Northwest Telecall, which provides service throughout that region of the country, has agreed to work with NTA FiberArts to begin laying these cables in November, with service to begin in three counties in December.**

158. What is indicated about NTA FiberArts?

- (A) It was founded by Mr. Lang.
- (B) It has primarily served rural areas.
- (C) It has a deal with an Internet service provider.**
- (D) It manufactures hardware for dial-up service.

159. According to Mr. Lang, what is a benefit of the new cables?

- (A) They are more colorful.
- (B) They are more durable.**
- (C) They are less expensive.
- (D) They are easier to install.

160. When will Northwest Telecall start to install the new cables?

- (A) In August
- (B) In October
- (C) In November**
- (D) In December

Questions 161-164 refer to the following online chat discussion.

Abrival Company Messenger

- Sofia Alvelo [9:40 A.M.] Does anybody know where Stanley is? He's not answering his phone.
- Duane Sibley [9:42 A.M.] Oh, **he had to take some time off to help his mother.** She's having some health issues.
- Sofia Alvelo [9:43 A.M.] I'm sorry to hear that. Do you know when he'll be back? An issue has come up with Zamexon, Inc.
- Anwei Chao [9:44 A.M.] He'll be away at least until May 14, but I've been put in charge of many of his tasks. What's going on?
- Duane Sibley [9:44 A.M.] I don't know anything about Zamexon. I'll leave you two to it.**
<Duane Sibley has exited the chat room.>
- Sofia Alvelo [9:45 A.M.] I got word from Zamexon that another company has offered a bigger contract for the time period that we're hoping to reserve.
- Anwei Chao [9:46 A.M.] So they want to take the other company's offer?
- Sofia Alvelo [9:47 A.M.] Right. I need to know if we can make a higher offer or not. If we can do it, we should, **because it would be difficult for us to find another manufacturer at this stage.**
- Anwei Chao [9:49 A.M.] **I'll have to look over the budget.**
- Sofia Alvelo [9:49 A.M.] OK, but I think we should hurry before their deal with the other company is finalized. Could you get back to me with your conclusions by the end of the day?
- Anwei Chao [9:50 A.M.] I'll do my best.

161. What does Mr. Sibley mention that Stanley is doing?

- (A) Going on a business trip
- (B) Caring for a family member**
- (C) Attending a training program
- (D) Visiting potential clients

162. Why does Mr. Sibley most likely leave the chat room?

- (A) He is not involved in the issue being discussed.**
- (B) He will visit Ms. Alvelo to submit some materials.
- (C) He is already aware of a new policy.
- (D) He must make a phone call to Stanley.

163. What is implied about Zamexon, Inc.?

- (A) It is based in a different country.
- (B) It has completed a deal with Abrival.
- (C) It will make a decision on May 14.
- (D) It is a manufacturing company.**

164. At 9:49 A.M., what does Ms. Chao most likely mean when she writes, "I'll have to look over the budget"?

- (A) To request some time to complete a task**
- (B) To ask for more office supplies
- (C) To suggest that Ms. Alvelo is not responsible for a duty
- (D) To indicate that some errors have been Found

Questions 165-167 refer to the following article.

City Provides Loan for Expansion of Dorry's Fashions

MEARA--The City of Meara has made a loan available to Dorry's Fashions as part of its Business Development Loan Program. The new loan will allow Dorry's to create two new jobs, expand their production capacity, and increase sales.

Dorry's has become famous in Meara and surrounding areas for its elegant women's blouses, skirts, and dresses. --- [1] ---.

Owner Dorry Saunders, who started the business two years ago, is a graduate of Vanden Fashion Institute. She expressed gratitude for the loan and said it would be used to buy machinery and hire a

dressmaking assistant and a salesperson, bringing the number of store employees up to five. ---- [2] ---, "It's going to allow me to spend more time on design and get clothes into the store more quickly," she explained.

Business Development Loan Program official Bart Southcott said, "We feel that Dorry's Fashions has the potential to become a valuable part of the Meara business community. --- [3] ---. If the results of this project are as outstanding as we expect, the next step could be another loan to facilitate large-scale manufacturing of the clothing by contracting with a factory." He added that the program is seeking additional recipients for the current year and asked those interested to contact him at 555-0175. --- [4] ---.

165. What is indicated about Ms. Saunders?

- (A) She grew up in Meara.
- (B) She studied fashion formally.
- (C) She specializes in menswear.
- (D) She is currently the store's only staff.

166. What does Mr. Southcott say a future loan might be used for?

- (A) Purchasing real estate for a new retail location
- (B) Increasing the scale of advertising
- (C) Hiring a mass production facility
- (D) Creating and maintaining an online shop

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

"Designed and made in-house, these items are prized for their unique style."

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

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

E-Mail message

From: noreply@around24.com

To: janinegray@globalmail.com

Date: April 28

Subject: Don't miss these important notifications!

Hi, Janine Gray,

You have not logged into your Around24 account for a while. Here is what you have been missing:

Last Week

- Young-Hoon Lee started a new job:
- Marketing Director, Clear-Glass LLC
- 13 pals applauded your new profile photo.

Yesterday

- Krystyn Alfred added three new photos to her album, "I love my new bike!"

Today

- Ronaldo Diego became pals with Salina Maria.
- Zan Yong and 20 others wrote on your page: "Happy birthday, Jan!"

To see more notifications from pals, write on their pages, or check out their photos, [log in to Around24](#) now.

Best,

Around24

168. What type of Web site is Around24?

- (A) A catalog of local services
- (B) A job recruitment Web site
- (C) A site that sells used goods
- (D) A place for social networking

169. What is indicated about Young-Hoon Lee?

- (A) He updated his profile photo.
- (B) He recently began a new job.
- (C) He has not used Around24 for a long time.
- (D) He left a comment on a friend's photo album.

170. What is suggested about Janine Gray?

- (A) She forgot a password.
- (B) Her profile picture has been deleted.
- (C) She purchased a bike yesterday.
- (D) Her birthday is April 28.

171. What is NOT mentioned as a reason to log in to Around24?

- (A) To receive updates on friends' activities
- (B) To browse photos uploaded by friends
- (C) To chat with friends over the Internet
- (D) To leave a comment on a friend's page

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

E-Mail message

From: Sasha Woods <sasha.woods@yoplexholdings.com>

To: All employees

Date: April 9

Subject: Social media policy

Because of recent issues caused by violations of our social media policy, Yoplex Holdings would like to refresh employees' memory about its main points. Please read the following carefully. --- [1] ---.

- The term "social media" here refers to blogs, message boards, chat rooms, social networking sites, and other sites and services that permit users to quickly share information with large numbers of other people.
- When using social media in reference to the company, employees must **adhere to the codes of conduct set out in the Employee Handbook**. --- [2] ---.
- Yoplex may seek out information that employees have made public on social media in order to ensure that it is not harmful to the company's image. ---[3]---
- **Do not disclose confidential information** about company procedures, clients, finances, etc.
- **Company duties must take priority over social media usage during working hours. Spending more than a few minutes of company time per day on such activities is unwise.**
- In the case that a social media interaction related to the company turns into a conflict, quickly disengage from the situation and **notify the Public Relations department**. Any inquiries received through social media about the company should also be referred there. --- [4] ---.

The full list of rules can be seen [here](#). Failure to follow them may result in penalties being imposed by management.

You may contact me by e-mail **if you have any questions about these points**. Thank you.

Sincerely,

Sasha Woods

Human Resources Coordinator

172. Why was this e-mail sent?

- (A) Some rules have not been followed.
- (B) Some changes have been made to the policy.
- (C) A similar e-mail is sent each year at this time.

174. Why would an employee most likely contact Ms. Woods?

- (A) To report a conflict on a social media site
- (B) To obtain the complete list of rules

<p>(D) Requests for clarification were received.</p> <p>173. What is NOT one of the rules mentioned for employees?</p> <p>(A) Do not reveal company secrets.</p> <p>(B) Never use social media in the workplace.</p> <p>(C) Send inquiries received to publicity specialists.</p> <p>(D) Follow general Employee Handbook policies.</p>	<p>(C) To dispute a previous penalty</p> <p>(D) To ask a question about the policy</p> <p>175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "If such content is found, the employee may be asked to remove or delete it."</p> <p>(A) [1]</p> <p>(B) [2]</p> <p>(C) [3]</p> <p>(D) [4]</p>
---	---

Questions 176-180 refer to the following notice and form.

Ranch Hands Seeks Tasters

Ranch Hands Food Company, famous for its top-quality cooking ingredients, will enter the **frozen foods market** in the first quarter of next year. Ranch Hands is looking for groups to give feedback on the flavor and palatability of new **ready-to-eat meals**. The meals should appeal to adults and teenagers, so **a family of 3 to 4 people with teenage children would be an ideal test group**. If you would like to apply, please contact the customer outreach coordinator Rick Malone at 270-555-0165. He will give you an application form to fill out and **conduct** a brief interview. **Applicants who subscribe to our weekly newsletter will automatically be entered into a drawing for \$100 in Ranch Hands gift certificates.**

- The tasting will be at the Ranch Hands production facility on Winthrop Lane.
- The tasting will take one hour.
- **The tasting will be videotaped.**
- **The videotape might be used for promotional purposes.**

Tasting Group Application

Group affiliation

We are in a marketing class together at Green Back University.

Group members:

Name	Age	Occupation
<i>Pika Kualana</i>	<i>29</i>	<i>Graduate student</i>
<i>Magdalena Isabel</i>	<i>31</i>	<i>Graduate student</i>
<i>Marina Lyubov</i>	<i>24</i>	<i>Research Assistant</i>
<i>Dinh Thanh</i>	<i>41</i>	<i>Professor</i>

Do you eat Ranch Hands foods regularly? If yes, how frequently?

Yes, about twice a week

Contact information:

Phone *(270) 555-0106*

E-mail *kualana@greenbackuniversity.edu*

Address *111 Davies St., Owensboro, KY42303*

Would you like to receive our weekly newsletter at the provided mailing address?

Yes No

176. In the notice, the word "conduct" in paragraph 1, line 7, is closest in meaning to

- (A) hold
- (B) steer
- (C) charge
- (D) collect

177. What is implied about Ranch Hands Food Company?

- (A) It needs nutritionists to sample a product.
- (B) It outsources food production.
- (C) It only sells pre-made meals.
- (D) It prints a weekly newsletter.

178. What is true about the tasting?

- (A) It will take an entire evening to finish.
- (B) It will be at a corporate headquarters.
- (C) It will be recorded for advertisements.
- (D) It will provide data to a university.

179. Why is Mr. Kualana's group NOT an ideal tasting group?

- (A) They eat Ranch Hands products twice a week.
- (B) There are only four members in the group.
- (C) Some people are allergic to a certain ingredient.
- (D) All of the group members are adults.

180. What is suggested about Mr. Kualana?

- (A) He has never eaten Ranch Hands food.
- (B) He will be registered in a lottery for gift cards.
- (C) He is a research assistant in a marketing program.
- (D) He has participated in multiple tasting groups.

Questions 181-185 refer to the following article and letter.

Arts and Culture Today

August

Chicago native Sofia Carla did not study art the traditional way. She dropped out of The New York School of Fine Arts after taking only one sculpture class to go on a quest to see as much art as possible. After seeing the most famous paintings in the world in Paris, classic Chinese pottery in Shanghai and traditional masks across Africa, it was simple bead bracelets in South America that inspired her. "I like jewelry. It's the perfect blend of form and function," Carla explained during our interview. She recalled her first encounter with Peruvian jewelry in Cusco. "I just thought, I can do this. I can make these, and I can sell these," Carla said. It seems

she was right. She opened Las Pulseras, her studio, gallery and gift shop, last summer in Chicago, and it has enjoyed considerable success in its first year of operation. Her bracelets have been profiled in Chicago Circle magazine and are being considered to appear in CNO's television series about ancient cultures. So has the recent surge of fame and business success changed Carla's ambitions? "I'm still that same artist who just wants to make unique accessories. Actually, my one complaint is that I don't have much time for actually making jewelry anymore!"

- Susan Berkman

January 7

Sofia Carla
988 East Spellman Road
Chicago, IL 60612

Dear Ms. Carla,

Good news! After several production meetings, we have decided that your work is perfect for our television show, *Moving Museum*. Burt Threkold will contact you with specific details about the products we will need and tentative production dates, Congratulations!

Sincerely,

Celio Duarte
Celio Duarte
CNO Producer

181. What did Ms. Carla see in Shanghai?

- (A) Paintings
- (B) Masks
- (C) Pottery
- (D) Jewelry

182. What is true about Ms. Carla's jewelry?

- (A) It is sold in Cusco.
- (B) It is displayed in a studio.
- (C) It is made from gold.
- (D) It is shown in movies.

183. What is Ms. Carla unhappy about?

- (A) Traveling has become difficult since she became famous.
- (B) It is expensive to rent the space for her store.
- (C) She wants more time to make jewelry.
- (D) Her bracelets received a negative review.

184. What is Moving Museum about?

- (A) Ancient cultures
- (B) Jewelry making
- (C) Global traveling
- (D) Art schools

185. What will Mr. Threkold probably request from Ms. Carla?

- (A) Bracelets
- (B) Sculpture class schedule
- (C) Travel advice
- (D) Equipment prices

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

www.gerarduniversity.edu/facultyprofiles

Faculty

Annabelle Parker is a visiting professor at Gerard University. She received her MS in Computer Science at **Port Bright College** and her MBA at **Knightstown School of Business**.

Parker is the current CEO of Spiegel Technologies. She started working at Spiegel Technologies seventeen years ago in its **product development department**. Since becoming CEO, she is credited to steadily increasing Spiegel's revenue and making it one of the most popular and trusted technology companies in the States.

Prior to joining Spiegel, **Parker worked at the San Francisco-based Stamos and Company.** She was in charge of creating many of the company's computer software programs. She also started an internship program there called **Excel Entrepreneurs Program (EEP)**. It runs every summer helping student's learn about the technology industry from actual Stamos and Company employees.

Parker will teach a **twelve-week course** called '**The Digital Age**' in the upcoming winter semester. The course will be open to master's program students only.

Gerard University Press

April 28 -Annabelle Parker has had various titles including CEO and now she can add one more to the long list---visiting professor. Parker taught a course this past semester here at Gerard University based on her early career at Stamos and Company. She mostly talked about the different **aspects of making computer software programs** such as brainstorming ideas, working collaboratively with other people, overcoming technical limitations, and more. Parker also gave tidbits of advice and inspiration to her students. One student explained, "She shared some of the trials and hardships she **faced** when she first started her career. It was really encouraging to know she overcame the same struggles I'm dealing with today." So will Parker teach another class? Although she has no immediate plans to return, she says not to rule it out.

E-Mail Message

To: Annabelle Parker <annabelle@spiegeltechnologies.com>

From: Devon Levitt <dlevitt@gerard.edu>

Subject: EEP

Date: June 3

Dear Ms. Parker,

I can't believe how much time has gone by since you taught my class.

I just wanted to let you know I got accepted into the EEP! Thank you for all your advice and helping me prepare my application. I'm really looking forward to my internship this summer. Thank you once again.

Sincerely,

Devon Levitt

186. What is indicated about Ms. Parker?

- (A) She received a degree from Gerard University.
- (B) She taught a one-year master's program course.
- (C) She is the CEO of a technology company.
- (D) She works in a research and development department.

187. What did 'The Digital Age' focus on?

- (A) Marketing new products online
- (B) Developing computer software programs
- (C) Operating financial business firms
- (D) Raising funds for new businesses

188. In the article, the word "faced" in paragraph 1, line 8, is closest in meaning to

- (A) refused
- (B) experienced
- (C) displayed
- (D) watched

189. Who most likely is Mr. Levitt?

- (A) Ms. Parker's former student
- (B) The Stamos and Company CEO
- (C) An intern at Spiegel Technologies
- (D) A Port Bright College professor

190. What will Mr. Levitt most likely do in the summer?

- (A) He will purchase a new computer.
- (B) He will launch a Web site.
- (C) He will meet Ms. Parker.
- (D) He will work in San Francisco.

Questions 191-195 refer to the following e-mail, advertisement, and form.

E-Mail message

To: Jayesh Kapoor <kapoor8@phartists.co.au>
From: Min-Hee Park <mhpark@phartists.co.au>
Subject: CompUser Programs
Date: 5 November

Hi, Jayesh,

Our CompUser computer software programs' subscriptions will **come to an end soon**. We need to either renew them from CompUser or find some alternative programs to use. Please look into this matter by 25 November. I will e-mail all the employees later today letting them know about the situation. **Then on the day we purchase new programs, I will write another memo informing everyone whether to continue using the current programs or to download new ones.**

Min-Hee

CompUser

CompUser is a leading computer software company offering many different computer programs to serve a variety of needs. Purchase a subscription to any of our programs, and once it is purchased, it can be downloaded onto a computer.

PicUser is a **digital image editing program** which allows users to enhance and edit their pictures. Whether it is to make an image brighter or to cut some details out of a picture, PicUser can be used by anyone.

Price: \$280 per year

Viduser is a **video editing program** designed to make videos in an easy and fast way. Users can combine various media, such as video clips, pictures, and texts, to **produce** a video of any length.

Price: \$270 per year

IlustraUser is a **graphic design program** that can be used to make digital images and illustrations. Its user-friendly functions make creating any type of image easier than ever.

Price: \$290 per year

DocUser is a **page layout program** focused on organizing and designing the layout of any document, such as a brochure, advertisement, Web page, or presentation.

Price: \$250 per year

Are you a returning PicUser member? Our Rewards Package is now offering PicUser at a 50% discount. Do you plan on using IllustraUser for a long time? Our Deluxe Package is a special two-year subscription plan that prices IllustraUser at \$550. We offer special rates for large corporations. For bulk orders of over 100 programs, contact a CompUser customer representative to receive a discounted corporate rate.

CompUser Order Form

Order Confirmation Number: 93811

Purchase Date: 30 November

Name: Jayesh Kapoor

Company: Park & Harden Artists

Item	Quantity	Price
Deluxe Package	10	\$550
Total Price:		\$5,500

191. What is the reason Ms. Park wants to purchase new computer programs?

- (A) Their warranty has ended.
- (B) They will expire soon.
- (C) They are malfunctioning.
- (D) Their version is outdated.

192. In the advertisement, the word "produce" in paragraph 3, line 2, is closest in meaning to

- (A) cause
- (B) grow
- (C) create
- (D) act

193. What is indicated about CompUser's programs?

- (A) They can be delivered by express mail.
- (B) They focus on helping computer engineers.
- (C) They have monthly subscription options.
- (D) They are geared toward design-related tasks.

194. What did Ms. Park most likely do on November 30?

- (A) Send a notification
- (B) Fill out an expense report
- (C) Download some image files
- (D) Contact a customer representative

195. What is true about Mr. Kapoor?

- (A) He is a professional photographer.
- (B) He works in the accounting department
- (C) He purchased graphic design program
- (D) He received a bulk order discount.

Questions 196-200 refer to the following Web page, receipt, and e-mail.

Wander Tour Group

Now that you've seen Amsterdam, take a day trip and see other picturesque views of Holland!

Bike Tour: This five-hour tour takes place in a **rural area** outside of Amsterdam. Bikers will have a chance to see a range of beautiful Dutch landscapes from the wetlands to the plains. Although the tour is open to adults and children, bikers are required to have a reasonable level of fitness and biking skills.

Flower Tour: Enjoy a walk through the world's largest **open-air flower garden** with over seven million flower bulbs. Visitors will also be able to enjoy **a picnic lunch (for an additional fee)** in the middle of a colorful flower bed. **This tour is only available in the spring when the flowers are in bloom.**

Cheese and Windmill Tour: This tour makes two stops at quaint Dutch towns to allow visitors to get a feel for Dutch life. Visitors will be able to participate in an **outdoor** cheese festival and partake in a free cheese tasting. Afterwards, visitors will see traditional windmills that are still running today.

Reserve a **spot** on any of our tours today by calling us at 555-0012, or visit our Web site at www.wtours.nl.

Reservation Receipt #4623

Name: Caroline Braxton

Date Purchased: 3 March

<u>Tour</u>	<u>Date</u>	<u>Guest</u>	<u>Price</u>
Flower Tour (Lunch included)	18 April	1	€ 40
Cheese and Windmill Tour	20 April	1	€ 80
			Total Amount Paid: € 120

For bookings that are cancelled more than one week prior to the start of a tour, an 80% refund will be given. For bookings that are cancelled less than a week before the start of a tour, a 50% refund will be given. **For bookings that are cancelled one day before a tour begins, a 10% refund will be given.**

E-Mail message

To: customersupport@wtours.nl
caroline22@jrmail.com Frons:
Date: 19 April
Subject: Wander Tour Group-Tour Cancellation

Hello,

I thoroughly enjoyed the Flower Tour yesterday after a few days in Amsterdam. The tulips and other flowers were truly amazing, and my guide, Alex, was knowledgeable and conducted the tour in Dutch and English. Although I had a wonderful time, I got sick this morning. I will not be able to make my tour tomorrow, so I would like a refund. My order number is 4623.

Caroline Braxton

196. According to the Web page, what is true about the day trips?
- (A) They take place in Amsterdam.
 - (B) They focus on outdoor activities.
 - (C) They have an age limit.
 - (D) They do not operate on Sundays.
197. In the Web page, the word "spot" in paragraph 5, line 1, is closest in meaning to
- (A) mark
 - (B) stain
 - (C) view
 - (D) seat
198. What is suggested about Ms. Braxton?
- (A) She is visiting Amsterdam for 3 days.
 - (B) She participated in a cheese tasting.
 - (C) She joined a seasonal tour.
 - (D) She frequently rides her bike.
199. What is implied about Wander Tour Group?
- (A) It is located in the city center.
 - (B) It organizes annual festivals.
 - (C) It has bilingual tour guides.
 - (D) It provides complimentary lunches.
200. How much of a refund will Ms. Braxton receive?
- (A) 10%
 - (B) 50%
 - (C) 80%
 - (D) 90%