

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.

<p>101. Applicants are _____ as soon as management approves their loan applications.</p> <p>(A) notify (B) notifies (C) notification (D) notified</p>	<p>102. Before negotiating the new contract, _____ the contractor nor the customer felt confident.</p> <p>(A) both (B) additionally (C) neither (D) also</p>
<p>103. The charitable work accomplished by Mr. Gordon is well documented, though he has not _____ the spotlight.</p> <p>(A) appreciate (B) appreciation (C) appreciated (D) appreciatively</p>	<p>104. Journalists who are covering the event are _____ given ample time to interview participants.</p> <p>(A) usually (B) justly (C) meekly (D) casually</p>
<p>105. There won't be much time to prepare once we reach the race area, so please put on your _____ shoes before you board the shuttle bus.</p> <p>(A) run (B) running (C) ran (D) runner</p>	<p>106. She decided to stay at that resort since they are _____ for their service.</p> <p>(A) famous (B) elegant (C) efficient (D) polished</p>

<p>107. The greater cooperation between the union and management _____ has developed in recent years is the reason for the increase in profits.</p> <p>(A) there (B) is (C) that (D) whose</p>	<p>108. One way for consumers to keep repair costs low is to purchase auto _____ second-hand.</p> <p>(A) cars (B) prices (C) parts = components (D) models</p>
<p>109. While the adhesive is an excellent solution, it needs to be used _____ to obtain the best bond.</p> <p>(A) spare (B) spared (C) sparing (D) sparingly</p>	<p>110. The greatest risk to future development is _____ to be instability in the currency markets.</p> <p>(A) think (B) thinking (C) thought (D) thoughtful</p>
<p>111. Participants who have made reservations in advance will be _____ as soon as they are able to provide identification.</p> <p>(A) admits (B) admitted (C) admitting (D) admission</p>	<p>112. All _____ for investor information should be made in our investor relations department.</p> <p>(A) requests (B) warrantees (C) admissions (D) designs</p>
<p>113. When he was finally _____ with the call, his secretary was able to give him the update.</p> <p>(A) through (B) out (C) over (D) beside</p>	<p>114. Although donations that were made during the previous calendar year can be deducted, _____ amounts must be itemized clearly.</p> <p>(A) they (B) their (C) them (D) they are</p>
<p>115. We can't assume that we'll have the ballroom set up in _____ for the function tonight at eight p.m.</p>	<p>116. The medical tests couldn't determine the origin of the symptoms, but _____ serious disease.</p>

<p>(A) moment (B) second (C) time (D) ahead</p> <p>117. _____ applicants must undergo interviews is a fact, but most are hired on the basis of their performance on the aptitude test.</p> <p>(A) How (B) That (C) Although (D) Because</p> <p>119. We don't have any other news at this time, but we will keep you posted if we finally _____ which to select.</p> <p>(A) decide (B) decided (C) deciding (D) decidedly</p> <p>121. In order to cover the cost of the insurance premium, it may be necessary to _____ a deposit to a secured account.</p> <p>(A) make (B) print (C) restore (D) do</p> <p>123. We hope to continue to bring the same quality of product to the marketplace while increasing the _____ of our delivery methods.</p> <p>(A) flexible (B) flexibility (C) flexibly</p>	<p>(A) exclude (B) excluding (C) excluded (D) excludes</p> <p>118. The chefs worked together to provide appetizers that were _____ delicious.</p> <p>(A) simple (B) simpler (C) the simplest (D) simply</p> <p>120. It is unlikely that any of the workers were harmed _____ exposure to the low level of radiation.</p> <p>(A) to (B) from (C) by (D) of</p> <p>122. We made every accommodation we could for Miss Flemming, including accepting a credit card _____ place of cash.</p> <p>(A) of (B) on (C) in (D) at</p> <p>124. While our research and development department have come up with some good ideas, they seem to think of _____ as more important than any other department.</p> <p>(A) them (B) they</p>
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<p>(D) flex</p> <p>125. Several of the units were damaged, but the majority are still _____ if we repackage them.</p> <p>(A) useable (B) emotional (C) restored (D) unbiased</p> <p>127. Careful dieting is the best method for _____ reducing cholesterol levels.</p> <p>(A) moderate (B) moderated (C) moderately (D) modified</p> <p>129. Critics called the film both _____ and insulting.</p> <p>(A) offensive (B) offense (C) offended (D) offensively</p> <p>131. There are some very _____ requests that the client wants to have addressed before signing the contract.</p> <p>(A) specify (B) specifications (C) specific (D) specifics</p> <p>133. Because the damage was due to the inattention of the driver, we have decided to _____ the client for his loss.</p> <p>(A) regard</p>	<p>(C) their (D) themselves</p> <p>126. Our profits have increased as a result of our newest acquisition much faster than we had _____ dreamed.</p> <p>(A) original (B) origin (C) originally (D) origination</p> <p>128. Without _____, Karen is the most qualified for the position.</p> <p>(A) experience (B) question (C) certainty (D) practice</p> <p>130. The responsibility for the new protocol will be divided _____ everyone in the department.</p> <p>(A) between (B) through (C) behind (D) among</p> <p>132. The answers _____ in advance of the meeting made the difference in persuading the board members.</p> <p>(A) prepare (B) preparation (C) preparing (D) prepared</p> <p>134. Harmon Incorporated understands the difficulty of formulating bids, but requires all proposals to be submitted _____ the close of business tomorrow.</p>
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<p>(B) confess (C) fail (D) compensate</p> <p>135. On the third Thursday of each month, large items can be placed at the curb for _____ by the sanitation department. (A) removal (B) removed (C) removes (D) removing</p> <p>137. _____ around the same time as Rachel Burns, Greg hasn't lived up to his potential. (A) Hiring (B) Hired = (Although Greg was hired...) (C) Had been hired (D) Having hired</p> <p>139. The selection was approved _____ by the panel at the most recent board meeting. (A) truly (B) severely (C) softly (D) unanimously</p>	<p>(A) quicker (B) at least (C) no later than (D) recently</p> <p>136. The measures _____ over the past year haven't been fully realized on our balance sheet yet. (A) that have been implemented (B) implementing (C) were implemented (D) implementation</p> <p>138. Our legal counsel was able to _____ all of the claims brought by the litigants 訴訟當事人. (A) equip (B) resent 痛恨 (C) forgo 放棄 (D) refute 駁斥</p> <p>140. We were disappointed to hear that a delay _____ several weeks will be unavoidable. (A) of (B) during (C) soon (D) to</p>
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Part 6

Directions: Read the texts below. A word or phrase is missing in some of the sentences. For each empty space in the text, select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-144 refer to the following e-mail.

From: Angela Victor

To: John Rafferty

Date: Feb. 24

Subject: Rescheduling

I want to express my _____ for your understanding our scheduling

141.(A) condolences

(B) notion

(C) appreciation

(D) intention

dilemma. While we would like to allow all speakers to give their presentations at the time most convenient to them, the conference is limited _____ the number of rooms

142.(A) by

(B) towards

(C) without

(D) among

available. You originally wanted to schedule your paper _____ Plastic Bags in

143.(A) recited

(B) entitled

(C) curtailed

(D) replaced

the Environment for the morning session on Tuesday. However, that will not be possible.

There are two remaining time slots available: Tuesday's afternoon session or Thursday's morning session.

Please get back to me as soon as possible, _____ by the end of the day

144.(A) prefer

(B) preference

(C) preferable

(D) preferably

today. I'm giving you first choice, but I need to notify everyone and print up the programs as soon as possible.

Questions 145-148 refer to the following news report.

The proposal prepared by the city of Miami to host the Centennial Games has been withdrawn from _____ following recent news that the bidding process had been

145.(A) considered

(B) consideration

(C) considerable

(D) considering

plagued by scandal. The proposal, spearheaded by former governor Herman Kensington, was seen by many to have an excellent chance of _____ . Yesterday afternoon,

146.(A) enhancement

(B) deferment

(C) resentment

(D) acceptance

however, reports of insider information disseminated 散播 _____ the bidding process

147.(A) during

(B) by

(C) at

(D) while

seem to have torpedoed the whole plan.

The games were estimated to bring over a billion dollars in tourist and infrastructure revenue to the area. A criminal investigation _____ the bidding process has been

148.(A) with

(B) for

(C) into

(D) beyond

opened. With Miami out of the running, it is expected that Dallas will be the city to host the games.

Questions 149-152 refer to the following advertisement.

You Can Be A Real Estate Mogul 大人物!

Face it. Everyone around you is getting ahead. The housing market has made millionaires on every corner. What's your excuse? Now, you too can become a real estate investor and make the kind of _____ you deserve.

149.(A) property

(B) vision

(C) money

(D) reason

The Real Estate Real Profits DVD is what you are looking for. _____ how to get

150.(A) Learn

(B) Learning

(C) Learned

(D) Learnable

financing with no credit or even bad credit. Discover how to evaluate property and future property values using our easy-to-use 27-step checklist. Master the art of the "flip," a way of making millions _____ easily that it ought to be illegal!

151. (A) so

(B) such

(C) quite

(D) indeed

The methods introduced in The Real Estate Real Profits DVD are practical, legal, and _____ in use by thousands across the nation. Why sit idly by while the other guy

152. (A) statically

(B) lastly

(C) quickly

(D) currently

makes a fortune? If he can do it, you can too. Call today to order The Real Estate Real Profits DVD.

Part 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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 153-154 refer to the following notice.

WDDT Broadcasting

Projected Fall Line-up for Prime Time

Phoenix, AZ

- 8:00-8:30** Hobo Stew: A cooking program for people on a tight budget
- 8:30-9:00** Medipedia: A series of lectures from experts about how to treat yourself at home using common household chemicals and plants and herbs found in most urban areas
- 9:00-9:30** Travelista: Tips on how to travel without spending a lot of money. Each episode is hosted by a special guest, including television, movie, and athletic
- 9:30-10:00** Zippo Land: The newest animated offering from the creators of last year's smash hit, Kleptos
- 10:00-11:00** Media Munchies: Tabloid TV at its best, this show features all the latest gossip and outrageous photos of celebrities from all walks of life (This program for children under age 13)

The schedule above is tentative and subject to change should it be necessary. The schedule will go into effect on Monday, August 30. In the interim, we will continue to show reruns of the programming currently on our schedule.

153. What is the notice announcing?

- (A) Cancellation of TV shows
- (B) Limitations on broadcasting
- (C) A tentative programming schedule
- (D) New ratings for television programs

154. When will a cartoon be shown?

- (A) 8:00-8:30
- (B) 8:30-9:00
- (C) 9:00-9:30
- (D) 9:30-10:00

Questions 155-157 refer to the following e-mail.

From: Frank's Travel Agency <gofrankly@hotmail.com>

To: Juan Encarnacion

Subject: Package to Mexico

Mr. Encarnacion,

I just wanted to drop you a note regarding your travel package to Mexico City. I was able to book everything just as you had asked except for one small detail, which I will mention below. Here is your itinerary as I have it as of now.

We have booked you on Flight 566567 out of Seattle non-stop to Mexico City, departing at 3:00p.m. and arriving at 7:45p.m. You will be met at the airport by a driver from "Coches Hermanos" who will bring you from the airport to the hotel. As per 依照

your instructions, I have booked you in at the **Regal Cabana for four days and three nights**. However, there were no more executive suites available so instead I booked you in the luxury traveler suite. **They offer the same amenities, but will cost an extra \$20 per night. Please notify me if that will pose a problem.**

If you have any questions, please contact me at your earliest convenience. Thank you for choosing Frank's!

Sincerely,
Frank Lee

155. What does this e-mail concern?

- (A) Delivery of a package
- (B) Confirmation of travel arrangements**
- (C) Unavailability of airline tickets
- (D) A recent price increase

156. What is Mr. Encarnacion asked to confirm?

- (A) His willingness to pay extras**
- (B) His availability to fly out of Seattle
- (C) The name of a hotel
- (D) The type of amenities he prefers

157. Which of the following is NOT included in the package?

- (A) Air transportation
- (B) Hotel accommodations
- (C) Ground transportation
- (D) Airport taxes and fees**

Questions 158-160 refer to the following information.

Middleby Culinary Institute Home Chefs Series

In our ongoing effort **to reach out to the community**, the Institute announces its second annual Home Chefs series of live demonstrations. Open to the public, these three one-hour programs will feature world-renowned chefs from around the world. Seating is available on a first come first served basis. The events are free of charge and will be held in the Institute's Jules Kidman Memorial Demo Kitchen Auditorium.

Saturday, June 1

Sheng Chen, Beijing

Mr. Chen has been a head chef for over 20 years. He will share the secrets of fine **Chinese cuisine** with us, as well as tips and techniques to improve the

presentation of your food once it has left the kitchen.

Saturday, June 8

Helena Morales, Rio de Janeiro

Miss Morales will lead us in a review of some popular recipes from Central and South America. She is currently a chef-in-residence at the Institute.

Saturday, June 15

Gaston Dupont, Marseilles

Mr. Dupont will bring us the latest from the world of French nouvelle cuisine. This session will also feature a book-signing ceremony for Mr. Dupont's recently published French Fries Aren't French!

158. What is the main purpose of the series?

- (A) To improve ties with the community
- (B) To foster international cooperation
- (C) To promote different cooking styles
- (D) To encourage matriculation of students

159. Who is currently teaching at the Institute?

- (A) Jules Kidman
- (B) Sheng Chen
- (C) Helena Morales
- (D) Gaston Dupont

160. What type of cuisine will not be featured?

- (A) French
- (B) South American
- (C) Chinese
- (D) Fried

Questions 161-162 refer to the following advertisement.

Franklin Park Bicycles

Everything the **Recreational Cyclist** Needs to Hit the Road!

- New bikes
- Used bikes
- **Bike repair**
- Custom parts
- **Kids bikes** and trikes
- Recumbents 斜躺式自行車
- **Helmets**
- Clothing and Accessories

We feature the brand names you have come to trust. We feature both domestic and foreign bicycles. New to cycling? Speak with one of our friendly salespeople. They'll help you find the bike that is right for you!

Visit the original Franklin Park at

132 Vine Ave

(Across from Franklin Park)

Or visit our newest location at

7765 East Broadwater

(In the mini-mall)

Expanded Summer Hours Beginning May 15: We're Open till 10 p.m.!

161. Who are the main customers of Franklin Park Bicycles?

- (A) Bicycle racers
- (B) Foreign citizens
- (C) Casual bike riders
- (D) New cyclists

162. What is NOT available at Franklin Park Bicycles?

- (A) Children's bicycles
- (B) Safety gear
- (C) Bicycle repairs
- (D) Bike racks for cars

Questions 163-165 refer to the following e-mail message.

From: Jocelyn Garcia, Supervisor of Physical Therapy

To: Candace Kane

Subject: Physical Therapy Regimen

Dear Candace,

I've tried to reach you several times by phone but haven't been able to get through. You had asked one of the **assistant therapists, Sally Henderson**, about making some changes to your rehabilitation program. She seemed to think that you were making good progress with the program you were on, but if you'd like to tweak things a little, you might consider the following suggestions.

At this point, three months **after your knee surgery**, we have you doing most of your exercises in a pool. You said that you'd like to start jogging again. Have you considered "pool running?" It's a good first step. I'll have Sally show you how to do it properly when

you come in on Tuesday for your swimming therapy. Instead of having you swim for the whole hour, we'll replace at least fifteen minutes of that time with pool running.

You also asked about biking. I'll tentatively agree to that, if you'll first do a week of preparation on **our stationary bikes here at the rehab center. That way we can monitor you for any swelling.**

I'm really glad to hear you're recovering so quickly! Call me if you'd like to discuss my recommendations.

Joyce

163. Why does Candace Kane need therapy?

- (A) She suffered an injury while running.
- (B) She's recovering from an operation.**
- (C) She needs to learn to swim properly.
- (D) She's preparing for a race.

164. Why does Jocelyn suggest using a **stationary bike**?

- (A) It is less dangerous.
- (B) It is healthier for knees.
- (C) It will allow careful monitoring of Candace's progress.**
- (D) It will help the swelling in Candace's knee subside.

165. Who is **Sally Henderson**?

- (A) A surgeon
- (B) Director of the rehabilitation center
- (C) A physical therapist's assistant**
- (D) A swimming instructor

Questions 166-169 refer to the following letter.

July 7

Karen Finklestein

Grande Rio State University

Department of Finance

Harmon Building 165

Dear Professor Finkelstein,

My name is Ken Bowman, **personnel director** for Jupiter **Securities 證券**. I was in attendance for your paper presentation at the banking and finance seminar late last month at Natchez University. I was intrigued by several of the concepts you introduced,

including the new algorithm you developed for predicting stock market movement in computer models.

I'll be frank. I was impressed. You are exactly the kind of fresh thinker **that I would like to add to the Jupiter Securities team**. I know that you are currently working in the academic **sector**, but I hoped you would at least come down and talk to me.

Of course, I don't wish to compromise your current position at the university so any communication between us would remain strictly confidential. Even if you don't feel inclined to join us here at Jupiter on a full-time basis, **we might also consider offering you a consulting position that would allow you to keep your current position at the university**.

Whatever you decide, I just wanted to thank you for that wonderful presentation. You really opened my eyes to some new possibilities. It would be a bonus if I could persuade you to join forces with us.

Sincerely,

Ken Bowman

Jupiter Securities

166. What can be inferred about **Ken Bowman**?

- (A) He develops computer models.
- (B) He recruits new workers.**
- (C) He is a consultant.
- (D) He attends university.

167. What does Mr. Bowman's company probably do?

- (A) Make investments**
- (B) Install security systems
- (C) Develop computer programs
- (D) Sell communications equipment

168. What does Mr. Bowman ask of Professor Finklestein?

- (A) That she sell her algorithm
- (B) That she make a presentation at the Jupiter Securities offices
- (C) That she keep the content of the letter confidential
- (D) That she consider working at Jupiter Securities**

169. The word "sector" in the last sentence of the second paragraph is closest in meaning to _____.

- (A) building
- (B) area**

- (C) concept
- (D) development

Questions 170-173 refer to the following document.

Hutton Recycling

887 Pushton Plaza
Louisville, KY
1-888-001-0010

- Paper
- Scrap Metal 廢金屬
- Plastic
- Building Materials
- Autos
- Farm Equipment

WE ARE LICENSED BY THE STATE TO HANDLE CLASS "C" HAZARDOUS WASTE

Customer:

Lawton Construction

Phone: (O) 999-8765

Location: Lots X thru Z

Eastwood Development Special Instructions:

Chemical Adhesives 黏著劑 and Solvents 溶劑

Turpentine 松脂

Proposal Date: May 7

Please accept the following estimate as a proposal for the work you requested:

Disassembly, collection and removal of the temporary buildings and building materials associated with the Eastwood Manor Housing Project. The estimate assumes that other than the chemical substances mentioned above, the majority of the materials for removal consist of wood, plastic, and non-precious metals.

Building materials removal: \$1,300

Chemical substances removal and disposal (including certification): \$2,200

Total: \$3,500

170. How can this document be characterized?

- (A) A job application
- (B) A certificate
- (C) A proposal

(D) A bill

171. What type of work does Hutton perform?

- (A) Disposal of waste materials
- (B) Construction of houses
- (C) Production of chemicals
- (D) Sale of farm equipment

172. What is NOT included in the document?

- (A) The location of the job
- (B) The types of chemicals included
- (C) The name of the company requesting the work
- (D) The amount of deposit due upon acceptance

173. The word "certification" in the last paragraph refers to

- (A) proof of disposal
- (B) reduction of chemicals
- (C) payment of taxes
- (D) transportation fees

Questions 174-176 refer to the following document.

**Employment Contract
Waxalot Corp.**

Terms and Conditions

I, the undersigned, agree to the following terms and conditions of employment with Waxalot.

1. Salary: The employee will receive an hourly wage of \$7.50 subject to all applicable taxes, local, state, and federal. In order to be paid, the employee must punch his/her timecard upon arrival at and departure from the jobsite. The timecard must be submitted to the Waxalot accountant each Friday. Late timecards will result in a delay of payment.
2. Dress: Waxalot employees must wear Waxalot smocks when cleaning the sales floor in any of our clients' stores. This is designed to differentiate you from store employees. Failure to wear a smock will result in disciplinary measures.
3. Integrity: Waxalot employees often work in retail stores after-hours. Waxalot guarantees the integrity of its cleaning staff. Our integrity is important to us. Suspicion of theft or any other wrongdoing will be treated in the most serious manner allowable by the laws of this state.
4. Sick leave/Vacation: If a Waxalot employee is ill and must miss a shift, he/she must notify a

manager at least three hours before a shift begins in order to be eligible for paid sick leave.
Vacations must be scheduled at least two weeks in advance.

I hereby agree to the above terms and conditions.

Signature: _____

Date: _____

174. What service does Waxalot Corp. offer?

- (A) Retail sales
- (B) Cleaning**
- (C) Security
- (D) Accounting

175. Why must Waxalot employees wear smocks?

- (A) To identify them**
- (B) To ensure their integrity
- (C) In order to get paid
- (D) To differentiate them from managers

176. Which of the following is NOT covered in the document?

- (A) Procedures for requesting **time off**
- (B) Reasons for **disciplinary measures**
- (C) What to do if **sick**
- (D) When employees will be paid**

Questions 177-180 refer to the following article.

Not Just Bricks 紅磚 and Mortar 石灰 Anymore

More and more businesses are supplementing their traditional brick and mortar establishments with virtual shops on the Internet. For some business, like bookstores and music companies, the move to online sales seemed natural. However, **nowadays there are even some less obvious businesses making their way into online sales.**

The first innovative company I want to highlight today is the Grocermart Supermarket chain. Last year, they introduced their virtual shopper online program. Customers enrolled in their Smart Shopper program can **order their groceries online and have them delivered to their homes free of charge** within a few hours. The Grocermart Smart Shopper program allows participants **to purchase any product in the store from the comfort of their own home.** Further, users can **save Virtual Shopping lists** of their most commonly purchased items so they can avoid the need to search for the items they want

each time they visit the Grocermart website.

The second company recently moving online was auto parts giant, Overhaul. At the Overhaul website, do-it-yourselfers can search for and order the parts that they need and have them delivered within four hours (from participating retailers and **for an added fee**). Marketing Director, Fred Slipton, figures that delivery of auto parts is exactly what most DIYers need. "After all," he stated in a phone interview, "they can't drive here themselves."

While both programs are still in their infancy, many of their competitors are taking a closer look at how these new online services will affect their respective marketplaces.

Early successes could mean an explosion of copycat services.

177. What does the writer imply about online supermarkets?
- (A) They are unlikely to succeed.
 - (B) They have only recently been created.**
 - (C) They also sell books.
 - (D) They should only sell natural foods.
178. Which of the following is NOT available from the Grocermart Smart Shopper program?
- (A) **Delivery** of groceries
 - (B) Many of the products that are available in the store**
 - (C) A way to save **shopping lists**
 - (D) The opportunity to **search for products online**
179. How does the Overhaul program differ from the Grocermart program?
- (A) The speed of delivery
 - (B) The method of ordering
 - (C) The cost of delivery**
 - (D) The ease of use
180. What can be inferred from the article?
- (A) Other companies may imitate the ones mentioned in the article.**
 - (B) Many shoppers don't know how to drive.
 - (C) Online retailing is more profitable than traditional methods.
 - (D) Users of online services are younger than average.

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

Assembly Instructions

- Step 1: Remove the cabinet frame from the box.
- Step 2: **Attach the sliders** for the drawers on the left and right sides of the cabinet frame using the eight (8) screws included in the bag marked "Bag A"
- Step 3: **Attach the rollers to the drawer using the six (6) screws** included in the bag marked "Bag B"
- Step 4: Attach the drawer pull onto the front face of the drawer using the hardware included in the bag marked "Hardware"

To: Furniturama DIY Furniture Warehouse

To Whom It May Concern,

I recently purchased a chest of drawers and had a lot of problems during the assembly process.

The first problem was that the bags were all mismarked. There were supposed to be two bags of screws marked Bag A and Bag B. However, although the directions stated that I was supposed to use the Bag A screws in Step 2, they obviously didn't fit the slider tracks. I then discovered that **the labels had been mixed up.**

Further, in Step 4, **I was instructed to use a bag called Hardware. There was no such bag.** I found the parts in a bag marked Pull. This was a minor annoyance. **What really bothered me was that the drawer pull hardware required a specialized triangular head screwdriver, which I didn't own. I had to go out and buy a special tool that I will probably never use again.** That should have been clearly stated on the box or in the assembly instructions.

You really need to improve the documentation included with your furniture. I won't be making any more purchases with you any time soon.

Hal Burnstein

181. According to the directions, what must be **attached first**?
- (A) The drawer
 - (B) The sliders**
 - (C) The hardware
 - (D) The cabinet frame
182. **How many screws** are necessary for assembly of **the rollers**?
- (A) Two
 - (B) Four
 - (C) Six**
 - (D) Eight

183. Who is **Hal Burnstein**?
- (A) A furniture manufacturer
 - (B) A consumer**
 - (C) A furniture salesman
 - (D) A professional assembler
184. With what is Mr. Burnstein **dissatisfied**?
- (A) The quality of the furniture
 - (B) The accuracy of the instructions**
 - (C) The price of the screws
 - (D) The style of the drawer pull
185. What was Mr. Burnstein's **most serious complaint**?
- (A) Incorrectly marked hardware
 - (B) Missing screws
 - (C) Misspelled instructions
 - (D) Irregular hardware**

Questions 186-190 refer to the following explanation and statement.

Dear Valued Customer,

Beginning this month, we are introducing several new features to our monthly statement. First, in an effort to save paper, we will no longer be sending paper statements automatically at the end of each month. Instead, **we are going to send out statements each quarter. This is our first version of a quarterly statement.** If you would prefer to continue to **receive monthly statements, you can register to do so at <www.bossworthbroker.com/statement.htm>.**

Starting with this quarter's statement, we are also including a pie chart representation of your current portfolio. **Please note that the chart includes only long positions. Short positions are not included.**

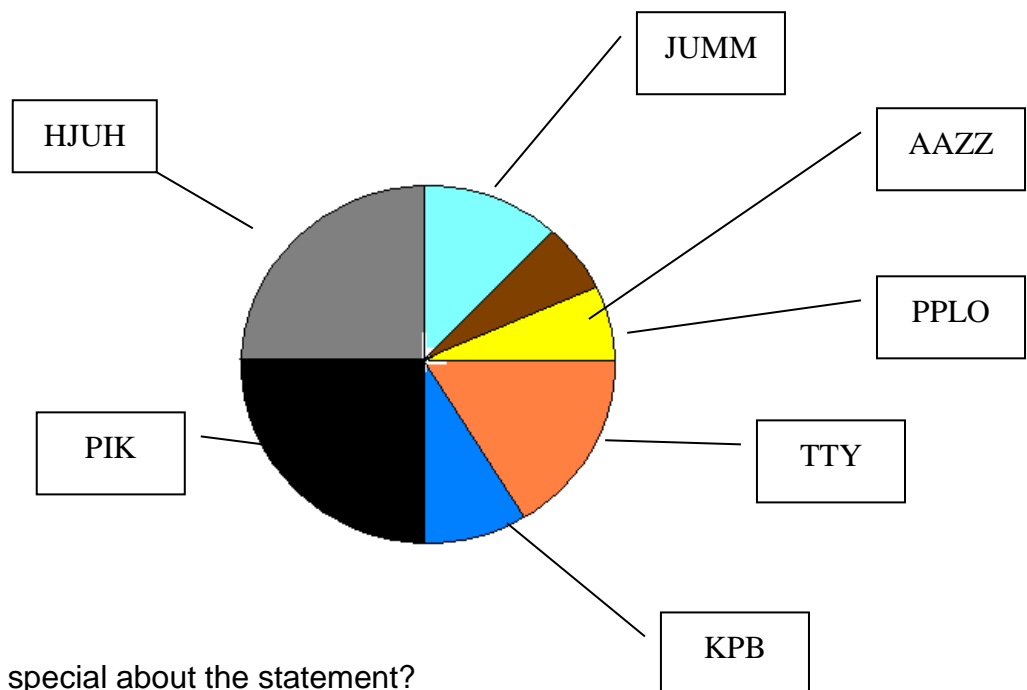
We hope you are satisfied with your new quarterly statement. If you have questions or wish to make suggestions, please log on to our webpage at www.bossworthbroker.com/statement.htm.

Bosworth Brokerage

Statement of account activity for Q1			
Stock Symbol	Action	Price per share	Commission
AAZZ	BUY 100 SHARES	9.90	9.99

JUMM	BUY 500 SHARES	15.43	9.99
WETZ	SELL 200 SHARES	45.55	9.99
SDER	SELL 500 SHARES	23.32	9.99
GOKL	SHORT 100 SHARES	29.36	19.99

Margin Interest: \$67.87
 Dividend Payments: \$95.00
 Portfolio Breakdown



186. What is special about the statement?
 (A) It includes a full quarter of information.
 (B) It lists different types of transactions.
 (C) It was printed from a website.
 (D) It is printed on recycled paper.
187. According to the explanation, how can readers receive a statement each month?
 (A) By applying online
 (B) By contacting a broker
 (C) By returning the statement
 (D) By registering at the post office
188. What can be inferred about commissions?
 (A) They are unaffected by the size of a transaction.
 (B) They increased over the quarter.
 (C) They are affected by price per share.
 (D) They are only charged on purchases.

189. What was the **highest priced stock purchased** during the quarter?

- (A) AAZZ
- (B) JUMM**
- (C) WETZ
- (D) SDER

190. Why is GOKL not shown in the pie chart?

- (A) It was purchased too late in the quarter.
- (B) The position is too small.
- (C) There wasn't enough room.
- (D) It isn't a long position.**

Questions 191-195 refer to the following letter and document.

	76 Hereford Lane Boddington Rupshire W46 2KL
	September 10
Hackney Taxicab 52 Buckminster Road Derryfield	
Dear Sir,	
While riding in one of your taxis last week from my home to the airport, my suit was soiled by an oily residue on the seat of the cab. The number of the taxi was 786F and the driver's name was Arup Gupta. The substance stained the trousers and coattails of a custom-made silk suit. While the driver was understanding, he was unable to satisfy my demands for recompense. He suggested that such claims be made to the company directly.	
Enclosed, you will find a copy of the cleaning bill. However, as is clearly noted on the enclosed, the suit was ruined. The stains are permanent. Prior to my engaging a legal counsel, I wished to offer you the opportunity to reimburse me for the price of the suit. I am currently looking for a copy of the receipt made at the time of the purchase of my suit in New York. The cost was \$800 US. Needless to say, if I want the suit replaced, I will need to wait until I travel back to the United States. I will not charge you for the airfare, though I would be well within my rights.	
Yourstruly, David Xavier Tate	

Jessie Dry-Clean
767 Pointer St., Boddington
Call for pickup: 01302 876678

Work description: stain removal silk suit

Cost: £17

Notes: We processed the suit but were unable to remove the stain. **It seems permanent.**
(Seems to be soy sauce?) **Further processing risks destroying the fabric.**

191. What is the purpose of this letter?
- (A) To request a taxi
 - (B) To inquire about a lost package
 - (C) To request reimbursement**
 - (D) To report a bad driver
192. Why does Mr. Tate mention **airfare**?
- (A) He needs it in order to replace a suit.**
 - (B) It was taken from him by the driver.
 - (C) It equals the cost of a suit.
 - (D) He lost that amount of cash in the taxi.
193. Why did Mr. Tate **enclose a dry cleaning bill**?
- (A) To prove the cost of cleaning
 - (B) To suggest a fair solution
 - (C) To emphasize the degree of damage**
 - (D) To request a second opinion
194. How does Mr. Tate characterize the **taxi driver**?
- (A) Satisfactory
 - (B) Sympathetic**
 - (C) Direct
 - (D) Demanding
195. What suggestion is made by the Jessie Dry-Clean company?
- (A) That Mr. Tate buy a new suit
 - (B) That the suit be reprocessed
 - (C) That cleaning the suit further may ruin the material**
 - (D) That Mr. Tate attempt to clean the suit with soy sauce

Questions 196-200 refer to the following news report and interoffice memo.

Business Beat

Chillrock Ice Cream announced the hiring of Mr. Ben N. Jerrie as the new chief operations officer for the company. Mr. Jerrie has served in the same capacity in the past for Lethaldrop Pesticide Company. A spokesman for Chillrock said that "Mr. Jerrie brings exactly the type of cost-cutting expertise we need to control our financial outflows during our projected expansion."

Ben N. Jerrie, not formerly affiliated with Chillrock in any way, nevertheless has a bit of history with the company. He and Chillrock's founder, Francine Bella Lobo, were high school sweethearts. The spokesperson at Chillrock declines to comment on whether their past relationship was a factor in Mr. Jerrie's hiring.

Mr. Jerrie's hiring could not have come at a better time. Chillrock's share price has stumbled recently due to shrinking margins caused by cost overruns. News of the hiring sent shares of the company up \$0.02 in after-hours trading.

Memorandum to Chillrock Staff

This is my first chance to greet all of you and express how pleased I am to be working with such a fine company. I am well aware, however, that any disturbance to the status quo is likely to bring feelings of trepidation. First, let me assure you that we will continue to do business in the traditional Chillrock manner.

There do need to be, nevertheless, some changes in the way we control our costs. I have really only just begun to understand the financial side of the business, yet there are some obvious areas I have already targeted for improvement. Waste in raw materials procurement, waste in production, waste in distribution—there are so many places that we can, indeed, must, improve.

Over the course of the next few weeks I will be going around to individual department heads to hear their thoughts on cost reductions in their particular areas. Workers in all departments are encouraged to go to their supervisors with any suggestions they may have. Together, we can make Chillrock not only the best ice cream in the world, but one of the best-run companies as well.

Ben Jerrie

196. What does the news story announce?

- (A) The founding of a new company
- (B) The promotion of an executive
- (C) The hiring of a new administrator
- (D) The reduction of costs

197. What can be inferred from the news story?
- (A) Investors welcomed the hiring.
 - (B) The company spokesman disapproves of Mr. Jerrie.
 - (C) Mr. Jerrie owns Chillrock stock.
 - (D) The timing of the hiring has some people worried.
198. Why does the news story mention the founder of Chillrock?
- (A) She is related to Mr. Jerrie.
 - (B) She had a relationship with Mr. Jerrie.
 - (C) She was replaced by Mr. Jerrie.
 - (D) She worked with Mr. Jerrie when they were in high school.
199. What does Mr. Jerrie imply in his memorandum?
- (A) He will target wasteful spending.
 - (B) He will lay off many employees.
 - (C) He aims to change the corporate culture at Chillrock.
 - (D) He hopes to make Chillrock more like his previous company.
200. How can the tone of the memo best be characterized?
- (A) Optimistic about the future
 - (B) Passively accepting of current conditions
 - (C) Threatening to department heads
 - (D) Discouraging for investors

■ Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.