

T157

Part 5

101. Ms. Budrow was promoted after ----- group recorded the highest revenue growth for the year.

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

102. The community program features classes in photography, drawing, ----- other arts.

- (A) yet
- (B) but
- (C) and
- (D) thus

103. Glass containers must be ----- secured during transport.

- (A) safely
- (B) safe
- (C) safety
- (D) safer

104. This month's ----- figures have increased five percent over the last month.

- (A) selling
- (B) sold
- (C) to sell
- (D) sales

105. Summer interns may ----- either free company housing or a stipend of \$2,000.

- (A) choose
- (B) wonder
- (C) apply
- (D) rent

111. So far this year, the Richmond City Orchestra has sold out ----- one of its concerts.

106. If a client leaves a voice message, we will return the ----- promptly within one business day.

- (A) extra
- (B) effort
- (C) signal
- (D) call

107. The department's most ----- production unit will receive a bonus at the end of the quarter.

- (A) effective
- (B) effect
- (C) effectively
- (D) effecting

108. Al's Café will now be open on Sundays ---- the hours of 9 A.M. and 5 P.M.

- (A) for
- (B) between
- (C) inside
- (D) from

109. Mr. Liu will not be in the office this morning ----- he has a dentist appointment.

- (A) following
- (B) because
- (C) including
- (D) likewise

110. Ms. Trinacria's team is developing a kitchen faucet that can ----- respond to voice commands.

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

116. At each performance, dancer Clay Hastings displays a remarkable ---- to connect with his

- (A) complete
- (B) total
- (C) every
- (D) entire

112. You must close the application before ----- the installation of the software update.

- (A) to begin
- (B) beginning
- (C) must begin
- (D) begins

113. The town's traffic committee urges motorists to drive ----- on Main Street.

- (A) abundantly
- (B) obviously
- (C) rightfully
- (D) cautiously

114. Eastington University just announced the ----- of all foods containing artificial preservatives from its cafeteria menu.

- (A) eliminate
- (B) eliminated
- (C) elimination
- (D) eliminates

115. Some commuters were late because of the weather, but the road closures affected an even ----- number.

- (A) great
- (B) greater
- (C) greatest
- (D) greatly

121. Zachary Cho, president of the Canadian Florist Association, introduced the ----- speaker at the convention.

audience.

- (A) degree
- (B) function
- (C) totality
- (D) ability

117. Amand Corp.'s flexible work policy is ----- beneficial to the company as employee turnover is minimal.

- (A) financially
- (B) finances
- (C) financial
- (D) to finance

118. Ragini Kumari has published a book about the history of agricultural ----- in the region.

- (A) practical
- (B) practices
- (C) practiced
- (D) is practicing

119. Ms. Sanchez has ----- been promoted to office manager at Delbay Tech.

- (A) anywhere
- (B) soon
- (C) recently
- (D) when

120. Please reserve room 200 for Monday afternoon, since the workshop is expected to ----- several hours.

- (A) occur
- (B) start
- (C) hold
- (D) last

126. Assistant Director Melissa Arun works -----the interns to monitor the quality of their work.

- (A) across

- (A) opening
- (B) expanded
- (C) careful
- (D) powered

122. The team ----- completes the online training first will receive a catered lunch.

- (A) whichever
- (B) it
- (C) that
- (D) either

123. Industry news and upcoming social events are ----- the items featured in the company newsletter.

- (A) during
- (B) among
- (C) toward
- (D) except

124. Many customers have remained faithful to Kristiansen Electronics ----- the years because of our excellent customer service.

- (A) through
- (B) even if
- (C) prior to
- (D) while

125. The release of the earnings report will ----- until the latest company figures are ready.

- (A) delay
- (B) have delayed
- (C) be delayed
- (D) be delaying

- (B) alongside
- (C) against
- (D) about

127. Ms. Fujita has postponed the team meeting until next week because everyone already has ----- to do this week.

- (A) most
- (B) enough
- (C) neither
- (D) which

128. Call Gislason Insurance today to speak to a ----- agent for a free quote.

- (A) licensed
- (B) maximum
- (C) required
- (D) former

129. Motorbike Unlimited's marketing campaign will begin ----- the terms of the contract are finalized.

- (A) as well as
- (B) other than
- (C) rather than
- (D) as soon as

130. ----- of planet Jupiter may provide scientists with long-awaited answers.

- (A) Acceleration
- (B) Intention
- (C) Observation
- (D) Provision

Part 6

Questions 131-134 refer to the following memo.

To: All staff

From: Leonard Villalobos, Vice President of Product Development

Date: August 27

Subject: Atzeret game (Product #DS8192)

Due to the results from our trial customer testing, we have decided to postpone the launch of the Atzeret video game. Customer surveys indicated that the game was less --131.-- than we anticipated. Over the next few months, the game development team will introduce several --132.-- to make the product more attractive. --133.--. If the changes are successful, we hope to launch the game by next January --134.-- February.

131. (A) expensive

(B) repetitive

(C) appealing

(D) surprising

134. (A) since

(B) or

(C) if

(D) later

132. (A) modification

(B) modifies

(C) modifying

(D) modifications

133. (A) At that point, more tests will be conducted.

(B) The launch will be our biggest of the year.

(C) However, the surveys are not reliable.

(D) Team members must each sign the form.

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

To: Eva Linn, Lundtalk Industries

From: Technical Services

Date: January 15
Subject: Technical query

Dear Ms. Linn,

Thank you for contacting our technical department --135.-- your query. --136.--, our call got disconnected when we were trying to reboot your system from our remote location. --137.--. Therefore, please call us at your earliest convenience and refer to conversation ID #TECH12-20204 to complete the system repair, We have prioritized your inquiry and look forward to helping you --138.-- your computer to its full capabilities.

Sincerely,

Arthur Feldt
Technical Service Facilitator

135. (A) until
(B) besides
(C) into
(D) with

138. (A) restore
(B) restoring
(C) restored
(D) restoration

136. (A) In other words
(B) For this reason
(C) For example
(D) As you know

137. (A) We invite you to visit one of our computer repair centers in your area.
(B) Unfortunately, we do not have a phone number at which we can reach you.
(C) Thank you again for being one of our priority customers.
(D) Please submit your check for the service fee promptly.

Questions 139-142 refer to the following Web page.

For a limited time, the Uppercut Clothing Hanger Company is selling its highest quality hangers at huge

discounts on wholesale orders. This special --139.-- is perfect for hotels, retailers, or anywhere hangers are used extensively. --140.-- of lacquered walnut wood, these hangers are not only durable, but also safe for the environment. --141.-- are strong enough to hold up to ten pounds. To order, visit www.uppercuthangerco.ca. Note that all orders require a 20 percent deposit. --142.--. Uppercut will cover all shipping and insurance costs.

139. (A) clothing
(B) offer
(C) decoration
(D) performance

140. (A) Made
(B) Making
(C) To make
(D) They made

141. (A) Both
(B) They
(C) Fewer
(D) Theirs

142. (A) Our products make great gifts.
(B) While sturdy, wooden hangers are also heavy.
(C) Quality hangers are a great investment.
(D) The balance is due when the shipment is received.

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

From: mcrane@doodlemail.com

To: jkumar@baxterartsupplies.com

Date: October 14

Subject: Application

Attachment: Résumé

Dear Ms. Kumar,

I am writing in response to the advertisement posted in the window of Baxter Art Supplies. As a frequent visitor to your --143.-- have found it an invaluable source of inspiration over the years. I would be --144.-- to display my artwork. I would also enjoy running workshops to help inspire your customers.

I believe I would be well suited for this role because I am both enthusiastic and friendly. --145.--, I have led successful workshops at various locations in the area. I have attached a copy of my résumé, which includes more details about these workshops. --146.-- I look forward to hearing from you after you have reviewed my application and work.

Kind regards,

Melania Crane

143. (A) school
(B) house
(C) store
(D) museum

144. (A) thrilling
(B) thrill
(C) thrilled
(D) thrills

145. (A) In addition
(B) However
(C) In general
(D) Similarly

146. (A) I enjoyed the painting workshop last week.
(B) Samples of my art can be found at www.mcrane.com.
(C) I just started working with watercolors.
(D) For a price list, please contact me at 347-555-0101.

Part 7

Questions 147-148 refer to the following sign.

WHAT'S GOING ON HERE?

Work in progress: Commercial

Anticipated completion date: March 1

Owner

Walker Booksellers
4634 Goosetown Drive
Arden, NC

General Contractor

Matthiesen Builders
4500 Smith Street
Raleigh, NC

All work permits are on file with the Department of Planning.

To report a problem at this work site, call 919-555-0134.

147. Where would the sign most likely appear?

- (A) Above a book display
- (B) At a construction site
- (C) On a residential building
- (D) In a university classroom

148. Why should a reader of the sign call the phone number?

- (A) To file a permit
- (B) To apply for a job
- (C) To confirm a date
- (D) To report a problem

Questions 149-151 refer to the following information.

On Saturday, August 1, the Durhamtown Symphony Orchestra will be giving a free

educational performance at the Cardona Culture Center, 498 Mahogany Ave. Among Other things, the musicians will discuss the origins and development of their instruments as well as some musical styles. **Audience members will have an opportunity to ask questions.** The event will **conclude** with the orchestra performing works by some of today's well-known musicians and song writers.

149. What is the purpose of the information?

- (A) To announce a change of location
- (B) To publicize an upcoming event**
- (C) To describe some instruments
- (D) To review a performance

150. According to the information, what will the audience members be able to do?

- (A) Sing along
- (B) Request songs
- (C) Talk to the musicians**
- (D) Sign up for music lessons

151. The word "conclude" in paragraph 1, line 6, is closest in meaning to

- (A) raise
- (B) decide
- (C) believe
- (D) finish**

Questions 152-153 refer to the following online chat discussion.

Bonnie Ruiz 2:40 P.M.

Good morning; welcome to Ship With Us.

Nick Portier 2:41 P.M.

Hi. I'm Nick, and I'm having trouble getting into my account.

Bonnie Ruiz 2:42 P.M.

Hi, Nick. I'm happy to help. Have you tried resetting your password?

Nick Portier 2:43 P.M.

I have, and I'm still not able to get in. I need to send a large shipment of brochures and catalogs in the next 15 minutes, and I'm a little anxious.

Bonnie Ruiz 2:44 P.M.

Don't worry. I'm here to help! Your account number is X58292J, right? I can reset your account on my end.

Nick Portier 2:45 P.M.

That's it.

Bonnie Ruiz 2:46 P.M.

Great. I've sent a new password to the e-mail address associated with that account number, and you should receive it within the next two minutes. I'll stay available until I've heard from you to make sure that you've accessed your account.

Nick Portier 2:46 P.M.

Wonderful. Thanks!

152. What most likely is Ms. Ruiz' occupation?

- (A) Bank teller
- (B) Graphic designer
- (C) Software developer
- (D) Customer-support specialist

153. At 2:45 P.M., what does Mr. Portier most likely mean when he writes, "That's it?"

- (A) A password has been changed.
- (B) He is able to access his account.
- (C) He has received Ms. Ruiz' e-mail.
- (D) Ms. Ruiz has the information she needs.

Questions 154-155 refer to the following advertisement.

Adnan's Auto Garage

5 Warner Place

Serving Manchester for 20 years!

Open Monday to Friday, 8 A.M. to 5 P.M.; Saturday, 9 A.M. to 1 P.M.

Adnan's Auto Garage is a full-service repair shop where customer service is our top priority! Our founder, Adnan Haddad, learned his skills as the head technician for a racing team. He and his staff of professional mechanics now service all makes and models of cars and trucks, both foreign and domestic. We'll keep your vehicle on the road!

We also sell used cars at competitive prices.

Interested in selling your car? Call us now!

0161 496 0437

154. What is indicated about Adnan's Auto Garage?

- (A) It will move to a new location in Manchester.
- (B) It has been in business for two decades.
- (C) It offers evening hours once a week.
- (D) It repairs locally manufactured cars only.

155. According to the advertisement, who is invited to call the phone number?

- (A) Car owners
- (B) Auto mechanics
- (C) Race car technicians
- (D) Truck driver

Questions 156-158 refer to the following notice.

Watford Shredding Day

Do you need to safely dispose of piles of confidential paperwork? Come to Watford Community Shredding Day on **April 8** from 8:00 A.M. to 11:00 A.M.

A number of Security Too shredders will be conveniently located behind the Watford municipal parking garage. - [1] -. Bring any unneeded bank statements, tax documents, and bills. - [2] -. **They will be securely shredded and recycled on the spot.** Please note that the event is open to Watford Township residents only, and there is a five-kilo limit per household. - [3] -. Security Too representatives will be on hand to talk about ways to protect your private information.

Community Shredding Day is brought to you by radio station 82.9 WQYX and Security Too. - [4] -.

For more information, visit www.watfordtownship/shreddingday.org.

156. What is the purpose of the notice?

- (A) To notify residents of a due date
- (B) To promote a service**
- (C) To welcome a new business to town
- (D) To advertise a contest

157. What will most likely happen on April 8?

- (A) Paper will be recycled.**
- (B) A bank representative will meet clients.
- (C) A new parking garage will open.
- (D) An informational seminar will be offered.

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

"Simply drive up and drop them off."

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

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

To: Kamini Das <k.das@armail.net>

From: Customer Service <customerservice@sandringsuites.com.au>

Date: 7 February

Subject: Regarding your visit

Dear Ms. Das,

Thank you for your recent stay with us at Sandring Suites. Our top priority is to provide our guests with an exceptional experience. **We ask that you complete a three-minute survey to rate your time with us.**

Please visit www.sandringsuites.com.au and click the survey link in the top right corner of the Web page.

Use code SANS341 to complete the survey. **To thank you for participating, we will enter your name in our monthly raffle to win a complimentary two-night stay at one of our hotels.**

Regards,

Silvia Monier

Customer Service, Sandring Suites

159. What is Ms. Das being asked to do?

- (A) Confirm her contact information
- (B) Provide some feedback**
- (C) Complete a purchase
- (D) Renew a subscription

160. What does Ms. Monier indicate she will do for Ms. Das?

- (A) Extend her hotel stay free of charge
- (B) Assist her in using a Web site
- (C) Give her a chance to win a prize**
- (D) Provide a discount code for a future hotel stay

Questions 161-163 refer to the following advertisement.

AKBAR STORAGE COMPANY

227 Wexham Road, Bridgetown

Phone: 246-555-0147

Satisfying storage needs in Barbados for 30 years!

- Units are available in small, standard, and premium sizes to fit your storage needs.
- **Your clean, dry storage unit is available to you around the clock.**
- Our storage facility is monitored by high-quality security cameras, and **each customer is given a pass code. Our secure electronic gate can be released only by entering this code.**
- Our business office is open 9 A.M. to 6 P.M., Monday to Friday, and 9 A.M. to 2 P.M. on Saturday. Stop in to speak with one of our representatives.

And now, get 20 percent off with a twelve-month rental of our largest type of unit!

161. According to the advertisement, when can customers access their storage units?

- (A) **At any time**
- (B) Monday to Friday only
- (C) On Saturday and Sunday only
- (D) When accompanied by a security person

162. What do customers need to do in order to enter the facility?

- (A) Purchase a day pass
- (B) Be recognized by a security camera
- (C) **Enter an access code**
- (D) Show identification to a guard

163. How can customers receive a discount?

- (A) By cutting back on their storage space by 20 percent
- (B) **By renting a premium-size unit for one year**
- (C) By showing the advertisement to a service representative
- (D) By agreeing to rent a unit for a second year

Questions 164-167 refer to the following article.

Gamer Arcades Joins Forces with Frankie's Burgers Franchises

LEEDS (9 July)--- Gamer Arcades and fast-food franchise Frankie's Burgers have announced a new partnership, which will formally start at the beginning of August. At that time, all Gamer Arcades will introduce a Frankie's Burgers to their locations.

The president of Gamer Arcades, Allen Ingram, expressed his excitement about the possibilities of this strategic partnership.

"The outstanding quality of Frankie's Burgers will enhance customers' enjoyment of our arcades," said Mr. Ingram. "Until now, there have been no food options on the

premises. With this partnership, however, customers will be able to take a break for a delicious meal and then get back to enjoying our state-of-the-art gaming centers."

This is not the first major change Mr. Ingram has made to the company since he took over from Justine Beckerman last November. A month after assuming the role of president, he brought virtual reality games to Gamer Arcades. Since that time, he has also expanded the company into Germany and Belgium, and he has launched several charity initiatives associated with Gamer Arcades.

164. When will the partnership become official?

- (A) In July
- (B) In August
- (C) In November
- (D) In December

165. What is indicated about Gamer Arcades' partnership with Frankie's Burgers?

- (A) It was agreed upon after months of negotiation.
- (B) It will not apply to all Gamer Arcades Sites.
- (C) It is waiting for shareholder approval.
- (D) It is Gamer Arcades' first partnership with a restaurant.

166. According to the article, who is

Ms. Beckerman?

- (A) The president of a food supply company
- (B) The owner of a Frankie's Burgers franchise
- (C) The owner of a game manufacturing company
- (D) The former president of Gamer Arcades

167. What did Mr. Ingram do first at Gamer Arcades?

- (A) He introduced virtual reality games.
- (B) He started several charity programs.
- (C) He opened branches in Belgium.
- (D) He moved the headquarters to Germany.

Questions 168-171 refer to the following letter.

Ms. Deborah Kiernan
Sonichoom Distribution Agency
84 Arthur Road
London N7 6DR

Dear Ms. Kiernan:

Earthsky Films International is seeking a distributor for our latest production, *Project Aerial*. Having premiered in April at the North Brabant Film Festival in Eindhoven, the Netherlands, the film received strong reviews from critics and was honored with the Diamond Pen Award for best screenplay. - [1] -

Our film, *Project Aerial*, examines an exciting period in aviation history that began more than 150 years ago. The aviation industry owes its development to a number of brilliant and enterprising people. - [2] - The film highlights the major innovators as well as those who were lesser known.

The two lead roles are played by **Winston Halsey and Virgil Golding, figures that are familiar to international audiences.** - [3] -. Mr. Golding is known for his role in, among others, *The Rigby Conspiracy*, and Mr. Halsey is recognized for his performance in *Whereabouts Unknown*.

If you are interested in marketing our film, I would be happy to e-mail you a secure link so that you can view it. - [4] -. I hope to hear from you soon.

Sincerely,

Jayesh **Chaudhari**, CEO
Earthsky Films International

168. What would Mr. Chaudhari like to do?
- (A) Promote a museum exhibit about aviation
 - (B) Hire a manager for a new business
 - (C) Become a film festival judge
 - (D) Introduce a movie to a wider audience**

169. What is stated about *Project Aerial*?
- (A) It was mostly filmed in the Netherlands.
 - (B) Its opening has been long awaited.
 - (C) It examines the early stages of an industry.**
 - (D) It was financed by an airline company.

170. What is indicated about Mr. Halsey and Mr. Golding?
- (A) They are well-known actors.**
 - (B) They have trained as pilots.
 - (C) They researched aviation history.
 - (D) They have worked together on several films.

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Both have received critical acclaim over the years."

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

Questions 172-175 refer to the following online chat.

Maria Andreou (9:06 A.M.) Good morning, Jakob and Sandra. I need help with the focus group with the photographers that is taking place on Thursday morning . I'm no longer available to lead it.
Jakob Wendt (9:09 A.M.) That's unfortunate. We need to follow up with that meeting to advise our client about what is important to potential customers .
Maria Andreou (9:10 A.M.) Exactly. So I would rather not have to reschedule. The client is expecting our report early next week. Would either of you be able to conduct the group instead of me?
Sandra Liu (9:12 A.M.) Sorry, Maria. I'm traveling out of town tomorrow for the marketing conference, and won't be back until Friday.
Jakob Wendt (9:15 A.M.) I've never led a focus group before, but I'm happy to do it.
Maria Andreou (9:17 A.M.) Great. I'll send you the participant consent form by e-mail. Remember that at the start of the group session, each participant will need to sign a copy.
Jakob Wendt (9:18 A.M.) OK. How many copies will be needed?
Sandra Liu (9:19 A.M.) Actually, there's no need. I have copies left over from another group I ran last Tuesday. They're still on my desk.
Jakob Wendt (9:20 A.M.) I'll stop by and pick them up later today.
Maria Andreou (9:21 A.M.) Thank you both. This means we can meet and work on the advertising report for the client next Monday.

172. For what type of business do the writers most like work?

- (A) A market research agency
- (B) A printing shop
- (C) A software development firm
- (D) A photograph studio

173. When will the focus group with the photographers meet?

- (A) On Monday
- (B) On Tuesday
- (C) On Thursday
- (D) On Friday

174. What is indicated about Mr. Wendt?

- (A) He would prefer to attend a conference.
- (B) He works downstairs from Ms. Liu's office.
- (C) He has never previously run a focus group.

(D) He is the most experienced member of the team.

175. At 9:19 A.M., what does Ms. Liu most likely mean when she writes, “there’s no need”?

(A) She can cancel her business trip.

(B) Focus group participants will not complete consent form.

(C) A focus group can be rescheduled.

(D) Mr. Wendt should not print any consent forms.

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

Drymotoc is pleased to announce that our revolutionary vacuum-microwave dehydration process is now being used by more than 30 companies in the food and pharmaceutical industries.

Here's how it works: Batches of raw organic materials, prepared in small pieces, are loaded into the machines rotating drum. As the drum turns, **moisture is removed from the pieces by microwave energy.** The final moisture level can be preset by the operator. The dried pieces **retain** their color, taste, and nutrition, and are then ready for packaging. Drymotoc machines produce better results in less time (and at lower past) than freeze-drying and air-drying.

Drymotoc machines are available in the following sizes:

Model Number	Power	Suggested use
G4200	10 kw	Testing new products
G4260	50 kw	Small-scale manufacturers
H4500	100 kw	Large-scale, high-volume manufacturers

E-mail

To: customerservice@drymotoc.com
From: ovolterra@yambrett.com.au
Date: 6 May
Subject: Malfunctioning unit

Dear Customer Service,

We purchased a Drymotoc unit (product number: G4260, serial number: 01938207) last year for use with our line of instant stew mixes. We had no issues with the unit until the beginning of this month, when we began to notice an increase in processing time. We have followed the recommended cleaning schedule, so this problem cannot be caused by excess residue.

Please let me know if you have any suggestions for resolving this issue in a timely manner. I always prefer to handle minor repairs on my own, but if this issue persists, we may need to schedule a maintenance visit in the near future.

Best regards,

Olivia Volterra
Yambrett Corporation

176. What are Drymotoc processors designed to do?

179. Why does Ms. Volterra write to Drymotoc's customer service department?

- (A) Cut food into little pieces
- (B) Preserve food by drying it**
- (C) Add moisture to organic material
- (D) Improve a product's color and taste

177. On the Web page, the word "retain" in paragraph 2, line 4, is closest in meaning to

- (A) remember
- (B) support
- (C) enhance
- (D) keep**

178. What is suggested about the Yambrett Corporation?

- (A) It operates a high-volume dehydration machine.
- (B) It produces packaged food on a small scale.**
- (C) It recently tested a new product.
- (D) It was founded a year ago.

- (A) To schedule a maintenance visit
- (B) To ask if a unit is covered by a warranty
- (C) To obtain advice on making a repair**
- (D) To request a replacement for a machine

180. What problem has developed with the Yambrett Corporation's processor?

- (A) It is operating more slowly.**
- (B) It is making more noise.
- (C) It is using more power.
- (D) It requires cleaning more often.

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

Spotlight on Carl Ybor

GORE, New Zealand (2 May) -Architect
Carl Ybor has created a name for himself by helping clients **turn their trash into treasure. He has built dozens of houses in Gore composed almost entirely of reclaimed, recovered, or found materials.**

"As much as possible, I like to use materials that are already available nearby," says Mr. Ybor. "It just takes some creativity, but that way nothing is wasted and houses can be built for a fraction of the price. Old fencing, discarded bottles, corks, mismatched bricks and tiles--nothing gets overlooked.

While Mr. Ybor is fully responsible for creating the design plans for the houses he builds, he always involves homeowners in the building process. **With a waiting list of at least a year**, Mr. Ybor is able to carefully select his clients. **He works solely with homeowners who already know how to operate power tools** and are willing to do some of the hands-on work themselves.

Some of his houses have been featured in magazines, travel shows, and online carpentry demonstrations. **Mr. Ybor's Web site, featuring photos of his projects, can be found at yborhabitats.co.nz.**

To: contact@yborhabitats.co.nz

From: c.holmes@hmail.net

Date: 4 May

Subject: Proposal

Dear Mr. Ybor,

I just read an article about you. I was excited to learn about your services and how you work with the owners to create unique spaces. I have two projects I want to work on:

1. **I want to add an extension to my current house**, incorporating leftover materials I have from the patio that I had built a few years ago.
2. My roof needs to be replaced. I have researched ways to cut the cost, and one suggestion was to leave the existing roof intact and just install new metal sheeting on top. I like this idea!

Are you available and interested in doing this work? **I would like to start as early as next month.** I can pay half the money up front by credit card to secure an appointment.

Cynthia **Holmes**

181. What does the article state about the houses Mr. Ybor builds?

- (A) They are large.
- (B) They are expensive.

184. What does Ms. Holmes want to do?

- (A) Remove her old roof
- (B) Replace the tiles in her patio
- (C) Increase the size of her house**

(C) They are located throughout New Zealand.

(D) They are built with used materials.

182. What does Mr. Ybor ask his clients to do?

(A) Replace old fencing

(B) Create decorative tiles

(C) Submit design plans

(D) Use power tools

183. According to the article, what can readers do on Mr. Ybor's Web site?

(A) Request a quote for his services

(B) View examples of his work

(C) Download some written instructions

(D) Read reviews from satisfied clients

(D) Build a new house

185. What part of Ms. Holmes's proposal will Mr. Ybor most likely refuse?

(A) The starting date

(B) The suggested price

(C) The method of payment

(D) The choice of materials

Questions 186-190 refer to the following e-mails and agenda.

To: All CFA Staff

From: Yung-Chien Chou

Date: 16 October
Subject: Plans
Attachment: Agenda

Dear Colleagues,

Hagit Caspi will be visiting for a couple of days next week to interview for the position of executive vice president here at Cliff Feiring Associates (CFA). She is highly qualified, and her background in international finance makes her particularly well suited for this role.

Please make every effort to welcome her.

It is important to the CFA leadership that everyone has the opportunity to get to know Ms. Caspi. As such, I am asking all of you to attend certain events with her. Please see the attached agenda, and add the events marked CFA to your calendar. More details will follow.

Best,

Yung-Chien Chou
CEO, Cliff Feiring Associates

Agenda for Hagit Caspi's Visit

Date	Time	Event	Invitees
23 October	9:00 A.M.	Breakfast at La Brunch	Board members
23 October	12:30 P.M.	Lunch in office	Department heads
23 October	3:00 P.M.	Question-and-answer session	CFA
23 October	7:00 P.M.	Dinner at Medium Hills Bistro	Board members
24 October	9:00 A.M.	Breakfast in office	CFA

To: Yung-Chien Chou <chou@clifffeiring.ca>
From: Hagit Caspi <hagit.caspi@volumel.co.il>
Date: 27 October
Subject: Follow-up

Dear Mr. Chou,

Many thanks for hosting me last week. I truly enjoyed meeting everyone. I particularly appreciated my conversation with Mr. Georgopoulos at Medium Hills Bistro. He told me some amazing stories about

CFA's history.

Again, I am sorry for not attending the event on the 24th. The weather was worrying, and I did not want to miss my flight to Tel Aviv.

Last but certainly not least, **thank you for your offer, which I received this morning. I would be honoured to take on the role of executive vice president of CFA starting in January.** The job description covers everything we discussed. The hours you noted for the position seem appropriate, and I am very pleased with the benefits. I look forward to working closely with you.

Most sincerely,

Hagit Caspi

186. What is a purpose of the first e-mail?

- (A) To notify staff of an upcoming visit
- (B) To advertise a job opening
- (C) To recommend an employee for promotion
- (D) To introduce a new colleague

189. Who most likely is Mr. Georgopoulos?

- (A) A Medium Hills Bistro employee
- (B) A board member
- (C) A department head
- (D) A worker in the human resources department

187. What meal were all employees asked to add to their calendars?

- (A) Breakfast on October 23
- (B) Lunch on October 23
- (C) Dinner on October 23
- (D) Breakfast on October 24

190. What does the second e-mail indicate about the job?

- (A) It will begin in January.
- (B) It will be based in Tel Aviv.
- (C) It involves working overtime.
- (D) It still needs a job description.

188. What is one reason Ms. Caspi writes to Mr. Chou?

- (A) To apologize for a delay
- (B) To accept an offer
- (C) To discuss air travel plans
- (D) To ask for details about a job

Questions 191-195 refer to the following article, chart, and e-mail.

TRIVESS (1 February)---Alacritum, Inc., has announced plans to build charging stations for electric vehicles along Highway 1. With over 400 stations across Asia already, Alacritum brings a wealth of experience to

this large-scale undertaking. The Highway 1 stations, known as PRO stations, will provide vehicles with up to 200 kilowatts of power, achieving an 80 percent charge in 30 minutes. **The system will periodically notify waiting drivers of the status of their battery charge by sending texts to their cell phones or other mobile devices.** The company promises to provide motorists with clean, comfortable, brightly lit waiting facilities. **A testing location will open at the beginning of next month in Logred.**

PRO Stations: Proposed Distribution

Region	Number of Stations	Customers per Day
Elondell	26	9,220
Southern Borelvia	14	4,970
Western Borelvia	20	6,390
North Shore	10	3,560

To: lhsiao@alacritum.com
From: ctrigg@alacritum.com
Date: 15 March
Subject: Meeting

Dear Mr. Hsiao,

Following the meeting with our community partners in **Western Borelvia this week, I suggest adding air-conditioning to the waiting areas in that region** because of the desert conditions there. Although the addition entails higher costs, it will ensure the comfort and safety of the customers. I have also learned firsthand that **poor cell service along Highway 1 will make the wireless networks at most PRO stations unreliable, so we will need a technological solution for that as well.** I will send a full report by the end of the week.

Chuck Trigg

191. What does the article indicate about Alacritum, Inc.?

- (A) It operates 80 percent of the charging stations in Asia.
- (B) It is moving its head office to Logred in

194. What system at PRO stations will require a technological solution?

- (A) The cleaning system
- (B) The food vending system
- (C) The lighting system

February.

(C) It built 400 PRO stations along Highway 1.

(D) It will test a station site in March.

192. According to the chart, what region is expected to have the most customers?

(A) Elondell

(B) Southern Borelvia

(C) Western Borelvia

(D) North Shore

193. What is the main purpose of the e-mail?

(A) To negotiate costs

(B) To provide advice

(C) To explain why a delivery was late

(D) To suggest a new partnership

(D) The text notification system

195. How many stations will need air-conditioned waiting areas?

(A) 10

(B) 14

(C) 20

(D) 26

Questions 196-200 refer to the following e-mails and press release.

From: cbeker@yourworkstyle.net

To: Iroytenberg@charlottes.com; ajordan@charlottes.com

Date: January 27, 10:02 A.M.

Subject: First draft of press release

Attachment: Press release draft

Dear Mr. Roytenberg and Ms. Jordan,

My first draft of the press release is attached. As we previously discussed by phone, **my contract includes one additional half-hour meeting to discuss the project and any changes you would like me to make before I submit the press release to my contacts at *Pinetown Weekly*.**

Please let me know if I can stop by this week. I would like to take photos of the space. I remember your mentioning that the historic architecture of the building would be a draw for customers.

In addition, I will need to **get a direct quotation from either of you or from Chef Vaux.**

I know from working with *Pinetown Weekly* in the past that they will not run a piece like this without at least one quotation.

Best regards,

Cathy **Beker**

- DRAFT -

Charlotte's Opens for Business

Charlotte's, **located at Avenue D and Oak Street**, will open its doors on Friday, February 5. Owners Levon Roytenberg and Aubree Jordan are excited to **welcome patrons for an aromatic cup of coffee or steaming espresso, specialty pastries, and savory café fare.** Their aim is for Charlotte's to be a gathering place that indulges all the senses, where guests will be met with comfort and hospitality.

Award-winning executive chef Michel Vaux, most recently of Kahn's in Bloomington, has created an enticing menu featuring fresh-baked breads and grass-fed meats, with locally sourced vegetable dishes as accompaniments. Offerings will include breakfast and lunch selections. Chef Vaux will also bring to Charlotte' his elegant hot and cold beverages utilizing teas and herbal infusions.

From: ajordan@charlottes.com

To: cbeker@yourworkstyle.net

Cc: lroytenberg@charlottes.com

Date: January 28, 8:34 A.M.

Subject: RE: First draft of press release

Hi Ms. **Beker**,

Mr. Roytenberg is in Boston for the next several days, and he has asked me to take the lead on the press release. **I know you had asked to come by the site are you available tomorrow, January 29, at 3:00 P.M.?** I will be there all day decorating for the grand opening.

You have put together an excellent first draft. The only major problem I see is that **you have mixed up the location of our corporate office and the café. The café is actually on the corner of Avenue C and Maple Street.** Also, Mr. Roytenberg would like to include the operating hours, which are 8:00 A.M. to 4:00 P.M. daily. Please call Chef Vaux at 952-555-0133 for a quotation about specialty items on the menu.

All my best,

Aubree **Jordan**

196. Who most likely is Ms. Beker?

- (A) An architect
- (B) A freelance writer**
- (C) A professional chef
- (D) An assistant to Mr. Roytenberg

197. According to the first e-mail, what must be added to the press release?

- (A) A quotation**
- (B) A headline
- (C) A contact's phone number
- (D) A previously published photograph

198. What type of business is Charlotte's?

- (A) A farm
- (B) A catering service
- (C) A café**
- (D) A supermarket chain

199. Why does Ms. Jordan invite Ms. Beker to visit Charlotte's on January 29?

- (A) To sample a sandwich
- (B) To help decorate for the grand opening
- (C) To take pictures of a building**
- (D) To meet with Mr. Roytenberg

200. What is located on the corner of Avenue D and Oak Street?

- (A) Ms. Beker's home office
- (B) The headquarters of Pinetown Weekly
- (C) Mr. Roytenberg's current residence
- (D) A corporate office building**