

T158 R

Part 5

101. Vantage Automotive Design has recently ----- with the Pallax Company.  
(A) merge  
(B) merger  
(C) merged  
(D) merging
102. Rain is predicted this weekend, ----- the office picnic will have to be postponed.  
(A) so  
(B) for  
(C) but  
(D) nor
103. Use an alternative shipping firm if Greer Freight is unable to expedite delivery of ----- order.  
(A) you  
(B) your  
(C) yours  
(D) yourselves
104. The cafeteria is featuring dishes ----- different regions of the world this week.  
(A) over  
(B) through  
(C) into  
(D) from
105. Ms. Patel is coming to Delhi today to visit possible ----- for her company's new warehouse.  
(A) locating  
(B) locations  
(C) located  
(D) locate
106. Clydeway, Inc., has grown dramatically ----- its beginnings as a small corner grocery store.  
(A) since  
(B) such  
(C) except  
(D) however
107. When booking a flight, it is wise to ----- the guidelines for luggage size on the airline's Web site.  
(A) check  
(B) close  
(C) approve  
(D) list
108. The melody is so ----- that the composer has simplified parts of it for live performances.  
(A) direct  
(B) complex  
(C) favorable  
(D) helpful
109. The test group found the illustrations in the appliance users' guide to be highly -----.  
(A) inform  
(B) information  
(C) informatively  
(D) informative
110. The directions for Masuda's do-it-yourself projects are comprehensive enough for ----- a novice builder.  
(A) right  
(B) soon  
(C) how  
(D) even

111. ----- of the two candidates for the position had the necessary qualifications.

- (A) **Neither**
- (B) Nobody
- (C) None
- (D) Nothing

112. The need for highly trained electricians in the construction ----- has grown rapidly in recent years.

- (A) employment
- (B) activity
- (C) knowledge
- (D) **industry**

113. Ms. Daly will prepare a marketing budget and propose ----- during the client meeting.

- (A) those
- (B) its
- (C) **it**
- (D) her

114. Mr. Silva asked sales staff to ----- expenditures to help cut costs.

- (A) convince
- (B) require
- (C) decide
- (D) **limit**

115. The city council will discuss certain policies, particularly those made ----- the previous administration.

- (A) any
- (B) **by**
- (C) to
- (D) and

121. On Thursday, the technician will be on Sratu Road ----- two gas stoves.

116. Servers' tips are pooled at the end of each shift and divided evenly ----- the entire waitstaff.

- (A) onto
- (B) **among**
- (C) beside
- (D) about

117. Costa Analytics Ltd. has made successful ----- in two emerging data companies.

- (A) **investments**
- (B) invested
- (C) invest
- (D) investor

118. Vallentrade manages clients' accounts more ----- than most other brokerage firms.

- (A) conserves
- (B) conservative
- (C) **conservatively**
- (D) conserving

119. The ideal operating temperature for the tablet computer is ----- 10 and 30 degrees Celsius.

- (A) **between**
- (B) above
- (C) in
- (D) off

120. Of the people who have publicly introduced ----- at the Carpentry Club meetings, about half are commercial contractors.

- (A) their
- (B) their own
- (C) they
- (D) **themselves**

126. Our internship combines lectures with real-world projects to provide formal

- (A) serviced  
 (B) service  
 (C) to service  
 (D) is servicing
122. The spreadsheet ----- data on retail sales during the fourth quarter is attached.  
 (A) contains  
 (B) contained  
 (C) containing  
 (D) containable
123. See our weekly promotional flyer for complete ----- of the discounted items.  
 (A) exchange  
 (B) support  
 (C) receipts  
 (D) descriptions
124. New salespeople are instructed to research the businesses of ----- customers before contacting them for the first time.  
 (A) total  
 (B) potential  
 (C) equal  
 (D) factual
125. If you use online banking, bills can be paid ----- it is most convenient.  
 (A) whenever  
 (B) simply  
 (C) accordingly  
 (D) quite
- instruction ----- professional experience.  
 (A) above all  
 (B) as well as  
 (C) now that  
 (D) in order to
127. Employee ----- at Medmile Ventures include share options and scheduled raises.  
 (A) beneficial  
 (B) beneficially  
 (C) benefits  
 (D) benefited
128. City ----- hope to get the necessary permits to build a twenty-story office building on Minerva Street.  
 (A) agendas  
 (B) developers  
 (C) avenues  
 (D) boundaries
129. Compliance Department officers regularly monitor changes in the ----- framework.  
 (A) regulate  
 (B) regulates  
 (C) regulator  
 (D) regulatory
130. The X250 portable heater achieves the desirable ----- without reaching especially high temperatures.  
 (A) practices  
 (B) factors  
 (C) outcomes  
 (D) dimensions

## Part 6

Questions 131-134 refer to the following information.

Thank you for shopping with Danforth Fashions online. Our quality-control team carefully inspects all products ---131.--- packaging to ensure customer satisfaction. ---132.-- If

not, we make exchanges or returns easy. Simply contact us at [service@danforthfashions.com](mailto:service@danforthfashions.com) if you need a different size, color, or pattern - or if you are dissatisfied for any reason. Your exchange ---133.--- right away. To return an item for a refund, use the prepaid return shipping label included with your order and send it back to us in its original packaging unused and undamaged. We issue refunds to the original method of payment, ---134.--- the return shipping fee.

131. (A) in case  
(B) as much as  
(C) prior to  
(D) in keeping with

133. (A) will be processed  
(B) was processed  
(C) is processing  
(D) to be processing

132. (A) We hope you are entirely pleased with your purchase  
(B) We expect to be redesigning our Web site this summer.  
(C) We value all of our loyal customers.  
(D) We noticed that your billing address has changed.

134. (A) past  
(B) above  
(C) aboard  
(D) minus

Questions 135-138 refer to the following notice.

Attention, Alden-Apner Industries Employees:

Please remember that the switch to our new e-mail software will begin at 11:00 P.M. on

Sunday, May 2. All ---135.-- Information in your account, including contacts and calendar events, will be moved to the new system by 4:00 A.M. on Monday, May 3. Though we are working diligently to anticipate and provide solutions for all potential issues, some employees may experience difficulty ---136.-- attempting to log in to their accounts after the switch. In addition, there is a remote possibility that some information may be lost. ---137.--, be sure to back up any critical e-mail files as soon as possible. ---138.--. A training session will be scheduled next week to familiarize employees with key functions of the new software.

135. (A) existed  
(B) existence  
(C) to exist  
(D) existing

136. (A) when  
(B) plus  
(C) already  
(D) whose

137. (A) Previously  
(B) Otherwise  
(C) Even so  
(D) For this reason

138. (A) The new software will be ordered this week.  
(B) The current system will be reactivated in June.  
(C) If you need assistance with this, please contact the IT department.  
(D) In that case, you must complete the installation yourself.

Questions 139-142 refer to the following e-mail.

From: Hong Truong <htruong@jansenwebbfoundation.ca>  
Sent: Friday, 16 November  
To: Staff, Friends, and Stakeholders

Subject: JWF's new budget director

To the JWF team and our community partners:

---139.--. Just want to let you know that Sofia Vargas ---140.-- as the Jansen-Webb Foundation's new budget director. Ms. Vargas has a strong background in fiscal ---141.-- within the nonprofit sector.

Ms. Vargas brings with her a wealth of experience in organizational finance, including most recently at The Lawton Children's Centre in Winnipeg. Ms. Vargas started her employment with us this morning, so please stop in and introduce ---142.-- to her.

Best,

Hong Truong  
CEO, Jansen-Webb Foundation

139. (A) This is a request to be prompt.      141. (A) referral  
(B) Thanks for the generous contribution.    (B) administrator  
(C) All are welcome here.                    (C) running  
(D) I hope that all are well.                (D) management

140. (A) is hiring                                142. (A) yourself  
(B) will be hired                                (B) him  
(C) has been hired                               (C) them  
(D) is being hired                                (D) ourselves

Questions 143-146 refer to the following flyer.

### Jamaica National Tourist Organization Offers Free Cultural Passes

The Jamaica National Tourist Organization (JAMTO) announces an exciting new program that provides free entry to a variety of cultural attractions. The program is sponsored by the

JAMTO ---143.-- the hotels and businesses listed on the back of this flyer. Together we ---144.-- you to take advantage of some of the finest cultural and educational experiences that Jamaica has to offer. ---145.-- attractions include the Caribbean National Gardens, Montego Bay Potters Gallery, Jamaican Music Experience, and many others.

To obtain your pass, visit our Web site at [www.jamto.org/freepass](http://www.jamto.org/freepass) or stop by any JAMTO office. One pass is valid for up to five people. ---146.--.

143. (A) despite  
(B) instead of  
(C) except for  
(D) along with

145. (A) Early  
(B) Past  
(C) Affordable  
(D) Participating

144. (A) invite  
(B) invited  
(C) may invite  
(D) were inviting

146. (A) Thank you for your order.  
(B) It can be used for three days.  
(C) The bus runs only on weekdays.  
(D) All major credit cards are accepted.

## Part 7

Questions 147-148 refer to the following text-message chain.

**Jun Kambayashi [10:12 A.M.]** Rachel, it looks as if Mr. Tanaka's flight will be arriving 30 minutes earlier this afternoon. I'm on my way to pick him up.

**Rachel Newman (10:13 A.M.)** The staff are excited that **he finally is going to be working with us here**. Do you think the two of you have time to stop here in the office before the end of the workday?

**Jun Kambavashi (10:14 A.M.)** Probably.

And I agree; **Mr. Tanaka has done great work at our Chiba branch**.

**Rachel Newman (10:15 A.M.)** So I've always heard. **It would be nice for him to get a quick tour of the lab and meet some members of the team before our welcome dinner**.

**Jun Kambayashi (10:16 A.M.)** **Sounds good**.

Since flight schedules can be unpredictable, I'll keep you posted as I arrive at the airport.

**Rachel Newman (10:17 A.M.)** Perfect. See you later.

147. Who most likely is Mr. Tanaka?

- (A) A new laboratory owner
- (B) An important client
- (C) A transferred staff member**
- (D) An airline pilot

148. At 10:16 A.M., what does Mr. Kambayashi mean when he writes, "Sounds good"?

- (A) He is pleased with the dinner arrangements
- (B) He likes the idea of stopping by the office before dinner.**
- (C) He appreciates Mr. Tanaka's professional reputation.
- (D) He is glad that team members have completed their work.

Questions 149-150 refer to the following e-mail.

**E-Mail Message**

From: jenkins@ourmarketfocus.au  
To: hardesty@gallusmail.au  
Date: 11 August

Subject: Workshop Notice

Dear Ms. Hardesty,

This is to share an important change concerning the 18 August, 4 P.M. Marketing Skills Workshop. Because many more attendees have signed up, **we have changed the location of our event to**

**The Rill Inn; PERTH**

**Please acknowledge you are aware of the update.** I would appreciate it if you could treat this request as urgent and reply as soon as convenient. Should you have any questions about participation, you can e-mail me.

Thank you,

Andrew Jenkins  
Workshop Organizer

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

- (A) To cancel an event
- (B) To announce a new venue**
- (C) To recruit new workshop presenters
- (D) To request volunteers for a workshop

150. What is Ms. Hardesty asked to do?

- (A) Share the notice with other attendees
- (B) Choose a convenient time to meet
- (C) Confirm receipt of the message**
- (D) Update her contact information

Questions 151-152 refer to the following advertisement.

## Virens

**Come to Virens for the best televisions, phones, tablets, and more!**

Grand Opening Celebration

featuring comedian and DJ Declan Gibb from radio station KYX 93.8

Saturday, October 2, 10:00 A.M.---8:00 P.M.

234 Morris Avenue, next to Mike's Pizza

Complimentary snacks from Sarah's Bakery--- home of Sarah's delicious pastries!

Bring this ad for \$5 off a purchase of \$10 or more.

Valid throughout October.

151. What type of business is Virens?

- (A) A pastry shop
- (B) A radio station
- (C) An electronics store
- (D) A pizza restaurant

152. According to the advertisement, what will happen on October 2?

- (A) Declan Gibb will perform at an event.
- (B) Two businesses will move to new locations.
- (C) A new product will be launched.
- (D) A coupon will expire.

Questions 153-154 refer to the following Web page.

<http://www.officenature.com>

Want to boost the health and morale of your employees? Office Nature delivers a box filled with delicious food right to your break room.

We focus on the following.

- providing natural treats such as nuts, granola, and dried fruit

- working with local farmers to provide the freshest options
- reducing impact on the environment
- offering foods at reasonable prices

Just choose your selections and delivery day, and a fresh box of healthy food items will be brought automatically each week. First-time customers receive 10% off their order with code YUM.

153. For whom is the Web page most likely intended?

- (A) Farmers
- (B) Business owners
- (C) Company employees
- (D) Office Nature staff

154. What is indicated about Office Nature?

- (A) It delivers healthy snacks.
- (B) It offers weekly discounts.
- (C) It makes its own baked goods.
- (D) It grows its own fruit.

Questions 155-157 refer to the following magazine article.

### Spotlight on Geiger Travel

Wanting to combine his passion for exploring places and cultures with his career as a corporate travel consultant, Marcus Geiger founded Geiger Travel Management (GTM). Now, ten years later,

services enable our clients to work efficiently wherever they are."

Mr. Geiger is optimistic that further growth is on the horizon for GTM. Two additional businesses, Apura Airways, based in Paramaribo, Suriname, and the restaurant chain

the company has offices in the United States, Canada, and several South American nations. It crafts itineraries and facilitates travel and accommodation arrangements for business professionals.

GTM also offers its clients secure, high-speed computers, conference call systems, and file management software through an agreement with Balefire Electronics, located in Mumbai. "We owe a lot of our success to Balefire," says Mr. Geiger, "because their

Triggerfish, headquartered in Bridgetown, Barbados, have agreed to enter into strategic partnerships with GTM in August. And looking to launch operations in Europe, the company is currently in discussions with Krokushaus AG, a hospitality company with locations throughout Germany.

For more information about Geiger Travel Management, visit [www.gtm.com](http://www.gtm.com).

155. What is indicated about Mr. Geiger?

- (A) He regularly goes to Mumbai for business.
- (B) He has overseen the expansion of a business.
- (C) He decided to become a travel writer ten years ago.
- (D) He used to work for a hospitality company.

157. GTM does NOT have an agreement in place with which company?

- (A) Balefire Electronics
- (B) Apura Airways
- (C) Triggerfish
- (D) Krokushaus AG

156. What service does GTM offer?

- (A) Booking hotels for executives
- (B) Leading cross-cultural training workshops
- (C) Providing translation services at conferences
- (D) Furnishing overseas branch offices

Questions 158-160 refer to the following press release.

FOR IMMEDIATE RELEASE

Contact: Sherylin Stevens, [stevens@tearsoncorp.ca](mailto:stevens@tearsoncorp.ca)

CALGARY (2 November)--- Yves Vernier, the Chief Information Officer of the Tearson Corporation, announced on Monday that 200 robots will soon appear in Tearson's grocery Stores. The robots, which are all named Bailey, will be used to locate areas where boxes or bottles have fallen and broken, spilling cereal, juice, or other substances onto the floor. The robots will report the spills so that the locations can be cleaned by store employees before they become safety hazards.

The robots were tested in Calgary, where Tearson's head office is located. During the eighteen-month pilot programme, store managers consistently gave the robots high marks.

Although the robots have been used in the company's warehouses for several years, this will be their first time working in stores and interacting with customers. All Tearson stores should have the robots by the beginning of December.

For more information, visit Tearson Corporation at [www.tearsoncorporation.ca](http://www.tearsoncorporation.ca).

158. What is the topic of the press release?
- (A) The promotion of a company executive
  - (B) The use of technology in stores**
  - (C) The launch of new product lines
  - (D) The relocation of a company's head office
159. What can Bailey do?
- (A) Clean a mess on the floor
  - (B) Create labels for products
  - (C) Find areas that have spills**
  - (D) Locate items for customers
160. What is suggested in the press release?
- (A) A pilot program in Calgary was a success.**
  - (B) Tearson stores will be renovated in December.
  - (C) A warehouse earned high marks for safety features.
  - (D) Managers will be hired in several stores.

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

From: Helen Dietrich <[hdietch@morphospublishing.ca](mailto:hdietch@morphospublishing.ca)>

To: Alia Cervantes <[alia.cervantes@gotomail.ca](mailto:alia.cervantes@gotomail.ca)>

Date: 3 March

Subject: Practical Gardening

Dear Ms. Cervantes:

I am sorry to report that next month's issue of *Practical Gardening* will be our last. After 62 years of monthly issues, we at Morphos Publishing have decided that *Practical Gardening* will be among the periodicals that we must discontinue. We plan to redirect the resources gained through cost-cutting toward growing our book publishing and instructional video production businesses

We are grateful for your support as a longtime subscriber to *Practical Gardening*. For the remainder of your subscription term, we hope you will allow us to instead send you *Flora Discovery*, our popular publication about wild plants. However, if you would rather have the **balance** of your subscription account refunded to you, please contact us at (822) 555-0127

Sincerely,

Helen Dietrich  
Subscription Manager, Morphos Publishing

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

- (A) To apologize for a delay
- (B) To promote a new product
- (C) To announce a cancellation**
- (D) To address a billing error

163. The word "balance" in paragraph 2, line 4 is closest in meaning to

- (A) amount remaining**
- (B) stability
- (C) increase in cost
- (D) production

162. What most likely is *Practical Gardening*?

- (A) A film
- (B) A book
- (C) A Web site
- (D) A magazine**

Questions 164-167 refer to the following online chat discussion.

**Lindsay Pokora (2:15 P.M.)** Hello, Mr. Kopalinski. I need to place the monthly office supplies order. In addition to the regular items, can you let me know if anything extra is needed?

**Craig Kopalinski (2:17 P.M.)** Let me check with the other managers. Kaitlyn and Jeffrey, do you have any requests for office supplies in your departments?

**Kaitlyn Daley (2:18 P.M.)** Yes, we need more whiteboard markers.

**Craig Kopalinski (2:19 P.M.)** And how about accounting?

**Jeffrey Carden (2:20 P.M.)** **Nothing here.**

**Lindsay Pokora (2:22 P.M.)** Markers? I just checked our inventory and we still have a box in the supply room. Do you need a special kind?

**Kaitlyn Daley (2:23 P.M.)** No, just regular black markers. Three boxes should be enough.

I tried some markers from the box we have, but **they seem to have dried up**. A group of new employees will be starting next week, and we'll need markers for the **orientation and training sessions**.

**Craig Kopalinski (2:24 P.M.)** OK. Lindsay, in addition to those markers, could you please order a new chair for the second-floor conference room to replace the one that is broken? **You'll need to look up the model number**. Thanks.

164. At 2:20 P.M., what does Mr. Carden most likely mean when he writes, "Nothing here"?
- (A) He has not heard from Ms. Pokora.  
**(B) He does not need to place an order.**  
(C) He does not have extra markers.  
(D) He has not checked the supply room.
165. What problem does Ms. Daley report?
- (A) Some presentations are too long.  
(B) Expenses in the office have increased.  
**(C) Some office supplies cannot be used.**  
(D) The conference room is not big enough.
166. In what department does Ms. Daley most likely work?
- (A) Accounting  
**(B) Human Resources**  
(C) Purchasing  
(D) Shipping
167. What will Ms. Pokora most likely do next?
- (A) Locate some information**  
(B) Review a training document  
(C) Conduct an orientation session  
(D) Contact department managers

**Questions 168-171** refer to the following e-mail.

To: All staff  
From: Jan Merchant  
Date: October 15  
Subject: Reginald Carmen

Dear Colleagues,

It is my pleasure to **welcome Reginald Carmen** to Edmonton Engineering Consultants, LLC.  
-[1]-.

**With his expertise in engineering and education, Dr. Carmen will be a valuable addition to our distinguished staff.** -[2]-. Upon graduating from university, he spent six years **designing telecommunications systems** for AstroPart, Inc. He comes to us **directly from the Glasse School of Engineering**, where he spent the past nineteen years. **While there, he served as a full-time professor for ten years**, teaching advanced mathematics and various special courses in engineering. He was then appointed president of the school and served in that position for the remaining nine years of his tenure. -[3]-. During that time, he led the team that redesigned the school's electrical engineering curriculum. -[4]-.

Dr. Carmen's first day will be next Tuesday.

Jan Merchant, Director of Personnel

168. Why did Ms. Merchant send the e-mail?

- (A) To announce that she is retiring
- (B) To provide details about a new employee
- (C) To welcome a distinguished guest presenter
- (D) To publicize expansion into a new line of business

170. How long did Dr. Carmen teach at the Glasse School of Engineering?

- (A) 6 years
- (B) 9 years
- (C) 10 years
- (D) 19 years

169. What is indicated about Dr. Carmen?

- (A) He has experience designing communications systems.
- (B) He worked as a consultant for Edmonton Engineering Consultants in the past.
- (C) He mentored Ms. Merchant at another company.
- (D) He graduated from the Glasse School of Engineering.

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

"He is thus the perfect choice for redesigning our client training modules."

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

Questions 172-175 refer to the following review.

## Patrons See Big-City Art At

### Local Museum

No need to venture into the big city to see an impressive art collection. -[1]-.

Locals know Janford as a quiet town situated next to a forest that is popular with hikers. - [2]-. It is likewise home to Janford University and an unexpectedly outstanding museum. Considered one of the finest university art museums in the nation, the Janford University Art Museum (JUAM) houses over 94,000 pieces, with works dating from ancient times to the present. Due to the size of its collection, the museum regularly rotates the works on display. -[3]-. It also hosts temporary exhibitions featuring loans from other institutions.

Experts consider JUAM noteworthy as a home to a comprehensive collection of twentieth-century art. - [4] -. In particular, it holds the largest public collection of works by sculptor Robert Dabulis, with more than 50 of his pieces and an assortment of his sketches.

The museum offers free admission and is open daily from 10 A.M. to 5 P.M. On

Friday evenings, the museum has extended hours until 10 P.M.

172. What does the review indicate about the town of Janford?
- (A) It is in a peaceful setting.
  - (B) It is more than 100 years old.
  - (C) It has a thriving community of artists.
  - (D) It has a well-known school of forestry.

174. What is most likely true about Mr. Dabulis?
- (A) He began his work as a painter.
  - (B) He created sculptures specifically for JUAM.
  - (C) He created art during the twentieth century.
  - (D) He studied art at Janford University.

173. What is mentioned about the museum?
- (A) Its main focus is on ancient art.
  - (B) It has received several national awards.
  - (C) Its location makes it difficult for tourists to find.
  - (D) It displays some items from its collection for only a limited time.

175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Art enthusiasts can find it right here in Janford."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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

**Ready Barn**

Order # #13565  
Date: June 3  
Delivery: 24-hour Express Shipping  
Shipping Address: Helen Kang  
45 Skyrise Road  
Newten, NY 12039  
Payment Method: Credit Card-Jay Shim

Item Number	Description	Price
7563	Countertop Electric Grill	\$49
7564	Egg Beater	\$14
7565	Tea Kettle	\$27
7566	Toaster	\$56
7567	Cheese Grater	\$16

24-hour Express Shipping \$20  
**TOTAL \$182**

To: customerservice@readybarn.com  
From: jayshim@silyex.com  
Subject: Order #13565  
Date: June 6

Hello,

I recently placed an order (#13565) with Ready Barn. The items I purchased are housewarming gifts for my niece, **Helen Kang, who recently purchased a new home. Therefore, her address was provided as the delivery destination.** I paid higher shipping fees for 24-hour delivery, as I wanted the items to arrive well ahead of the housewarming party being held tomorrow evening. Several days have passed, and my niece has yet to receive these items. I would appreciate it if you could find out what has happened and let me know when my niece can expect delivery. Also, **I would like to ask you to return the money I paid for expedited shipping.**

Additionally, **I do not recognize item number 7564 that I was charged \$14 for on my receipt.** Please let me know how to send it back.

**I am a longtime customer of Ready Barn,** and I am usually very satisfied with your products and services. Please reply as soon as possible.

Sincerely,

Jay Shim

176. What most likely does Ready Barn specialize in?

- (A) **Kitchen equipment**
- (B) Party invitations
- (C) Shipping supplies
- (D) Large appliances

177. What is indicated about 45 Skyrise Road?

- (A) It is Ready Barn's address.
- (B) It is Mr. Shim's billing address.
- (C) **It is Ms. Kang's new address.**
- (D) It is Mr. Shim's former address.

178. What does Mr. Shim request in his e-mail?

- (A) A discount
- (B) **A refund**
- (C) A receipt
- (D) A gift list

179. What item did Mr. Shim not intend to buy?

- (A) The cheese grater
- (B) The grill
- (C) The toaster
- (D) **The egg beater**

180. According to the e-mail, what is true about Mr. Shim?

- (A) He is satisfied with the items he purchased.
- (B) **He has shopped with Ready Barn before.**
- (C) He received his order on schedule.
- (D) He prefers to shop through a catalog.

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

**\*E-mail\***

To: Yong-Sun Che <ysche@buztech.com>  
From: Ginny Redman <gredman@silvervaleair.com>  
Subject: RE: Seat problem  
Date: February 12  
Attachment: Voucher

Dear Mr. Che:

Thank you for contacting us regarding your recent flight. We apologize for the discomfort you experienced during your flight because of the nonfunctioning air-conditioning vent above your seat.

We value you as a customer and want to make sure your experience with Silvervale Air is positive, so we have attached **Voucher 789798 in the amount of \$200**. This may be **applied to** a future domestic flight with us. **The voucher expires after twelve months.**

Thank you for choosing Silvervale Air.

Sincerely,

Ginny Redman  
Silvervale Air Customer Service

**Passenger:** Mr. Yong-Sun Che

Ticket number: 0272125899649

Confirmation code: CMOAAB

Flight	Departs	Arrives	Seat
Silvervale Air 29	Atlanta, GA (ATL) Mon., May 6 11:43 A.M.	Los Angeles, CA (LAX) Mon., May 6 1:35 P.M.	36D

**Summary of airfare charges**

Base fare	\$259.54
Taxes and fees	\$33.76
Voucher 789798	-\$200.00
Total	\$93.30

All passengers are entitled to travel with one complimentary carry-on and one checked bag.

181. Why did Ms. Redman e-mail Mr. Che?

- (A) To update him on the repair of some equipment
- (B) To announce changes to airfare pricing
- (C) To assign him a new seat
- (D) To offer him compensation

182. In the e-mail, the phrase "applied to" in paragraph 2, line 3, is closest in meaning to

- (A) asked for
- (B) used for
- (C) dealt with
- (D) kept with

183. What does Ms. Redman mention about Voucher 789798?

- (A) It is valid for twelve months.
- (B) It has not been mailed yet.
- (C) It may be used for international flights.
- (D) It cannot be transferred to another passenger.

184. What can be inferred from the boarding pass about Mr. Che?

- (A) He redeemed the full value of a voucher.
- (B) He paid an additional fee for an upgrade
- (C) He booked a round-trip flight.
- (D) He is a frequent flyer on Silvervale Air.

185. What is indicated about Silvervale Air flight 29?

- (A) It departs from Los Angeles.
- (B) It arrives in the afternoon.
- (C) Its passengers do not have assigned seats.
- (D) Its passengers are allowed two free checked bags.

Questions 186-190 refer to the following meeting minutes, e-mail, and article.

**Coffer Digital Management Steering Committee**

Meeting Minutes

November 12

1. Re-pitch is ready to be pilot tested.
2. The pilot test will be carried out during the first quarter of the fiscal year, January 3-March 31.
3. Five existing clients will use the experimental version of Re-pitch during the pilot test. They will then take a survey to rate the software's effectiveness, ease of use, and affordability.
4. If the Re-pitch pilot is successful, a large dollar investment will be needed to design and run an extensive marketing campaign.
5. Our company president will explore potential funding sources for this campaign.

To: sales@coffer.com

From: tcao@ewest-taipei.com.tw

Date: 13 April

Subject: Pilot test

Dear Coffer Digital,

I wanted to follow up after having just submitted our thoughts regarding your Re-pitch marketing software. You will find that our pilot-test feedback is overwhelmingly positive, which is why we would like to be notified immediately upon the rollout of this product. We are very eager to add Re-pitch to our permanent digital marketing efforts.

Sincerely,

Ting Cao, Director of Global Internet Marketing

## Business Briefs

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Coffer Digital closed a deal yesterday with GPZ Capital. GPZ will make a significant investment in Coffer Digital, enabling **the funding of a new online marketing application called Re-pitch**. This sales-boosting software works **by generating a pop-up window that reminds online shoppers of products they have already viewed, after they have navigated away from the product page**.

GPZ's knowledge of data and marketing has enabled them to make successful investments in three other software development firms in the past five years. Coffer Digital's strong company reputation and top-notch employees easily support GPZ's decision to invest. **"Coffer Digital has a solid plan for distributing Re-pitch**, so it was an easy decision to invest with them," said Jessica Gould, spokesperson for GPZ.

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186. According to the meeting minutes, what is indicated about the pilot test?

- (A) **The testing period will last about three months.**
- (B) Problems identified during testing must be immediately reported.
- (C) Running the test will be costly.
- (D) The testing plan still needs the president's approval.

187. What did Mr. Cao do?

- (A) He redesigned a Web site.
- (B) He submitted an annual report.
- (C) **He completed a survey.**
- (D) He started a new business.

189. According to the article, what does Re-pitch do?

- (A) It tracks the sales of online retailers.
- (B) It prevents pop-up windows in Internet browsers.
- (C) It offers customers discounts on products.
- (D) **It displays products for online shoppers to consider buying.**

90. How will Coffer Digital most likely use the funds from GPZ Capital?

- (A) To purchase a smaller company
- (B) **To advertise a product**
- (C) To hire new employees
- (D) To invest in new equipment

188. What does Mr. Cao request?

- (A) To view the results of a test
- (B) To participate in future testing
- (C) To be notified when software is available for purchase
- (D) To set up a marketing consultation appointment

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

## TERMINAL C TO REOPEN

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(May 23) Harrison City Airport's Terminal C will reopen to the public on June 1 following a two-year renovation project.

The project added eleven new gates, allowing the terminal to accommodate more flights. The three major airlines that used Terminal C before the renovation will now be back in operation there. Also at Terminal C will be newcomer Paik Airways, a regional carrier that is expanding its routes.

The terminal's new lobby features an efficient check-in process and a state-of-the-art baggage-handling system. Passengers will enjoy free Wi-Fi in the waiting area, which also contains shops and restaurants.

At one point during the renovations, it looked as if the construction team would miss its deadline. An environmental impact review conducted by the city questioned the placement of a parking lot. The planners solved the problem by moving the parking lot to the other side of the airport and instituting a shuttle bus service.

"Thanks to the cooperative efforts of all stakeholders, the project was completed by the deadline with no budget overage," said Arturo Benetti, the airport's chief operating officer. "The improvements to Terminal C will enable us to continue providing Harrison City with safe, comfortable air travel."

From: Thomasina Ye <thomasina.vee@cooverbrothers.com>  
To: Sven Paulsen <sven.paulsen @cooverbrothers.com>  
Date: July 6  
Subject: Meeting with Slonim Company buyers

Hello, Sven,

I'm at the Harrison City Airport to catch the 3:30 flight home, but I want to give you a quick update. The meeting at Slonim went well. They are very pleased with Cover Brothers products and expect to double their orders next year. In fact, they offered to feature

our bedroom and dining room sets at the upcoming Home and Garden Exposition. I'll give you all the details tomorrow.

Regards,

Thomasina

## HARRISON CITY AIRPORT-TERMINAL C

### DEPARTURES

Airline	Flight	Gate	Time	Destination	Status
Brightway	BR417	11	1:25	Detroit	ON TIME
Planet Z	PL700	3	2:06	Omaha	CANCELED
Paik	PA069	24	3:00	Cleveland	ON TIME
Windrover	WI645	6	3:30	Chicago	DELAYED

191. Why was it necessary to change the location of a parking lot?

- (A) To reduce construction costs
- (B) To protect the environment
- (C) To make travel easier for passengers
- (D) To provide spaces for large vehicles

192. What does Mr. Benetti emphasize about Terminal C?

- (A) It is the only terminal with free Wi-Fi.
- (B) It was designed by a famous architect.
- (C) Its renovation was funded by the city.
- (D) Its renovation was completed on time.

193. What products does Cover Brothers most likely manufacture?

- (A) Furniture
- (B) Clothing
- (C) Kitchen appliances
- (D) Gardening tools

194. What is implied about Brightway Airlines?

- (A) It is an international carrier.
- (B) It offers flights to Omaha.
- (C) It used Terminal C before the renovation
- (D) It has a private waiting area for passengers.

195. What is suggested about Ms. Yee?

- (A) She works in Omaha
- (B) She met with Mr. Benetti.
- (C) Her flight departed late.
- (D) Her luggage was lost.

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

1ZELL

### Exteriors

Zell Exteriors' metal roofing products offer many advantages over traditional roofing materials.

<b>Benefit 1-Weather resistance:</b> Technology that provides greater protection from hail, wind, and rain	For questions about specific products or to request a quote from our sales staff, complete our online contact form. All our roofing panels are fabricated at one of our regional manufacturing facilities, <b>precut to the necessary dimensions for your roof,</b> and shipped to a branch near you. Our professional installers will then take it from there.
<b>Benefit 2-Wide selection:</b> Large selection of panel types, trim options, and <b>paint colors to choose from</b>	
<b>Benefit 3-Satisfaction guarantee:</b> 30-year warranty for added peace of mind	
<b>Benefit 4-Established reputation:</b> Quality roofing from a trusted company	

Name: Gus Keenan

E-mail: g.keenan@autoewrite.net

Phone: 555-0188

Comments:

I have been looking at various roofing materials, and **the wide range of paint options makes your company my top choice.** My shed building is an odd shade of purple, and I want to find a color that complements it. But I have a question. **I would like the new metal roof to be placed on top of the old shingle roof I have.** This would save money on time, labor, and disposal. Is that something you recommend? **I have spent a lot of time reading online forums for professional contractors,** and there are mixed opinions about this.

To: g.keenan@autoewrite.net

From: nshertz@zellexteriors.com

Date: May 20

Subject: Roofing Inquiry

Attachment: Zell Exteriors catalog

Dear Mr. Keenan,

A sales representative will contact you by phone within 48 hours, but first please look over the attached product catalog. Here are the four basic roofing types that we offer:

**SLP Snap Lock** - Steel panels with a locking feature that enables rapid installation.

**XM Panel** - Aluminum panels with superior corrosion resistance. Ideal for wet climates.

**QR Rigid** - Low cost panels that can be installed directly on top of an existing roof.

**WT Panel** - Our most durable commercial-grade steel. Available only in white and gray.

Thank you,

Nicola Shertz, Administrative Assistant, Zell Exteriors

196. What does the brochure mention about Zell Exteriors?

- (A) It encourages people to visit a showroom.
- (B) It schedules projects several months in advance.
- (C) It requires an on-site inspection before installation.
- (D) It custom cuts products prior to delivery.

197. Considering Mr. Keenan's comments, what listed benefit is probably most attractive to him?

- (A) Benefit 1
- (B) Benefit 2
- (C) Benefit 3
- (D) Benefit 4

198. What does the form indicate about Mr. Keenan?

- (A) He has researched about roofing options.
- (B) He made a mistake when installing some materials.
- (C) He wants his project completed quickly.
- (D) He is unhappy with a previous contractor.

199. What kind of roofing product will Mr. Keenan most likely select?

- (A) SLP Snap Lock
- (B) XM Panel
- (C) QR Rigid
- (D) WT Panel

200. What does Ms. Shertz tell Mr. Keenan?

- (A) He can save money by not delaying a decision.
- (B) He should look over a proposed contract.
- (C) He will be called by a Zell representative
- (D) He ordered the wrong materials in the past.

