

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Once the details of the new tariff measures were ironed out, _____ importers and exporters grudgingly accepted the new regulations.
- (A) either
 - (B) both
 - (C) all
 - (D) as well as
102. Keep _____ of all purchases for insurance purposes.
- (A) buying
 - (B) records
 - (C) reception
 - (D) mentioning
103. The price spike _____ observed when a stock split is announced did not occur in this case.
- (A) expectedly
 - (B) hardly
 - (C) usually
 - (D) severely
104. In order to improve manufacturing _____, an entirely new set of standard operating procedures were introduced.
- (A) sentiment 情感
 - (B) consistency
 - (C) foundations
 - (D) redundancy 多餘、冗員

105. Not _____ for his tender heart, corporate raider Kevin Michkin donated several million dollars to a charity for orphaned children.
- (A) known
 - (B) accounted
 - (C) spent
 - (D) held
106. The scientists tested several different _____ before settling on a titanium alloy as having the best strength-to-weight ratio.
- (A) configured
 - (B) configure
 - (C) configures
 - (D) configurations 結構
107. The part _____ replaced the defective one was installed by a representative of the company.
- (A) this
 - (B) that
 - (C) was
 - (D) whose
108. The spokesperson indicated that the firm would _____ a statement before the end of business on Friday regarding the allegations of accounting irregularities.
- (A) issued
 - (B) have issued
 - (C) issue
 - (D) have been issued
109. The company does not design clothing, but it does produce _____ to complement a variety of fashion styles.
- (A) accessories
 - (B) attitudes
 - (C) results
 - (D) decisions
110. My secretary was unsure how long the supply of computer paper would _____ so she ordered several more reams.
- (A) remain
 - (B) last
 - (C) continue
 - (D) further

111. The purchase of our industrial equipment includes a _____ of support and service.
(A) confession
(B) defense
(C) revision
(D) guarantee
112. Her unimpeachable _____ made her selection to the board of directors a certainty.
(A) character 性格
(B) characteristic 特徵
(C) characterization 描述（人或物）
(D) characterize
113. Although Helen was _____ when the call came in, we were able to transfer it to her cell.
(A) out
(B) saleable
(C) alongside
(D) closed
114. Anita called the newest _____ key to the future of the company, especially in the area of research and development.
(A) innovator
(B) innovate
(C) innovations
(D) innovating
115. They implemented all of the changes suggested by the arbitrator, even though _____ efficacy was questioned by everyone.
(A) their
(B) they
(C) them
(D) theirs
116. Even _____ for the increased cost of sales in the fourth quarter, it's difficult to understand why profit margins dropped so precipitously.
(A) accounting
(B) accountable
(C) accountants
(D) accounted

117. It was agreed that it was _____ to seriously consider exchanging the older model for a newer one.
- (A) momentary
 - (B) last
 - (C) time
 - (D) sense
118. It was with mixed emotions that Frances Copeland decided to _____ her contract in favor of striking out on her own.
- (A) rescind
 - (B) frame
 - (C) install
 - (D) read
119. All packages _____ airfare, ground transportation, and accommodations.
- (A) include
 - (B) includes
 - (C) were included
 - (D) including
120. Travis Corporation will honor all _____, even during these trying economic times.
- (A) obligatory 有義務的
 - (B) obliged 感激的
 - (C) obligations
 - (D) obligingly 親切地、樂於助人地
121. _____ no one expected the merger to be announced so soon, rumors of the deal were heard as early as two months ago.
- (A) So
 - (B) While
 - (C) In order
 - (D) That
122. The figures that were _____ in the annual report can be found in the statement of cash flows in the most recent form 10Q.
- (A) sold
 - (B) referenced 參考
 - (C) principled 講原則的
 - (D) latent 潛在的

123. The charts and graphs took a long time to prepare, but they did make the presentation _____ understand.
- (A) easily
 - (B) easier than
 - (C) easy
 - (D) easier to
124. After the contracts were signed, the only remaining issue was the _____ that Celeste would play in the department.
- (A) responsibility
 - (B) recognition
 - (C) role
 - (D) job
125. Jasmine Perfumes recalled the products in reaction _____ complaints by animal right's activists.
- (A) according
 - (B) to
 - (C) on
 - (D) with
126. _____ prior to the shareholder's meeting, the business plan needed to be explained a second time.
- (A) Revision
 - (B) Revise
 - (C) Revised
 - (D) Revising
127. Before delivery will be made, customers must _____ a down payment of no less than 10% of the total amount of the order.
- (A) spend
 - (B) purchase
 - (C) hold
 - (D) make
128. Without citing any of them specifically, the CEO of Grappacap stressed that their renewed profitability resulted from a _____ of factors.
- (A) combination
 - (B) productivity
 - (C) fluidity 流動性
 - (D) dread 畏懼

129. Acting _____ behalf of the minor children, the court froze all assets of the biological father.
- (A) for
 - (B) of
 - (C) on
 - (D) at
130. During the holiday season, ferries back and forth from the mainland are less _____ than they usually are.
- (A) amount
 - (B) frequent
 - (C) often
 - (D) number
131. Copies of the quarterly financial results will be made _____ to analysts before tomorrow's scheduled conference call.
- (A) reportable
 - (B) negligible 可以忽略的、微不足道的
 - (C) available
 - (D) reliable
132. Our direct marketing strategy includes the _____ of leaflets outside the theater and a biannual mailer.
- (A) contribution
 - (B) recitation 朗誦
 - (C) direction
 - (D) distribution
133. It is not exaggerated to describe Kim Brennan as a financial genius, often _____ where others have failed.
- (A) success
 - (B) succeed
 - (C) succeeding
 - (D) successfully
134. Juan Ortiz _____ to the expansion plans due to his doubts about the size of the marketplace.
- (A) objected
 - (B) projected 預計、預估
 - (C) neglected
 - (D) connected

135. Ralph Fenman denied reports that he hid _____ proceeds from the sale in offshore banks.
(A) him
(B) himself
(C) he
(D) his
136. Neither of the choices was particularly appealing, so they chose the lesser _____ the two evils.
(A) of
(B) often
(C) because
(D) during
137. The staff of Greensward Travel wishes you a pleasant and _____ journey.
(A) memory
(B) memorable
(C) memorized
(D) memorization
138. The stock buy-back is something we normally would not _____ have done, but the economic pressure was too great.
(A) otherwise 否則、不然
(B) against
(C) repeated
(D) economically
139. The care _____ at the planning stage produces valuable returns during the manufacturing process.
(A) investor
(B) invest
(C) invests
(D) invested
140. The warranty on all vehicles is at least 5 years or thirty thousand miles, _____ comes first.
(A) whichever
(B) regardless
(C) unless
(D) when

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 information.

Some of the best resources available for investors are the conference calls that are made each quarter, _____ a firm's financial reports.

141. (A) accompany
(B) accompanies
(C) accompanied
(D) accompanying

Commonly available on the Internet, the calls provide a summary of the most recent quarter's financial results. Most importantly, however, listeners can listen to the leaders of the company discuss their opinions _____ the future of the company. This

142. (A) because of
(B) related
(C) about
(D) in order to

information can be key when choosing whether to make an investment.

In most cases, following the remarks of the participants, a question-and-answer period begins, _____ financial analysts with major brokerage houses can ask

143. (A) during which
(B) then
(C) previous
(D) simultaneously to

for further information or clarification. An investor who pays close attention can gain important _____ into what lies beneath the numbers on a company's balance sheet.

144. (A) profits
(B) notoriety
(C) insight
(D) procedures

Questions 145-148 refer to the following article.

Union Negotiators Announce Progress

Negotiators for the Restaurant Workers Union announced progress in their talks with fast food giant Burger Queen. _____ for weeks, the breakthrough in

145. (A) Released
(B) Provided
(C) Reported
(D) Deadlocked

negotiations came about as a result of management softening their stance on retirement benefits. "We hope this marks a change in the attitude _____ the high level

146. (A) in spite
(B) on
(C) of
(D) at

executives who have been stalling the negotiations," said Carol Fortrang, union negotiator for Local #2254.

At issue have been the retirement benefits _____ by the union for the many

147. (A) sight
(B) sighting
(C) sought
(D) were sought

part-time workers employed at Burger Queen. One manager, who asked to remain anonymous, was quoted as saying, "Those are high school kids. They can't _____ spell retirement. The whole issue is a non-issue."

148. (A) usual
(B) frequent
(C) even
(D) by

Negotiations will continue on Monday. Indications are that a strike will be avoided.

Questions 149-152 refer to the following advertisement.

Make the Most of Your Sales Ability

The hottest media outlet in the area is looking to expand its sales force, and you may be the right person for the job. WADD FM 107, the hottest rock and roll station in the west, and our sister station WBAA Talk Radio 680 AM, _____ looking for advertisement

149. (A) is

(B) are

(C) had been

(D) has been

executives who are reliable, energetic, motivated, and _____ to lead us into the

150. (A) ambition

(B) ambitions

(C) ambitious

(D) ambitiously

future.

You know you're good. You know you're talented. But do you have the support that you need in your present position? Are you selling a product you can be proud of? Advertisement executives with _____ enjoy the benefits of a strong support staff and a product

151. (A) we

(B) us

(C) ourselves

(D) ours

that practically sells itself. Consistently _____ the largest market share and

152. (A) garner

(B) garnered

(C) garnering

(D) garners

highest ratings in the area, our stations sell ads is like selling water in the desert.

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 advertisement.

M M M Maximum Motivation Masters

Feel stuck in your current situation? Are you in a rut 常規? Do you wanna break free but can't seem to bring yourself to do it? Then you need to attend the MAXIMUM

MOTIVATION MASTERS self-help seminar. Our all-day training session includes

- ★ **visualization** techniques used by successful people
- ★ methods for inspiring your spirit
- ★ how the use of feng shui can **increase your income**
- ★ the 7 deadly behaviors of **apathy**

153. Who is being targeted by the advertisement?

- (A) **People who are dissatisfied with their lives**
- (B) People who need job training
- (C) People interested in feng shui
- (D) People who are in prison

154. Which of the following will NOT be included in the seminar?

- (A) The problems associated with **apathy**
- (B) How to ask for a raise
- (C) How to **visualize** a successful outcome
- (D) **How to modify your clothing to improve your life**

Questions 155-156 refer to the following e-mail.

From: Hanna McKesson

To: George Trenton

Subject: Computer Crash

George,

What a disaster! I had a hard drive failure on my laptop and the whole system crashed. The résumé I was helping you prepare was backed up, of course, but **I am a little behind schedule**. I originally told you that it would be ready by the 18th. I'm going to have to push that back to the 20th. **Sorry I couldn't contact you sooner**, but with the laptop down, I had no access to e-mail. Get back to me if you have any questions.

HMCK

155. What is the main purpose of this e-mail?
- (A) To take responsibility damaging a computer
 - (B) To notify someone of a delay
 - (C) To advertise a service
 - (D) To clarify directions for a project

156. What does Ms. McKesson apologize about?
- (A) The quality of her work
 - (B) The delay in her schedule
 - (C) The loss of the man's backup copy
 - (D) Her lack of timely communication

Questions 157-159 refer to the following memo.

To: Denise Reinman: Director of International Sales
From: Jill Baker: Office of the Director (Administrative Assistant)
RE: Arrangements for Tokyo trip

I have completed the arrangements for your Tokyo trip as you requested. Almost everything is exactly as you wanted it:

You are scheduled to fly out on GrandSky Airlines flight GS43, departing from the international airport on Monday morning at 9:15. The flight is non-stop as you requested.

When you arrive in Japan, I have scheduled an English-speaking driver to take you from the airport to the Jasmine Hotel and Conference Center. Barring 除非 any flight delays, you should be there in plenty of time to rest and freshen up before your 7 pm dinner meeting with Mr. Suzuki.

The only thing I was unable to arrange was the tickets to the Sumo Wrestling Championship. It may be possible to purchase the tickets at the venue itself, but I was unable to find anything online.

I have not yet settled your return flight because so much depends on how the sales meeting with Mr. Suzuki goes. The flight ticket is purchased, of course, but not yet confirmed. I will do so when you contact me after the meeting.

157. What does the letter imply about the trip to Tokyo?
- (A) It is business related.
 - (B) It is primary for leisure.
 - (C) It is not well planned.
 - (D) It is in danger of being cancelled.

158. What will Ms. Reinman do first upon arriving in Tokyo?

- (A) Conduct a meeting
- (B) Go to dinner
- (C) Relax at her hotel
- (D) Purchase some tickets

159. What did Ms. Baker fail to do?

- (A) Reserve a return flight
- (B) Purchase an airline ticket
- (C) Confirm a hotel room
- (D) Obtain tickets to a sporting event

Questions 160-162 refer to the following article.

Business Land Coming to the Fogerton Mall

The Fogerton Mall has finally found a new lessee for its largest retail space, Business Land Office Supplies. The 9000 sq foot space formerly occupied by Gracies Department Store has been unoccupied since Gracies announced its bankruptcy two years ago and ceased operations.

Gregory Yeltsin, Manager of the Fogerton Mall was beaming at the press conference when the announcement was made. "This is sure to breathe life back into the Fogerton Mall," he said. "Business Land will certainly increase floor traffic for all of our stores by bringing in a large number of customers."

Business Land is a retailer of business supplies, computers and computer peripherals. Janet Borrowson, spokesperson for Business Land, said that the Fogerton Mall location was ideal for them. "The location just across from the software park is about as good as it gets. We're excited to be a new part of the community." This will be the first Business Land in the western part of the country, as the office supply giant continues to implement its expansion strategy.

The Fogerton Mall, once the leading commercial property in the area, has fallen on hard times in recent years. Sources say the mall lowered its rental rate to lure Business Land into the space.

160. What is the article mainly about?

- (A) A new mall
- (B) A newly hired manager
- (C) A planned store opening
- (D) The bankruptcy of a department store

161. Which of the following is NOT cited as a reason for the events described in the article?

- (A) A low rental rate
- (B) Implementation of an expansion plan
- (C) The availability of computers and computer peripherals
- (D) A favorable location near a software park

162. What does the article imply about the presence of Business Land?

- (A) It will help improve business in other stores.
- (B) It will make office space in the software park more appealing.
- (C) It will cause the bankruptcy of another store.
- (D) It will cause traffic jams.

Questions 163-165 refer to the following memo.

To: All employees enrolled in our Wellsana Health Care Program

From: Personnel Department

RE: New rules for enrollment

Date: November 29

The rules for enrollment in our Wellsana Health Care will be changing beginning on January 1st of next year. Employees who wish to remain covered by our Wellsana policy, please pay close attention to the following changes.

1. Annual physical must be conducted by one of the doctors listed in the Wellsana Accepted Physicians list. If your physician is not listed, you must obtain special permission or obtain a physical from an accepted physician.
2. New enrollees must have at least 2 full years of service with the company. This does NOT affect workers who are already enrolled. You will NOT be removed if you are already covered. This rule applies to new enrollees only. Non-current enrollees who do not enroll by December 31 will be subject to the new rules.
3. Extended coverage for family members has also been amended. The new rules go into effect on June 1st of next year. Please see the details at <www.wellsanaextended.com>.

If you have any questions, please contact Ursula Rogyovsvtsky in the personnel department at EXT 612 or e-mail her at <ursularogyovsvtsky@pers.dept.com>.

163. What is the purpose of the memo?

- (A) To inform workers of policy changes
- (B) To remind workers to get a physical exam

- (C) To notify workers of new employment requirements
- (D) To request further information from employees

164. Which of the following has NOT been affected by the news in the memo?

- (A) Eligibility of **new enrollees** for Wellsana Health Care coverage
- (B) **Selection of a doctor** to perform physical examinations
- (C) Coverage of the **family members** of employees
- (D) **The department in charge of administering program**

165. When will family members be affected?

- (A) November 29th
- (B) December 31st
- (C) January 1st
- (D) **June 1st**

Questions 166-169 refer to the following letter.

August 12
Brain Drain Headhunters
309 Salem St.
Lawrence, MA 01843

Dear Sir,

I believe that I am a good candidate for assistance from your headhunting firm. I am a highly skilled individual looking for a new start.

First, let me begin with my educational background. I graduated from Mentira State University with an undergraduate degree in holistic medicine. Then, I attended Pale University and earned my Master's degree in quantum **physics**.

Following my graduation, I began to look for suitable employment, but I was unable to find anything. Thus, I became an entrepreneur, opening up a first-of-its-kind combination **laundromat/donut shop**. One location expanded to three and eventually I sold the business for several million dollars.

Next, I trained for the 2003 Olympic Games as a competitor in the Individual Synchronized Swimming Event. I was selected for the team, but **did not go to the competition** due to an injury I sustained when I saved a family of seven from their burning home.

Now, after having spent the last few years achieving **enlightenment in a Buddhist monastery in Tibet**, I am ready to move on to the next phase in my life. According to your brochures, your company specializes in finding the right-sized holes for square pegs like me. Ideally, I would like to find a position that combines all of my previous interests: caffeine, wet clothing and soap, colorful swimwear, and meditation.

I have sent a résumé with this letter, which contains a timeline of my career spanning backwards over the past ten years. I hope that you will invite me in for a consultation session after you peruse it. **You recently aided a friend of mine in finding her dream job and I hope you can do the same for me.**

Sincerely
George P. Limpton

166. What does Brain Drain Headhunters do?

- (A) Help people find work
- (B) Treats people for psychological damage
- (C) Trains people for athletic competition
- (D) Assists people in achieving enlightenment

167. What kind of business did Mr. Limpton develop?

- (A) Holistic medicine
- (B) A swim center
- (C) A place to clean clothes
- (D) Career consultation

168. Which of the following does Mr. Limpton NOT have in his background?

- (A) Training in physics
- (B) Experience in running his own business
- (C) Winning an Olympic medal
- (D) Time spent in a monastery

169. What does Mr. Limpton imply in his letter?

- (A) He has chosen Brain Drain because of a friend's recommendation.
- (B) He wants to work as a Brain Drain consultant.
- (C) He lied about his selection to the Olympic team.
- (D) He has spent all of the money he earned from his business.

Questions 170-172 refer to the following minutes.

Rayburn Software Park
Recreational Softball League
Meeting Minutes
Date: February 26

The first meeting of the year regarding the new season took place on Tuesday evening.

Roll:

- J. Pitman, Lansing Tech
- H. Terminshire, Gradient Systems
- V. Mason, Macrohard Software
- R. Frupterd, Jones & Co.
- W. Walters, Meehan Circuits

S. Nelson, Putnam Tech (Elected Recording Secretary)

The first order of business was to see how many teams we would be able to field. Vic Mason said that it was unlikely they would have enough interest to field a whole team, so he plans to ask some people from Lexar Disks to join his team. Otherwise, he said that this year, Macrohard would not be joining the league.

Next, Jeb Pitman, treasurer from last year, reviewed the amount of money left in the league's coffers. He stated that there was still approximately \$300 left in the league's account. It was his opinions that dues did not need to be increased this year, and that

they might even be decreased slightly. This will be taken up again at the next meeting.

The third order of business was to set a preliminary schedule. However, due to Macrohard's uncertain participation, this plan was tabled until the number of teams is settled.

The last order of business was to discuss rules changes. It was decided that last year's required mix of 50% men and 50% women would be too difficult to maintain. Thus, it was decided that this year, the league will strive for a 60% to 40% male to female ratio.

The meeting was adjourned to Jacoby's Irish Pub where informal discussions lasted well into the evening hours.

Submitted: February 27

170. Who produced the document?

- (A) V. Mason
- (B) J. Pitman
- (C) R. Frupterd
- (D) S. Nelson

171. What will likely decrease?

- (A) The number of games played this year
- (B) The amount charged to participate
- (C) The percentage of men participating
- (D) The time necessary to produce a schedule

172. What was NOT discussed at the meeting?

- (A) The number of people on each team
- (B) The number of teams in the league
- (C) The amount of funding available
- (D) The percentage of male and female participants

Questions 173-176 refer to the following letter.

Hillsborough Printing
908 Everfield St.
Boise, ID

April 19

Penney Lutz
Rainbow Colors Sales Director
12 Industrial Parkway
Wenatchee, WA

Dear Ms. Lutz,

Your company, Rainbow Colors, has been our primary specialty ink supplier for close to five years. In the past, we have been satisfied with the quality of the ink we have

received from you. However, we are not as confident in your products as we once were.

Late last year, you announced that you were switching **the formula used to produce your colored inks from one based on petrochemical solvents to a more environmentally friendly formula using flaxseed oil**. At the time, we were skeptical, but you personally came in and convinced me that your product would be as good as ever despite the changes.

Unfortunately, this has not been the case. We have found several serious problems with your flaxseed oil-based ink. First, if the inks are exposed to high heat, they become sticky. **Last week, we were forced to reprint 40 thousand movie posters** because they essentially were sitting in the back of a delivery truck and the inks melted together. After reprinting them, we had to ship them in a refrigerated truck! Needless to say, the incident cost us thousands of dollars.

More serious is the way that your new inks clog the sprayers in our printing equipment. After printing those posters, we had to shut down for almost one full day and clean all of the printing equipment by hand. My workers now refuse to handle any of your new inks.

Unless you can provide us with your original product, we will be forced to purchase our ink from another supplier. Please send someone to pick up your most recent shipment. We are returning it and expect a full refund. Contact me when you receive this so that we can discuss your future as our supplier.

Sincerely,
Jack Cranston

173. When did the problem described begin occurring?

- (A) April 19th
- (B) Late last year
- (C) Last week**
- (D) At the beginning of the year

174. What does Mr. Cranston imply is the cause of the problem?

- (A) Global warming
- (B) Environmental regulations
- (C) Poorly-performing raw materials**
- (D) A mistake in the printing specifications

175. Why were changes made to the ink formula?

- (A) To cut costs
- (B) To improve the quality
- (C) To save energy
- (D) To lessen harm to the environment**

176. What does Mr. Cranston ask Penney Lutz to do?

- (A) Change suppliers

- (B) Lower her price
- (C) Provide him with a product he used previously
- (D) Pick him up and bring him to a meeting

Questions 177-180 refer to the following e-mail.

From: Lily Hu
To: Willa Menendez
Subject: Our secret mission

Hi Willa!
Mission accomplished!

When I got your e-mail last week, I thought that your idea to go in to that newly opened Heavenly Body Spa as a customer was a great idea. It's a great way to keep an eye on the competition. Here's what I found out.

First, Heavenly Body offers a lot of the same services as we do, but they charge on average about 20% more. I went in at first only intending to get some information and ask some questions. But after talking to the receptionist (she was very persuasive in her sales pitch, by the way...I think we need to train our staff a little better!), I decided to purchase a facial exfoliation.

Well, after getting past the receptionist in the lobby, which was decorated really nicely, I discovered that the treatment area is very similar to ours. Although I couldn't be sure, it kinda felt like I was the only customer there. This may be because it just opened or it could be because of the price.

The woman who did my facial was terrible. Her technique was OK but she was curt 草率 and sullen 悶悶不樂的. She didn't want to chat. I felt like she thought I was a poodle 貴賓狗 at a pet grooming 寵物美容 shop. Anyway, the facial itself was OK. Nothing special.

There's more to tell, and I have all of their brochures, so we'll talk more at work tomorrow.

Lily

177. What is the purpose of the e-mail?
- (A) To report illegal activity
 - (B) To announce the opening of a new business
 - (C) To confirm an appointment
 - (D) To report some impressions of a business
178. What can be inferred from the e-mail?
- (A) Lily Hu and Willa Menendez just met.
 - (B) Lilly Hu is a worker at Heavenly Body Spa.
 - (C) Lily Hu and Willa Menendez operate a spa.
 - (D) Willa Menendez competes with Lily Hu.
179. Which of the following does the e-mail NOT mention?

- (A) The hours of operation
- (B) The personalities of the workers
- (C) The cost of the services
- (D) The decor of the facility

180. What does Lilly Hu imply about her staff?

- (A) They need to improve in some areas.
- (B) They may be hired by Heavenly Body Spa.
- (C) They deserve a 20% raise.
- (D) They are not courteous

Questions 181-185 refer to the following memoranda.

Interoffice Memorandum

To: Maintenance Staff
From: Physical Plant Director, Manuel Ortiz
Re: Saving Energy

In light of rising fuel costs, we would like members of the maintenance team who work closest with the operation of our facilities to submit any suggestions they might have with regard to how we might make our building more energy efficient. If your idea is chosen to be implemented, you will be first in line to lead the renovation project.

Please submit your ideas to Vince Walker in Office 867. Your proposal should include a detailed description of the current wasteful situation, your proposal for how to solve it, and your estimate of how much energy will actually be saved. Questions about submissions can be directed to Vince at ext 867.

MEMO to Vince Walker

From: Lou Biggs
Mr. Walker,

I am a new employee. I've only been with the company for about 3 months in the shipping department. However, ever since I started, I've noticed that you lose a lot of heat out of the warehouse when the large doors of the delivery bay are left open. This happens after a truck is loaded or unloaded. It sometimes takes a half hour before someone thinks to close the door. I propose using a motion detector and a timer to automatically close the door after a truck has left the loading dock. For a minimal investment in simple items that can be purchased at a local hardware store, you can save a lot of energy. I'm in the warehouse (EXT 112) if you want to ask me more about this idea.

181. What is the purpose of the memo from Manuel Ortiz?

- (A) To solicit advice
- (B) To announce new renovations
- (C) To implement energy-saving measures^L
- (D) To praise the completion of a project

182. How may a successful submission be rewarded?

- (A) With a cash prize

- (B) With a higher salary
- (C) With a promotion
- (D) With a new office

183. Which of the following is NOT requested in Mr. Ortiz's memo?

- (A) A description of a problem
- (B) An estimate of renovation costs
- (C) A solution proposal
- (D) The expected amount of energy savings

184. Who is Lou Biggs?

- (A) A worker in Vince Walker's Office
- (B) The Physical Plant Director
- (C) Manuel Ortiz's assistant
- (D) A shipping clerk

185. What does Lou Biggs propose?

- (A) Moving the deliver bay
- (B) Closing a door automatically
- (C) Reducing the temperature in the warehouse
- (D) Investing in a hardware store

Questions 186-190 refer to the following advertisement and letter.

Wanted: Loan Officer

Transcontinental Bank is in search of three loan officers to staff its newest Bayside Branch. A degree in banking or Finance is required, as well as at least two years of experience with mortgages or small-business loans. Management experience is preferred, but not essential for qualified candidates. Certification in usage of spreadsheet software applications is essential. Please apply by sending a letter of inquiry to:

Helen Manning
Transcontinental Banking Headquarters
Personnel Department
324 Terrace Ave.
Suite 23
Chicago, IL

January 29, 2011
Helen Manning
Transcontinental Banking Headquarters
Personnel Department
324 Terrace Ave.
Suite 23
Chicago, IL

Dear Ms. Manning,

I am writing to inquire about the position of loan officer **advertised in Finance Weekly**. I both meet and slightly exceed the requirements that were listed. My undergraduate degree is in Banking and Finance (Grafton State College) and I have an MBA from Forlane University. Before leaving my prior job, I was a chief loan officer at NHNJ Banking (Texarcola Branch). As for experience with spreadsheet software, I actually train people to use spreadsheets in my current position.

I am looking to move to the Bayside area, and I am very interested in the position. Please contact me if you are interested in scheduling an interview.

Sincerely,

Keith Haberton

186. Where was Helen Manning employed?

- (A) At an advertising company
- (B) At a real estate office
- (C) At a mortgage company
- (D) At a banking firm**

187. Which of the following is NOT a requirement for the advertised position?

- (A) Knowledge of spreadsheets
- (B) A degree in banking
- (C) Previous work with loans
- (D) Experience as a manager**

188. What can be inferred about the advertisement?

- (A) The information it contains is outdated.
- (B) It was published in a magazine.**
- (C) It was written by someone who does not understand banking.
- (D) It incorrectly lists Helen Manning's contact information.

189. Why does Keith Haberton write about his current job?

- (A) To emphasize his suitability**
- (B) To explain his reasons for quitting
- (C) To show that he has a good work attitude
- (D) To boast about his income

190. What may be Mr. Haberton's motivation in seeking the position?

- (A) A better salary
- (B) More responsibility
- (C) A desire to relocate**
- (D) Dissatisfaction with his current job

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

Lambert Plastics Hires New CEO

According to a press release late Friday afternoon, Lambert Plastics has decided on a new chief executive officer, **Holly Brando**. After an extensive, nation-wide search, Lambert has decided to promote from within, lifting Ms. Brando from her current position as VP of Sales and Marketing to the companies highest leadership position.

Ms. Brando is well known in the world of plastics. She made her name early, not as an executive, **but as a scientist in the labs of the now defunct X-ron Plastics**, heading up the team that developed Plastolase, the world's first disposable plastic laser. After moving into management, she continued to think out of the box by including scientists and technicians in her inner-circle of advisors.

Ms. Brando was unavailable for comment. However, an anonymous source close to Ms. Brando indicated that she was pleased with the announcement. A press conference is scheduled for Tuesday morning at 10 am. It is unclear whether Ms. Brando will appear at the conference or not.

Business Press Daily

Email response form: All fields are required

Name: Bev Hutton

Email: beverly@lambertplastics.com

Subject: Your article about Holly Brando

There were several inaccuracies in your report on the Brando promotion. First, she was VP of Product Development, not Sales. Further, **the company that developed Plastolase was not X-ron**, but Dalton Material Engineers. Ms. Brando worked there after leaving X-ron.

Also, the information I gave you about Ms. Brando's reaction **was supposed to be "off the record."** I thought I made that very clear. Then I see my words printed in your story. **Don't come to me for inside information in the future if that's the way you treat your sources.**

191. What is Holly Brando best known for?

- (A) Her leadership skills
- (B) Her development of a product**
- (C) Her invention of a box
- (D) Her anonymity

192. What is the main idea of the news story?

- (A) Ms. Brando is unqualified.
- (B) A new type of plastic has been developed.
- (C) Ms. Brando has been promoted.**
- (D) A press conference was unclear.

193. Why has Bev Hutton responded to the article?

- (A) To praise the author
- (B) To obtain further information
- (C) To complain about the content**
- (D) To identify a source

194. What can be inferred from the e-mail?
- (A) It was actually written by Holly Brando.
 (B) **Bev Hutton was the anonymous source.**
 (C) X-ron is owned by Dalton Material Engineers.
 (D) The writer was recording the interview.
195. What does the writer say about Plastolase?
- (A) It is not disposable.
 (B) It wasn't developed by Holly Brando.
 (C) **It is not an X-ron product.**
 (D) It was stolen by Dalton Material Engineers.

Questions 196-200 refer to the following two brochures.

AAA Office Cleaners

AAA Office Cleaners provides low-cost, high quality cleaning for any size office. Our staff of courteous, **well-trained** cleaners provide top-notch service. We were recently voted one of the 10 best cleaning services in the industry (**Mop and Pail**, December 2010 issue).

Our services

- ✓ Trash disposal
- ✓ Document shredding and disposal
- ✓ Furniture disposal and removal
- ✓ **Floor maintenance** (Any surface: tile, wood, linoleum, carpet, etc...)
- ✓ Restroom cleaning and basic maintenance

Call today to discuss how we can help you clean up! **Got an estimate from somewhere else?**
We'll meet or beat their price!
 1-888-AAA-CLNR (1-888-222-2567)

SOP Sanitation Engineers

For the industry leader in cleaning and waste removal service, contact SOP Sanitation Engineers. Specializing in large projects, we are ready to assume responsibility for the cleaning and basic maintenance of buildings from 50,000 to 500,000 sq feet. All of our employees are **screened by our security staff**, and insured and **trained** by our experts so you know you can **trust our workers** in your office. Our services include:

| | |
|---|--------------------------|
| Office cleaning | "Clean Room" cleaning |
| Trash removal | Chemical waste disposal |
| Restroom maintenance | Floor maintenance |
| Grounds keeping (Outdoor or "Atrium style") | |

Short-term contracts available.

Call one of our engineers to set up an appointment to discuss how we can meet your needs.

| | | |
|-------------------------------------|-------------------------------------|---|
| Northern District (999) 555-5432 | Central District (992) 555- 2345 | Southern District and Coast (343) 555-7654 |
|-------------------------------------|-------------------------------------|---|

196. Which of the following services is available from both companies?
- (A) Document shredding
 - (B) Clean room maintenance
 - (C) Floor cleaning
 - (D) Grounds keeping
197. What feature do workers from both companies share?
- (A) They are insured.
 - (B) They are trained.
 - (C) They are highly paid.
 - (D) They undergo a security check.
198. Why does the AAA Office Cleaners brochure mention Mop and Pail magazine?
- (A) Because their advertisement can be found there
 - (B) Because they clean the magazine offices
 - (C) In order to call attention to the quality of their services
 - (D) As a way to encourage recycling of paper
199. What can be inferred about AAA Office Cleaners?
- (A) They compete with other companies by offering lower prices.
 - (B) They are successful because of their unique services.
 - (C) They only work in small office environments.
 - (D) They are a subsidiary of SOP Sanitation Engineers.
200. What does SOP Sanitation Engineers stress about their workers?
- (A) Their cleaning skills
 - (B) Their trustworthiness
 - (C) Their educational background
 - (D) The length of their contracts with the company
- 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.