

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. Mr. Ashburton has been _____ recommended by all three of his references.

- (A) high
- (B) higher
- (C) highly
- (D) highest

102. Mr Choi wants to know when the illustrations will be ready for _____ review.

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

103. The project meeting has been rescheduled _____ tomorrow because of the bad weather.

- (A) in
- (B) by
- (C) out
- (D) for

104. Smooth Tek's newest software makes it much _____ for business owners to create newsletters.

- (A) easy
- (B) easily
- (C) easier
- (D) ease

105. By _____ offices in London, Paris, and Madrid, Sedgehill Ltd. has continued its growth into markets overseas.

- (A) opening
- (B) opened
- (C) opens
- (D) open

106. _____ the kiln's heat is set too high, the ceramic objects inside may be ruined.

- (A) So
- (B) If
- (C) But
- (D) Why

107. The National Overview is the fourth _____ distributed newspaper in the northeastern region.

- (A) wide
- (B) widen
- (C) most widely
- (D) more widely

108. Dr. Lin, the keynote speaker at this year's Southeast Dentistry Convention, _____ several groundbreaking dental devices.

- (A) invented
- (B) exceeded
- (C) supervised
- (D) communicated

109. Rose's Bistro will close next month due to escalating operating _____ .

- (A) expenses
- (B) functions
- (C) customers
- (D) occasions

110. During yesterday's meeting, Ms. Milne offered her _____ to the sales team for their excellent results this quarter.

- (A) congratulations
- (B) congratulate
- (C) congratulating
- (D) congratulatory

111. The employee satisfaction survey results are _____ to differ among departments.

- (A) important
- (B) likely
- (C) probable
- (D) recent

112. The course taught by Prof. Brennink is intended for _____ interested in medical or health-related careers.

- (A) either
- (B) those
- (C) which
- (D) whom

113. Starting September 1, the accounting department will issue travel reimbursements _____ from biweekly paychecks.

- (A) separates
- (B) separately
- (C) separating
- (D) separation

114. The planned construction of several new office buildings in Newbury has created a _____ demand for skilled workers.

- (A) lengthy
- (B) plenty

(C) sizable

(D) durable

115. The new computer security program allows users to _____ any suspicious activity on their account.

- (A) monitoring
- (B) monitors
- (C) monitored
- (D) monitor

116. The _____ of the Kawagoe factory has had a significant impact on Inagi Technology employee's productivity.

- (A) expansion
- (B) expanded
- (C) expanse
- (D) expand

117. Please review the repair estimate carefully _____ it has been received from the maintenance department.

- (A) then
- (B) while
- (C) ever since
- (D) as soon as

118. _____ of the marketing assistant include coordinating focus groups and writing detailed reports.

- (A) Promotions
- (B) Offerings
- (C) Productions
- (D) Responsibilities

119. The product development team for Herbeve Cosmetics is _____ a package redesign to try to increase sales.

- (A) considered
- (B) considering
- (C) considers
- (D) consider

120. _____ an increase in small, individual furnaces, glassblowing has become a more accessible and popular art medium.

- (A) Because of
- (B) Instead of
- (C) Rather than
- (D) Such as

121. Our investment in solar energy was a key _____ in achieving energy independence.

- (A) factor
- (B) role
- (C) basis
- (D) agency

122. Payments made to your account after the invoice was generated are not _____ in the balance shown.

- (A) reflected
- (B) reflects
- (C) reflecting
- (D) reflect

123. See our media kit for facts and information _____ our line of lighting equipment.

- (A) pending
- (B) regarding
- (C) among
- (D) throughout

124. The lawyer's report that the merger was successfully concluded _____ last-minute negotiations.

- (A) as well as
- (B) overall
- (C) thanks to
- (D) even if

125. Mr. Hong will outline the procedures for handling customers' _____ information.

- (A) confiding
- (B) confides
- (C) confidential
- (D) confidentially

126. Last year, the Fromley Company _____ an internship program for trade school students studying electrical technology.

- (A) expressed
- (B) specialized
- (C) signaled
- (D) established

127. _____ in the news, the Honorable Cynthia Rangel is now making headlines with her proposal to drastically reduce local taxes.

- (A) Less
- (B) Enough
- (C) Apart
- (D) Seldom

128. Despite being the audience's least favorite film at the Star Film Festival, Lost Dog _____ won the critics' award for best animation.

- (A) furthermore
- (B) without
- (C) nevertheless
- (D) neither

129. We found the Staffplex payroll management system to be the only one _____ for our needs.

- (A) cooperative
- (B) deliberate
- (C) extensive
- (D) adequate

130. Ms. Mills has correctly predicted that sales would increase _____ as the company's radio advertisement continues to air.

- (A) arguably
- (B) reportedly
- (C) productively
- (D) incrementally

PART 6

Directions: Read the texts that follow. A word, 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 article.

B-B Chang International to buy Sieng Technology

SINGAPORE—B-B Chang International (BBCI) announced Wednesday that 131 would buy Sieng Technology in a deal valued at \$450 million.

A spokesperson for BBCI said the company expects to double its profits by the end of next year. It will accomplish this by making full use of Sieng's recently updated production facilities. 132.

Financial experts believe the Sieng acquisition will make BBCI the world's leading producer of circuits. "They will be well ahead of their 133 .," said top analyst Rhoda Sutton.

B-B Chang plans to maintain Sieng's current workforce, with each of Sieng's factories continuing normal operations for the next five years. 134 . , BBCI will evaluate whether additional staff are needed.

131.

- (A) it
- (B) he
- (C) those
- (D) someone

132.

- (A) Offers from other firms were rejected.
- (B) All four are operating at maximum capacity.
- (C) Another company will be acquired next year.
- (D) The transaction should improve morale.

133.

- (A) critics
- (B) suppliers
- (C) investors
- (D) competitors

134.

- (A) After all
- (B) After that time
- (C) As you requested
- (D) As a matter of fact

Questions 135-138 refer to the following notice.

The Treviso Inn: Reservations

We recommend reservations because hotel accommodations in Treviso are very 135. Reservations will be held with a one-night deposit or 50 percent of total room charges for stays of longer than one night. Cancellations made more than seven days prior to your scheduled arrival date 136 in full. If, for some reason, a reservation must be cancelled within one week of your scheduled arrival date, charges for the entire 137 of your stay will be billed to you. 138.

135

- (A) limitation
- (B) limit
- (C) limits
- (D) **limited**

136.

- (A) **will be refunded**
- (B) were refunded
- (C) are refunding
- (D) had been refunding

137.

- (A) area
- (B) degree
- (C) **length**
- (D) week

138.

- (A) Hotel guests are welcome to use our fitness center.
- (B) **This policy applies to early departures as well.**
- (C) In addition, we will soon open another hotel in Treviso.
- (D) We hope that you have enjoyed your stay.

Questions 139-142 refer to the following article.

Laptop Funds Approved

New technology 139 to the students of Fairmont. On Tuesday, Mayor Suzanne Kuiper announced that her "Tech Now" proposal was approved by the Board of Supervisors. 140. The program allots \$35,000 to each school in the city for the purchase of laptop computers. Students will be allowed to take home the laptops 141 of the time for special assignments and class projects, but they will normally be available to the students only 142 school hours.

139.

- (A) came
- (B) was coming
- (C) is coming
- (D) comes

140.

- (A) The vote took place on Monday, June 2.
- (B) The laptops will be purchased at a discount rate.
- (C) The final decision is highly anticipated.
- (D) Nevertheless, the mayor remains content with the decision.

141.

- (A) some
- (B) many
- (C) none
- (D) all

142.

- (A) at
- (B) on
- (C) during
- (D) with

Questions 143-146 refer to the following letter.

September 20

Ms. Amy Ellerson
Belgore Insurance Group
126 Sunrise Road
Teaneck, NJ 07666

Dear Ms. Ellerson:

Thank you for your purchase of 25 cases of premium paper from Bernstein Paper Products. Your online order was received on September 18 and is ready for shipping, 143

We appreciate that you have chosen to make the switch to Bernstein Paper Products for your company's paper needs. To show our gratitude, we are applying a 5 percent discount to this 144 order. 145, we are including a reimbursement of shipping charges. Enclosed please find the adjusted invoice and a check for \$58.38.

Bernstein Paper Products is pleased 146 you. We look forward to working with you in the future.

Sincerely,

Duri Yun
Lead Customer Service Representative
Enclosure

143.

- (A) Your years of continued patronage are truly valued.
- (B) However, it seems that you have overpaid on your order.
- (C) You may expect to receive your order in 5-7 business days.
- (D) Unfortunately, we are writing to inform you of a delay in delivery.

144.

- (A) upcoming
- (B) complimentary
- (C) initial
- (D) sequential

145.

- (A) However
- (B) In addition
- (C) For instance
- (D) Still

146.

- (A) welcomes
- (B) welcoming
- (C) to welcome
- (D) having welcomed

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 receipt.

Receipt # 84502-11516
(Keep this receipt number handy. You will need it if you have to contact customer service.)

April 17, 6:43 P.M.
Received from Jasmine Shalib:
\$54 payment to Pilgrim Theater
Charged to credit card ending in xxxx-1394
**Description: Tickets for Philip Dadian in concert
Friday, May 1, 7:30 P.M.**
Unit price: \$27 / Quantity: 2 / Amount: \$54

IMPORTANT: Please print this receipt and bring it with you to the venue. No paper tickets will be mailed.
Be sure to arrive early to check your name on the preorder list at the ticket counter. Tickets are nonrefundable.



147. What does Ms. Shalib plan to do on May 1?

- (A) Call the theater
- (B) Request a refund
- (C) Pay her credit card bill
- (D) Attend a musical event**

148. What must Ms. Shalib bring with her?

- (A) A credit card
- (B) Paper tickets
- (C) A copy of a receipt**
- (D) A form of identification

Questions 149-151 refer to the following invoice.

Omicron Premier Services Ltd.

83 Malet Street
London
WC1E 7HU

Invoice: 1Z67HN2
Arrival Date: **3 April**

Bill to:
Dr. John Kwang
Overbrook Hospital

Ship to:
Overbrook Hospital
27 St. Stephens Green
Dublin, Ireland

Item Number	Description	Item Price
12B	5 Boxes Small Bandages	£12
12C	10 Boxes Large Bandages	£30
431Z*	2 Boxes Large Sterile Gloves	£5
10CD	5 Large Knee Braces	£25
	TOTAL	£72

Payment due upon receipt of goods.

* *Item 431Z will be shipped at a later date as it is currently not in the warehouse.*

149. What most likely is Omicron Premier Services?

- (A) A hospital
- (B) A doctor's office
- (C) A shipping company
- (D) A medical supply company**

151. What is indicated about the gloves?

- (A) They are out of stock at the moment.**
- (B) They are available in one size only.
- (C) They are no longer manufactured.
- (D) They are the wrong brand.

150. According to the invoice, what will happen on April 3?

- (A) An invoice will be revised.
- (B) An order will be placed.
- (C) A payment will be refunded.
- (D) A shipment will be delivered.**

Questions 152-153 refer to the following text message.

From: Rick Barilla, Thursday, 3 October, 8:53 A.M.

Maria, I'm at the Baycrest Hotel, installing the new ballroom lighting system. Joe called in sick, and **this job is too big to do alone**. It's not what I expected. It's a large space that can be divided into smaller rooms, and the hotel wants a programmable system to work when the space is used for more than one meeting or dinner scheduled at the same time. **Can you phone Scott and ask him to come help me?** I don't have his mobile phone number.

152. What problem does Mr. Barilla have?

- (A) He feels sick and cannot work.
- (B) He will not be able to attend a scheduled dinner.
- (C) He does not know how to divide a large
- (D) He is unable to do a job by himself.**

153. Why did Mr. Barilla send the text message to Maria?

- (A) To have her reschedule a meeting at a hotel
- (B) To cancel an event in the hotel ballroom
- (C) To ask her to make a call**
- (D) To request special equipment

Questions 154-155 refer to the following survey.

THE BROAD LAKE INN

Thank you for staying at the Broad Lake Inn! Customer satisfaction is very important to us, and we would appreciate your feedback. **Please fill out the survey below and leave it with the receptionist at the front desk when you check out.**

How satisfied were you with the Broad Lake Inn?

Please circle one selection for each category:

Service	Not satisfied	Satisfied	<input type="checkbox"/> Very satisfied
Cleanliness	Not satisfied	Satisfied	<input type="checkbox"/> Very satisfied
Appearance	Not satisfied	<input type="checkbox"/> Satisfied	Very satisfied
Restaurant	<input type="checkbox"/> Not satisfied	Satisfied	Very satisfied

Would you recommend the Broad Lake Inn to others?

No

Maybe

Yes

Please add any comments or suggestions you may have in the space below.

Overall, I had a wonderful experience at the inn. The employees were extremely friendly, and the inn was very clean and comfortable. Thanks to the well-equipped computer center, I was able to get a lot of work done. The restaurant, however, was quite expensive, and the food was not particularly tasty.

If you wish to be contacted regarding your feedback, please provide your name and phone number or e-mail address below:

Minna Haataja

mhaataja@beridia.fi

154. What are guests asked to do?

- (A) Return a completed form
- (B) Leave their keys at the front desk
- (C) Tell their friends about the inn
- (D) Recommend staff members for awards

155. What is suggested about Ms. Haataja?

- (A) She is an experienced cook.
- (B) She would like a job in the hotel industry.
- (C) She frequently travels on business.
- (D) She would like to discuss her stay with hotel staff.

Questions 156-157 refer to the following online chat discussion.

Bernadette Larkin: [1:51 P.M.]

It's my first time participating in a training session online. I just open the meeting invitation in my e-mail and click the Join button, right?

Howard Schlupp: [1:52 P.M.]

That's right. Then you'll need to enter the access code: 63119003.

Bernadette Larkin: [1:54 P.M.]

A window appeared with this message: "Access denied. Please try again later." Should I try a different code?

Howard Schlupp: [1:55 P.M.]

Let me check on that.

Bernadette Larkin: [1:55 P.M.]

Or maybe there's an issue with the invitation I got?

Howard Schlupp: [1:56 P.M.]

Here we go. I gave you the meeting code instead of the access code. Try 882963.

Bernadette Larkin: [1:57 P.M.]

That worked. Thanks.

Howard Schlupp: [1:58 P.M.]

Good. Make sure your computer speaker is on, then click the mute button at the top right of the screen. **You'll be able to hear the trainer, but we won't hear any background noise from your side.**

156. At 1:56 P.M., what does Mr. Schlupp most likely mean when he writes, "Here we go"?

- (A) He is about to start a meeting.
- (B) He is surprised by Ms. Larkin's request.
- (C) He has determined the cause of a problem.**
- (D) He would like to invite Ms. Larkin to a meeting.

157. What is probably true about Ms. Larkin?

- (A) She has recently received a new computer.
- (B) She does not have permission to attend the meeting.
- (C) She often participates in conference calls.
- (D) She will not need to speak during the training session**

Questions 158-160 refer to the following memo.

To: All Office Employees
From: Paul Sundquist
Re: Document printing
Date: Thursday, April 5

Based on the expense report from last quarter, **it is clear that we must reduce our costs for office supplies. One area where we can realize savings** is in printing and copying documents.

Many of us have been making color copies of basic documents, such as meeting minutes, product documentation drafts, and budget sheets.

—[1]—. While multicolor documents are more attractive and attention-grabbing than black-and-white ones, color ink cartridges are very expensive. Purchasing frequent replacements ultimately leaves us with less money to spend on things like business travel and social events.

—[2]—.

Rather than instituting a system wherein all jobs must first be approved by the department supervisors, I would prefer that employees make their own decisions about printing and copying. — [3] —. **Please reserve the use of color for only those cases where visual appeal is a relevant factor.**

—[4]—. Thank you for your attention to this matter.

158. What is one purpose of the memo?
- (A) To announce the release of a quarterly expense report
 - (B) To alert employees to a budget concern**
 - (C) To inform staff of an error in a document
 - (D) To request feedback on a departmental procedure

159. What are employees advised to do?
- (A) Make black-and-white copies of basic documents**
 - (B) Tell coworkers about upcoming social events
 - (C) Distribute meeting notes by e-mail
 - (D) Report broken copy machines to their supervisors

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Publicity flyers intended for clients are one obvious example."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]**

Questions 161-163 refer to the following article.

Parking Survey Awaited

Many Sumrita residents, businesses, and visitors have expressed concerns to town officials that there are not enough parking spaces. — [1]--- . Some have **called for construction of a second parking garage** in the next two years.

With a data-collection project scheduled to begin on Tuesday, led by Paston Associates of Turnbridge, town officials will soon learn the extent of the parking problem on **a typical weekday, during the evening**

and at peak times when events are taking place in the center of town. — [2]-- . When it is completed, the study will provide an updated inventory of all public and private parking spaces in the area and their typical rates of use. — [3] — .

"Anecdotally people say that demand has increased with the four new businesses and the residential projects we've seen in the last five years," said Planning Director Akash Singh. — [4] — .

161. How many parking garages are currently in Sumrita?

- (A) One
- (B) Two
- (C) Four
- (D) Five

162. What does the article indicate about the survey?

- (A) It will study the demand for parking in three local neighborhoods.
- (B) **It will measure the demand for parking at various times.**
- (C) It will be paid for by Paston Associates of Turnbridge.
- (D) It will be conducted by Sumrita's planning director.

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

"But we need hard data before we can consider another costly parking garage."

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

Questions 164-167 refer to the following Web site.

[Home](#)

[Subject Guide](#)

[Latest Polls](#)

[Contact Us](#)

Pondress

Because Your Opinion Matters

The Pondress Corporation has been conducting public opinion polls on **current** issues for more than three decades. All our polls are based on **telephone interviews** with **adults 18 years of age or older** who live in specific polling areas. To ensure that every adult living within a polling area has an equal chance of being contacted, potential interviewees are **selected by a computer that randomly** generates phone numbers from all working exchanges.

To find out what people think about what is happening in the world these days, visit our Latest Polls page. **New polls are published weekly**, and all polls are stored and accessible online. If you prefer to search for polls by subject, go to our Subject Guide page. If you would like to **reproduce tables, charts, or any other graphics** created by Pondress, go to the Contact Us page and click the link for our Permissions Department. **There you will find an easy-to-use online form to fill out** with details about how and where you intend to use the information. In most cases, a response is provided within 24 hours of submission.

164. In paragraph 1, line 1, the word "current" is closest in meaning to

- (A) moving
- (B) customary
- (C) **contemporary**
- (D) momentary

165. What is NOT mentioned about poll participants?

- (A) They are **randomly selected**.
- (B) **They are interviewed in groups.**
- (C) They are interviewed **over the phone**.
- (D) They are **adults**.

166. What is indicated about the Pondress Corporation?

- (A) **It updates its Web site every week.**
- (B) It has offices in multiple locations.
- (C) It is searching for new employees.
- (D) It publishes nonfiction books.

167. How can readers get permission to reproduce graphics?

- (A) By sending an e-mail
- (B) By making a phone call
- (C) By submitting a paper form
- (D) **By providing information online**

Questions 168-171 refer to the following article.

Small-Business Expert Corning to Sao Paulo

SAO PAULO (May 19)—**Angelo Azevedo, Dubbed the "small-business expert" by The Los Angeles Chronicle, will be the keynote speaker at the first annual Sao Paulo Small Business Expo (SPSBE).** The Expo will take place at the Sao Paulo Event Center from June 3 to June 5. More than 2,000 small-business entrepreneurs will attend workshops and showcase their businesses at booths, where visitors can collect information and ask questions.

According to an SPSBE press release, Mr. Azevedo will highlight many of the ideas from **his best-selling book Keys to Startup Success, published just last year.** Mr. Azevedo believes that there are several key decisions that must be made before launching into any new business scheme. "You can't go into it with the idea of creating a product you want to sell," Mr.

Azevedo writes in his book. **"You have to create a product people want to buy. This is rule number one.** And it is absolutely essential to get this right if you want your business to succeed."

Mr. Azevedo is the owner of several successful businesses in Los Angeles, where he has lived for the past ten years. "I'm originally from Sao Paulo," Mr. Azevedo said. "So I wanted to **help the community where I got my start in any way I could,** which is why I accepted the invitation to participate in the Expo. There's an outstanding opportunity there for small-business owners. Following these simple but important guidelines has worked well for me and for many other successful small-business owners."

Tickets to the Expo are R\$100. They can be purchased through the Expo's Web site at www.saopauloexpo.com/br.

168. What is the article mainly about?

- (A) The opening of a new business
- (B) New trends in marketing
- (C) A business leader's participation in an event**
- (D) The benefits of running a small business

169. According to the article, what has Mr. Azevedo recently done?

- (A) He wrote a book.**
- (B) He presented an award.
- (C) He led a workshop.
- (D) He traveled to Sao Paulo.

170. What does Mr. Azevedo say is the most important consideration for new entrepreneurs?

- (A) Marketing a product aggressively
- (B) Developing a product that is attractive to consumers**
- (C) Manufacturing a product in a cost-effective way
- (D) Creating a product that the business owner feels passionate about

171. Why did Mr. Azevedo decide to participate in the Expo?

- (A) He is doing research for a newspaper article.
- (B) He would like to recruit some employees.
- (C) He is looking for ways to increase sales.
- (D) He wants to support entrepreneurs in his hometown.**

Questions 172-175 refer to the following online chat discussion.

Leon Barkov [9:42 A.M.]

Hi, everyone. I just got in the conference room, and I'm having some trouble with the projector. It keeps shutting off. Does anyone know why?

Wayne Preston [9:44 A.M.]

This happened to me last time. Try pushing the gray reset button.

Anna Mertz [9:44 A.M.]

Wasn't everything supposed to be set up by 9:30 this morning? I hope we'll be able to get everything ready before **the new hires start arriving.**

Leon Barkov [9:48 A.M.]

Carol Heinz was supposed to do it, but **there was another meeting in the room and it ran late.** She couldn't wait, so she asked me to set up once the room was free.

Leon Barkov [9:49 A.M.]

No, that doesn't work. Wayne, can you come down here?

Wayne Preston [9:50 A.M.]

On my way.

Anna Mertz [9:51 A.M.]

Are you all set otherwise?

Leon Barkov [9:52 A.M.]

Yes. The slides are ready to go. I ran them by a few colleagues to make sure everything is clear. I've made hard copies of the presentation and all the forms that the new hires will need to fill out.

Anna Mertz [9:55 A.M.]

Good. I'll be there at noon to take everyone to lunch and then to the security office to pick up their badges. I'll collect the forms then too, so please make sure they're completed before then. I'll bring the group back at 1:30 for the rest of the orientation session.

Leon Barkov [9:59 A.M.]

Thanks. The projector's working fine now. Wayne attached a different power cord.

172. What is Mr. Barkov preparing to do?

- (A) Train new employees
- (B) Meet with Ms. Mertz
- (C) Copy some documents
- (D) Present at a conference

173. Why was the conference room not set up by 9:30 A.m.?

- (A) Because the projector had not been located
- (B) Because a meeting did not end on time
- (C) Because Ms. Heinz was not at work
- (D) Because the new employees arrived late

174. At 9:50 A.M., what does Mr. Preston most likely mean when he writes, "On my way"?

- (A) He is traveling to work.
- (B) He will meet Ms. Mertz for lunch.
- (C) He will finish reviewing some slides.
- (D) He is coming to help Mr. Barkov.

175. What will happen at noon?

- (A) Employees will listen to a presentation.
- (B) Employees will return from the security office.
- (C) Ms. Mertz will go to the conference room.
- (D) Mr. Barkov will complete some forms.

Questions 176-180 refer to the following advertisement and e-mail.

Boriken Islander

Boriken Islander is Puerto Rico's largest locally owned car rental company. We offer a range of vehicles at the lowest possible prices. If you can get a lower rate with any of our local competitors, we will match that rate and pay for a full tank of fuel! The following vehicles are available for rent:

Car Class	Description	Weekly rate
Economy	2-door vehicle suitable for 4 passengers and 2 large bags	\$199.00
Compact	4-door vehicle suitable for 4 passengers and 3 large bags	\$229.00
Standard	4-door vehicle suitable for 5 passengers and 4 large bags	\$259.00
Premium	4-door vehicle suitable for 5 passengers and 5 large bags	\$309.00

Rates listed refer to payments made in person at our customer service counter. Discounted rates and details about the features of each car type are available on our Web site, www.borikenislander.com. Looking for even more savings? **Use our services during April and May and receive an additional 10% off the weekly rate.**

To: customerservice@borikenislander.com

From: mgutierrez@rotpa.net

Date: April 4

Subject: Inquiry

Hello,

I will be traveling to Puerto Rico on business during the second half of this month, so I just visited your Web site to make a reservation. I plan to rent a 4-door vehicle, because I will be traveling with three colleagues and want to be mindful of their comfort. At the same time, I am on a limited budget, so I intend to book the least expensive vehicle of this type.

Before finalizing the booking, though, there are two pieces of information I would like to have, both of which I was unable to locate on your site. First, if I pick up the car at your branch in San Juan and drop it off at either your Ponce or Aguadilla branch at the end of the rental period, will I be charged a drop-off fee? Second, I am unfamiliar with the roads and the traffic on the island, so I would like to add a navigation system to my order. **Would that be possible?** If so, how much would the weekly rate be?

Thank you for your assistance.

Magdalena Gutierrez

176. What information is NOT included in Boriken Islander's advertisement?
(A) The rental prices for its vehicles
(B) The number of people each kind of vehicle can accommodate
(C) The amount of fuel each kind of vehicle typically uses
(D) The amount of luggage space in each kind of vehicle

177. What type of car will Ms. Gutierrez most likely rent?
(A) Economy
(B) Compact
(C) Standard
(D) Premium

178. What is indicated about Boriken Islander?
(A) It has locations in various Puerto Rican cities.
(B) Its customers are primarily businesspeople.
(C) It charges a cash deposit for online reservations.
(D) It is owned by an international corporation.

179. What is suggested about Ms. Gutierrez?
(A) She has visited Puerto Rico before.
(B) She will be eligible for a discounted rate.
(C) She frequently does business with Boriken Islander.
(D) She was referred to the rental agency by another traveler.

180. According to the e-mail, what is one piece of information that Ms. Gutierrez is seeking?
(A) The company's business hours
(B) The company's reservation procedures
(C) Additional details about the types of cars available
(D) The availability of a navigation device

Questions 181-185 refer to the following Web site and announcement.

<http://www.mooneycountycorn>

[Home](#)

[Districts](#)

[Dining](#)

[Hiking](#)

[Shopping](#)

Mooney County Districts

The Harbor District, known for its **top-rated eateries** and nightlife, can be found along Hilver Street. The neighborhood is famous for offering a wide selection of ethnic cuisines.

The West End is home to a vibrant community of artists and musicians. Museums and galleries host exhibitions year-round. **The Park Pavilion in Windmere Park offers a range of musical entertainment. The venue is large, and shows are always free.**

The Historic District has some of the oldest and most interesting buildings in the state, including the **County Courthouse** and Bella's Market. Guided **bus tours** through this area can be arranged through the City Tour Company. **Bicycle rentals** can be found at the Visitor Center on Main Street.

Leona Hills showcases the natural beauty of Mooney County. The Mooney County Nature Preserve is the district's main attraction. Exquisite views of the Leona River Valley can be enjoyed from hiking trails.

Announcing: The Mooney County Parade

This popular annual event will be held next Saturday starting at noon at the County Courthouse. As usual, parade groups will march down Keel Street and turn onto Laurel Road, The route ends at Windmere Park. After the parade, the Santiago Heart band is scheduled to perform at 2:00 P.M. at the Park Pavilion. Awards recognizing the top entries in a number of categories from the parade will also be presented.

Officials are reminding citizens that vehicles will encounter detours in the vicinity of the parade route due to temporary road closures, and street parking will be very limited. **Spectators are encouraged to use the shuttle bus service**, which will start at 10:30 A.M. and run every 20 minutes all day.

181. For whom is the Web site most likely intended?

- (A) Visitors to Mooney County
- (B) Real estate developers
- (C) Parade participants
- (D) Government officials

182. According to the Web site, what is offered in the Harbor District?

- (A) Guided bus tours
- (B) A variety of dining options
- (C) Scenic walking trails
- (D) Notable architectural sites

183. What is NOT implied about the Historic District?

- (A) It is home to a museum of history.
- (B) It is suitable for riding a bicycle.
- (C) A parade begins there every year.
- (D) Bus tours are offered there.

184. What is indicated about the musical performance after the parade?

- (A) It showcases the talents of local musicians.
- (B) It is free to the public.
- (C) It will be held in Leona Hills.
- (D) It features an award-winning band

185. What recommendation is made in the announcement?

- (A) Avoid sections of Windmere Park that are under construction
- (B) Follow Laurel Road for the best view of the parade
- (C) Take public transportation to minimize traffic
- (D) Arrive early in order to visit the market

Questions 186-190 refer to the following credit-card statement and e-mails.

Eduardo Blanquera		Page 2
Account Number: XXXX XXXX XXXX 8191		3 July–2 August
Purchases		
Date	Vendor	Amount
5 July	Le Petit Bateau Café	40.05
8 July	Meyers Men's Shop	48.25
11 July	Midtown City Diner	24.11
17 July	Theta Restaurant	33.88
21 July	Harmonium Gifts	37.50
30 July	Ithaca Eatery	56.60
2 August	New Wave Office Supplies	99.87

To: customerservice@harmoniumgifts.com
From: eblanquera@mynet.com
Date: 5 August
Subject: Incorrect charge

Dear Sir or Madam:

I am writing in reference to a charge placed on my credit card by Harmonium Gifts last month. I had placed a telephone order for a cotton scarf and was charged **\$37.50, even though the price listed for the scarf in the online catalog is \$30.00**. I know that the standard shipping rate is \$10.00, but I received a special offer for free shipping on orders over \$25.00. I would appreciate it if you could review my order and give me a refund of \$7.50, which would reflect the overcharge on my purchase.

Sincerely,

Eduardo Blanquera

To: eblanquera@mynet.com
From: ftaylor@harmoniumgifts.com
Date: 8 August
Subject: Your inquiry

Dear Mr. Blanquera:

Thank you for your e-mail of 5 August inquiring about the charge on your credit card. According to our records, you asked us to **gift wrap** your purchase. **The additional charge reflects our standard gift wrapping rate.** I sincerely apologize if there was a misunderstanding; the telephone sales representative should have made clear the total charge at the end of the call. In order to remedy our mistake, **I would like to offer you a \$5.00 credit on this order or a \$15.00 discount on a future order** (minimum purchase of \$40.00). **Please let me know which you would prefer and I will process it right away.** As always, we appreciate your business and look forward to serving you again in the future.

Best regards,

Freda Taylor
Sales Manager
Harmonium Gifts

186. For what did Mr. Blanquera use his credit card most often in July?

- (A) Office supplies
- (B) Clothing
- (C) Gifts
- (D) Dining**

187. When did Mr. Blanquera speak to Harmonium Gifts on the telephone?

- (A) On July 3
- (B) On July 21**
- (C) On August 5
- (D) On August 8

188. In the first e-mail, the word "listed" in paragraph 1, line 3, is closest in meaning to

- (A) ranked
- (B) decided
- (C) provided**
- (D) checked

189. How much does Harmonium Gifts charge for gift wrapping?

- (A) \$5.00
- (B) \$7.50**
- (C) \$10.00
- (D) \$15.00

190. What information does Ms. Taylor want from Mr. Blanquera?

- (A) Which form of compensation he prefers**
- (B) Which sales representative he talked to
- (C) What items should be gift wrapped
- (D) Where to send a refund

Questions 191-195 refer to the following brochure, e-mail, and pass.

Elmont Township Continuing Education Classes — May	
<p>Continuing Education classes are open to all residents of Elmont Township aged 18 and over. Classes are held at the campus of Elmont Community College unless otherwise noted. For registration, fees, and payment information, please see page 2 of this brochure.</p>	
<p>How to Qualify for Your Real Estate License Mondays, 6 P.M.-9 P.M., Stanton Hall, Room 114 Instructor: J. Ekua, Town and Country Real Estate Associates</p>	<p>Photography for Fun and Profit Tuesdays, 7 P.m.-9 P.M., Stanton Hall, Room 114 Instructor: B. Chao, freelance photographer</p>
<p>Managing a Small Business: What You Need to Know Mondays, 7 P.M.-9 P.M., Gallagher Library, Room 306 Instructor: K. Nowicki, Small Business Development Administration</p>	<p>Car Care May 22 and 24 , 9 A.M.-1 P.M., Elmont Vocational High School, Auto Shop Instructor: R. Sumaoang, Sumaoang Brothers Auto Repair</p>

E-Mail

To: Zelda Ohayon [and fourteen others]
From: Bill O'Toole <w.otoole@clm.ont.gov>
Subject: Class canceled
Date: **May 23**

Hi, all,

Ms. Ekua asked me to let everyone know that an emergency came up that she needs to attend to, so tomorrow's class has been canceled and will be rescheduled. As soon as we know the date, we'll let you know by e-mail and send you a temporary parking pass because the one you currently have will no longer be valid. Apologies for the inconvenience.

Bill

Elmont Community College Parking Authority
TEMPORARY PASS—GOOD FOR TODAY ONLY

LOT A

Valid: **May 27**

Time stamp: 6:45 P.M.

*Pass must be displayed on the dashboard of your vehicle and be visible from the outside.

191. Who most likely is R. Sumaoang?

- (A) A college professor
- (B) A town employee
- (C) A high school teacher
- (D) A local business owner**

192. What is NOT suggested about the participants in continuing education classes?

- (A) They are at least 18 years old.
- (B) They paid a registration fee.
- (C) They live in Elmont Township.
- (D) They are graduates of Elmont Community College.**

193. What is Ms. Ohayon interested in?

- (A) Real estate**
- (B) Management
- (C) Photography
- (D) Car care

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

- (A) listen to
- (B) wait on
- (C) take care of**
- (D) be present at

195. On what date did a rescheduled class take place?

- (A) May 22
- (B) May 23
- (C) May 24
- (D) May 27**

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

From: Jean Moumas
To: Khadim Nakra
Subject: Trucking company
Date: June 1

Hello, Mr. Nakra,

I am so glad that you have signed up for deliveries of our fresh vegetables, berries, flowers, and herbs, grown here on our twenty-acre family-owned farm. I can assure you that you and your customers will be delighted with the produce we provide.

Your store is in an area that is new to us, and we are looking forward to our quality produce entering a new market. Please **let me know if you have a preferred trucking service**. Our usual drivers, based in **Santon**, do not go out to **Allentown**. We would be happy to work with a company of your choice to keep the service for you as smooth as possible.

Thank you in advance for any suggestions you wish to provide.

Sincerely yours,

Jean Moumas

Shop Fresh Market 



June 26

Produce from Thomas Greens Farm

Dear customers, we'd like to draw your attention to the newest additions to our produce section. You've asked for fresh, local fruits and vegetables that have just been harvested. **We're bringing these to you from Thomas Greens Farm, located just one hour from here in Carney.**

- ⊙ Tomatoes on the vine
- ⊙ Baby **eggplants**
- ⊙ Yellow corn
- ⊙ Yellow **onions** (loose)
- ⊙ Fresh **herbs** (basil, thyme, and oregano)

In the fall, we will be carrying fruits from Bridge Water Orchard in **Eagerton**. If you have any requests, please let us know.



Customer Shop Fresh Market
 Order date June 30
 Delivery date July 3

Order Details:

Repeat last week's order with the following changes:
 -No **eggplants** or fresh **herbs** needed this week.
 -instead of loose **onions**, please send them in burlap bags.
 (like the sample you showed us, about six to a bunch).

 -Add two crates of green Brussels sprouts to the order.
 P.S. You asked that we let you know if there were any problems with the delivery from Kohn Trucking. There were not. The Delivery was on time, the driver was courteous, and the produce was in good condition.

Name khadim Nakra, Manager, Produce Department
 Signature *Khadim Nakra*

196. Why did Ms. Moumas send the e-mail?

- (A) To advertise new products
- (B) To ask for a recommendation**
- (C) To request a delivery estimate
- (D) To complain about a policy change

197. Where is Shop Fresh Market probably located?

- (A) In Santon
- (B) In Allentown**
- (C) In Carney
- (D) In Eagerton

198. In the notice, what is indicated about Thomas Greens Farm's produce?

- (A) It is grown relatively near the market.**
- (B) It is more healthful than other products.
- (C) It will be in stock starting next month.
- (D) It will be discounted for one week.

199. What will Shop Fresh Market probably receive on July 3?

- (A) Eggplants
- (B) Herbs
- (C) Corn**
- (D) Lettuce

200. What does Mr. Nakra indicate in the order form?

- (A) He has a preference for how items are packaged.**
- (B) Brussels sprouts sold particularly well last week.
- (C) He was disappointed by service from Kohn Trucking.
- (D) The herbs delivered last week were not fresh.