

T159 R

Part5

101. Mr. Akagi was unable to buy tickets for the concert because ----- was sold out.  
(A) it  
(B) others  
(C) any  
(D) they
102. Classes ----- using the new employee scheduling software will begin in December.  
(A) at  
(B) to  
(C) by  
(D) on
103. Hillsdale Fabrics' ----- collection of leathers was imported from Italy.  
(A) diversity  
(B) diversely  
(C) diversify  
(D) diverse
104. A ----- of four dental hygienists spoke about careers in their field.  
(A) plan  
(B) panel  
(C) support  
(D) version
105. Ardentine Realty is ----- seeking new rental properties for its portfolio.  
(A) actively  
(B) activate  
(C) activity  
(D) active
106. This Friday, Zone Fly Cameras invites the public to a free aerial photography -----.  
(A) picture  
(B) ticket  
(C) action  
(D) workshop
107. The Ambury Prize recognizes research that is notable for its ----- and innovation.  
(A) creative  
(B) creatively  
(C) creativity  
(D) creates
108. This year the harvest parade will ----- the village, beginning and ending at the town square.  
(A) spin  
(B) circle  
(C) roll  
(D) loosen
109. Questwiz, the library's newest database, ----- a wide range of resource materials.  
(A) to contain  
(B) contains  
(C) container  
(D) containing
110. After more than three years, the application for the new patent was ----- approved.  
(A) already  
(B) finally  
(C) constantly  
(D) exactly

111. The First Street Hotel has almost always been fully booked since it ----- last year.  
(A) had renovated  
(B) renovated  
(C) was renovating  
(D) was renovated
112. Departments should not spend an ----- amount of their budgets on office supplies.  
(A) equal  
(B) exciting  
(C) excessive  
(D) unknown
113. Maxwell Copies prints brochures on thick, glossy paper that was ----- selected for its quality and durability.  
(A) caring  
(B) careful  
(C) carefully  
(D) cares
114. ----- Mr. Kamau has worked for Mombasa Communications for two years, he has never taken time off.  
(A) Although  
(B) But  
(C) Neither  
(D) Yet
115. At the Morrighan Hotel, addressing customer feedback is of ----- importance.  
(A) critique  
(B) critic  
(C) critically  
(D) critical
116. Axofare's new computer program enables users to ----- organize and retrieve data.  
(A) efficiently  
(B) irreversibly  
(C) vaguely  
(D) especially
117. Trelmoni Corporation has just released its ----- of the global stock market.  
(A) analysis  
(B) analytical  
(C) analyze  
(D) analyzed
118. Liu's Foods is pleased to reveal the product in its famous soup line: pumpkin soup.  
(A) popularity of  
(B) as popular as  
(C) most popular  
(D) popular than
119. The proposed city budget outlines various projects, ----- renovations of the Fessler Road fire station.  
(A) these  
(B) including  
(C) even though  
(D) always
120. The ----- opening of the new bakery had to be postponed when a pipe burst in the kitchen.  
(A) scheduled  
(B) maintained  
(C) motivated  
(D) experienced
121. Two associates in the accounting
126. Use this coupon to ----- a free quote

department are being ----- for promotions.

- (A) consider
- (B) considerable
- (C) **considered**
- (D) consideration

122. ----- the rock band Captain Zino decided to offer free tickets to their concert, sales of their album have reached record numbers.

- (A) **Since**
- (B) Besides
- (C) As much as
- (D) Not only

123. ----- her interview, the committee agreed that Ms. Han was the best candidate for the supervisor job.

- (A) As in
- (B) Just as
- (C) Almost
- (D) **After**

124. After monitoring the Hasher Corporation's inventory control process ----- several days, the consultant identified the problem.

- (A) among
- (B) except
- (C) off
- (D) **for**

125. Crane operators must check that all moving parts of the machine are fastened -----before use.

- (A) security
- (B) **securely**
- (C) secures
- (D) securing

for cloud storage services.

- (A) advertise
- (B) discount
- (C) develop
- (D) **obtain**

127. By testing the ----- of the vehicle in desert terrain, the designers proved that it works perfectly in harsh conditions.

- (A) enduring
- (B) **endurance**
- (C) endures
- (D) endure

128. The flashing yellow light serves as an ----- that the camera's battery needs to be charged.

- (A) example
- (B) allowance
- (C) **alert**
- (D) administration

129. Ms. Rosen did not say ----- about the plans for a new employee break room.

- (A) several
- (B) **anything**
- (C) each
- (D) someone

130. Revenue growth exceeding 2 percent was seen ----- all business segments this quarter.

- (A) **across**
- (B) into
- (C) prior to
- (D) above

Part6

Questions 131-134 refer to the following e-mail.

To: Multiple Recipients  
From: Gold Star Bank <information@goldstarbank.co.in>  
Subject: Gold Star Bank App  
Date: 15 July

Dear Customer:

Here at Gold Star Bank, we take our customers and their needs seriously. As some of you know, we --131-- technical difficulties with our mobile app. --132-- The trouble started on 14 July when our system went down because of a software bug. We expect the app to be up and running --133-- the next twenty-four hours. --134-- banking transactions can be done at any of our branch locations, and our automated cash machines are also working. We apologize for any inconvenience.

Sincerely,

Ravi Chadda  
Vice President of Customer Relations

131. (A) to experience  
(B) experiencing  
(C) had experienced  
(D) are experiencing

133. (A) if  
(B) within  
(C) as long as  
(D) above all

132. (A) Our engineers are working on this problem now.  
(B) The new mobile app is easy to use, and it is available for free.  
(C) We have several openings for customer service representatives.  
(D) We are announcing the opening of a new Gold Star Bank location.

134. (A) Unusually  
(B) Eventually  
(C) In the meantime  
(D) As an example

Questions 135-138 refer to the following information.

Bethenie Industries guarantees that its products will function as --135-- for at least one year from date of purchase. --136-- This --137-- applies only to products sold at

Bethenie Industries stores and other licensed distributors. Products that are found to be defective may be shipped to our address for repair or exchange. Please note that products that are being returned because of damage should be shipped back to us, whenever possible, in their --138-- packaging.

135. (A) advertising

(B) advertised

(C) advertisement

(D) advertises

137. (A) agenda

(B) sale

(C) requirement

(D) warranty

136. (A) For certain products this period may be extended.

(B) Bethenie Industries stores are located in three countries.

(C) An electronic receipt was generated at that time.

(D) Product samples are available in stores.

138. (A) originally

(B) original

(C) origin

(D) originality

Questions 139-142 refer to the following notice.

Healthy Foods Market has planned some exciting renovations in the coming weeks. During this time the store will remain open, but certain departments will be temporarily unavailable. Beginning on August 3, the refrigerated and frozen-food sections of the store

--139-- to be under construction. --140-- , food from these areas will be unavailable while work is being completed. Remodeling should be finished by August 9. Store managers are confident that the --141-- days of inconvenience will be well worth it.

--142-- At this event, there will be complimentary samples of some new food choices, including an expanded selection of nutritious, ready-to-eat lunch and dinner meals.

139. (A) schedules  
(B) to be scheduled  
(C) scheduling  
(D) are scheduled

141. (A) few  
(B) no  
(C) less  
(D) small

140. (A) However  
(B) Therefore  
(C) Besides  
(D) Likewise

142. (A) The store must close for three days.  
(B) Customers must park in the recently added parking area.  
(C) Ice-cream products will be available during the remodeling.  
(D) A special celebration will take place on August 12.

Questions 143-146 refer to the following article.

VANCOUVER (3 February - Poalesco unveiled its annual Plant Showcase today. According to Poalesco spokesman Nacio Roja, this --143-- offering highlights the company's latest efforts in botanical research. Many of these efforts result from customer surveys designed to gain an understanding of common challenges. --144-- . This year, the company's specialized nurseries have turned out drought-hardy breeds, such as the Goldtone Apple

Tree. These varieties can withstand extended dry conditions without sustaining damage. "Gardeners in desert --145—will appreciate the Goldtones in particular," noted Roja. "And --146-- might also be interested in our new Q7 rose bushes, which thrive in a similar climate."

143. (A) daily  
(B) weekly  
(C) monthly  
(D) yearly

145. (A) region  
(B) regions  
(C) regional  
(D) regionally

144. (A) The company seeks out the most profitable sectors in agriculture.  
(B) The company interviews researchers from across the world.  
(C) The research and development team then works to develop varieties that address these difficulties.  
(D) Their extensive research produces some of the most flavorful plants on the market.

146. (A) he  
(B) she  
(C) we  
(D) they

## Part 7

Questions 147-148 refer to the following advertisement.

### STAR FITNESS CLUB

Grand Opening Event on 25 April

Come and join us as **we open our newest club in Summerlake City** in our brand-new building located at 714 Shadow Road. Come and see our state-of-the-art equipment and meet our experienced fitness trainers and instructors while enjoying healthy refreshments.

Special Offer: Take 20 percent off your first 3 months! The offer is **for new members only** and cannot be combined with any other offer. The offer is available **at all Star Fitness locations** and **is good until 30 June**.

Visit [www.starfitness.ca](http://www.starfitness.ca) for more information, including a schedule of our fitness classes and club hours.

147. What is indicated about Star Fitness Club?

- (A) **It has just built a new facility.**
- (B) It provides refreshments with paid membership.
- (C) It is currently selling its used exercise equipment.
- (D) It is open seven days a week.

148. What is NOT mentioned about the special offer?

- (A) It expires at the end of June.
- (B) It can be used at any location.
- (C) **It includes sessions with a personal trainer.**
- (D) It is intended for new customers only.

Questions 149-150 refer to the following note.



Westerly Hotel  
295 Prudence Ave.  
Atlanta, GA 30317

Dear Guest,

Welcome to Atlanta. We are pleased you have chosen the Westerly Hotel.

A complimentary breakfast is served daily from 6:00 A.M. to 10:30 A.M. in our dining area located in the lobby. Enjoy an array of selections including eggs, oatmeal, pastries, fresh fruit, cereal, juice, coffee, and tea. Please be aware, however, that on May 2 breakfast will be served in the Fin Restaurant, located on the third floor, to accommodate a private event.

Regards,

Malcolm Anderson, Manager  
Westerly Hotel

149. What is a purpose of the note?

- (A) To request feedback on a recent stay
- (B) To inform a guest of a location change
- (C) To invite a guest to a private event
- (D) To announce the opening of a new hotel

150. What is stated about the breakfast?

- (A) It is free of charge.
- (B) It is not available on weekends.
- (C) It will not be served on May 2.
- (D) It will soon feature more selections.

Questions 151-152 refer to the following notice.

**Things Are Happening with the Southeast Rail Line---Time to Get Involved!**

Plans are moving forward with the renovations to the Southeast Rail Line. The changes will create a faster, more convenient, more reliable alternative to traveling on the area's congested roadways. Construction begins this September. Public meetings to solicit comments regarding design options for the new stations are scheduled for June, July, and August. Learn more about the meetings by visiting [www.southeastrailproject.com/communityaffairs](http://www.southeastrailproject.com/communityaffairs).

151. When will construction start on the project?

- (A) In June
- (B) In July
- (C) In August
- (D) In September

152. What will be discussed at the public meetings?

- (A) The reduction of roadway traffic
- (B) The source of construction materials
- (C) The design of the train stations
- (D) The schedule of the express trains

Questions 153-154 refer to the following text-message chain.

**Lisa Dominguez (3:24 P.M.)**

Hi, Travis. I'm at the market shopping for tomatoes, but none of them are ripe. Can you check to see if we have any frozen **tomato sauce** on hand from last week? Otherwise, I guess I could get some canned tomatoes.

**Travis Farley (3:27 P.M.)**

I'm afraid we are all out. Let me speak to the **chef**.

**Lisa Dominguez (3:28 P.M.)**

That would be great.

**Travis Farley (3:32 P.M.)**

She says that you can pick up red peppers instead. We will need to make a small change to the menu description, but the other ingredients can stay the same.

**Lisa Dominguez (3:34 P.M.)**

OK. I've got it. Thank you!

153. For what kind of business does Mr. Farley most likely work?

- (A) A farm
- (B) A grocery store
- (C) A restaurant
- (D) A delivery service

154. At 3:27 P.M., what does Mr. Farley mean when he writes, "I'm afraid we are all out"?

- (A) Staff members have no more ideas.
- (B) A deadline was missed.
- (C) Employees have left the workplace.
- (D) An item is not available.

Questions 155-157 refer to the following notice.

Attention, Members of the Belle Coffee Club:

- [1] -. Next week, Belle Coffee will **debut our newest coffee creation**, the Latte Slow Brew. - [2] - Members of the Belle Coffee Club can get their first taste of this new treat at our flagship store at 200 Wellington Street. We invite you to stop by on **January 12 and show your membership card for a complimentary cup of Latte Slow Brew** and a pastry sample from our local partner, Yonge Confections. Choose from a variety of their fresh-baked muffins, including a flavour baked especially for Belle Coffee: the chocolate espresso muffin. - [3] -.

Rollout at our other Belle Coffee locations will follow over the next four weeks.  
To learn more, visit [bellescoffee.ca](http://bellescoffee.ca). - [4] -.

Enjoy!

155. What will Belle Coffee do on January 12?

- (A) Merge with Yonge Confections
- (B) Open a second location
- (C) Introduce a new product
- (D) Start a membership program

156. According to the notice, what is available on the Web site?

- (A) A coupon
- (B) A recipe
- (C) An application form
- (D) A schedule

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

"Additional coffee products and pastries will be available for purchase."

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

Questions 158-160 refer to the following bulletin.

## Dalston Opera News

### Season Tickets Now Available

Purchase your season tickets now at [www.dalstonopera.com/seasontickets](http://www.dalstonopera.com/seasontickets).

May 4-12: *Sigrun* (2 hours with 1 intermission)

July 6-14: *Le Lapin* (3 hours with 2 intermissions)

September 14-22: *The Shipmaster's Garden* (90 minutes with no intermission)

November 30 - December 8: *Orkestia* (4 hours with 3 intermissions)

*Performances will take place at the Saloudi Auditorium beginning promptly at 8 P.M.*

### Artist-in-Residence Series

Our rotating artist-in-residence program aims to bring new voices into the performances of our regular cast. Join us for a special series of noon matinee performances by these artists and help us celebrate **the next generation of talent** coming into the field of opera from around the globe.

Each performance will feature a medley of opera favorites selected and performed by one of our artists-in-residence.

May 4: Diane Shimoda **July 6: Kalim Patton**

September 14: Claudia Godin November 30: Nicolai Souza

158. What opera will be performed without a break?  
(A) Sigrun  
(B) Le Lapin  
**(C) The Shipmaster's Garden**  
(D) Orkestia
160. Who most likely will perform in Le Lapin?  
(A) Ms. Shimoda  
**(B) Mr. Patton**  
(C) Ms. Godin  
(D) Mr. Souza

159. What is probably true about the artists-in-residence?  
(A) They are all from the Dalston area.  
**(B) They are younger than the regular performers.**  
(C) They are professionally trained as dancers.  
(D) They are all well-known around the world.

Questions 161-163 refer to the following article.

### **Muelker Shipyard Undergoes Transformation**

-----  
May 2- The Muelker Shipyard, a once-bustling ship manufacturing center, is being given a new role. A team of engineers is working to turn it into an open-air pedestrian **mall** with **restaurants**, a dozen retail businesses, and an outdoor patio that will feature **live music performances**.

Until June of last year, the city had planned to demolish the shipyard- a decision that caused **a strong reaction from community members**,

especially former shipbuilders who viewed the site as a treasured industrial landmark. Wanting their labor to be remembered by future generations, many shipbuilders had etched their names on a wall near the entrance.

"In the peak of production, shipyard workers produced a naval ship in just a year," said lead engineer, Barney Enyart. "Then production gradually slowed, and the shipyard eventually closed. When this project is complete, the new complex will be enjoyed throughout the year, serving as a place for employment opportunities and recreation while the legacy of the site's past will endure."

161. What is NOT mentioned in the plans for the shipyard?

- (A) Office spaces
- (B) Entertainment
- (C) A shopping section
- (D) Eating establishments

162. What is suggested about the Muelker Shipyard?

- (A) It will be featured in a video.
- (B) It will have a monument to former workers.
- (C) Local residents appreciate its history.
- (D) A ship is currently being built there.

163. The word "serving" in paragraph 3, line 7, is closest in meaning to

- (A) attending
- (B) functioning
- (C) distributing
- (D) presenting

Questions 164-167 refer to the following memo.

### MEMO

To: Customer Service Team From: Scott Davis, Director of Customer Service July 22

Today kicks off Harkness Clothiers' Customer Service Appreciation Week. I want to take this opportunity to thank you for your dedication and professionalism this year.

- [1] -. Each one of you has delivered exceptional customer service. Management is proud of what you have achieved as a team. - [2] -. We understand that last year's merger with Sporting Clothes, Inc., was confusing and difficult at times. Your service stayed steady throughout the process and you provided a seamless transition for our clients. What a great accomplishment!

- [3] -. On Tuesday, starting at 8 A.M., everyone will be treated to a breakfast served

with coffee, pastries, and fruit. On Wednesday, we will have a potluck lunch in the afternoon. On Thursday, we will host a team dinner at Mo's Bistro after work. On Friday, there will be contests after lunch where you can win prizes. - [4] -. I am excited about this week and hope you enjoy it.

164. Why did Mr. Davis write the memo?  
(A) To ask employees to attend a training session  
(B) To request employees work overtime  
(C) To provide details of a celebration  
(D) To announce the end of a project

166. When will an event take place in the morning?  
(A) On Tuesday  
(B) On Wednesday  
(C) On Thursday  
(D) On Friday

165. What's suggested about Harkness Clothiers?  
(A) It has combined with another company.  
(B) It gives awards to staff every year.  
(C) It manufactures a line of waterproof clothes.  
(D) It has a very small customer service team.

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"To show our appreciation, management is providing some opportunities to have fun this week."  
(A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

Questions 168-171 refer to the following notice.

### Friends of the Chesterton Public Library Book Sale

The Chesterton Public Library will host its annual book sale this weekend on the library's second floor. The hours are Saturday, November 16, 9:00 A.M. to 5:00 P.M., and Sunday, November 17, 12:00 noon to 5:00 P.M. A special preview sale for the Friends of Chesterton Public Library (FCPL), the library's volunteer support group, will be held on Friday, November 15, from 4:00 P.M. to 8:00 P.M.

The sale will include books that the library no longer lends, as well as books donated by the public. Proceeds will be used to develop a children's reading room.

We welcome donations of books for all ages, in all genres, in both paperback and hardcover. Please, note, however, that books that are torn or otherwise defaced will be rejected. Sorry, no magazines or journals, please. Donations for this event will be accepted through Friday, November 8, and can be dropped off at the front desk during the following times:

Monday to Thursday: 9:00 A.M. to 11:00 A.M.

Wednesday: 1:00 P.M. to 8:00 P.M.

Friday: 9:00 A.M. to 3:00 P.M.

Thank you for your support!

168. Who can attend the sale on Friday?

- (A) Paid staff
- (B) **Volunteers**
- (C) Young children
- (D) Financial donors

170. What is indicated about journals?

- (A) They are located on the second floor.
- (B) They will be sold to volunteers only.
- (C) They cannot be borrowed.
- (D) **They cannot be donated.**

169. The word "welcome" in paragraph 3, line 1, is closest in meaning to

- (A) **accept**
- (B) greet
- (C) honor
- (D) satisfy

171. When can donations be dropped off in the evening?

- (A) On Monday
- (B) **On Wednesday**
- (C) On Thursday
- (D) On Friday

Questions 172-175 refer to the following chat discussion.

#### CHAT

**Lily Park (4:03 P.M.)** Hello, everyone. I just want to check in with you before the weekend. Kaz, how did your meeting with Blumfield Associates go?

**Kaz Fedorowitz (4:10 P.M.)** It could not have been better. They are purchasing **40 new laptops with a service agreement**. I've got the signed contract in hand.

**Lily Park (4:11 P.M.)** Outstanding! Nice way to wrap up the week.

**David Esposito (4:12 P.M.)** Congratulations! This one puts you over the top. You are now the top salesperson for the third month in a row.

**Danielle Becker (4:13 P.M.)** That's great news, Kaz. By the way, **if you can get all your receipts to me as soon as you are back in the office, you will get your travel reimbursement check early the following week.**

**Kaz Fedorowitz (4:14 P.M.)** Are you sure about that? Didn't Michael Lim just land a big sale?

**Lily Park (4:15 P.M.)** Unfortunately, **Michael's customers backed out at the last minute. They decided to lease computers and printers from another firm rather than purchase new equipment.**

Kaz Fedorowitz (4:17 P.M.) That's too bad. And thanks for taking care of that, Danielle.

Danielle Becker (4:18 P.M.) My pleasure!

Lily Park (4:19 P.M.) Have a wonderful weekend, everyone.

172. In what type of business are the writers involved?

- (A) Real estate
- (B) Travel services
- (C) Office technology
- (D) Financial consulting

173. What most likely is Ms. Park's job title?

- (A) Advertising specialist
- (B) Director of human resources
- (C) Bookkeeper
- (D) Sales division manager

174. What is indicated about Mr. Lim?

- (A) He was not able to complete a sale.
- (B) He is currently away on business.
- (C) He is a new member of the writers' department.
- (D) He has just signed a contract.

175. At 4:18 P.M., what does Ms. Becker most likely mean when she writes, "My pleasure!"?

- (A) She is happy to help in refunding some travel expenses.
- (B) She is pleased to have successfully obtained a new client.
- (C) She feels relieved that it is the end of the workweek.
- (D) She is glad to have suggested leasing equipment.

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

### Get Business Cards Custom Made by You

Loretti Printing Co. is proud to announce [loretticardprint.com](http://loretticardprint.com), our new online platform for creating customized business cards. While our customers can still place orders in person, as they've done for nearly a decade, we now have a system that makes ordering business cards especially quick and easy. Choose from hundreds of easy-to-use templates, include your own text and images, and create professional-quality business cards within

minutes.

We offer four different paper options:

Type	Description	Minimum Order
Matte-M1	Standard card stock, reduces glare	50 cards
Glossy-G4	Shiny, enhances colors and details	100 cards
Textured-T3	Unique grid-like pattern, interesting to the touch	100 cards
Metallic-M2	Extra shiny, unique, captures one's attention	200 cards

Contact us before placing an online order if you'd like us to send you a sample of each type of paper.

\* E-mail\*

To: hello@loretticardprint.com  
From: felix@thibaultautoworks.com  
Date: Tuesday, May 22  
Subject: Order 28191 - Follow-up  
Attachment: Logo\_autoworks

Thanks for pausing my order right away and explaining how to make the necessary changes. I'm so glad I was able to get in touch before my business cards went off to print. It would have been such a shame to have printed 50 cards I can't use.

As I mentioned over the phone, I had accidentally uploaded an older version of my logo to the Web site. I've since replaced it with the current one in the same file size, and I'm hoping you can confirm that this change reflects the image I've included here. If so, please go ahead and submit my order now.

Thank you.  
Felix Thibault

176. What is implied about Loretta Printing Co.?

- (A) It has a physical retail location.
- (B) It is merging with a card company.
- (C) It is seeking experienced designers.
- (D) It has expanded its paper selection.

179. Why did Mr. Thibault replace the logo on his order?

- (A) It was not aligned properly.
- (B) It was an incorrect file size.
- (C) It was for the wrong company.
- (D) It was an outdated image.

177. According to the advertisement, what can customers do on the company's Web site?

- (A) Give feedback about the company
- (B) Design their own business cards**
- (C) Join a company mailing list
- (D) Enter a code for a discount

180. In the e-mail, the word "reflects" in paragraph 2, line 3, is closest in meaning to

- (A) returns
- (B) matches**
- (C) considers
- (D) shines

178. What type of card stock did Mr. Thibault most likely order?

- (A) Matte**
- (B) Glossy
- (C) Textured
- (D) Metallic

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

<http://www.greencityscreenwriters.org/workshopseries>

### Green City Screenwriters' Workshop

**Green City Screenwriters' Workshop (GCSW)** provides aspiring and practicing screenwriters a place for interaction and exchange of ideas. **For the last 25 years**, GCSW has helped writers from all over the country develop creative projects.

Are you working on a movie script? Or do you have an idea for the next blockbuster film? Consider applying for the next series of classes at GCSW. We offer writing groups, staged readings, and seminars with guest speakers.

- The six class sessions begin on January 10 and are held every other Thursday.
- Each class meets from 7 P.M. to 9 P.M. at Green City Foundation for the Arts.
- Tuition is \$500 in total and due by January 1.
- A limited amount of financial aid is available to those who qualify.
- **Classes are capped at ten students.**

TO APPLY:

Please send a 20-page writing sample (this can be from any genre of writing) and a **200-word autobiographical statement** to [apply@greencityscreenwriters.org](mailto:apply@greencityscreenwriters.org). An instructor will respond to your inquiry if you are accepted.

### **\*E-mail\***

From: Joshua Hartzog <[jog.2@greencityscreenwriters.org](mailto:jog.2@greencityscreenwriters.org)>

To: Terry Hampton <[hampton100@webcentral.com](mailto:hampton100@webcentral.com)>

Date: December 10

Subject: Upcoming screenwriting class series

Attachment: NSI form

Dear Mr. Hampton:

My name is Joshua Hartzog, and I am one of the instructors at Green City Screenwriters' Workshop. I am pleased to inform you of your acceptance to our next series of classes. Our committee was impressed with your writing sample.

Here is a little about me: I have been a teacher at GCSW since it started. Additionally, I have written eight film scripts, including An Incredible Summer and Toast of the Town, both of which won National Writers' Groups awards.

Please fill out the attached New Student Information form and return it to me either via e-mail or in person at the Green City Foundation for the Arts by January 1. I look forward to seeing you for our first class on January 10. Please pay attention to your inbox for your first assignment, which will be due by our first class meeting.

Thank you,

Joshua Hartzog

181. According to the Web page, what is true regarding the series of screenwriting classes?

- (A) Morning classes are available.
- (B) The deadline to apply is January 10.
- (C) Class sizes are limited to ten students.
- (D) Classes are held every weekday night.

182. What must be included with the application?

- (A) A deposit on the tuition fee
- (B) A brief personal history
- (C) A proof of residency form
- (D) Two published screenplays

183. What is the purpose of Mr. Hartzog's e-mail?

- (A) To explain his numerous awards
- (B) To outline the first class assignment
- (C) To encourage a fellow writer to apply
- (D) To respond to a student's application

184. What is indicated about Mr. Hartzog?

- (A) He heads the application committee.
- (B) He has taught at GCSW for 25 years.
- (C) Eight of his screenplays have won awards.
- (D) Three of his screenplays take place in Green City.

185. What is Mr. Hampton asked to do?

- (A) Complete an attached form
- (B) Send contact information
- (C) Apply for financial aid
- (D) Send a sample script

Questions 186-190 refer to the following e-mail, review, and event schedule.

**\*E-mail\***

To: Jane McNally <jmcnally@aap.org.ie>  
From: Yoko Nara <ynara@insleyhotel.com.ie>  
Date: 3 February  
Subject: Vouchers

Hi, Ms. McNally.

**The water heater servicing the kitchen at the hotel is broken.** We cannot serve meals because there is no hot water for washing pots and dishes. Technicians are diligently working on this issue.

**I am offering vouchers to all guests** that can be used for breakfast or lunch at Sarah's Café next door. If there is no resolution by tomorrow, **the evening's dinner will be moved to Maury's Restaurant.** I have already discussed this with owner Maury Roebing, and he is preparing to welcome your professional group. Please accept my apologies for any inconvenience.

Thank you,

Yoko Nara

★★★★☆

*"The place was charming."*

I enjoyed a soup and sandwich special at Sarah's Café this afternoon **because I received a voucher from my hotel.** I arrived just at noon and had to wait almost 25 minutes for a

table. I would recommend visiting at a less busy time because the café is relatively small. Other than that, even if my meal had not been free, I would still recommend the café. The atmosphere is warm and inviting and their homemade soup is delicious.

–Stefan Nichols, 3 February

<https://www.app.org.ie/annualmeeting/schedule>

### Association of Accounting Professionals

#### Annual meeting-Scheduled events

#### Friday, 4 February

Guest speaker 5:30 P.M., Room 213, Insley Hotel	Mr. Ian Bagley, chief financial officer at Colford International, will discuss "Old Concerns and Current Trends in the Accounting Profession."
Networking dinner 7:00 P.M. Maury's Restaurant	Enjoy a gourmet dinner and relax with your colleagues at this popular eatery.

#### Saturday, 5 February

Job Fair 11:00 A.M. to 5:00 P.M.	Looking for a new opportunity? The job fair is for you. Meet with representatives from companies around the region. Bring copies of your résumé.
Tour of Dublin 1:00 P.M. to 4:00 P.M.	Visit some interesting sites in our host city. <b>Wear comfortable shoes, as tour participants will cover approximately two miles.</b>

186. Who most likely is Ms. McNally?

- (A) A receptionist
- (B) A banquet chef
- (C) An event organizer**
- (D) A café owner

187. What problem is described in the e-mail?

- (A) An event has been canceled.
- (B) A hotel is closing.
- (C) A repair bill was not paid on time.
- (D) An industrial appliance isn't working.**

189. What does the event schedule indicate?

- (A) Tour participants will travel on foot.**
- (B) Entertainment will be provided in the lobby.
- (C) Attendees must register for the job fair.
- (D) All activities take place in the afternoon.

190. What is suggested about the networking dinner?

- (A) It will feature a talk by Mr. Bagley.
- (B) It had to be postponed to a later time.

188. What can be concluded about Mr. Nichols? (C) It is intended for accounting students.  
 (A) He did not enjoy a meal. (D) It was moved from its original location.  
 (B) He arrived 25 minutes late for a luncheon.  
 (C) He is a guest at the Insley Hotel.  
 (D) He is a frequent customer at a restaurant.

Questions 191-195 refer to the following Web page, e-mail, and form.

http://www.antiziointernational.com

[Home](#)      [About Us](#)      [Our Products](#)      [Contact Us](#)

**ANTIZIO International**

Antizio International is a leading provider of designer ceramic, porcelain, and stone tile. Our products are suitable for both commercial and residential projects, and our mission is to be the best quality supplier in the region!

When you partner with Antizio International, you have access to the most respected brands in the industry. See our Products page for a list of our suppliers from all over the world.

**This month's special: Ventana brand tiles**  
 "Brittany" series ceramic tiles-  
 Country red, violet, pink (15 percent off)  
 Taupe, tan, soft green (20 percent off)

\* \* \* \* \* Sale prices valid March 1-15 \* \* \* \* \*

TO: Purchasing agents  
 FROM: Antizio International  
 DATE: March 24  
 SUBJECT: Inventory update

Effective April 1, the following products will be discontinued.

Manufacturer	Product line
Ventana	"Valentina*-all colors (entire line) "Brittany"-country red, violet, taupe
Medoro	"Solidstone"-all colors "Elementa"-black, gray

Orders for these products cannot be accepted after April 1. Return of these products cannot be accepted after May 1.

## ANTIZIO International

~~ Merchandise Return ~~

Please review our return policy before submitting this form. Returns must be made within 60 days of purchase and must be in original, unused condition.

Return date: May 12  
Customer name: William Lin, WKL Contractors, Inc.  
Original invoice date: March 20  
Item name: Medoro brand-"Elementa" tile  
Color: Gray  
Quantity: 20 boxes Price/box: \$70  
Reason for return: Actual color does not match catalog image.  
Form of return requested:  Refund  Store credit

191. In what industry does Antizio International do business?

- (A) Building materials
- (B) Commercial advertising
- (C) Computer manufacturing
- (D) Fashion design

192. What advantage does Antizio International offer to clients?

- (A) Its employees are bilingual.
- (B) Its products have a good reputation.
- (C) Its delivery fees are waived for frequent customers.
- (D) Its payment plans are flexible.

193. What color of the Brittany product line can be ordered after April 1?

- (A) Country red
- (B) Violet
- (C) Taupe

194. Why is Mr. Lin returning merchandise?  
(A) He purchased more of the product than he needed.

- (B) He is not pleased with the color of the product.
- (C) The product sent to him was the wrong size.
- (D) The product was damaged during shipping.

195. Why will Mr. Lin's refund request most likely be rejected?

- (A) He bought an item that was custom designed.
- (B) He failed to include proof of purchase.
- (C) He returned a product after a deadline had expired.
- (D) He forgot to ask for a return authorization number.

(D) Soft green

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

**\*E-mail\***

To: All Staff  
From: Ronald Garrison  
Date: April 20  
Subject: Update

Dear Colleagues,

It's an exciting time here at Zikomo Solutions, and we have a lot to celebrate! Our company has shown tremendous growth over the past year. Just last month we exceeded our goals and conducted 25 **customer service** workshops for 18 different companies in the greater Groton area.

In response to our growth, **we have added three new workshop presenters with significant customer service experience in their respective industries.** Lisa Okoro will focus on the telemarketing industry. **Caleb Patel will train those in fields related to medicine.** And Alan Gorospe will specialize mainly in customer service for the technology industry. They will begin giving workshops during the first or second week of May. Please join me in welcoming these professionals to the Zikomo family.

Ronald Garrison  
CEO, Zikomo Solutions

**Zikomo Solutions**  
**Tentative training schedule**  
**Week of May 2**

Course Name	Course Length	Date	Trainer	Location
Telephone Skills	Half Day	May 2	Lisa Okoro	Zikomo, Groton
Customer Service in a Digital World	Full Day	May 3	Alan Gorospe	Zikomo, Groton
<b>Patient Relations for Hospital Professionals</b>	Full Day	May 4	To Be Determined	Fitzer Medical Group, West Groton
Turn Tech Problems into Marketing Opportunities	Half Day	May 5	Alan Gorospe	Callipher Technologies, Fayetteville

\* E-mail\*

To: Ronald Garrison <rgarrison@zikomosolutions.net>  
From: Jana Snyder <jsnyder@snyder.com>  
Date: May 8      Subject: Recent workshops

Dear Mr. Garrison,

Several of my employees from Snyder Goods attended Zikomo training sessions on May 2 and 3. I wanted to provide feedback and ask a question. I think **the half-day session could be extended to a full day**, considering the interesting topic and skill of the excellent presenter. Conversely, the full day, while interesting, would be better condensed into a half day. Additionally, could you provide more parking options? Spaces for participants were full, and a number of our Snyder Goods employees had to park in an expensive paid lot.

Sincerely,

Jana Snyder   Snyder Goods

196. What's the purpose of the first e-mail?  
(A) **To announce the hiring of new staff members**  
(B) To invite employees to a celebration  
(C) To outline a plan for a company's growth  
(D) To recognize high-performing employees
197. In what area does Zikomo Solutions specialize?  
(A) Computer manufacturing  
(B) Accounting  
(C) Transportation  
(D) **Customer service**
198. What does the schedule indicate about the workshops?  
(A) Several are held on the same day.  
(B) **Some are held at Zikomo's office.**  
(C) They typically last a full day.  
(D) They are usually filled to capacity.
199. Who is most qualified to lead the workshop on May 4?  
(A) Mr. Garrison  
(B) Ms. Okoro  
(C) **Mr. Patel**  
(D) Mr. Gorospe
200. What does Ms. Snyder suggest about her employees' training experience?  
(A) The parking options were convenient.  
(B) **The May 2 session was too short.**  
(C) The topics were not interesting.  
(D) The trainer arrived late.