

101. Kanelek Limited and Evensohn LLC have entered a strategic partnership to ----- their market share.

- (A) increased
- (B) increasing
- (C) increases
- (D) increase

102. Glenwick Organic Farm stands out from other farms for its environmentally ----- practices.

- (A) exposed
- (B) communal
- (C) friendly
- (D) considerable

103. Our ----- is responsible for performing quality-control reviews during production.

- (A) divided
- (B) division
- (C) divisive
- (D) dividing

104. Because of a mechanical failure in the production facility, Fizzy Bottlers will be closed ---- further notice.

- (A) around
- (B) through
- (C) except
- (D) until

105. Interviewees are asked not to talk among ----- while waiting in the reception area.

- (A) themselves
- (B) theirs
- (C) them
- (D) their

106. The accounting department reminds all staff to submit expense reports ----- after returning from a trip.

- (A) very
- (B) enough
- (C) rather
- (D) soon

107. Olayinka Boutique ----- hosts special shopping events for members of its loyalty club.

- (A) occasion
- (B) occasions
- (C) occasional
- (D) occasionally

108. For homeowners seeking to reduce their electricity bills, the energy-saving ideas in this brochure should be -----.

- (A) lengthy
- (B) immediate
- (C) helpful
- (D) perceptive

109. The Delmar Highway Department ----- an online list of current road closures.

- (A) maintenance
- (B) maintains
- (C) maintaining
- (D) is maintained

110. -----reducing staff, management made the decision to decrease administrative bonuses.

- (A) Rather than
- (B) Whether
- (C) Just as
- (D) Namely

111. The doorways, which arch so -----, were left intact during the renovation of the historic Dersten Building.

- (A) graceful
- (B) grace
- (C) gracefully
- (D) graces

112. Ms. Maeda was ----- that her art submission was used on the cover of the firm's annual report

- (A) performed
- (B) flattered
- (C) welcomed
- (D) challenged

113. The primary ----- is whether the cost of the car repair is reasonable considering the amount of labor involved.

- (A) method
- (B) relation
- (C) concern
- (D) source

114. Norvo Financial has built an ----- client base in a short period of time.

- (A) impressive
- (B) impress
- (C) impressively
- (D) impresses

115. We ----- all employees to wear formal business attire when meeting with clients in the office.

- (A) monitor
- (B) require
- (C) confirm
- (D) include

116. ----- Ms. Chang nor Mr. Kao received the e-mail outlining the project proposal.

- (A) Both
- (B) None
- (C) Neither
- (D) Whoever

117. In case of inclement weather, employees are encouraged to work ----- rather than travel to the office.

- (A) carefully
- (B) remotely
- (C) eventually
- (D) closely

118. Long-term maintenance fees ----- according to the type of industrial printing machine purchased.

- (A) copy
- (B) repair
- (C) support
- (D) vary

119. Ms. Kwon made it absolutely ----- that hiring decisions require her approval.

- (A) clearing
- (B) clear
- (C) clearly
- (D) cleared

120. Sookie Choi's latest children's book is being ----- by Chung-He Park.

- (A) illustrating
- (B) illustrated
- (C) illustration
- (D) illustrates

121. The Stoneport Gallery is hosting a ----- next week to showcase the works of sculptor Fabrice Pepin.

- (A) scene
- (B) society
- (C) formality
- (D) reception

122. Mr. Soto will run 5 kilometers every other day in order to ----- for the Leesburg Corporate Challenge half marathon.

- (A) translate
- (B) listen
- (C) wait
- (D) train

123. All employees are expected to behave ----- when they are traveling on company business.

- (A) responsible
- (B) responsibly
- (C) responsibility
- (D) responsibility

124. ----- he is now retired, Mr. Matilla is able to pursue his hobby of woodworking.

- (A) During
- (B) Therefore
- (C) When
- (D) Because

125. ----- for press coverage of the music festival will receive official responses by June 30.

- (A) Applies
- (B) Application
- (C) Applicants
- (D) Applying

126. All employees should back up crucial data ----- switching over to the new software system on August 5.

- (A) before
- (B) of
- (C) what
- (D) so

127. A label on each box should indicate the production date as well as the place of ----- of the contents.

- (A) importance
- (B) safety
- (C) foundation
- (D) origin

128. Ms. Jha assured the client that ----- would deliver the contract that afternoon.

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

129. During negotiations, management appeared ----- to the idea of increasing the staff's wages.

- (A) agree
- (B) agreement
- (C) agreeable
- (D) agrees

130. Employees ----- several departments have been encouraged to minimize costs.

- (A) across
- (B) into
- (C) between
- (D) despite

Part6

Questions 131-134 refer to the following advertisement.

Italy has so much to offer—museums, gardens, beautiful scenery, and great food. For one low price, the All-Italy Pass provides access to more than a hundred popular attractions across the country. The more you ---131.--it, the better value you will get.

--132.-- Passes must be purchased online before you leave your home country and are activated when you visit your first attraction. They will remain --133.--for 21 days.

Purchase of the pass --134.-- includes a decorative travel pin and full-color souvenir guidebook.

- 131. (A) user
- (B) using
- (C) use**
- (D) used

- 133.
- (A) open
- (B) valid**
- (C) constant
- (D) ordinary

- 132. **(A) The offer is only available to international visitors.**
- (B) Tourists cannot see all the sites in a week.
- (C) The attractions are very crowded in the summer.
- (D) Several companies offer tour guides.

- 134.
- (A) besides
- (B) also**
- (C) after
- (D) beyond

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

To: Weiyi Shan <wshan@strategiccomm.org>
From: Arvin Flores <aflores@floresmanufacturing.com>
Date: April 5
Subject: March 28 workshops

Dear Mr. Shan,

I am writing to share our --135.-- for the workshops Alana Hughes delivered at our corporate headquarters on March 28. Some employees --136.-- a concern regarding the usefulness of improvisation training in a business setting. These same employees participated fully throughout the day and even inquired about the possibility of follow-up sessions. We asked participants to complete our company's evaluation form --137.-- to better gauge the effectiveness of the workshops. Results were mainly positive, with 90 percent of participants stating that their communication skills are now stronger. --138. -- Please let me know if you would like to discuss the workshops in more detail.

Best regards,

Arvin Flores

135. (A) appreciate
(B) appreciative
(C) appreciated
(D) appreciation

136. (A) express
(B) are expressing
(C) were to be expressed
(D) had expressed

137. (A) afterward
(B) often
(C) since
(D) instead

138. (A) The workshop will be rescheduled for later in the week.
(B) A few participants said they would have liked more practice.
(C) An additional workshop in team building is occasionally offered.
(D) We will provide you with an invoice requesting payment.

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

To: Li Cheung <lcheung@broadwayos.com>
From: Travis Juno <tjuno@hiraokaarchitecture.com>
Date: November 18
Subject: Monthly order

Dear Mr. Cheung:

We need to make an adjustment to Hiraoka Architecture's – 139.-- order. Fewer of our presenters are using dry-erase whiteboards in their presentations, and as a result, we are using fewer BR1608 dry-erase markers. –140.--, I would like to reduce the number in our order to only twelve of those beginning next month. Please raise the number of GN2280 all-purpose markers to fourteen.

We will eventually phase out the BR1608 markers entirely. However, I –141.-- you plenty of notice before then, probably by late next year.

Can you send a statement with the revised monthly bill? -- 142.--

Best,

Travis Juno
Hiraoka Architecture

- 139. (A) still
- (B) overdue
- (C) standing
- (D) redundant

- 141. (A) give
- (B) have been given
- (C) gave
- (D) will give

- 140. (A) Therefore
- (B) Typically
- (C) Similarly
- (D) Nevertheless

- 142. (A) We have not yet used up our inventory.
- (B) You can find it in your e-mail inbox.
- (C) Our finance department will need it.
- (D) Employees are happy with the product.

Questions 143-146 refer to the following letter.

13 March

Dennis Carrera
Lejos Plumbing and Heating
San Antonio, Texas

Dear Mr. Carrera:

Congratulations! Mallorca Construction --143.-- the bid of Lejos Plumbing and Heating to provide enhancements to the County Courthouse. Your workers will have access to the --144.-- on May 5. As specified by the district building code, Lejos Plumbing and Heating will be responsible for securing the required permits. The enclosed plan outlines the scope of the project.

--145.--, the document lists the other contractors we are partnering with, and it reveals how your firm's work fits into the overall project.

We are requesting no significant adjustments to the blueprints and specifications you submitted with your proposal. Please contact my office if you need additional information. --146.--

Sincerely,

Petra Rojas, Manager
Mallorca Construction Ltd.

Enclosure

- 143. (A) may accept
- (B) would accept
- (C) has accepted
- (D) was accepting

- 144. (A) site
- (B) data
- (C) results
- (D) product

- 145. (A) However
- (B) In addition
- (C) As a result
- (D) On the other hand

- 146. (A) Unfortunately, your bid arrived after the deadline.
- (B) We will inform you of our final decision soon.
- (C) Best wishes again on your recent expansion.
- (D) We will provide it to you promptly.

Part 7

Questions 147-148 refer to the following notice.

Thank you for choosing the River Street Hotel!

River Street Hotel

In an effort to bring our guests the very best experience, we've extended our **complimentary shuttle bus service to include the city's downtown area**. The shuttle loops around the downtown's most popular tourist attractions with several stops, including all historic sites, the outdoor market, and the theater district. While these destinations are all **within walking distance from the hotel**, the shuttle will allow you to reach them more quickly. The route is ideal for first-time and regular visitors. The shuttle will also make additional stops during special events and festivals.

Shuttle schedules are posted in the hotel lobby. As with our airport service, rewards club members can book a shuttle ahead of time.

147. What is being offered?

- (A) A free transportation service
- (B) Discounted passes to a festival
- (C) Membership in a rewards program
- (D) A guided tour of the theater district

148. What is suggested about the River Street Hotel?

- (A) It is a historic building.
- (B) It is a highly rated hotel.
- (C) It is near the city's downtown area.
- (D) It is popular with business travelers.

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

Joan Trivers [10:34 A.M.] Yuji, my train is delayed by one hour, and I might be late for my presentation. Would you be able to set up and start for me if I am not there before 2:00?

Yuji Okada [10:35 A.M.] Sure. When are you due in?

Joan Trivers [10:37 A.M.] I won't make it to Oakville station until 1:20. I'll try to get the first bus from there to the office.

Yuji Okada [10:39 A.M.] No need. I'll pick you up. We'll be at the office before 2.

Joan Trivers [10:41 A.M.] Great, thank you! But do set up the computer with the presentation.

149. What is Ms. Trivers concerned about?

- (A) Arriving at the office by a certain time
- (B) Missing a colleague's presentation
- (C) Catching a connecting train
- (D) Finding a bus station

150. At 10:39 A.M., what does Mr. Okada most likely mean when he writes, "No need"?

- (A) They will not have to go to Oakville.
- (B) They will not need a computer.
- (C) Ms. Trivers does not need to take a bus.
- (D) Ms. Trivers does not have to come to the office.

Questions 151-153 refer to the following article.

Sheldon Business News

SHELDON (August 4)-Downing Way announced on Tuesday that **it will be creating many new jobs in the city of Sheldon**. The restaurant's spokesperson, Daniel Vacher, said the restaurant is slated to open on September 26 at 1091 Downing Boulevard. Management is looking to **fill 50 positions before the doors open**. Positions range from servers to pastry chefs to managers. Because of the number of positions, Downing Way will host a one-day career fair on **August 16. Open interviews will be conducted at the event**.

Downing Way's newest location will be

the only restaurant in Sheldon **that harvests its own vegetables and herbs in a garden on the premises**. It also specializes in regional cuisine. "We are pleased to be able to contribute to growing the local job base," said Marie Fontaine, founder and CEO of Downing Way. "We are looking to hire team members with a passion for food and first—class hospitality skills. We offer our staff a competitive pay rate and excellent benefits." Interested candidates who are unable to attend the career fair may instead apply online at downingway—sheldon.com.

151. What is the article about?

- A. The relocation of a restaurant
- **B. Job opportunities at a new restaurant**
- C. Local gardening trends
- D. Training to develop new job skills.

152. What is indicated about the event on August 16 ?

- A. It is intended for local restaurant owners.
- B. Job seekers must attend the event to be interviewed.
- C. Attendees will sample representative restaurant dishes.
- D. There will be 50 available positions.**

153. How is Downing Way unique?

- **A. It grows its own produce.**
- B. It offers the best wages.
- C. It has been in the same family for generations
- D. Its Web site has won a number of industry awards

Question 154 - 157 refer to following memo.

MEMO

To: Customer Service Personnel

Subject: Meeting next Friday

Date: November 19

Last week we conducted a study to gather opinions about our customer service. **The data are in and they look good.** Most people expressed satisfaction with their communication with our representatives. Their questions about **packaging services, shipping charges, and the status of their parcels were answered professionally and promptly.**

One area that we need to address is **the low number of referrals. Few customers we approached reported telling others about our services.** Based on the answers, most people are repeat customers who always rely on us for their shipping needs, or they choose us based on our advertising. Clearly, we fail to request referrals properly.

Therefore, our meeting next Friday will center around this topic. I will design materials and practice activities to correct this shortcoming. But I would also appreciate it if you could come up with some creative ways to improve our referral rate. **Send me your suggestions and I will be sure to include them in our discussion.** I look forward to hearing from you all.

Janice Wells, Senior Customer Service Coordinator

154. Where does Ms. Wells probably work?

- A. At a market research firm
- **B. At a delivery company**
- C. At an insurance agency
- D. At an advertising company

155. What information did Ms. Wells review?

- A. Prices for materials
- B. Shipping dates
- **C. Survey results**
- D. Sales figures

156. What problem does Ms. Wells mention?

- **A. Few customers recommend the company to others.**
- B. Some orders were not processed promptly.
- C. Advertising expenses have increased.
- D. The customer service department is understaffed.

157. What are staff asked to do?

- A. Complete an online form
- B. Recruit additional customer service staff
- C. Propose an alternate day for a meeting
- **D. Submit ideas for a discussion**

Question 158 - 159 refer to following e-mail.

E-mail

To: Barbara Treloar

From: Amy Dunstan

Subject: Cover

Date: 20 April

Dear Barbara:

You will be receiving an e-mail from the Blue Tern marketing team before the end of the week. The e-mail describes the marketing process, and it gives you a link to an online questionnaire for authors. Although the design team will have the final say on your book's cover, you do have some input. Do you feel strongly about anything that you do or do not want to see on the cover? Please let me know.

Sincerely,

Amy Dunstan

Senior Developmental Editor

158. Who most likely is Ms. Treloar?

- **A. An author**
- B. A publicist
- C. An advertising executive
- D. A marketing team member

159. According to the e-mail, what should soon arrive?

- A. A book
- B. A cover photo
- C. Some editorial suggestions
- **D. Some marketing information**

Question 160 - 162 refer to following letter.

Ms. Julia Gandarillas
1896 Bartlett Avenue
Southfield, MI 48075

November 10

Dear Ms. Gandarillas,

Thank you for renewing your contract with Liu Web Works. We have enclosed your quarterly invoice for our Web site hosting services. — [1] —. You'll notice that the amount of \$20.00 was added to the regular maintenance cost. — [2] —. As a reminder, **Liu Web Works performed a major upgrade in June to ensure that your Web site is compatible with the latest devices.** Your customers will now see and interact with the same content, regardless of whether they are using a computer, tablet, or smartphone. — [3] —.

Please let us know how these enhancements have affected your Web site and business. — [4] —. **Complete our online survey by logging in to your account with us and clicking the link that appears at the top of the page.** As a token of our appreciation for your suggestions, you will receive a 10 percent discount on a future bill.

Thanks for your continued business!

Shaun Liu
Liu Web Works

160. Why did the fee change?

- A. Liu Web Works removed a discount.
- **B. Liu Web Works improved its services.**
- C. Ms. Gandarillas added an online store to her Web site.
- D. Ms. Gandarillas requested additional equipment.

161. What does Mr. Liu ask Ms. Gandarillas to do?

- A. Send a reminder to her customers
- B. Renew her yearly contract
- C. Update her account information
- **D. Complete a feedback form**

162. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "We e-mailed you in May about this increase."

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

Question 163 - 166 refer to following discussion.

Jorge Avila 10:18 A.M.

You may have noticed that the air—conditioning is not functioning in parts of the building.

Simon Miano 10:19 A.M.

I noticed. The temperature and humidity are rising fast in here.

Jorge Avila 10:20 A.M.

A condenser is down, and the fix is not quick or cheap. The last time one broke it took a week to get a replacement. I'm glad that it's not too hot this week. The technician is on the way, but for now, feel free to plug in a fan.

Simon Miano 10:24 A.M.

I'm afraid the computer servers may overheat. Do we have any portable units we could set up in the Information Technology office?

April Denner 10:25 A.M.

We really can't afford to lose them.

Jorge Avila 10:26 A.M.

Not in this building. With Ms. Denner's OK, we could use the van to pick up the ones in the warehouse in Mindones. I think we have 3 or 4 there. **But the earliest I could get back is tonight.**

April Denner 10:28 A.M.

Jorge, I'm authorizing you to make an emergency purchase of portable AC units for the IT office right away. Please decide on the number of units needed, determine the cost, and report back to me as soon as you have set up the purchase.

Jorge Avila 10:28 A.M.

I'll get started on that now.

April Denner 10:29 A.M.

If you can't get a local appliance outlet to deliver by the afternoon, send someone in the delivery van to pick them up.

163. What is the problem?

- A. The delivery van needs repairs.
- **B. The cooling system is not working.**
- C. Condensers are too expensive to replace.
- D. Authorization for a purchase has been denied.

164. At 10:26 A.M., what does Mr. Avila mean when

165. Why most likely does Ms. Denner decide against using the units in Mindones?

- A. There are not enough of them.
- **B. They will take too long to arrive.**
- C. They do not work effectively.
- D. There is not enough space for them.

he writes, "Not in this building"?

- A. The technician is not available.
- B. He does not have an office in IT.
- C. The computer servers are fine where he is.
- **D. There are no portable air conditioners nearby.**

166. What will most likely happen next?

- **A. Mr. Avila will arrange a purchase.**
- B. The fans will be delivered to the IT office.
- C. Mr. Miano will drive to the warehouse.
- D. The technician will replace the servers.

Question 167 - 168 refer to following e-mail.

To: hollander@helensplace.com

From: customerservice@eaterysource.com

Date: January 16

Subject: Order confirmation

Dear Ms. Hollander:

Thank you for shopping with us! This e-mail confirms that we have received your order from **eaterysource.com**. We are proud to be an international supplier of equipment to **restaurants** worldwide.

Your order is currently being processed. Orders are typically processed and sent out to our warehouses within two business days. Our staff will then begin to prepare your order for shipping. **You will receive another email once your order has shipped, updating you with its current tracking information.**

Thank you for your business.

Regards,

The Eatery Source Team

Order Number: #19998056

Order Date: January 16

167. For what type of business does Ms. Hollander most likely work?

- **A. A restaurant**
- B. A supermarket
- C. A food supplier
- D. A shipping company

168. According to the e-mail, when will Ms. Hollander receive another e-mail from Eatery Source?

- A. When she makes a payment
- B. When she places another order
- C. When new products become available
- **D. When her order has left the warehouse**

Question 169 - 171 refer to following email.

From: Tronica LLC Customer Service

To: Nossis Software Subscribers

Date: 14 September

Subject: Version 3.1

Dear Nossis Software Subscribers,

Later this month, Tronica LLC will release version 3.1 of Nossis, our online software for creating commercial artwork. **Beginning at 11 P.M. GMT on 29 September, Nossis will be unavailable** while our technicians **roll out** the new version. You need take no action. We will back up all portfolios containing customer files stored in our online database; thus, they will be fully protected during the process. **All users will be notified on the morning of 30 September upon completion of the process. After receiving the notification, customers can resume using Nossis.**

New features include a redesigned interface for streamlined workflow, innovative design themes, new backgrounds and fonts, and interactive tracking tools for markups and revisions. We are confident that you will enjoy these new features.

Sincerely,

Tronica LLC Customer Service

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

- A. To advertise a sale
- B. To attract new subscribers
- C. To explain how to use a program
- **D. To inform customers about changes**

170. What does the e-mail indicate will happen on September 29?

- **A. A computer application will become inaccessible.**
- B. Tronica LLC will hire new technicians.
- C. An e-mail will be sent to Nossis users.
- D. New software will be made available for purchase.

171. The phrase "roll out" in paragraph 1, line 3 , is closest in meaning to

- A. flatten
- B. remove
- **C. introduce**
- D. spread across

Question 172 - 175 refer to following article.

Saying Yes to Financial Success

EDINBURGH (3 April) - Yolanda Abascal had intended to study fashion design when she first entered university in Manchester 30 years ago. But while working one summer at a small clothing boutique, she discovered a love for retail. —[1]—. To pursue her new dream, she earned a business degree instead and opened a small store in her hometown of Edinburgh called Say Yes To Yolanda.

Fast—forward to today, and Ms. Abascal's small store has expanded to a successful enterprise that earns millions of pounds each year. — [2] -. This success is in part due to the magic of Vihaan Kulkarni, whom Ms. Abascal hired four years ago to develop a parallel virtual store, YesYolanda.com. **It was Mr. Kulkarni's idea to rename the flagship store Yes Yolanda to match its digital identity.**

Ms. Abascal is a strong proponent of

personal interaction and she loves engaging with her customers. — [3] —. However, she realizes that an online presence is important. Yes Yolanda expects earnings from online sales alone to rise to more than £140 million this year. Nearly two—thirds of these sales will come from outside Scotland, mainly the United States, Singapore and Australia.

Yes Yolanda's workforce has expanded accordingly. Besides hiring people with technical skills to update and run the Web site, the company has just added an in-house photography studio.

"The studio ensures that items are photographed in a timely **fashion** for online display." said Ms. Abascal. "This is a necessity, since new products are added every week." — [4] —.

Although Ms. Abascal says she does not know what the future holds, it would seem that the only direction for Yes Yolanda is up.

172. What is the purpose of the article?

- A. To profile several local companies
- B. To discuss fashion trends in Scotland
- **C. To illustrate how a business has grown**
- D. To advertise a new photography service

173. What is indicated about Yes Yolanda?

- A. Its sales have held steady for years.
- B. It opened its first store in Manchester.
- C. Its Web designer recently won an award.
- **D. It used to be known by a different name.**

174. The word "fashion" in paragraph 5, line 2, is closest in meaning to

- A. form
- B. style
- C. event
- **D. manner**

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "She still believes she can best meet their needs when they shop at her physical store"

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

Question 176 - 180 refer to following form and e-mail.

http://www.quipwerxsoftware.com/support_requests

Quipwerx Support Request Form

Complete and submit this form to create a support ticket number. We will email you a response within 24 hours.

Name: Agnes Kowalski

Company: Alexsy Corporation

E-mail Address: akowalski@alexsycorp.net

Subject: Web-conferencing issues

Please describe the problem you are experiencing.

We started using your Web-conferencing software in June and have been pleased with it overall. Yesterday, however, we had several interruptions in service during an important training session. In the middle of our meeting, the screen suddenly went black and a notice appeared stating, "Quipwerx is down for maintenance." Several employees were calling in from overseas, and after this notice appeared multiple times, we decided to reschedule. **Is there a way for you to inform us of your maintenance schedule in advance?** If not, I will probably terminate my membership. **I must be confident that I can use your product anytime I need it.**

SUBMIT

To: Agnes Kowalski <akowalski@alexsycorp.net>

From: Quipwerx Support <support@quipwerxsoftware.com>

Date: July 29

Subject: Ticket 000125659 — Web-Conferencing Issues

Dear Ms. Kowalski,

Thank you for contacting us with your concerns. The issue you had this past Wednesday was caused by servers that crashed due to a database communication issue. We could not anticipate this problem, so we were unable to warn customers in advance. I assure you that this type of occurrence is very rare.

In light of your comments, we have decided to **reword our alert message from "down for maintenance" to "experiencing technical difficulties."** That way customers will know the problem is due to unforeseen circumstances rather than routine maintenance. As a matter of fact, our software is hardly ever down for maintenance. When we work on an upgrade, the software is unavailable for just a few minutes, if at all.

We regret the inconvenience this has caused you and are truly grateful for your feedback. In appreciation of your business, **we will be waiving the service fee on your company account for this month.**

Sincerely,

Cindy Trautman, Quipwerx Support

176. What does Ms. Kowalski request on the online form?

- A. A membership cancellation
- **B. A maintenance calendar**
- C. A call from customer support
- D. A new time for a training session

177. What is suggested about Ms. Kowalski?

- A. She used to work for Quipwerx.
- B. She joined Alexsy Corporation in June.
- **C. She uses Web—conferencing software regularly.**
- D. She conducts training sessions every Wednesday.

178. What is Ms. Kowalski's complaint regarding Quipwerx conferencing software?

- A. It does not serve her current purposes.
- B. It is incompatible with her computer.
- **C. It is unreliable.**
- D. It cannot be used by her overseas clients.

179. What does Ms. Trautman say Quipwerx will change?

- **A. Its malfunction message**
- B. Its customer agreement
- C. Its Web—conferencing software
- D. Its maintenance schedule

180. What is indicated about Alexsy Corporation?

- A. It services its system regularly.
- B. It hires new staff every week.
- C. It recently upgraded its software.
- **D. It pays a monthly fee to Quipwerx.**

Question 181 - 185 refer to following e-mail and instructions.

From: He-Ran Kim, Wheeling Travel Associates

To: Mihir Sukbara

Subject: Travel Plans for Sports Trade Show

Sent: 3 July

Attachment: Sydney—Perth Itinerary

Dear Mr. Sukbara,

Per your request. I have reserved your round—trip ticket to Perth. Departure from Sydney is 20 July, and **return from Perth** is 24 July, **which should perfectly accommodate your 21-23 July Trade Show**. The itinerary is attached.

In reply to your question whether your samples can be brought along, **the skis and snowboards can be checked as luggage**. My contact at Canberra Airways tells me there is a \$75 AUD fee for each piece of oversized luggage. If this fee is paid in advance, oversized items can be dropped at the express drop—off kiosk when you check in. Make sure that your items do not exceed the airline's maximum allowable weight and size requirements. Please let me know how many items you wish to check so that **I can make the prepayment for you**.

Best,

He-Ran Kim

Wheeling Travel Associates

Canberra Airways

Express Luggage Drop-Off Service—Instructions

Upon arrival at the airport, please follow these simple steps:

1. **Print out your boarding pass at any of our check—in kiosks as you enter the terminal.**
2. Follow directions to the express drop—off kiosk and place your items on the scales. Show your photo ID and boarding pass to one of our agents, who will ask how many bags you are checking.
3. Our agent will tag your bags and return your papers so you can proceed to Security without delay.

NOTE: **Express drop—off service is currently available only in Sydney, Melbourne, and Brisbane.**

181. According to the e—mail, why is Mr. Sukbara

184. What is indicated about a boarding pass?

most likely going to Perth?

- A. To compete in a sports event
- B. To negotiate a corporate merger
- **C. To promote his company's products**
- D. To visit clients near the city

182. What is true about Mr. Sukbara's oversized luggage?

- **A. It consists of sports equipment.**
- B. It exceeds the weight limit.
- C. It will be packed by Ms. Kim.
- D. It was purchased at a trade show.

183. What does Ms. Kim offer to do for Mr. Sukbara?

- A. Make hotel reservations
- **B. Handle a fee**
- C. Schedule a delivery
- D. Arrange shuttle transportation

- A. It is attached to Ms. Kim's e-mail.
- B. It must be printed at home.
- C. It can be obtained only from an airline agent.
- **D. It must be presented at a drop-off kiosk.**

185. What is suggested about Mr. Sukbara regarding his return flight?

- A. Mr. Sukbara will be flying back to Sydney overnight.
- B. Mr. Sukbara will be purchasing his own return ticket.
- **C. Mr. Sukbara will be unable to use the express drop-off service.**
- D. Mr. Sukbara will be unable to modify his itinerary.

<http://www.newstarhome.org/donations>

New Start Home stores accept donations of new or used furniture, appliances, housewares, and building materials. Items should be in good condition. Items that require repair or are stained or ripped cannot be accepted. **Proceeds from the sale of our goods** are used to fund community projects, such as educational programs, housing renovations, and neighborhood park beautification.

How to donate:

1. **Using our home screen, find the New Start Home nearest you by entering your address into the search box.**
2. Drop off your unneeded goods yourself or **contact your nearest location to schedule pickup of large items or bulk donations from your home or business.**
3. Please check our Web site for the hours of each store location.

From: bmorris@morriscountryinn.com

To: aperez@newstarhome.org

Date: March 27

Re: Donation

Dear Mr. Perez,

I am the owner of the Morris Country Inn in Canton. **It will be closing permanently when I retire next month.** I have many pieces of furniture in excellent condition—beds, desks, easy chairs, and more. A friend suggested that this inventory could be donated to your organization. The New Start Home branch in Hartford seems to be the closest to my inn, and I see that you are the store manager there. We are located almost 35 miles away. Can I arrange a pickup of these goods at my establishment?

Regards,

Brenda Morris

Morris Country Inn

Morris Country Inn Shutting Its Doors

CANTON (April 27)—Brenda Morris watched the New Start Home truck drive away, full of furnishings from the Morris Country Inn. She has been the owner—operator of the inn, a local landmark, for 40 years. “I am happy to be heading to **Seaview Point**, with its beaches and warm weather,” remarked Ms. Morris. “And I now plan to spend time volunteering and just relaxing. But the inn has been a big part of my life, and it will be hard leaving this community.”

The property that the Morris Country Inn currently stands on has been sold to the Brent Valley Development Group, which plans to convert the building into apartment units over the coming year.

186. According to the Web page, what does New Start Home do with items it receives?

- **A. It sells them.**
- B. It donates them to schools.
- C. It sends them to be recycled.
- D. It repairs them.

189. What is suggested about the New Start Home branch in Hartford?

- A. It furnishes hotels.
- B. It is staffed by students.
- C. It has sold out of its current inventory.
- **D. It picks up donations in nearby towns.**

187. How did Ms. Morris most likely learn the name of a manager at New Start Home?

- **A. By searching online**
- B. By e—mailing other organizations
- C. By reading an article in the local newspaper
- D. By participating in a community project

190. According to the article, where is Ms. Morris planning to live next?

- A. In Hartford
- **B. In Seaview Point**
- C. In Canton
- D. In Brent Valley

188. What is indicated about Ms. Morris in the e—mail?

- A. She visited New Start Home with a friend.
- B. She is seeking a new job.
- **C. She has decided to close a business.**
- D. She needs directions to a business.

Question 191 - 195 refer to following e-mails and order form.

To: Imogen Chambers<ichamnbbers@championos.com>

From: Reginald Lee<rlee@cooperandcolsonlaw.org>

Re: Office supplies order

Date: March 20

Dear Ms. Chambers,

We have a standing order filled by Champion Office Supply, with automatic delivery to us on the first day of each month. I am writing because we would like to modify our usual order for the upcoming month as outlined on the attached form. Please note that we would like the ink toner that we have ordered in the past to be replaced by a different brand as indicated. Furthermore, we would like to add item WB918 to the order only this month, as we have recently hired new attorneys and we are preparing additional office spaces for them. Please use our credit card account that you have on file.

We continue to be pleased with the quality of your merchandise, especially the recycled stationery products with our firm's logo.

Thank you.

Reginald Lee, Office Manager

Cooper and Colson Law

Order for Cooper and Colson Law Contact: Reginald Lee			Delivery Date: April 1	
Items Description	Item Number	Quantity	Price Per Unit	Itemized Total
Printed Letterhead	LH228	10 Reams	54.00	540.00
Whiteboard pens	WP263	10 Package of 4	4.99	49.90
Cytronics ink	CP576	8	42.00	336.00

toner cartridge				
Witeglow Magetic Whiteboard (50*35)	WB918	4	79.99	319.96
Champion Office Supply			Tax	74.75
			Total	1320.61

E-Mail Message

To: Reginald Lee <rlee@cooperandcolsonlaw.org>
From: Imogen Chambers <ichambers@championos.com>
Re: Office supplies order
Date: March 21

Dear Mr. Lee,

We would be happy to accommodate your requests as outlined on your order form. Unfortunately, however, we are currently out of the Witeglow brand whiteboards. I can recommend another brand of magnetic whiteboard that has been well liked by other customers, called **Stellar Whiteboards. They are considered the best on the market. They are typically \$85 each, but I am willing to provide four at the same cost of the Witeglow brand,** if you would like to give them a try. Just let me know. Thank you.

Kind regards,

Imogen Chambers

- **A. To amend a regular Order**
- B. To report a delivery error
- C. To make a complaint about a product
- D. To confirm a delivery date

192. In the first e—mail, what is indicated about Cooper and Colson Law’?

- A. It has just installed a new photocopier.
- **B. It is currently expanding.**
- C. It is in the process of relocating.
- D. It has just hired a new office manager.

193. What product is Mr. Lee particularly pleased with?

- **A. Paper with company letterhead**
- B. Whiteboard pens
- C. The Witeglow magnetic whiteboard
- D. The Cytronics ink toner cartridge

for a regularly ordered product?

- A. LH228
- B. WP263
- **C. CP576**
- D. WB918

195. How much will the law firm pay for each Stellar brand Whiteboard?

- A. \$49.90
- B. \$54.00
- **C. \$79.99**
- D. \$85.00

Brenton Solutions
Building 3 Conference Room Calendar
Mondays in March

This schedule shows the meetings regularly scheduled in conference rooms on Mondays in the month of March. Keep in mind **that management may request a room with minimal advance notice**. If this occurs, you may Contact Janet Marten at jmarten@brentonsolutions.com to **inquire about rooms in other buildings on campus**.

Time Slot	Room 3A (Capacity: 35)	Room 3B (Capacity: 50)
Morning 1 9:00 - 10:00AM	Available	Sales Team (Use Room 3A for dividing into project groups, if necessary)
Morning 2 10:30 - 11:45AM	Human Resources	Summer Events Planning
Afternoon 1 2:00 - 2:45PM	Customer Service	Technology and Engineering
Afternoon 2 3:00 - 4:00AM	Available	Marketing Group

To: Team Leaders

From: Janet Marten

Subject: Conference Room Calendars

Date: February 27

To All Team Leads:

Please be informed that both Building 3 conference rooms will be unavailable throughout the day on Monday, **March 12**, as our division of Brenton Solutions will be hosting the **Corporate Management team**. These meetings are expected to begin promptly at 9:30 A.M. and **to extend one full hour past the time that afternoon meetings usually end**. Any team leads in need of conference space on this date should send me their request no later than Friday by replying directly to this e—mail. Space will be reserved on a first—come, first—served basis. Thanks!

Janet Marten, Corporate Secretary

To: All Employees
From: Janet Marten
Subject: Monday Schedule Change
Date: March 5

Please make note of the following changes to the meeting room schedule because of **management meetings on March 12**. Temporary room assignments are:

- **Morning 1** meetings will take place in rooms 5A and 5B. Please divide the space as needed.
- **The marketing group** will be meeting in 4B in the Afternoon 1 time slot.

Keep in mind that these rooms are both meeting spaces that have limited capacity, so please plan accordingly. Meetings not addressed above are canceled. Any questions regarding meetings or cancellations should be directed to team leads. **Meeting notes will be posted electronically in the usual location for those who are unable to attend.**

196. According to the schedule, what is true about Brenton Solutions?

- A. Its maximum room capacity is 35.
- **B. It has multiple buildings.**
- C. It releases room schedules yearly.
- D. Its employees meet once a month.

197. Why should team leads reply to the first email?

- **A. To reserve a room**
- B. To meet with corporate managers
- C. To get meeting minutes
- D. To request more staff

198. When will the Corporate Management visit most likely end?

- A. At 11:45 A.M.
- B. At 2:45 P.M.
- C. At 4:00 P.M.
- **D. At 5:00 P.M.**

199. Who will NOT have a meeting on March 12?

- A. **The Sales team**
- B. **The marketing group**
- C. **Management**
- **D. Human Resources**

200. What is indicated about employees who miss a meeting?

- A. They should Contact Janet Marten.
- B. They must meet with their team lead.
- **C. They can access meeting information online.**
- D. They can attend a second session in 3B.