

## READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

### PART 5

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

101. Duray Airlines offers delicious food and beverage -----.  
(A) fees  
(B) answers  
**(C) options**  
(D) tasks
102. The Oakshore region ----- large numbers of young professionals.  
(A) was attracted  
(B) has been attracted  
(C) attracting  
**(D) attracts**
103. The sales report is due tomorrow, so please finish it -----.  
(A) easily  
**(B) quickly**  
(C) certainly  
(D) truly
104. Referring to the ----- in the user's manual will help you to identify the parts of the workbench.  
(A) illustrate  
(B) illustrator  
**(C) illustration**  
(D) illustrated
105. No more than four passengers are permitted in ----- taxi operated by the Halligan Company.  
**(A) any**  
(B) all  
(C) some  
(D) such
106. Sales of the Moro Camera dropped by 3 percent ----- the last quarter.  
(A) down  
(B) well  
(C) and  
**(D) during**
107. The newest branch of the library is located ----- Pine Street, directly across from the post office.  
(A) in  
(B) among  
(C) until  
**(D) on**
108. The property manager must ensure that renters understand ----- rental agreement.  
**(A) their**  
(B) they  
(C) theirs  
(D) them

109. ----- Ms. Bai was not available to lead the board meeting, she was able to find a replacement  
(A) **Although**  
(B) Whether  
(C) Instead  
(D) Accordingly
110. Once staff has had training in the new accounting software, they will be prepared to work -----.  
(A) independent  
(B) **independently**  
(C) independency  
(D) independence
111. Nets from Quintana Orchards can be a ----- source of vitamins and minerals for a nutritious diet.  
(A) long  
(B) various  
(C) **rich**  
(D) careful
112. To maintain the Cheerbrew coffeemaker properly, wipe it with a ----- sponge after each use.  
(A) **moist**  
(B) moistens  
(C) moistly  
(D) moisten
113. Research shows that an online marketing strategy is vital for survival in the ----- competitive athletic shoe market.  
(A) skillfully  
(B) **increasingly**  
(C) accidentally  
(D) meaningfully
114. Tomorrow's session will train participants on ----- to prepare containers for overseas shipments.  
(A) what  
(B) **how**  
(C) that  
(D) then
115. Applications received ----- October 15 deadline will not be processed.  
(A) **after**  
(B) already  
(C) while  
(D) often
116. Customers expressed dissatisfaction with the cost of the phone, but complaints about the user interface were relatively -----.  
(A) rarest  
(B) **rare**  
(C) rarity  
(D) rarely
117. Tickets to the museum's special exhibit may be ordered in advance on the Web site ----- purchased upon arrival.  
(A) **or**  
(B) for  
(C) where  
(D) since
118. Two water-quality studies, which ----- last week, reflect the hard work of the Water Resource Council to keep local water clean.  
(A) **were released**  
(B) were being released  
(C) had released  
(D) had been releasing

119. ----- the efforts of cycling enthusiasts, the proposal to resurface bicycle paths in County Kildare was defeated yesterday.  
(A) Throughout  
(B) Besides  
(C) **Despite**  
(D) Versus
120. Crum Carpeting's profits have risen ----- since the company introduced a new environmentally friendly carpet line.  
(A) steadiness  
(B) steadying  
(C) **steadily**  
(D) steadied
121. Glideline Technologies ----- in archiving records and retrieving lost data.  
(A) consists  
(B) interests  
(C) inspects  
(D) **specializes**
122. The mayoral candidates are competing for television -----.  
(A) having exposed  
(B) exposed  
(C) expose  
(D) **exposure**
123. Employees should submit time sheets by noon today ----- the payroll office can distribute paychecks on schedule.  
(A) **so that**  
(B) in order to  
(C) that is  
(D) in case of
124. Suburban residents are ----- in favor of expanding Highway 589 to relieve traffic congestion.  
(A) overwhelm  
(B) **overwhelmingly**  
(C) overwhelming  
(D) overwhelms
125. Business travel is ----- for Shawton Associates by Young-Pyo Kim at Wright Air Transit.  
(A) equipped  
(B) attributed  
(C) **coordinated**  
(D) concurred
126. Most model of the Remagine laptop computer now come with a ----- keyboard.  
(A) removability  
(B) remove  
(C) **removable**  
(D) remover
127. With the recent surge in electronic sales, industry analysts are anticipating that the device-to-person ----- will soon surpass earlier predictions.  
(A) division  
(B) fraction  
(C) part  
(D) **ratio**
128. In response to consumer complaints, assembly instructions for the model 481 bookshelf have been -----.  
(A) acknowledged  
(B) estimated  
(C) controlled  
(D) **simplified**

129. Choose an ----- sized air conditioner for your company's needs, as larger models use more energy.

- (A) affirmatively
- (B) appropriately**
- (C) unexpectedly
- (D) extensively

130. Owing to his knowledge of historic buildings, Luis Harmon was ----- to lead the Main Street Restoration Project.

- (A) persuasion
- (B) persuasively
- (C) persuaded**
- (D) persuading

## PART 6

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

Questions 131-134 refer to the following advertisement.

Come to the Pebble River Resort, where our three restaurants present culinary adventures for every taste! --131--. Its award-winning chefs offer a classic dining experience --132-- by our regional heritage. --133-- you prefer more casual fare, the Old Sands Grill features seasonal dishes served on the stone terrace. Also, be sure to visit --134-- Sweet Shop to enjoy some handmade chocolates or pastries. Located just an hour from busy Johannesburg, we are an ideal vacation or business conference destination.

131. (A) The dining choices vary daily.  
(B) Advance reservations are strongly recommended.  
**(C) Our most formal restaurant is the Riverbank Restaurant.**  
(D) Favorite dishes include many dessert specialties.

132. **(A) influenced**  
(B) influential  
(C) influencing  
(D) influence

133. (A) Because  
(B) Rather  
**(C) Should**  
(D) Though

134. (A) his  
**(B) our**  
(C) another  
(D) this

Questions 135-138 refer to the following letter.

February 10

Wayne Alvarez, District Manager  
Belton Appliances  
26 Oak Road  
Belton, SC 27015

Dear Mr. Alvarez

I purchased a flat-screen television from Belton Appliances that --135-- a defect a month after its warranty expired. The volume became so quiet that it was difficult to hear anything.

When I telephoned your service department to tell them I was having trouble with the --136--, the associate, Jill informed me that several other people had also complained about this problem. --137-- In fact, the technician arrived a little earlier than the appointed time. He fixed the problem in less than one hour and did not charge me for the repair. I am writing to let you know that I have told all my friends about the --138-- service I received from your company.

135. (A) develop  
(B) developing  
(C) development  
(D) developed

136. (A) power  
(B) lighting  
(C) sound  
(D) size

137. (A) The problem has not yet been resolved.  
(B) She scheduled a repair for the following day.  
(C) The company will offer a refund.  
(D) I am waiting for an answer from the service department.

138. (A) excellent  
(B) poor  
(C) extreme  
(D) disappointing

Questions 139-142 refer to the following notice

Dear Valued Customer,

Please be advised that the Dellmere Bank branch on Vine Street will be --139-- on April 5 and 6. During this period, the building will undergo much-needed --140--. These include improvements to the teller line and transaction counters. --141--.

If you use any of our other branches, you will experience no --142-- in processing your transactions. In addition, our online banking service will continue to be available 24 hours a day.

Thank you for your patience.

Jane Hegy  
General Manager

139. (A) reserved  
(B) cleaned  
(C) closed  
(D) funded

140. (A) renovated  
(B) renovations  
(C) renovates  
(D) renovator

141. (A) Please complete all transactions early.  
(B) The original flooring was kept.  
(C) Forms are available in the lobby.  
(D) We apologize for the inconvenience.

142. (A) delays  
(B) decreases  
(C) sales  
(D) estimates

**Questions 143-146 refer to the following letter.**

February 12

Dr. Joan Aghazarian  
President, Florida Association of Dental Care Professionals  
1999 Dade Avenue  
Miami, FL 33133

Dear Dr. Aghazarian

I want to let you know that we are holding our --143--career fair on Saturday, March 2. This is always our biggest event of the year. --144--. We expect even more participants this year.

Attending the fair is a terrific way for your --145-- to network with others in the industry and learn about opportunities at our twelve clinics throughout the state. The event is open to the public, but professionals affiliated with your association receive free admission.

I have enclosed a list of events that --146-- at this year's fair. If you have questions, please contact me at 555-0181.

Doug Goertz  
Recruiter, Sunnyside Dental Services

Enclosure

143. (A) first

(B) private

(C) annual

(D) only

145. (A) students

(B) members

(C) patients

(D) salespeople

144. (A) Last March we had more than 200 attendees.

(B) Let me know if you will be able to attend.

(C) Tickets are available online.

(D) Interviews will be held in Miami.

146. (A) were taking place

(B) took place

(C) takes place

(D) will take place

## Part 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following e-mail.

**From:** frontdesk@parkersquarehotel.com

**To:** rnoro@mailsail.com

**Subject:** re: Early check-in

**Date:** May 16, 1:30 P.M.

Dear Mr. Noro,

We received your e-mail about early check-ins. **To answer your question, at the Parker Square Hotel early check-ins are available between 10:00 A.M. and 2:00 P.M. for an additional \$25. Guests are requested to contact us at least one day ahead of time so that we can make arrangements and have a room ready for them in the morning. Because you'll be arriving tomorrow, could you please reply today by 6:00 P.M. to confirm that you are interested in checking in earlier?**

With best regards,

Lisa Murata

Front Desk Manager, Parker Square Hotel

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

- (A) To explain a policy
- (B) To offer a room upgrade
- (C) To advertise a special rate
- (D) To confirm a reservation

148. When is the latest that Mr. Noro should contact Ms. Murata?

- (A) By 10:00 A.M.
- (B) By 1:30 P.M.
- (C) By 2:00 P.M.
- (D) By 6:00 P.M.

Questions 149-151 refer to the following flyer.

**Copper Ridge Small-Business Forum**  
**Tuesday, 16 April, 6:00 P.M.-8:30 P.M.**  
**Copper Ridge Town Hall, 225 Gower Lane**  
*Learn how your small business can succeed in today's economy*

**Forum Panelists:**

- Dan Burbridge (moderator), author of the series *Loans, Grants, and other Financial Resources for Entrepreneurs*
- Susan Jankowski, owner of Pricewell's Supermarket
- Joseph Salibi, president of the Copper Ridge Council of Merchants
- Augustine Lind, owner of Lind's Cleaning Service

*Admission is free, but a reservation is required. Call 705-555-0121.*  
Visit [www.copperridgesb.ca/events](http://www.copperridgesb.ca/events) for details on forum speakers and agenda.

149. What does the flyer advertise?

- (A) A university lecture on economics
- (B) A store's grand opening celebration
- (C) A job fair for small businesses
- (D) A meeting of business owners**

150. What is indicated about the moderator?

- (A) He lives in Copper Ridge.
- (B) He writes about funding options.**
- (C) He manages a food market.
- (D) He is a government official.

151. What should people do if they want to attend the event?

- (A) Visit a ticket office
- (B) Send an e-mail
- (C) Make a telephone call**
- (D) Submit a form online

Questions 152-154 refer to the following coupon.

## Britton Outfitters

*Maker of quality outdoor apparel and accessories*

From now until January 31, enjoy 25% off your purchase of outerwear.

Discount applies to purchases made at Britton Outfitters stores or to online purchases through the Britton Outfitters Web site (Coupon Code BOUT1). Cannot be applied to Britton Outfitters products sold by other retailers.

Discount is good for up to three items. Eligible items include coats and jackets. Cannot be used on shoes, eyewear, or other accessories. Cannot be applied to special-order items.

Visit [www.brittonoutfitters.co.uk](http://www.brittonoutfitters.co.uk) every season for details on our current promotional offers.

Coupon Code BOUT1



152. For what could the coupon most likely be used?

- (A) Sunglasses
- (B) A handbag
- (C) Wool socks
- (D) A rain jacket

153. What is implied about Britton Outfitters?

- (A) Its products are available only at Britton Outfitters store.

(B) It offers discounts once a year.

- (C) Its line of products includes footwear.
- (D) It specializes in men's apparel.

154. What is NOT true about the advertised discount?

- (A) It can be applied to more than one item.
- (B) It can be used for items purchased online.
- (C) It is available for a limited time.
- (D) It is limited to first-time customers.

Questions 155-156 refer to the following text message chain

**Jung-Hee Ahn**

**8:44 A.M.**

My morning meeting was canceled, so I am on an earlier flight. I should arrive 3 hours sooner than expected. I can now attend the marketing meeting at **4 P.M.**

**Ellen Ortiz**

**8:49 A.M.**

Good news! When will you land? Do you need a ride from the airport?

**Jung-Hee Ahn**

**8:51 A.M.**

I should arrive at **12:45 P.M.**, and I will need a ride. **Please call the airport transportation service to tell them about the flight change. I don't have their number.**

**Ellen Ortiz**

**8:52 A.M.**

**No problem.** What's your flight information?

**Jung-Hee Ahn**

**8:57 A.M.**

Seacrest Air flight 1045. **Departing San Juan 9:50 A.M.** Got to go. The flight is boarding. See you later.

**Send**



155. At 8:52A.M, what does Ms. Ortiz most likely mean when she writes, "No problem"?
- (A) She will send a phone number to Mr. Ahn.  
**(B) She will reschedule transportation.**  
(C) She agrees that Ms. Ahn should change her flight.  
(D) She will write down the flight information

156. When will Ms. Ahn 's plane leave San Juan?
- (A) At 9:50 A.M.**  
(B) At 12:45 P.M.  
(C) At 1:00 P.M.  
(D) At 4:00 P.M.

Questions 157-158 refer to the following letter.

March 23

Mr. Vardhan Patel  
Sky High Solar Panels  
732 East Bridge Road  
Orlando, Florida 32803

Dear Mr. Patel,

Waterton's Office of Engineering is looking for ways to decrease the town's energy expenses. To this end, we are interested in having solar panels installed on our municipal buildings. After researching several solar energy companies, we believe that yours might

best fit our needs.

We would like to request a consultation to determine **the approximate cost, including installation, for a system of ACF34 panels on our buildings. May I ask you to please contact me at 407-555-0173 to schedule a consultation?** I look forward to hearing from you.

*Dalia Peralta*

Dalia Peralta

Chief Engineer

Waterton, Florida

157. Why was the letter written?

- (A) To negotiate a discount
- (B) To order a company catalog
- (C) To set up an appointment**
- (D) To revise a construction plan

158. What information does Ms. Peralta want?

- (A) Product dimensions
- (B) A price estimate**
- (C) Maintenance instructions
- (D) Client references

**Question 159-160** refer to the following advertisement.

Selling Your Crafts

by Sonia **Hovsepien**

336 pages, \$27

Did you know that many **craft businesses** fail within their first two years?

Selling Your Crafts documents the many mistakes that crafts businesses make, from poor financial planning to unsuccessful advertising efforts. The author, a senior director with **television company** Creative Media Today, has compiled years of research on commercial practices and presents her findings here in an engaging and accessible format. Whether you are selling handmade products online, setting up a booth at crafts fairs, or establishing a small studio, this book is sure to help you maximize your chances for success.

"An easy-to-understand, step-by-step guide"

—Dr. Virginia Brand, Marketing Professor, Setten University

159. For whom is the advertisement most likely intended?

- (A) Recently hired book editors
- (B) University professors
- (C) Owners of crafts businesses**
- (D) Financial consultants

160. Where does Ms. Hovsepien work?

- (A) At a television company**
- (B) At a financial consulting firm
- (C) At an advertising agency
- (D) At a law office

Question 161-163 refer to the following e-mail.

To: Sergei Aptekar

From: Ada Nowak

Date: 25 March

Subject: Projector

Hi Sergei,

I was at Feddere Electronics yesterday. I tried out the Movie Stream Projector that you suggested we use during our presentations **at next week's investors meeting in Warsaw**. I project images onto any surface. I also like that it can stream material from the Internet in any location that has a wireless Internet connection. Unfortunately, **if you place the device more than a meter away from the wall, the image becomes dim and blurred**. That means that the images we want to show would not be large enough for our audience to see.

**Thanks for your suggestion, but even at its bargain price, I don't think that this projector will suit our needs. For our upcoming trip, I think we should stick with what we have.**

Ada

161. Why was the e-mail sent?

- (A) To recommend a new type of technology
- (B) To suggest revisions to a presentation
- (C) To submit a complaint to a company
- (D) To respond to colleague's idea**

162. What will Ms. Nowak most likely do next week?

- (A) Purchase a device
- (B) Travel to Warsaw**
- (C) Invest in a company
- (D) Use a new product

163. What does Ms. Nowak mention about the Movie Stream projector?

- (A) It cannot properly display images from certain distances.**
- (B) It cannot be connected to the Internet in Warsaw.
- (C) It is difficult to transport.
- (D) It is too expensive.

Questions 164-167 refer to the following article.

## News from Bramwell Botanical Gardens

BRAMWELL (May 26)--Visitors to Bramwell Botanical Gardens are now greeted by a colorful new logo painted on the welcome sign at the entry gate. Most people say they are pleased with the new logo, which features a bright bouquet of wildflowers. \_\_[1]\_\_.

The management of the botanical gardens decided to replace the old logo based on input from the public. "We collected opinion cards deposited in boxes at the gardens and reviewed responses to an online survey. \_\_[2]\_\_. We found that receptiveness to the original logo was no longer positive," said Jacob Harding, the director of the gardens, when he was interviewed by the *Bramwell Morning*

*Courier*. The old logo displayed the name of the gardens above a drawing of an elaborate Victorian greenhouse.

New designs were submitted by O'Neill Graphics. \_\_[3]\_\_. Members were invited to choose which one would be the best logo. The board agreed that the members made an excellent choice.

Marie Kim, the manager of the Botanical Gardens on-site visitors' shop, is one of those happy with the new logo that members selected. \_\_[4]\_\_. The new logo is now featured on clothing and other merchandise, and she is sure it will help improve sales. "Previously, I was often disappointed. Even though a lot of visitors came into the store, many left without making a purchase. They didn't think our imprinted items were attractive."

164. What does the article discuss?

- (A) A potential business partnership
- (B) A change made to a graphic design
- (C) Advertising for an upcoming exhibit
- (D) New signs labeling the gardens' plants

165. Who made the final decision about the logo?

- (A) Employees of O'Neill Graphics
- (B) The director of Bramwell Botanical Gardens
- (C) The manager of the visitors shop
- (D) Members of Bramwell Botanical Gardens

166. What did Ms. Kim imply about the visitors shop?

- (A) Too few people visited it.
- (B) Its appearance needed to be updated.
- (C) The location was not well marked.
- (D) Business there was not very good.

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

"Four of them were posted on the Botanical Gardens Web site."

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

Questions 168-171 refer to the following letter.

**THE BALESTRI CORPORATION**

7 February

Michi Hashimoto  
Hashimoto Consultants, Inc.  
32 Joo Koon Circle  
Singapore 628990

Dear Mr. Hashimoto:

I am responding to your reference request for Ms. Mou Lee, who was an employee of the Balestri Corporation **up until two years ago**. It is my sincere pleasure to recommend Ms. Lee for a position with your company. \_\_[1]\_\_.

Ms. Lee was hired as a budget associate but was promoted **in just one year to revenue accounting manager** because of her exceptional problem-solving skills. For example, **she created a unique spreadsheet for conducting statistical analyses** that was used to help one of our top clients become more profitable. \_\_[2]\_\_. This was directly responsible for her promotion.

As revenue accounting manager, Ms. Lee's leadership contributed substantially to increased productivity in her department. During her first year in that role, her team was commended for finding cost savings in four consecutive quarters. \_\_[3]\_\_. In addition, she is a talented speaker, and she successfully represented the Balestri Corporation at a number of client meetings.

After six years with the Balestri Corporation, Ms. Lee resigned to **pursue an advanced degree**. \_\_[4]\_\_. She was an asset to the Balestri Corporation, and I am confident she will be an asset to your company as well.

Regards,  
*Nelson Groth*  
Nelson Groth, Vice President of Finance

168. What accomplishment earned Ms. Lee a promotion to revenue accounting manager?
- (A) She reduced corporate spending.
  - (B) She launched a new statistical tool.
  - (C) She developed new statistical tool.**
  - (D) She increased employees' productivity.

169. For how long was Ms. Lee a budget associate at the Balestri Corporation?
- (A) One year**
  - (B) Two years
  - (C) Four years
  - (D) Six years

170. According to Mr. Groth, why did Ms. Lee leave the Balestri Corporation?
- (A) She had little opportunity for advancement.
  - (B) She was not adequately compensated
  - (C) She accepted a position with a competitor
  - (D) She enrolled in an educational program.**

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

"The technique she created for this client was adopted for use throughout the company."

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

Questions 172-175 refer to the following online chat.

# White Hat Supplies

## Customer Service Live Chat

**Agent Mark Smalls** : 4:25 P.M.

Hello, Ms. Brown. Thank you for contacting Customer Service. How may I help you?

**Kim Brown**: 4:26 P.M.

I ordered three packages of ink on May 4. I received a confirmation e-mail stating that the order was shipped on May 8 and would arrive by May 12, **but the package has not arrived.**

**Agent Mark Smalls** : 4:28 P.M.

Sorry to hear that. Give me a moment while I check. Do you have your order number?

**Kim Brown** : 4:32 P.M.

Sure. It's order JX43125.

**Agent Mark Smalls** : 4:35 P.M.

OK. One moment.

**Agent Mark Small** : 4:38 P.M.

Ms. Brown, our tracking system indicates that the package arrived on May 10. Can you confirm your shipping address is 15 Walters Court, Boca Raton, FL 33431?

**Kim Brown** : 4:41 P.M.

Yes, that's correct.

**Agent Mark Smalls**: 4:42 P.M.

Is it possible that a neighbor picked it up?

**Kim Brown**: 4:43 P.M.

I really don't think so. I know my neighbors, **and it's been over a week now.**

**Agent Mark Smalls**: 4:45 P.M.

I see. **Well, I'm very sorry your package seems to have been lost.** Would you like us to send you a replacement? The order should arrive by May 27.

**Kim Brown**: 4:46 P.M.

I need the ink right away. **Would you be able to expedite shipping and handling?**

**Agent Mark Smalls**: 4:50 P.M.

**With express delivery, your order would arrive on May 24. Since your original order was standard delivery, express delivery would be an additional \$15.**

**Kim Brown**: 4:51 P.M.

In that case, please just refund my order.

**Agent Mark Smalls**: 4:52 P.M.

Certainly. I will refund the original purchase price and delivery charge to your credit card.

172. Why did Ms. Brown contact Customer Service?

- (A) To order more ink
- (B) To return an item
- (C) To inquire about a shipping date
- (D) To report a problem with an order

173. According to the chat, what is suggested about the package?

- (A) It was sent to the wrong address.
- (B) It contained the wrong item.
- (C) The warehouse misplaced it.
- (D) No one is sure what happened to it.

174. At 4:43 P.M., what does Ms. Brown most likely mean when she writes, "it's been over a week now"?

- (A) The project she needs the package for was completed a week ago.
- (B) She plans to ask her neighbors if they have seen the package.
- (C) Her neighbors would have already given her the package.
- (D) She moved into her neighborhood a week ago.

175. Why does Ms. Brown refuse a replacement?

- (A) She does not want to pay for expedited shipping.
- (B) The ink works better with other printers.
- (C) She read a negative review of the product.
- (D) She no longer needs the ink.

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

### Welcome to Wakeford International Airport

The Lost and found Office at Wakeford International Airport is located in Terminal A on the ground level. The office is open daily from 5:00 A.M. to midnight. Items found in the airport terminals, curbside areas, parking areas, or airport-operated shuttles are stored for 90 days before being discarded. For belongings that were left or discovered in an aircraft, please contact the airline directly.

To request assistance with locating a missing item, click the "Lost Property Report" link on this page. Describe the missing property in as much detail as possible. Include the date that you lost the item, a good time for us to contact you, and your telephone number or e-mail address. Once we receive your completed form, we will make every attempt to locate your lost item and notify you of its availability as soon as possible. **Items can be claimed in person during our regular business hours or sent to your office or house for the cost of shipping and handling. Either way, a signature will be required upon receipt.**

### WIA Lost Property Report

Today's Date: 9 July

Date Item Lost: 8 July

Name: Milton Benton

Address: 216 Olivia Street  
Sydney NSW Australia 2023

Home phone: 02 5550 0113

Work phone: \_\_\_\_\_

E-mail: mben@gnu.j.com.au

**Preferred time to reach you:** \_\_\_\_\_

**Preferred method of contact:** home phone

**Preferred method of receipt:** mailed to my address

**Description of lost property:**

Men's raincoat, black. Label inside reads "To my loving son, Milton." I traveled on Bruin Airlines from Wakeford to Sydney and left the coat on one of the airport shuttle buses that transports passengers between terminals.

pockets.

(C) It belongs to one of his customers.

(D) It was a gift from a family member.

176. According to the Web page, for what is there a charge?

(A) A lost-item search

(B) A telephone call

(C) Storage space

(D) Home delivery

179. Based on the Web page information, what is missing from Mr. Benton's form?

(A) A time

(B) An item description

(C) A flight number

(D) A work phone number

177. What is true about Mr. Benton?

(A) He is briefly visiting Sydney.

(B) He recently traveled by airplane.

(C) He works for Bruin Airlines.

(D) He lives near Wakeford International Airport.

180. Why would Mr. Benton be asked to provide a signature?

(A) To accept changes to his travel itinerary

(B) To confirm that he has received his property

(C) To acknowledge a refund for returned items

(D) To submit a claim form

178. What is indicated about Mr. Benton's coat?

(A) It was found on an airplane.

(B) It has important documents in one of the

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

### **A Long Road to the Acoustic Galleria**

AUSTIN (June 17)—This Saturday, **local guitar maker Adriana Villalobos fulfills a lifelong dream of opening her own guitar shop.** Located at 904 Barton Road, the Acoustic Galleria has been a work in progress for many years.

**Just** days after her eighteenth birthday, a young Ms. Villalobos won a blue ribbon in the woodwork category at the Norton County Fair in Los Cielos, Texas. The table she designed featured detailed inlay work that impressed both the judges and a renowned Los Cielos guitar designer, **Javier Torrez, who offered her an apprenticeship in his studio, Maximo Nivel Music.**

This early apprenticeship allowed Ms. Villalobos to combine her woodworking skills with another passion---music. "I grew

up playing the guitar, so I was excited to learn how to make my own instrument," said Ms. Villalobos. It was during the apprenticeship that she was able to develop special inlay techniques, which involve inserting finely cut pieces of wood into guitar fretboards and bodies to create beautiful decorative designs on guitars.

Since the apprenticeship, Ms. Villalobos has spent five years honing her craft and selling her guitars to boutique music shops. Now that the Acoustic Galleria is opening, her guitars will be sold only at the Barton Road location and at Agalleria.com. **The store will also house her new workshop and classroom for music lessons.** Patrons at demonstrations of inlay work and guitar body-shaping techniques.

#### E-Mail Message

From: [mtorrez@arch.net](mailto:mtorrez@arch.net)  
To: [avillalobos@agalleria.com](mailto:avillalobos@agalleria.com)  
Subject: RE: Acoustic Galleria  
Sent: June 21

Dear Adriana,

**Thank you for sending me the link to the Austin Advance article about the opening of your shop. I'm delighted that you have achieved this big goal. From the time I first met you at our studio,** so many year ago, I knew you had a special talent for making instrument. I've seen some of the instruments that you have crafted in recent years from online pictures, and they are of the highest quality. You've come such a long way. Javier and I are proud that you started out with us.

We may be traveling to Austin for the star Guitars Exhibition in September. If so, we will make a point of visiting you there at your new shop.

Best wishes,

181. What is the article about?
- (A) The owner of a new business
  - (B) The relocation of a business
  - (C) A local music teacher
  - (D) An upcoming concert
182. In the article, the word "Just" in paragraph 2, line 1, is closest in meaning to
- (A) equally
  - (B) commonly
  - (C) accurately
  - (D) only
183. According to the article, what is true about Acoustic Galleria?
- (A) It will be next to a clothing boutique.
  - (B) It will hold performances by local artist
  - (C) It will include a space to make guitars.
  - (D) It will celebrate an anniversary in September.
184. Why was the e-mail sent?
- (A) To request information
  - (B) To offer congratulations
  - (C) To confirm the date of a visit
  - (D) To give advice
185. Where did Ms. Torrez first see Ms. Villalobos' work?
- (A) At the Acoustic Galleria
  - (B) At the Norton County Fair
  - (C) At Maximo Nivel Music
  - (D) At the Star Guitars Exhibition

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

## Wildwood National Park Trails

### **Ridgeway Loop**—8.2 Kilometers

Enjoy views of the Meramec River from the top of the ridge, followed by a clear trail that loops back and descends to the south parking lot.

### **Eureka Slope**—5.7 Kilometers

Trek up the side of Eureka Ridge. This difficult trail features rocky terrain and intermittent steep inclines with view of Pacific Palisades Valley. The trailhead can be found 100 meters north of the ranger station.

### **River's Edge**—6.4 Kilometers

This trail stretches along the bank of the Meramec River. The flat trail begins at the south parking lot and ends at Pacific Palisades Park.

### **Hallow Falls Trail**—2.5 Kilometers

Beginning behind the main pavilion, this easy trail stretches through the Wildwood Forest and ends at Hallow Falls. Picnic and barbeque areas can be found along the way.

To: Nature Walk Club  
From: Sonja Pakov  
Subject: Saturday's nature walk  
Date: June 2  
Attachment: Map

Hi, everyone

This month's nature walk will take place this Saturday at 6:00 A.M. During last month's trip to Rockwood Canyon, a number of people expressly mentioned interest in seeing the Meramec River, so we'll be meeting at Wildwood National Park this time. Please arrive in the south parking lot by 5:45 A.M. I have attached a park map for your reference. Be sure to pack a lunch and plenty of water. We will be hiking for 5-6 hours.

See you on Saturday!

Sonja

## NOTICE

Posted June 4

Due to flooding caused by recent rain storms, the River's Edge trail is closed until further notice. Please avoid this trail and any areas near the bank of the Meramec River until the floodwaters recede. Floodwaters also damaged the south parking lot, which is now under construction. Please park in the west parking lot and follow the Ranger Path to reach the trailheads.

186. How long is the trail that goes up Eureka Ridge?

- (A) 2.5 kilometers
- (B) 5.7 kilometers**
- (C) 6.4 kilometers
- (D) 8.2 kilometers

187. In the e-mail, the phrase "expressly" in paragraph 1, line 2, is closest in meaning to

- (A) affectionately
- (B) correctly
- (C) specifically**
- (D) totally

188. Where will Nature Walk Club members likely hike?

- (A) On Ridgeway Loop**

(B) On Eureka Slope

(C) On River's Edge

(D) On Hallow Falls Trail

189. What is indicated about Wildwood National Park?

(A) It offers guided nature walks.

**(B) It has multiple parking areas.**

(C) It provides food for purchase.

(D) It opens at 6:00 A.M.

190. What will Nature Walk Club members likely do upon arriving at the park?

(A) See Hallow Falls

(B) Eat at the pavilion

(C) Purchase a trail map

**(D) Walk along Ranger Path**

Questions 191-195 refer to the following information sheet, e-mail, and customer review.

### ***Mini Sofa by Brossel***

#### **Product Information**

The Mini Sofa combines old-fashioned comfort with a contemporary feel. Several customizable features enable customers to create just the look they want.

**Dimensions:** Width 203 cm, depth 101 cm, height 66 cm

**Upholstery options:** Meadow Green, Soft Peach, Modern Multistripe

**Leg options:** Maple or chrome; rectangular or round

**Throw pillows:** Optional, 45 cm square, match upholstery color

**Price:** \$499

#### E-Mail Message

To: Sales Team  
From: Natalia Beckley  
Date: May 22  
Subject: Brossel Mini Sofa

Sales team member,

I have learned that the information sheet on the new Brossel Mini Sofa has been updated by the manufacturer, and **I'm writing to provide you with the revised details.** The dimensions should be as follows: width 199 cm, depth 97 cm, and height 64 cm. There are also some upholstery options not listed in the earlier version of the information: **Cornflower Blue and Brown Leaf Print.** **The throw pillows are available in an additional 60-cm side.** Finally, the price of sofa has changed to \$549.

**I will supply you with a corrected version of the sheet soon but wanted you to be aware of the changes now,** since the new item will be available within the next few days, for our annual special sale.

Regards,

Natalia Beckley

**Sales Team Manager,** Lewiston's Fine Furnishings

<https://www.lewistonsfinefurnishings.com/>

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#### **Customer review**

**Posted by:** supershopper1462

**On:** June 2

**Product:** Brossel Mini Sofa

I purchased a new Brossel Mini Sofa during last week's big sale at Lewiston's Fine Furnishings, and I love it so far. It's stylish and comfortable, and **the leaf print** looks great in my study. There was only one minor problem in the purchasing process. **The salesperson** consulted his product information and stated that the piece was 203 cm wide. I was concerned that it might be too wide. As I **weighed** my options, though, **the sales Manager happened to pass by**. Fortunately, she corrected the error by providing information from an updated sales sheet. Despite this small slip, I highly recommend both the sofa and the store.

191. How many pillow sizes are available?

- (A) One
- (B) Two**
- (C) Three
- (D) Four

**(B) considered**

- (C) checked the heaviness of
- (D) described the size of

192. What does Ms. Beckley indicate she will do?

- (A) Provide the sales team with some revised information**
- (B) Reduce the price of a product
- (C) Move a piece of furniture to a new location
- (D) Order a new supply of office furniture

193. What color most likely is the customer's new sofa?

- (A) Green
- (B) Black
- (C) Blue
- (D) Brown**

194. What is probably true about the salesperson mentioned in the customer review?

- (A) He has sold many piece of Brossel furniture.
- (B) He encouraged the customer to write a review.
- (C) His manager is Ms. Beckley.**
- (D) Lewiston's Fine Furnishings hired him in April.

195. In the customer review, the word "weighed" in paragraph 1, line 7, is closest in meaning to

- (A) explained

Questions 196-200 refer to the following e-mail, letter, and calendar.

**To:** [gblum@rosetteengineer.com](mailto:gblum@rosetteengineer.com)  
**From:** [laluko@rosetteengineer.com](mailto:laluko@rosetteengineer.com)  
**Date:** September 7  
**Subject:** Corporate credit card

Dear Ms. Blum,

I have received your request for a corporate credit card. In order to issue a card to you, I require proof of one of the following.

- Anticipated business-related expenses of \$300 or more
- Three or more scheduled international business trips for this year
- Signed documentation from a manager that you are required to entertain corporate clients

As you await your card, please be sure to review our expense and travel policies on pages 56-72 of the employee handbook. Here are highlights from those policies.

- All transportation (airline, train, etc.) and hotel arrangements must be made through the corporate travel division.
- Meals are covered by the company as long as they do not exceed daily allowances (refer to section 20, page 61).

Thank you,

Ife Aluko

Corporate Travel Division, Rosette Engineering

The Institute of Engineering and Technology [IET]

Geraldine Blum

September 16

Rosette Engineering  
1719 Avenue A  
New York, NY 10009

Dear Geraldine Blum,

You have successfully registered for the IET Conference in Sao Paulo, Brazil, and your payment of \$400 has been processed. Thank you.

IET recommends that you make travel and lodging arrangements as soon as possible to ensure availability. We have secured discounted rates for conference participants at Hotel Cortiana, which is the conference site, and Hotel Montes; rooms at Hotel Cortiana are reserved for IET members only, however. We will be providing complimentary breakfast from 7 to 9 A.M. as well as coffee and tea from 2 to 3 P.M. daily, both in the hotel lobby. Participants are responsible for all other meal.

For question or suggestions, feel free to contact us at [info@ietconference.org](mailto:info@ietconference.org).

Sincerely,

IET Conference Committee

Calendar for Geraldine Blum: Week of November 6

November 6	November 7	November 8	November 9	November 10
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<p>Depart 10:13 A.M., New York, NY (flight AV177) Arrive 9:25 P.M., Sao Paulo, Brazil Transportation to <b>Hotel Cortiana</b> via Taxi Minuto (late check-in confirmed by hotel manager)</p>	<p>9:00 A.M. -4:30 P.M. conference sessions 4:45 P.M. Gillberto Cruz job interview, hotel lobby</p>	<p>9:00 A.M. -3:40 P.M. conference sessions 3:45 P.M. Gillberto Cruz presentation</p>	<p>9:00 A.M. -4:30 P.M. conference sessions 6:00 P.M. closing ceremony and reception, Salon D</p>	<p>8:45 A.M. Transportation to airport via hotel shuttle Depart 11:01 A.M., Sao Paulo, Brazil (flight AV313) Arrive 8:03 P.M., New York, NY</p>
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196. What qualifies Ms. Blum to receive a corporate credit card?

- (A) Her upcoming travel is international.
- (B) Her registration fee is over \$300.**
- (C) She will be traveling for more than three days.
- (D) She will be entertaining clients on her business trip.

197. What is a purpose of the letter?

- (A) To share hotel reviews
- (B) To advertise a restaurant
- (C) To confirm a registration**
- (D) To publicize a conference

198. In the letter, the word "secured" in paragraph 2, line 2, is closest in meaning to

- (A) guarded
- (B) established**
- (C) paid
- (D) enclosed

199. What is suggested about Ms. Blum?

- (A) She is a member of the IET.**
- (B) She will present at the conference.
- (C) She is leaving the conference early.
- (D) She works with Mr. Cruz at Rosette Engineering

200. What expense policy does NOT apply to Ms. Blum's trip?

- (A) The policy about food costs
- (B) The policy about hotel arrangements
- (C) The policy about booking flights
- (D) The policy about renting cars**