

T144

Part 5

101. ----- account will be credited after we receive the returned merchandise.

- (A) You
- (B) Yours
- (C) Your
- (D) Yourself

102. Late entries for the cake decoration contest will not be -----.

- (A) solved
- (B) accepted
- (C) decided
- (D) earned

103. The newspaper has seen an ----- in the number of subscribers who read the online version.

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

104. Every attorney at the firm of Duncan and Hulce has practiced law ----- more than ten years.

- (A) at
- (B) for
- (C) on
- (D) by

105. Prehart Tool Company has created a more ----- drill than its previous models.

- (A) powerful
- (B) powers
- (C) powerfully
- (D) power

106. To find out if an item on this Web site is in stock, ----- highlight the item and click the "Check on it" button.

- (A) mostly
- (B) simply
- (C) enough
- (D) quite

107. Mr. Jones ----- Ms. Cheng's clients while she is on a business trip to Hong Kong.

- (A) will assist
- (B) assisted
- (C) to assist
- (D) is assisted

108. The Jossty Company offers insurance policies to renters at the lowest rates -----.

- (A) ready
- (B) strong
- (C) available
- (D) agreeable

109. ----- the Editorial Department receives the author's final approval, the manuscript should be sent to the printer.

- (A) As soon as
- (B) Still
- (C) In the meantime
- (D) For example

110. Sidewalks in the town of Newburgh are ----- one meter wide.

- (A) general
- (B) generally
- (C) generalize
- (D) generalization

111. The housing authority has formed a ---- look for new construction locations.

- (A) member
- (B) building
- (C) frontier
- (D) committee

112. A recent study has found that those ---- regularly read food labels tend to be healthier.

- (A) what
- (B) where
- (C) who
- (D) when

113. If you are not ----- with your Electoshine toothbrush, you may return it for a full refund.

- (A) satisfaction
- (B) satisfying
- (C) satisfied
- (D) satisfy

114. DG Feed Supply has shown strong growth heading ----- the end of the fiscal year

- (A) among
- (B) into
- (C) around
- (D) between

115. Book fair volunteers may be asked to work longer shifts if the need -----.

- (A) arise
- (B) arises
- (C) had arisen
- (D) arising

116. On Tuesday, Mr. Molina will visit the Seoul office for the first time ----- becoming vice-president of operations.

- (A) under
- (B) past
- (C) until
- (D) since

117. Attendees said the fireworks were the most ----- part of the festival.

- (A) impression
- (B) impressive
- (C) impresses
- (D) impressed

118. The interview panel felt that Dinah Ong's education fit the job description of junior accountant -----.

- (A) perfectly
- (B) recently
- (C) routinely
- (D) occasionally

119. The new software makes it possible to track purchases ----- at multiple points-of-sale.

- (A) rely
- (B) reliable
- (C) reliant
- (D) reliably

120. ----- the next few months, Camion Vehicles will add more features to its sedans.

- (A) Provided
- (B) Applying
- (C) Toward
- (D) Over

121. Altona Printing is expecting a ----- upturn in holiday card orders in the next few weeks.

(A) considerable

(B) wide

(C) central

(D) dominant

122. By creating innovative packaging ----- EK2 Beverages hopes consumers will reuse their water bottles.

(A) designed

(B) designs

(C) designing

(D) designers

123. Throughout her tenure at LPID Systems, Ms. Patterson has ----- at defining complex concepts in simple terms.

(A) excelled

(B) organized

(C) instructed

(D) simplified

124. Winslet Food Service has ----- to expand the cafeteria's menu offerings.

(A) promptly

(B) before

(C) although

(D) promised

125. ----- the results of the customer survey, we may consider extending the store's evening hours until 9 P.M.

(A) Because

(B) Depending on

(C) Whereas

(D) In order for

126. Yarrow Cameras' lenses have a long telephoto reach yet an ----- lightweight casing.

(A) exceptions

(B) exception

(C) excepting

(D) exceptionally

127. After postponing her studies for many years, Ms. Ruiz ----- earned a degree in law.

(A) thoroughly

(B) distinctly

(C) eventually

(D) already

128. A favorable report on the ----- of Seesom Eyewear convinced the partners to invest in the company.

(A) profitability

(B) profitable

(C) profited

(D) profitably

129. In Monday's meeting, Mr. Ito ----- the need to hire enough workers for the peak season.

(A) hesitated

(B) emphasized

(C) dominated

(D) launched

130. Pugh Tower won the Best New Building Award for its creative ----- of sustainable materials.

(A) routine

(B) accessory

(C) incorporation

(D) submission

## Part 6

Questions 131-134 refer to the following memo.

From: Janine Farber

To: Barker Marketing Group employees

Date: September 25

Subject: Entryway improvements

As many of you have noticed, the main entrance of our building is in ---- 131--- condition. It is in desperate need of attention. Therefore, beginning at 6PM on Friday, the main entrance ---132---- for approximately one month as it is renovated. The changes will give the entryway a more streamlined and contemporary appearance.

--- 133---- the main entrance is closed, employees and visitors may use the side entrances to gain access to the building. ---134----.

131. (A) poor

(B) stable

(C) physical

(D) excellent

133. (A) While

(B) During

(C) Sometimes

(D) In the meantime

132. (A) close

(B) was closing

(C) will be closed

(D) had been closed

134. (A) All ground floor offices will remain accessible.

(B) The construction firm has won several awards.

(C) The building is more than 50 years old.

(D) The board of directors is discussing the project.

**Questions 135-138** refer to the following article.

(May 2)—Automotive-manufacturing company Lybera, Inc., today announced that Harvey Ramirez has been appointed as the new chairperson of its board of directors. He --- 135---- Helen McGavick, who has resigned in order to pursue a new business venture.

"We thank Ms. McGavick for her service and wish her success in her ---136---- endeavors," said Fen Wang, Lybera's president and CEO.

Mr. Ramirez has spent ten years as CEO of aerospace-engineering firm Elia Aviation. --- 137----, he held a variety of senior management roles across public and private sectors.

"Mr. Ramirez's familiarity with sophisticated technology, combined with his leadership experience, makes him well suited to lead our company," said Mr. Wang. "----138----."

135. (A) replaces  
(B) was replacing  
(C) has been replaced  
(D) would have replaced

137. (A) Again  
(B) Consequently  
(C) Previously  
(D) However

136. (A) advancing  
(B) future  
(C) certain  
(D) instant

138. (A) These meetings take place on a regular basis.  
(B) The product is currently being developed.  
(C) We hope to learn more about the position.  
(D) We look forward to his guidance.

Questions 139-142 refer to the following letter.

25 February

Dear Ms. Nguyen,

We appreciate your feedback regarding Medusa Airways' flight 859, which was scheduled to depart at 9:35 A.M. on 19 February. We are sorry that this flight ---139--- We have decided to compensate you for the ---140---. We have refunded the unused portion of your ticket, valued at \$410. Also, we will reimburse the \$200 you paid in hotel charges resulting ---141--- the disruption. ---142---. Please allow up to five business days for the transactions to process.

Sincerely,

Yeeking Lai

Customer Relations Manager

139. (A) was canceled

(B) will be canceled

(C) had to cancel

(D) is canceling

141. (A) above

(B) near

(C) from

(D) beyond

140. (A) work

(B) time

(C) drawback

(D) inconvenience

142. (A) We hope you have an enjoyable trip.

(B) Both amounts have been credited to your account.

(C) Your complaint will soon be reviewed.

(D) Thank you for your understanding.

Questions 143-146 refer to the following e-mail.

To: Film crew  
From: Sandeep Goswami  
Date: Monday, October 2  
Subject: Barn scene retake

Dear Crew,

This is a reminder that on Saturday we will be doing a retake of the advertisement featuring the horses at Willow Stables. Filming with animals can be unpredictable, and last week we were not able to get the footage we needed. --- 143--- I would like to begin promptly at 8:00 A.M. so that we can film from a number of angles before lunch. As long as everyone is punctual and everything goes well, we should get the footage we need by then. ---144---.

I also want to ---145--- the fact that the set is closed to all who are not absolutely essential to the filming of the scene. Anyone else will be too much of a ---146---.

Sandeep Goswami  
Monarda Productions

143. (A) Otherwise  
(B) In either case  
(C) If possible  
(D) Alternatively

- 145.(A) research  
(B) challenge  
(C) avoid  
(D) stress

144. (A) I was impressed by the rehearsal.  
(B) Luckily, it is not noticeable to viewers.  
(C) We will need different equipment.  
(D) However, it may take the full day.

146. (A) distraction  
(B) distracting  
(C) distracted  
(D) distract

**Part 7**

**Questions 147-148** refer to the following notice.

## STAR DESIGNS

Dear Customers:

For many years, we at Star Designs have strived to offer quality **apparel** at competitive prices. Unfortunately, as a quick glance at our online store shows, **we have been forced to increase our prices recently**. Every effort has been made to avoid this, but because of the growing costs of cotton and most fabrics that we use to sew our colorful shirts and formal wear, we could no longer afford to maintain our prices. However, we will continue to provide the excellent quality and customer-oriented approach that you have come to appreciate with Star Designs.

Thank you for your understanding and your continued loyalty!

147. What does Star Designs produce?

- (A) Software
- (B) Clothing**
- (C) Cosmetics
- (D) Furniture

148. What is being announced?

- (A) A grand opening
- (B) An expanded product line
- (C) A change in prices**
- (D) An upgraded online store

Questions 149-150 refer to the following brochure.

# Acadetech

Over ten years serving individuals  
as well as **small and mid-sized businesses**

## What we do:

- **Responsive Web site design with secure e-commerce functionality**
- Multilingual content development and management
- Branding and marketing

Prices begin at \$200 for **a basic five-page Web site in English. Expedited design available.** Call or e-mail us today for a consultation!

## Customer reviews:

"My business has had a boost since the launch of the great new Web site designed by Mr. Alexander. The super-secure e-commerce tools make shopping easy and safe for my customers."

----*Julia Melo*, Flowers To Go

"Acadetech is the best! I needed to **accommodate a large variety of customers, and they listened.** Thanks to their **responsive design**, my site is just as functional on mobile phones and tablets as on big desktop screens."

----*Erik Schroeder*, Jamestown Catering

149. What is suggested about Acadetech?

- (A) It works mainly with large companies.
- (B) It investigates Web site security breaches.
- (C) It offers a variety of Web site designs.**
- (D) It provides delivery service for online-shopping businesses.

150. With what feature is Mr. Schroeder particularly pleased?

- (A) The security
- (B) The speed
- (C) The simplicity
- (D) The adaptability**

Questions 151-153 refer to the following e-mail.

**E-Mail Message**

To: Geoffrey Breen  
From: Gagan Chopra  
Subject: Information  
Date: 24 March  
Attachment: Chopral

Dear Geoffrey:

This is to remind you that beginning next Monday I will be on vacation for three weeks in Jaipur. ----- [1] -----. I am providing you with a list of **the current book projects that I am overseeing that includes the manuscript** due dates as well as other pertinent information about each project. ----- [2] ----- I know you have a lot to do as editor-in-chief, so I have asked a colleague to oversee my projects while I'm away.

Ian Pressler has been working closely with me for the past few months on travel and finance titles, so he is well aware of the ongoing projects in this area and will see that things go smoothly. We had a lunch meeting yesterday at the new restaurant near Anderson Market to go over them. ----- [3] ----- **Ian will make certain the appropriate e-mail reminders are sent out to the authors whose projects are nearing completion.** I will have limited Internet access while traveling, but I will respond to messages as quickly as possible. ----- [4] -----.

Kind regards,

Gagan **Chopra**

151. Where most likely does Mr. Chopra work?

- (A) At a travel agency
- (B) At a publishing company**
- (C) At a restaurant
- (D) At a financial consulting company

152. What does Mr. Chopra write that Mr. Pressler will do?

- (A) Go to the market
- (B) Plan a lunch meeting
- (C) Begin a new project
- (D) Send some e-mails**

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

"While there, we put together a project list, which includes all of the associated tasks."

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

Questions 154-155 refer to the following text-message chain.

**Soraya Channa 8:45 A.M.**

Hi, Ru. I'm supposed to greet the new marketing interns at 9:00 and begin the first training session, but **my train just left the station.**

**Ru Liao 8:46 A.M.**

What happened?

**Soraya Channa 8:47 A.M.**

I think it was **a weather-related delay.** Maybe there was ice on the tracks? In any event, I'm not going to be able to make it to the office in time.

**Ru Liao 8:48 A.M.**

OK. In that case, **I'll greet the interns and lead the first session, and you can join us when you arrive. Then you could lead the session on our demographic research in the afternoon.**

**Soraya Channa 8:49 A.M.**

Yes, **that definitely works.** Thanks!

154. What is Ms. Channa's problem?

- (A) She missed her train.
- (B) She has been delayed.**
- (C) She is not prepared to give a presentation.
- (D) She forgot to contact the interns.

155. At 8:49 A.M., what does Ms. Channa mean when she writes, "Yes, that definitely works"?

- (A) A train has started to move.
- (B) A machine is operating correctly.
- (C) The suggested plan is a good one.**
- (D) She was able to change her travel schedule.

Questions 156-158 refer to the following article.

## Small Business News

By Anna Fortin

PRESTON (29 August)—The town's small business boom continues, creating new jobs and strengthening local markets. In fact, Preston's small businesses employed 4,300 people last year, equaling 25 percent of the local labor force.

"Small businesses are definitely a key economic driver," explains Dr. Henry Belanger, who teaches finance at Lackland University. "Start-up businesses are a significant engine for job creation." According to Belanger, Preston is part of a province-wide trend.

"Last year, the province saw job expansion above the national average, adding more than 19,000 jobs overall," Dr. Belanger said. "About 17 percent were in small businesses. Moreover, thanks to the personal income generated by small companies, larger, established businesses benefited too."

Parties interested in starting a business can access the government's Provincial Small Business Center for help in creating a business plan, finding capital, and learning marketing strategies.

156. The word "boom" in paragraph 1, line 2, is closest in meaning to

- (A) sound
- (B) discovery
- (C) growth
- (D) surprise

157. Who most likely is Dr. Belanger?

- (A) The president of the Provincial Small Business Center
- (B) A small-business owner
- (C) The mayor of Preston
- (D) A university professor

158. What does Dr. Belanger state about small businesses?

- (A) The government has opened a new office to help them.
- (B) Their impact extends to larger organizations.
- (C) They provide inexperienced employees with training.
- (D) They are closing throughout the province.

Questions 159-160 refer to the following e-mail.

To: dianepaxton@lmail.com  
From: customerservice@lenfordfinancial.co.uk  
Subject: Online Account  
Date: 22 June

Dear Ms. Paxton,

Thank you for your interest in Lenford Financial. We have received your online inquiry and have issued a temporary username and password. To activate your online account, please follow these steps.

1. Go to our Web site and select "New Registration."
2. Log in using username DPAXTON and password XA098T. You will be prompted to create a new username and password.
3. A new-customer survey will pop up. Fill out the survey with information about your financial profile.
4. After you submit the survey, one of our account representatives will call you within 24 hours to discuss your portfolio and future investments.

We look forward to helping you attain your financial goals.

Kent Rawlin  
Customer Account Representative

159. What does the e-mail suggest about Ms. Paxton?
- (A) She has requested information from Lenford Financial.
- (B) She is a finance professional.
- (C) She has been a Lenford Financial customer for many years.
- (D) She was not able to log in to her account.

160. What is Ms. Paxton instructed to do?
- (A) Call an account representative
- (B) Request a temporary password
- (C) Take a survey over the phone
- (D) Submit a form online

Questions 161-163 refer to the following job advertisement.

## Green Rock University Seeks Assistant for Technology Lab

Because of student demand, Green Rock University's Technology Lab will now be open during the evening. As a result of these extended hours, we are seeking an evening lab assistant. The successful candidate should possess a range of relevant knowledge and skills in 3-D printing, basic coding, graphic design programs, and movie-making software.

We are looking for a person who is patient, creative, and enjoys helping others. The ideal candidate will also enjoy learning new things and sharing that knowledge with other people. Applicants chosen for interviews will be asked to bring examples of technology-related projects they have worked on and should be prepared to discuss those projects. Interested applicants should send a letter of interest and résumé to [tech@greenrockuniversity.edu](mailto:tech@greenrockuniversity.edu).

161. Why is the lab-assistant position being offered?

- (A) Building renovations have been completed.
- (B) Equipment has been modernized.
- (C) Some employees have left.
- (D) Hours of operation have changed.

162. What is NOT a requirement of the job?

- (A) A degree in graphic design
- (B) A desire to help others
- (C) Coding knowledge
- (D) Creativity

163. How should applicants apply for the position?

- (A) By telephone
- (B) By e-mail
- (C) By express mail
- (D) In person

Questions 164-167 refer to the following e-mail.

To: Alan Rogerson <arogerson@rogersoncorp.ca>

From: Yoshi Takeda <ytakeda@dskt.co.jp>

Subject: Greenhouse system

Date: 18 November

Attachment: DSKTgs

Dear Mr. Rogerson,

I am glad we got a chance to talk at the agricultural technology trade show in Dublin last week. Per your request, I have attached an electronic version of our booklet on the DSKT greenhouse system. – [1] –.

I am aware that your greenhouses are located some distance from one another. – [2] –. Using our environmental monitoring system, you could check the temperature, humidity, and air quality of each greenhouse remotely. You would no longer need to be on-site to make observations every night. DSKT sends the readings to your smartphone or computer. – [3] –.

You might also be interested in our crop irrigation systems. – [4] –. Let me know if you would like more information; I will be happy to answer questions about any of our products.

Sincerely,

Yoshi Takeda

164. Why did Mr. Takeda send the e-mail?

- (A) To inquire about attending a trade show
- (B) To discuss an upcoming meeting
- (C) To follow up on a recent conversation
- (D) To schedule a product demonstration

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

“I am confident it will illustrate how our system can meet your need.”

165. What is suggested about Mr. Rogerson?

- (A) He rarely travels for work.
- (B) He is involved in farming.
- (C) He specializes in environmental science.
- (D) He designed a smartphone application.

(A) [1]

(B) [2]

(C) [3]

(D) [4]

166. According to the e-mail, what can the DSKT greenhouse system do?

- (A) Water plants
- (B) Disable machinery
- (C) Control lighting
- (D) Transmit information

Questions 168-171 refer to the following notice.

**"Expressions in Form and Color"**

**March 30**

**5:30 P.M.-9:00 PM**

Event Description: The Summerlake University Art Department is pleased to **present its annual showcase**, opening today at 5:30 P.M. in the campus art gallery located in Building 4. Come see new artwork including paintings, photographs, drawings, and sculptures-while enjoying **beverages and appetizers**.

**Student artists will be on hand to speak about their work to visitors** at the gallery from 5:30 P.M. to 7:30 P.M. this evening. At 7:30 P.M., **Fin Olson**, sculptor of *Delivered*, will give a presentation about **how his study abroad in Milan influenced his work**. Mr. Olson, who will finish his degree in April, has already sold many pieces to private collectors and teaches workshops to children.

This event is open to students, faculty, and the public. **Parking is available in the designated areas next to Buildings 4 and 8. Please note that the area by Building 4 requires a permit, but the area by Building 8 is free to the public.**

For more information, including a list of featured artwork, please visit the Art Department's Web site at [www.summerlake.edu/artdepartment/events](http://www.summerlake.edu/artdepartment/events).

168. What is the purpose of the notice?

- (A) To advertise an art class
- (B) To promote a yearly exhibition**
- (C) To publicize the sale of a sculpture
- (D) To announce the opening of a museum

169. What is indicated about the works of art?

- (A) They were produced by students.**
- (B) They represent a common theme.
- (C) They include some pieces from private collections.
- (D) They are mostly paintings.

170. What is mentioned about Mr. Olson?

- (A) He is a recent university graduate.
- (B) He manages a Web site.
- (C) He has a parking permit.
- (D) He traveled to another country.**

171. What is NOT suggested about the event?

- (A) Refreshments will be served.
- (B) Artists will speak with attendees.
- (C) Free parking is available.
- (D) Demonstrations will be given.**

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

<b>Ichiro Watanabe (9:30 A.M.)</b>	Does anyone have ideas before the <b>Friday department meeting</b> for <b>improving the inspection process for dental offices</b> ?
<b>Suzanne Parrin (9:31 A.M.)</b>	There is too much paperwork. <b>Perhaps inspectors could complete forms electronically.</b>
<b>Zachary Qian (9:32 A.M.)</b>	Great idea. That would eliminate paper completely.
<b>Ichiro Watanabe (9:33 A.M.)</b>	That's an effective way for us to save time and money, but how do we transition from using the current forms to electronic ones? <b>How would inspectors be trained?</b>
<b>Suzanne Parrin (9:35 A.M.)</b>	What if inspectors continue to use paper forms while they're learning how to use the new electronic version?
<b>Zachary Qian (9:36 A.M.)</b>	<b>That way, they would gain some experience with the electronic forms. And maybe we could hire instructors to train our inspectors so they're ready for the transition.</b>
<b>Suzanne Parrin (9:38 A.M.)</b>	<b>Exactly.</b> We could hold the training sessions here at the Labor Department.
<b>Ichiro Watanabe (9:40 A.M.)</b>	Great. I'll <b>propose these ideas at the meeting.</b>

172. What are the writers discussing?

- (A) **Changing a work procedure**
- (B) Hiring experienced inspectors
- (C) Staffing a new department
- (D) Creating additional paper forms

173. What is suggested about the writers?

- (A) They train dental assistants.
- (B) **They manage other employees.**
- (C) They are determining a budget.
- (D) They are purchasing computers.

174. At 9:38 A.M., what does Ms. Parrin most likely mean when she writes, "Exactly"?

- (A) She knows how many years of experience are required.
- (B) She wants to make sure all the paperwork is accurate.
- (C) **She thinks Mr. Qian's idea will resolve a problem.**
- (D) She believes Mr. Watanabe's estimate is correct.

175. What will Mr. Watanabe most likely do on Friday?

- (A) Present a lesson to the inspectors
- (B) Distribute a survey to the trainers
- (C) Learn to use an electronic form
- (D) **Suggest a solution to a problem**

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

## MEMO

To: All Staff

From: Shondra Brown, Director of Benefits

Date: August 4

Re: Wellness Classes

In the interest of promoting a healthy and productive workforce, Lellar Manufacturing will begin offering monthly wellness classes. While participation is not required, we do hope that everyone will take advantage of this opportunity. Part- and full-time regular employees are eligible for these classes at no cost. All other workers and trainees will be required to pay a small enrollment fee.

Local nurses from Union City Hospital will run the classes on-site, so you do not have to travel anywhere. Classes will be held the first Friday morning of each month, and the class topics will change each month. The class topics in order, starting in September and going through December, will be as follows: Easy Stretching, Good Food Choices, Tips for Better Sleep, and Starting an Exercise Group.

Supervisor approval is necessary. The first step is to complete a class request form and send it to the Benefits Department. If you have any questions, contact our benefits counselors Don Herrell at ext. 249 or Leah Katzen at ext. 199.

### Lellar Manufacturing

#### WELLNESS CLASS REQUEST FORM

Name: Alfredo De Santos  
Title: Production Trainee  
Name/Title of Immediate Supervisor: Galen Sanders, Production Manager  
Requested Class Date: September 2  
Enrollment Fee Paid:   
Received by Benefits Counselor: Leah Katzen

176. What is the purpose of the memo?

- (A) To explain a new requirement
- (B) To inform staff about a benefit**
- (C) To suggest a process improvement
- (D) To introduce cost-saving measures

177. Where will a company activity take place?

- (A) At Lellar Manufacturing**
- (B) At Union City Hospital
- (C) At a local doctor's office
- (D) At a nearby production facility

178. What topic will be covered in September?

- (A) Easy Stretching**
- (B) Good Food Choices
- (C) Tips for Better Sleep
- (D) Starting an Exercise Group

179. Why has Mr. De Santos paid a fee?

- (A) He returned his training materials late.
- (B) He needs to replace some training items.
- (C) He is not a regular employee.**
- (D) He requested an extra class.

180. Who must provide an approval?

- (A) Ms. Brown
- (B) Mr. Herrell
- (C) Ms. Katzen
- (D) Mr. Sanders**

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

<http://www.barrowstreetpost.co.uk/tori-fadulu/>

Tori Fadulu has been a writer with Barrow Street Post for the past two years. Previously, she worked as a freelance writer for the Caldwell Times and the Andover Daily News. She is the author of *Stones in Moonlight*, for which she received the prestigious **Klockner Prize** for new **novelists**. Ms. Fadulu holds a degree in journalism from MacDougal University. **She has lived in London her entire life** but loves to travel

Recent *Barrow Street* Post Articles by Tori Fadulu

**"Culture Up Close" 4 December**

People from a village in Mongolia warmly welcome the writer into their homes to share their culture and traditions.

**"A Night Out in London." 19 October**

**With so many things to see and do in London, how do real Londoners choose to spend their nights out? Ms. Fadulu speaks to some to find out**

**"Exploring on a Budget." 28 September**

Alberta natives Besha Phelan and Hayley Luongo have been travelling across Canada for the past three years and have spent far less money than they did when they were renting an apartment in Calgary

**"Hiking South America." 5 August**

Patagonia is a hiker's paradise, and its natural beauty is not to be missed. Ms. Fadulu joins several hikers on the trails to learn what keeps them going back.

To: Tori Fadulu

From: Jamie Tsang

Subject: Column idea

Date: **15 December**

Hi, Tori,

**We have been getting a lot of positive e-mails and letters from readers about your December piece.** You did some very **nice** work. Because the article was so popular. I would like to see the concept become a **recurring column** focusing on your experiences living with and learning from people in different regions of the world.

Let's set up a time to discuss the details. **Are you free tomorrow at noon? We could talk over lunch.**

My best

Jamie Tsang, Senior Editor

181. To whom is the Klockner Prize awarded?

- (A) Journalism professors
- (B) Publishers
- (C) Newspaper editors
- (D) **Book authors**

182. What is suggested about Ms. Fadulu?

- (A) She is based in Andover.
- (B) She often goes to Canada to see her relatives.
- (C) **She has interviewed people who live in her hometown.**
- (D) She studied several languages at university.

183. In the e-mail, the word "nice" in paragraph 1, line 2, is closest in meaning to

- (A) polite
- (B) **good**
- (C) happy
- (D) delicate

184. What article does Mr. Tsang want to develop into a column?

- (A) **"Culture Up Close"**
- (B) "A Night Out in London"
- (C) "Exploring on a Budget"
- (D) "Hiking South America"

185. What does Mr. Tsang want to do on December 16 ?

- (A) Try a new restaurant
- (B) Watch a show
- (C) **Have a meeting**
- (D) Teach a class

Questions 186-190 refer to the following proposal forms and e-mail.

## PROPOSAL

### Project For:

Sethi Technologies  
34 Carnaby Street  
San Francisco, CA 94129

### Contractor Information:

Geo Carpet Care  
541 Grantham Avenue  
San Francisco, CA 94128

### Scope of Work

Cleaning of all carpets and upholstered furniture in common areas and personal work spaces. Includes furniture moving as needed. Temporary floor protector pads provided. Spot removal included.

\*Note: We use all-natural, odorless cleaning products.

### Company Proposal

We, Geo Carpet Care, propose the above scope of work for the amount of \$2,650 plus tax. **Price includes a 10% discount for first-time customers.**

50% due at acceptance; balance due upon completion Price remains valid for 30 days after proposal submission.

Submitted by: Martin Acosta

Customer Approval: \_\_\_\_\_

Date: June 1

Date: \_\_\_\_\_

## FRESHEN CARPETS: PROPOSAL

8423 Golden Way  
San Francisco, CA 94124

Customer: Sethi Technologies

Address: 34 Carnaby Street, San Francisco, CA 94129

Date: June 5

Freshen Carpets proposes to clean the entire carpeted area of customer's premises and clean all upholstered furniture. **Clearing of floor space to be completed by customer.** Spot removal extra.

**Cost: \$1.900 + tax (reflects the standard reduced price for new customers)**

**Payment due to representative upon completion of service.** This proposal is good for 30 days.

Prepared by: Richard Wang

Purchaser Acceptance: \_\_\_\_\_

Date: \_\_\_\_\_

To: All Sethi Technologies Employees  
From: Joe Tierney, Facilities Department  
Subject: Carpet Cleaning  
Date: June 25

On Saturday morning, all of the carpets and upholstered furniture will be cleaned. In preparation for the work, **some of our facilities staff members will be moving furniture as necessary on Friday evening so that the cleaning crew can access the areas to be cleaned.** In addition, we ask that before you leave on Friday, **you remove any fragile or valuable personal items from your work space.** Please do not leave any confidential work material in plain view. The carpets and furniture will be dry by Monday. Do not come in over the weekend; work at home if necessary.

186. Who most likely is Mr. Acosta?

- (A) The owner of Sethi Technologies
- (B) A colleague of Mr. Tierney
- (C) A facilities manager
- (D) A representative of Geo Carpet Care**

187. When should customers pay Freshen Carpets for their services?

- (A) Upon signing the proposal
- (B) Within thirty days of the proposal's submission
- (C) The day the cleaning is completed**
- (D) Upon receiving an invoice in the mail

188. What do both companies offer to customers?

- (A) A monthly payment plan
- (B) A choice of cleaning products
- (C) A service warranty
- (D) A discount for new customers**

189. What does Mr. Tierney ask all employees to do?

- (A) Move desks and chairs
- (B) Remove breakable items**
- (C) Work at home on Friday
- (D) Review two proposals

190. What is suggested about Sethi Technologies?

- (A) It hired Freshen Carpets.**
- (B) It will close later than usual on Friday, June 26.
- (C) It is a long-time customer of Geo Carpet Care.
- (D) Its facilities staff will open the office early on Monday.

Questions 191-195 refer to the following text message, article, and review.

From: Fausto **Forletti** (11:02 A.M.)  
To: Steffan Griffiths <029 2018 0743>

Hi, Steffan. **I'm with the electrical contractors at the former Millway train station site now.** The electrical system was in worse shape than we had originally thought. **The rewiring and upgrades are going to cost more than expected** because we want to modernise while still retaining the historical integrity of the building. I'll send over the estimate as soon as I receive it. I'm hoping that all the work will be completed so that we can open as planned in May.

## **New Hotel to Open in South Wales**

CARDIFF (18 April)—**The Millway Road Hotel is scheduled to open on 14 May. The building was once a busy train station that was designed by Arthur Lewison over 150 years ago.**

For almost **three decades the building had been left unoccupied.** It was purchased two years ago by Steffan Griffiths, president of Griffiths Hoteliers.

According to project coordinator Fausto Forletti, the old building required extensive renovation not only to turn it into a hotel but also to update the electrical, heating, and plumbing systems.

The hotel has 25 guest rooms, a meeting room, and a restaurant with banquet facilities. All of Mr. Griffiths' facilities are noted for their world-class dining experiences. The hotel's Bayside Café has award-winning Welsh chef Mal Davies to create a menu and oversee the restaurant.

In the near future, Mr. Griffiths plans to expand the property's garden.

For information and reservations, visit [www.millwayroadhotel.co.uk](http://www.millwayroadhotel.co.uk).

<http://www.cardifftravels.co.uk/reviews>

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### **Millway Road Hotel**

Review posted by Mi-Yeon Ko

I recently attended a small conference at the Millway Road Hotel, **which opened in June.** As a computer technician, I was pleasantly surprised to find that it had such up-to-date facilities. Both my room and the meeting room had more than enough electrical outlets to plug in equipment and charge mobile phones and

computers. The complimentary wireless Internet service was easy to access.  
On top of that the food was delicious and the guest rooms were beautiful.

191. Why did Mr. Forletti send the text message?

- (A) To explain why a project's cost will increase
- (B) To ask for help in solving an electrical problem
- (C) To warn that a delivery will be delayed
- (D) To discuss a problem with a contractor

192. Where was Mr. Forletti when he sent the text message?

- (A) On a train
- (B) At a restaurant
- (C) At a proposed hotel site
- (D) In an electrical contractor's office

193. What does the article suggest about Mr. Lewison?

- (A) He is purchasing a hotel.
- (B) He created a dining menu.
- (C) He was the architect of a building.
- (D) He is the coordinator of a renovation.

194. What does the article indicate about the Millway Road Train Station?

- (A) It included a world-class restaurant.
- (B) It was owned by Mr. Griffiths' father.
- (C) It was located near a famous garden.
- (D) It had been abandoned for many years.

195. What is suggested in Ms. Ko's review?

- (A) The hotel's guest rooms are quite large.
- (B) The hotel did not open as scheduled.
- (C) A café is located on the hotel's top floor.
- (D) Internet access was too expensive.

Questions 196-200 refer to the following emails and schedule.

**\*E-mail\***

To: All Staff  
From: Leila Hedlund  
Subject: November software training  
Date: October 30  
Attachment: Software Training Schedule

Dear Staff.

Throughout November, we will be holding mandatory training sessions for two of our major software products.

Training in the Abacus Deepthink software will be required for all staff members and can be completed in a single online session. Several possible session times are available. The software has gone through several changes recently, so even long time users must attend.

The Optisafe software training will be offered in person and is a requirement only for Drug Safety department members. This past year, major upgrades have been made to the software, and all department staff will need to learn how to use its new capabilities.

Please look over the attached schedule and go to the company training Web site to sign up.

Thank you

Leila Hedlund

Kodarex Pharmaceuticals

Software Training Schedule			
Date	Title	Time	Location
November 6	Abacus Deepthink	9 AM-11 AM	Online
November 9	Optisafe	9 AM-1 PM	Building C, Room 822
November 14	Abacus Deepthink	1 PM-3 PM	Online
November 17	Abacus Deepthink	10 AM-12 PM	Online
November 22	Optisafe	1 PM-5 PM	Building C, Room 822
November 27	Abacus Deepthink	3 PM-5 PM	Online
The online lessons can be accessed at <a href="https://www.abacusdeepthink.com">https://www.abacusdeepthink.com</a>			

**\*E-mail\***

To: Leila Hedlund  
From: Diego Ramos-Toro  
Re: November software training  
Date: October 31

Dear Leila.

I need to attend both software trainings, but I had planned to take off work from November 6 through November 18. Also, I must attend an all-day client meeting on November 22 that we cannot reschedule. Will there be any alternative sessions for the Optisafe training that I could attend?

Thank you,

Diego Ramos-Toro

196. According to the first e-mail, what is true about the Optisafe software?

- (A) It is replacing another software program
- (B) It is used for data analysis.
- (C) It has undergone significant updates.
- (D) It is the focus of monthly trainings.

197. According to the schedule, what do the Abacus Deepthink trainings have in common?

- (A) They are given on the same day of the month.
- (B) They are taught by the same instructor
- (C) They are delivered through a Web site.
- (D) They all start at the same time.

198. Why did Mr. Ramos-Toro write to Ms. Hedlund?

- (A) To register for a training session
- (B) To ask for help resolving a conflict
- (C) To report a software malfunction
- (D) To request additional time off

199. What is suggested about Mr. Ramos-Toro?

- (A) He works in the Drug Safety department.
- (B) He completed a required training.
- (C) He is Ms. Hedlund's supervisor.
- (D) He wants an alternative position in the company

200. When will Mr. Ramos-Toro most likely complete a training?

- (A) On November 14
- (B) On November 17
- (C) On November 22
- (D) On November 27