

101. ----- is currently Ms. Wonderle's first year working as our office's administrative assistant.

- (A) This
- (B) That
- (C) These
- (D) Those

102. Riversedge City is ----- to announce new monthly parking discounts for its residents.

- (A) pleasing
- (B) pleasure
- (C) please
- (D) pleased

103. Sang-Joon Park is retiring after 25 years of ----- with Dahl Legal Consultants.

- (A) service
- (B) profession
- (C) knowledge
- (D) relationship

104. The Trails Store will ----- add a section for hiking equipment.

- (A) eventualities
- (B) eventual
- (C) eventually
- (D) eventuality

105. Puraforce Staffing can provide your business ----- temporary employees during the busy holiday season.

- (A) from
- (B) with
- (C) about
- (D) into

106. In contrast to the ----- outside, the inside of Taft's Bakery was warm and welcoming.

- (A) to weather
- (B) weatherability
- (C) weathering
- (D) weather

107. Berrell Foods, a wholesale distributor of fresh produce, ----- more than 100 grocery stores in northern Scotland.

- (A) contracts
- (B) affords
- (C) supplies
- (D) travels

108. Payments to the Wendell Lake Association will be considered late ----- they are received after January 1.

- (A) so
- (B) by
- (C) to
- (D) if

109. Although the alternate route was ----- marked, many drivers ended up getting lost.

- (A) never
- (B) next
- (C) clearly
- (D) noisily

110. Later today, Mr. Warken ----- interview times for the job applicant finalists.

- (A) has been arranging
- (B) will be arranging
- (C) was arranged
- (D) have arranged

111. For one week -----, Penny's Grocery is giving away a free tote bag with every order of 50 dollars or more.

- (A) often
- (B) only**
- (C) over
- (D) through

112. Because of a recent artwork donation, the Libsing Art Museum will soon be displaying a new

- \_\_\_\_\_.
- (A) exhibits
  - (B) exhibition**
  - (C) exhibited
  - (D) exhibiting

113. Albert Doime oversaw smelting operations in Lydenburg for a ----- time before being ever reassigned to Johannesburg.

- (A) brief**
- (B) large
- (C) slow
- (D) proper

114. The agreement ----- states that Amy Dyer will be the general contractor for the Hibley project.

- (A) specific
- (B) specifically**
- (C) specifiable
- (D) specified

115. Executives at Wess Lumber were praised for addressing employees' concerns in a ----- manner.

- (A) constructing
- (B) construction
- (C) constructive**
- (D) construct

116. Flu season is here, so take advantage of the free flu shots ----- in the lobby.

- (A) being offered**
- (B) to offer
- (C) offering
- (D) offers

117. Clarkson Smith Legal Services requires that ----- client files be kept in off-site storage for seven years.

- (A) misplaced
- (B) inactive**
- (C) unable
- (D) resigned

118. By ----- to digital accounting, your business can save time, space, and money.

- (A) advising
- (B) proving
- (C) resolving
- (D) switching**

119. Mr. Liu's long list of awards can be attributed to his skills ----- a designer.

- (A) on
- (B) in
- (C) as**
- (D) at

120. MBR Global Marketing has signed several new client contracts -----12 million pounds in annual revenue.

- (A) totaled
- (B) total
- (C) totals
- (D) totaling**

121. ----- teaching economics at the local university, Ms. Ito also writes a monthly column for a financial magazine.

- (A) Besides
- (B) Whereas
- (C) Either
- (D) How

122. The feasibility study for building a new bridge was quite complex and included several -----.

- (A) annotate
- (B) annotative
- (C) annotating
- (D) annotations

123. The department mentor instructed the interns to contact her first ----- they had any questions.

- (A) in spite of
- (B) as a result
- (C) whenever
- (D) because

124. The number of people working at Yolen Laboratory's two locations keeps increasing, and there are now 452 employees -----.

- (A) apart
- (B) enough
- (C) yet
- (D) altogether

125. Highlee Sportswear, ----- popularity is widespread among athletes, will add a line of children's clothes soon.

- (A) whose
- (B) some
- (C) major
- (D) which

126. Employees spoke ----- of former CEO Olga Sombroek, emphasizing how well liked she was.

- (A) sharply
- (B) vaguely
- (C) critically
- (D) fondly

127. Although the owners made ----- renovations to their hair salon, they did not raise any of their prices.

- (A) informative
- (B) hesitant
- (C) extensive
- (D) conversational

128. ----- that Mr. Rey has completed the welding course, he is free to apply for an internal position with increased responsibility.

- (A) Otherwise
- (B) Rather than
- (C) Despite
- (D) Considering

129. The play's rehearsal lasted four hours, while the play ----- ran for only three.

- (A) themselves
- (B) them
- (C) itself
- (D) it

130. Ms. Sheth has identified the ----- that have prevented Hentig Industries from expanding globally.

- (A) registers
- (B) summaries
- (C) opposites
- (D) obstacles

Part6

**Questions 131-134** refer to the following notice.

### **Hollydale Medical Center**

To All Office Staff:

The move to our new medical center building will take place this weekend. ---131.--, all items in your desks must be packed before the end of the day on Friday. The empty boxes ---132.-- to you by 8:00 A.M. on Thursday. When you arrive at our new location on Monday morning, your boxes should already be in your new office. --133.--. If you will be out of the office this Thursday or Friday, notify me immediately so we can make other arrangements.

We appreciate your cooperation in helping to make this transition to our new location go as --134.-- as possible.

Jian Tang, Office Manager

- 131. (A) **Therefore**
- (B) Thirdly
- (C) Regardless
- (D) Instead

- 134. (A) directly
- (B) **smoothly**
- (C) slowly
- (D) actively

- 132. (A) delivered
- (B) have delivered
- (C) **will be delivered**
- (D) had been delivered

- 133. (A) Enjoy dining at the nearby cafeteria.
- (B) You need to check your office mailbox.
- (C) The moving company has positive reviews.
- (D) **Please begin unpacking right away.**

Questions 135-138 refer to the following flyer.

This year marks the twentieth anniversary of Hispanic Heritage Month. ---135---, the food court at the Swift Business Complex will feature cuisines from Hispanic and Latin American countries. Visit the food court today to kick off the ---136---! Free tapas (small bites) and drinks will be available for tasting.

--137---, the Swift Business Complex will be hosting a Hispanic Heritage Expo the week of October 10 in the center of the main atrium. International businesses as well as local vendors will be participating in this one-of-a-kind event. Each afternoon at 3 P.M., two lucky shoppers will win leather handbags from Cuero Suave, a Colombia-based trading company located on the fourth floor. ---138---.

135. (A) To celebrate

(B) It celebrated

(C) By celebrating

(D) The celebration

136. (A) festive

(B) festivities

(C) festively

(D) more festive

137. (A) Rather

(B) However

(C) In addition

(D) On the contrary

138. (A) The main atrium was completely renovated last spring.

(B) Visit the service desk to get your free ticket for the drawing.

(C) Try the chicken tacos for a tasty treat.

(D) The food court will be open for breakfast all week.

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

To: Hye-Jin Lee  
From: Globiance Technologies  
Subject: Information  
Date: 5 June

Dear Ms. Lee,

Thank you for ---139--- the Sciorama X200 social science database. Your selection is a preferred one among many researchers. We would like to learn about your ---140--- with this database through a five-minute survey. As a token of ---141--- appreciation, you will be automatically entered into a drawing to win a \$100 gift card from Globiance Technologies. All of your responses will be kept confidential. ---142---

The questionnaire is available at [www.gt.org/scioramasurvey](http://www.gt.org/scioramasurvey). Thanks in advance for your feedback.

Sincerely,

The Survey Team at Globiance Technologies

139. (A) giving  
(B) performing  
(C) writing  
(D) choosing

140. (A) experience  
(B) experiencing  
(C) experienced  
(D) are experienced

141. (A) her  
(B) your  
(C) our  
(D) their

142. (A) They will be used for statistical purposes only.  
(B) They will determine which solution will be dopted.  
(C) They will reveal what difficulties new hires have reported.  
(D) They will be thoroughly reviewed for errors.

Questions 143-146 refer to the following instructions.

*Armanfax Logistics*

## Vehicle Inspection Policy

This section deals with completing your --143.--- vehicle inspection reports. The purpose of these reports is to ensure proper vehicle maintenance and operation safety.

As an Armanfax Logistics delivery driver, you must complete post trip checks on your vehicle and list any defects on special report forms. ---144.--- to report a problem may result in a breakdown of the vehicle. Note that reports must be completed at the end of each day. ---145.---

Pre-trip checks are completed by reviewing the previous driver's inspection report. If it notes any ---146.---, you must acknowledge that necessary repairs have been performed.

143. (A) regular

(B) regulars

(C) regularly

(D) regulate

146. (A) problems

(B) arguments

(C) increases

(D) delays

144. (A) Continuing

(B) Deciding

(C) Failing

(D) Paying

145. (A) Within the next few days, notifications will be sent out.

(B) They are required even if no defect is discovered.

(C) It has been found on a number of occasions.

(D) Time off may be requested a week in advance.

Questions 147-148 refer to the following sign.

**HUMINI HARDWARE**

Notice to Customers

Following the expansion of our store and prompted by requests from customers for more products, **many of the items between aisles 2 and 20 will now be relocated.** Reshelfing will occur during the period of April 16 to May 2, at which time we will have **additional staff on hand to help you find the products you need.** We are confident you will find the new store layout an improvement over the old one.

Thank you for your patience.

Management, Humini Hardware

147. What is the purpose of the sign?

- (A) To announce a temporary closure
- (B) To advertise a new product line
- (C) To explain how shelves are arranged
- (D) To prepare customers for an upcoming change**

148. Why will extra staff be available?

- (A) To take inventory
- (B) To help customers locate certain items**
- (C) To give product demonstrations
- (D) To help customers place orders

Questions 149-150 refer to the following Web page information.

<https://www.rivieracarrental.co.uk/598270>

Thank you, Mr. Gregersen!

Your Riviera Car Rental booking is now complete.

Today's date: 3 June

Duration: 7 days

Pickup: 14 June in Bristol

Return: 20 June in Cambridge

Credit card: XXXX-XXXX-XXXX-2891

Amount: £310.00

You have opted to prepay your rental, but your credit card will not be charged until 12 June.

Until then you may cancel your booking at no charge. Should you cancel after that date, a fee will be charged. Also, if you fail to pick up your car (no-show), you will be charged in full, and the amount is nonrefundable.

149. What is the purpose of the Web page information?

- (A) To verify credit card information
- (B) To approve a purchase order
- (C) To describe accommodation options
- (D) To confirm reservation details

150. What is suggested about Mr. Gregersen?

- (A) His credit card needs to be replaced.
- (B) His travel expenses will be reimbursed.
- (C) He can still cancel at no charge.
- (D) He has requested a small car.

Questions 151-152 refer to the following article.

BAKERSVILLE (August 13)-As confirmed by today's vote, the city's building code is getting a shake-up. Among the changes to go into effect on November 3 are stricter fire safety standards for both commercial and residential buildings, enhanced insulation requirements, and, most notably, requirement that 25 percent of newly constructed residential homes be equipped with solar panels.

The solar initiative has been met with broad support among voters, lawmakers, and home builders. The new rule will increase the total amount of green energy produced and reduce dependency on fossil fuels. Supporters also say that increasing demand for solar panels and hardware will drive prices down, so that this technology will be increasingly affordable. Finally, though the building phase will be more costly than usual, homeowners will save on electricity bills in the long term.

The state will open a phone hotline to answer questions from builders, property owners, contractors, and other affected parties beginning on October 15 and continuing through the end of the year.

151. When does the new code become effective?

- (A) On August 13
- (B) On October 15
- (C) On November 3
- (D) On December 31

152. According to the article, what will become more expensive?

- (A) Construction costs
- (B) The price of solar panels
- (C) Home maintenance costs
- (D) Household electricity bills

Questions 153-154 refer to the following online chat discussion.

Axel Thorne (9:13 A.M.)

Hi everyone. **Our staff meeting scheduled for 3 P.M. today has been postponed until next week.**

Beryl Smith (9:14 A.M.)

Will it be at **the same time** next Tuesday?

Axel Thorne (9:15 A.M.)

That's right, and **the same place**, in the conference room on the first floor.

Deanna Dahl (9:16 A.M.)

I'm going to be on vacation next week. **Could you send me the meeting minutes, please?**

Axel Thorne (9:17 A.M.)

**No problem.** I'll take care of that. Enjoy your vacation.

Deanna Dahl (9:19 A.M.)

Thanks! I'll review everything you talked about when I get back.

153. What has changed about the meeting?

- (A) The time
- (B) The date**
- (C) The location
- (D) The topic

154. At 9:17 A.M., what does Mr. Thorne most likely mean when he writes, "No problem"?

- (A) He will send Ms. Dahl a copy of notes about the meeting.**
- (B) He will ask someone to replace Ms. Dahl at the meeting.
- (C) He will give Ms. Dahl a project to work on while she is away.
- (D) He will meet with Ms. Dahl when she returns.

Questions 155-157 refer to the following instructions.

## skylight Gardens

### *Your Neighborhood Garden Center*

#### Plant Care Tips

Effective plant care starts with choosing the right pot for your houseplant. **Make sure that there are holes in the bottom of the pot to let water flow out.**

Next, purchase soil from your local garden center. **Store-bought potting soil typically contains fertilizer to help indoor plants grow.** Using dirt from your own outdoor garden is risky. This dirt can be filled with insects, disease, and weeds, all of which can be harmful to indoor plants.

After potting, pour water on the soil and flowers of your plant. **Always check the soil before watering. If the soil is still moist, there is no need for more water.**

To maintain a healthy plant, pinch or cut off parts of the plant that have **turned** brown or withered. Doing so helps to facilitate new growth. **Each spring, repot your plant in a larger pot** to allow room for the root system to grow.

155. Why are readers advised to purchase soil?

- (A) To avoid digging up their yards
- (B) To promote plant growth**
- (C) To support local garden centers
- (D) To ensure that water is evenly distributed

156. What tip is NOT mentioned in the instructions?

- (A) Keep the plant in the sun.**
- (B) Replace the pot every year.
- (C) Feel the soil before adding water.
- (D) Use a pot with holes in it.

157. The word "turned" in paragraph 4, line 2, is closest in meaning to

- (A) built
- (B) rotated
- (C) disturbed
- (D) become**

Questions 158-160 refer to the following notice.

Attention Conference Centre Staff:

The Geylang Conference Centre is hosting the Singapore Banking Conference on 20 April. The welcome desk will be open from 8:00 A.M. to 10:00 A.M.

When checking in, conference attendees will need to **present** a valid form of identification. Acceptable forms of identification include a passport, a driver's license, or a company-issued photo ID. After checking in, attendees will be handed a welcome packet, which includes a conference schedule, a map of the facility, and **their ticket to the evening banquet**. If attendees arrive after 10:00 A.M., they should be directed to the security desk, where someone will check them in.

Please note that some attendees will be staying at the conference centre's hotel. They should be directed to the hotel lobby, where they can leave their luggage. Hotel personnel will bring the luggage to the appropriate guest rooms when the rooms are ready.

If you have any questions about your duties for the day, please contact Jia-Wei Teo at extension 231.

158. What is the purpose of the notice?

- (A) To inform staff about procedures for an event
- (B) To provide attendees with a schedule
- (C) To ask for volunteers to work at an event
- (D) To give information about conference speakers

159. The word "present" in paragraph 1, line 3, is closest in meaning to

- (A) introduce
- (B) show
- (C) attend
- (D) gift

160. According to the notice, what will happen at the end of the conference?

- (A) Packets will be collected.
- (B) Luggage will be put in storage.
- (C) An evaluation form will be handed out.
- (D) A banquet will be held.

Questions 161-163 refer to the following article.

GABORONE (6 May)---Local resident Sophie Shagwa has met a goal many application developers relish. -- [1] --. Her app, Dream Sweet, which she created as a participant in the Next Generation Apps programme, has been downloaded more than 10,000 times.

"Simply put, this app helps users attain their dreams and ambitions," Ms. Shagwa said.

"The app does this by providing a series of questions to help users identify their goals and break them down into achievable parts."

Recently, she added a much-requested calendar feature. -- [2] --. Daily reminders and encouraging text messages are sent around the times when certain

parts of the goal should be accomplished.

Additionally, Ms. Shagwa designs calendars, notebooks, and posters with inspirational phrases that can be purchased through the app. -- [3]--. "They're lovely to look at and provide visual reminders that your goals are important and that you have the ability to achieve them," she said.

The app is free, but additional features, such as personalized coaching and progress tracking, cost extra. Ms. Shagwa uses some of her profits from the Dream Sweet app to sponsor new app developers who want to join the Next Generation Apps programme. -- [4]--.

161. What does the article mainly discuss?

- (A) The recruitment of young people for a new program
- (B) The profile of the creator of a piece of software
- (C) How apps and related products are priced
- (D) Recent changes across the software industry

162. What does the Dream Sweet app help users to do?

- (A) Reach their goals
- (B) Create visual text messages
- (C) Design artistic posters
- (D) Sponsor new app developers

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

"Users can now plan a specific timeline of actions in order to be successful."

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

Questions 164-167 refer to the following e-mail.

To: elvin.williams@gxtinvestments.com  
From: barry.robledo@gxtinvestments.com  
Date: May 17  
Subject: 301 N. Powell  
Attachment: Photos

Elvin,

I walked through the property at 301 N. Powell Avenue today. I was able to see the reception area, the offices, and the kitchen, but the utility closet in the west hallway was locked. I am sure an inspector will be able to verify that the furnace and electrical circuit board in that space are in good working order should we choose to proceed with a purchase.

The building has all the space we need to accommodate our clients, including a large parking area. However, there are some issues that we will need to address if we move forward: the carpet in the reception area is discolored; some floor tiles in the east hallway are cracked; and there is chipped paint in the conference room. The small water stain on the ceiling of the conference room may indicate a leak in the roof. I have attached photographs of the problem areas.

Given the low price of the property, I think we should consider this location. We could update the space and still come in under budget. Our current lease expires in three months, so we will need to make a decision quickly. Let me know what you think.

Sincerely,

Barry Robledo

164. Why did Mr. Robledo send the e-mail?

- (A) To request the extension of a lease
- (B) To suggest opening a branch office
- (C) To support relocating a business
- (D) To oppose the sale of a property

165. What was Mr. Robledo NOT able to view?

- (A) The reception area
- (B) The kitchen
- (C) The furnace
- (D) The conference room

166. The word "address" in paragraph 2, line 2, is closest in meaning to

- (A) attend to
- (B) write on
- (C) publicize
- (D) place

167. What is one of the problems Mr. Robledo mentions?

- (A) Some tiles have been broken.
- (B) A key has been misplaced.
- (C) The parking area is too small.
- (D) The location is inconvenient.

Questions 168-171 refer to the following online chat discussion.

- Akio Nishi [3:35 P.M.]:** Did you both **see the e-mail** from Barbara with **furniture options** for the lobby?
- Isidora Basque [3:37 P.M.]:** Look at the brown leather chairs with wheels. They are so much more stylish than the current chairs.
- Akio Nishi [3:38 P.M.]:** They are attractive, but they don't seem sturdy. What do you think of the big green ones with the plush seats?
- Kriya Patel [3:39 P.M.]:** **I am opening it now.**
- Isidora Basque [3:40 P.M.]:** They look comfortable. **But space is limited, and we need at least four chairs in the lobby.** Those green chairs are really big.
- Kriya Patel [3:42 P.M.]:** Are you still looking at the Premium Office section?
- Akio Nishi [3:43 P.M.]:** No, we're discussing the Budget Office options now.
- Kriya Patel [3:44 P.M.]:** Oh, good. Those choices are more affordable.
- Akio Nishi [3:46 P.M.]:** We should probably select a reception desk before the chairs. Do you like the second one, the yellow desk? I do.
- Kriya Patel [3:47 P.M.]:** I think it would fit nicely in that space. It is the same size as the current desk.
- Isidora Basque [3:48 P.M.]:** I think it's perfect. **I'll tell Barbara** now that we all like that desk. Let's **touch base** about the chairs after we have had the chance to look at all the choices.

168. What is mainly being discussed?

- (A) A new office location
- (B) A decorating budget
- (C) An interior design firm
- (D) New furniture choices**

170. What is suggested about the lobby?

- (A) It currently has large furniture.
- (B) It does not have a lot of space.**
- (C) It is located on the second floor.
- (D) It is stylishly decorated.

169. At 3:39 P.M., what does Ms. Patel most likely mean when she writes, "I am opening it now"?

- (A) She is going to read a recent e-mail.**
- (B) She is looking in a desk drawer.
- (C) She is unwrapping a package.
- (D) She is preparing to eat lunch.

171. What will Ms. Basque most likely do next?

- (A) Place an online order
- (B) Distribute a catalog
- (C) Contact a coworker**
- (D) Hire a receptionist

Questions 172-175 refer to the following article.

## AFEC Offers Pathway to Success

By Pauline Weston

BRIDGETOWN (29 October)--From 14 to 16 November, the Association of Female Entrepreneurs of the Caribbean (AFEC) will be hosting its fourth biennial forum at the Centre for Labour Force Development in Bridgetown, Barbados. This year's theme, "From Aspiration to Sensation," is centered on the essential skills and tools needed to start, run, and grow a successful business. -- [1] --. About 350 women will be interacting with some of the region's most successful women business leaders through a series of presentations. -- [2] --.

One presenter will be Serena Telting, owner of Suriname-based children's clothing manufacturer Serenatee. She welcomes the opportunity to share her experience with conference goers. -- [3] --. "Specifically," she says, "I will be promoting a set of sound practices that I have adopted over my fifteen years in the apparel industry. Those might

shield emerging entrepreneurs from the challenges I faced early on in my career. Because I lacked adequate advice when I started my business, I made some mistakes that nearly ruined it."

Attendees are keen on engaging with their established peers. Madelon Picard, a native of Martinique who plans to open a nursery school on the island, says, "I am eager to learn how my role models dealt with challenges and accomplished their achievements." -- [4] --. Ms. Picard also referenced the assistance she has received from the Martinique Business Society from Martinique (MBS), of which she is a member. "The MBS is fully funding my participation in the AFEC forum, from hotel accommodation and airfare to meals and local transport." She is far from the exception. Organisers say they have seen a significant increase in financial support for attendees since the first AFEC forum.

172. Why was the article written?

- (A) To discuss some of the challenges female entrepreneurs face
- (B) To highlight the need for more role models in business
- (C) To show the importance of business in the Caribbean
- (D) To publicize an upcoming business gathering

173. What is suggested about Ms. Telting?

- (A) She had a difficult start to her career.
- (B) She attended the first AFEC forum.
- (C) She distributes her products across the Caribbean.
- (D) She has been promoting good business practices for fifteen years.

174. What is NOT true about Ms. Picard?

- (A) She received sponsorship from a trade organization.
- (B) She wants to start an educational institution.
- (C) She is looking forward to the AFEC forum.
- (D) She is one of the organizers of the event.

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

"They will also have the opportunity to attend one-on-one career coaching sessions."

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

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

From: Carlos Garcia

To: Grace Wu

Subject: Employee of the Month

Date: July 25

Dear Grace:

I am writing to nominate a member of our production team, Dwight Clinton, as a candidate for Franklin Appliances' Employee of the Month. We have been working diligently to complete the design of a more energy-efficient air-conditioning unit by our July 31 deadline, and Mr. Clinton's participation on the team has made it possible for us to meet our challenging targets.

In his eight years at Franklin Appliances, Mr. Clinton has demonstrated the capacity to grow both professionally and personally. He began as an apprentice and has steadily worked his way up to Testing Engineer. Mr. Clinton has been instrumental in helping us realize the company's mission of designing high-quality energy-saving refrigerators, ovens, washing machines, and cooling systems. It would be difficult to envision meeting our product deadlines without his contribution to every project he is assigned to.

Thank you for your consideration.

Carlos

## MEMO

To: All employees

From: Grace Wu

Date: August 1

Subject: Employee of the Month

It is my privilege to announce that Dwight Clinton has been chosen to be our July Employee of the Month. Franklin Appliances promotes an environment of creative collaboration, and Mr. Clinton has demonstrated the leadership and support necessary to help make this mission a reality.

Thanks in large part to his commendable efforts, we are pleased to announce that our newest product, the Eco-Cool Wave, was successfully launched yesterday.

Mr. Clinton has dedicated a large part of his professional life to rising through the ranks at Franklin Appliances. His story is indicative of the supportive environment that the company offers by promoting internally and providing professional growth as well as development opportunities.

Franklin Appliances is honored to present Mr. Clinton with two paid personal days to use at his discretion.

The next time you see Dwight, please offer your congratulations!

176. Why did Mr. Garcia send the e-mail?

(A) To recommend an employee for an award

(B) To report a design modification

(C) To ask for extra help with a task

(D) To request that a launch be postponed

177. What most likely is Mr. Garcia's job title?

(A) Human Resources Director

(B) Vice President of Sales

(C) Chief Executive Officer

(D) Production Team Leader

178. What is the Eco-Cool Wave?

(A) A washing machine

(B) A refrigerator

(C) An air conditioner

(D) A ceiling fan

179. What is indicated about Franklin Appliances?

(A) It has a small staff.

(B) It designs energy-efficient products.

(C) It encourages competition among staff.

(D) It has been in business for two decades.

180. What is stated about Mr. Clinton in the memo?

(A) He will be promoted.

(B) He is moving to a larger office.

(C) He will receive extra time off.

(D) His only job has been at Franklin Appliances.

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

<http://www.inganirobotics.co.uk>

## Ingani Robotics

In today's mail-order industry, turnaround time is key. **Ingani's machines can take the physical labour out of item retrieval. Our self-navigating, fully rechargeable freight movers** can increase your efficiency without the need for extra staff. **They function safely in shared environments with people.** All machines are equipped with tethering hooks **to secure pallets or boxes.** See below for measurements and speed of our popular and upcoming models.

Unit Name	Almora Q1	Almora S1	Belma Q1	Belma S1 (under development)
Height	950 mm	930 mm	356 mm	256 mm
Width	530 mm	500 mm	1,150 mm	856 mm
Speed	4.2 km/h	4 km/h	2.5 km/h	2.3 km/h

To: [edwinraster@inganirobotics.co.uk](mailto:edwinraster@inganirobotics.co.uk)

From: [aalmansouri@vemta.co.uk](mailto:aalmansouri@vemta.co.uk)

Date: 3 April

Subject: Upcoming order

Dear Mr. Raster,

Thank you for updating me on the status of the Belma S1. **Our facilities expansion will not be complete until next month,** so I will wait until then to place the order.

As you know, we have been loyal customers for several years, having **purchased two of the narrowest Almora units** three years ago and an additional four last year. I wanted to inquire whether we might be eligible for a discount on bulk orders similar to the one we received for last year's order. **We are planning to buy six of the new units but could be persuaded to purchase more.** Please let me know, and thank you again for following up.

Sincerely,

Aliya Almansouri  
Senior Purchasing Manager, Vemta Ltd.

181. Where are Ingani Robotics' products intended to be used?

- (A) In call centers
- (B) In warehouses**
- (C) In automotive factories
- (D) In research laboratories

182. What is mentioned about Ingani Robotics' machines?

- (A) They are fuel efficient.
- (B) They can travel up to four kilometers.
- (C) They work safely around people.**
- (D) They are gaining in popularity.

183. According to the e-mail, when will Vemta Ltd. most likely buy from Ingani Robotics?

- (A) In April
- (B) In May**
- (C) In three months
- (D) Next year

184. What product does Vemta Ltd. already use?

- (A) The Almora Q1
- (B) The Almora S1**
- (C) The Belma Q1
- (D) The Belma S1

185. What is indicated about Ms. Almansouri?

- (A) She may increase the size of Vemta Ltd.'s next order.**
- (B) She may get a bigger discount on Vemta Ltd.'s next order.
- (C) She has referred clients to Mr. Raster.
- (D) She has moved to a new office.

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

\*E-mail\*

To: All Staff

From: Ken Harrise

Date: February 8

Subject: Professional development

Hello,

This spring, I would like to encourage all employees to take up to two full work days to attend professional development workshops. **At the conclusion of each workshop, I would like participants to prepare a brief presentation for their department colleagues about what they learned.**

**Each department will receive a customized list of pertinent workshops for consideration.**

Please contact your department manager if you would like to pursue an opportunity for professional development that is not on the list. We will do our best to support all requests.

Thank you.

Ken Harrise

Approved workshops for Harrise Systems' **Information Technology (IT) Department**

Manager: **Nancy Welker**

Title	Facilitator	Date	Description
Developments in Data Security	Leslie Mehra	March 5	Strategies and exercises for protecting your company's data
Managing Big Data	Janet Sabol	March 8	Overview of software systems used to manage data efficiently
<b>Our Online Presence and Social Media</b>	Terrence Brewster	<b>April 2</b>	The role of IT departments in educating and managing staff regarding workplace computer use
IT Administration	Dan Michaels	April 18	The expanding duties of an IT administrator

\*E-mail\*

TO: Nancy Welker

From: Paul Cheung

Date: April 20

Subject: Workshop completion

Dear Nancy,

As per Mr. Harrise's suggestion, I attended the workshop "Our Online Presence and Social Media." I learned about the guidance we can offer employees who use social media, and I am prepared to present a report highlighting the workshop's content. Please let me know a convenient day and time for this activity, and **I will schedule one of the conference rooms for our IT team.** I have some printed material to distribute as well.

Thanks,

Paul

186. In the first e-mail, what are professional development participants asked to do?

(A) Inform their manager of their absence at least two days in advance

**(B) Share information about their training with colleagues**

(C) Develop their own list of professional contacts

(D) Leave instructions for colleagues so their usual responsibilities are covered

187. What does the first e-mail mention about the workshops?

**(A) They have been chosen with particular departments in mind.**

(B) They must be attended in sequence.

(C) Their facilitators are department managers at Harrise Systems.

(D) Their topics were suggested by IT staff.

188. Whom can IT staff ask about alternative professional development activities?

(A) Ms. Mehra

(B) Ms. Sabol

**(C) Ms. Welker**

(D) Mr. Brewster

189. When did Mr. Cheung attend a workshop?

(A) On March 5

(B) On March 8

**(C) On April 2**

(D) On April 18

190. What does Mr. Cheung still need to do?

(A) Select a presentation topic

(B) Invite a facilitator

(C) Contact Mr. Harrise

**(D) Reserve a meeting room**

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

To: All Staff <allstaff@sielendgroup.co.za>  
From: Orson Stanley <ostanley@sielendgroup.co.za>  
Date: 1 February  
Subject: Farewell party

Dear Colleagues,

As you may have heard, our friend and colleague Gerard Clegg will be leaving Sielend Group at the end of February after 22 years. During his tenure as CFO, Gerard implemented state-of-the-art budget-management software and presided over a threefold growth in company revenues.

Gerard has expressed mixed feelings about departing but says **that he plans to work part-time alongside his brother at the local firm Chartera Consultants. Gerard will also continue to be involved with youth five hours a week at the nonprofit Reach-Out Durban League.**

Please join us in attending Gerard's farewell party at 7:00 P.M. on Friday, 28 February, at Longres Ballroom here in Durban. Light refreshments will be served, and **the company president will present Gerard with a plaque to show our appreciation for his many contributions to the company.**

If you plan to attend, please e-mail my assistant Seojung Lee to let her know. We would like to know in advance how many people to expect. We look forward to seeing you there.

Thanks,

Orson Stanley

<http://www.chartera.co.za>

## Chartera Consultants

Chartera Consultants offers professional financial guidance and expert accounting services.

[Home](#)   [About Us](#)   [Services](#)   [News](#)   [Contact Us](#)

### **Staff News**

We are happy to introduce Chartera Consultants' newest team member, Gerard Clegg. Mr. Clegg has a wealth of experience in all aspects of corporate finance. For over two decades he worked as CFO for **a successful medical equipment manufacturing firm.** Mr. Clegg holds a master of business administration in finance from Stolz Institute

## Reach-Out Durban League's Annual Fundraiser

Saturday, 14 July, at 10 A.M.

Join us for a fun-filled day and help raise money for an important cause at Paxton Community Center. Compete for a number of prizes, including the top prize, a dinner for two at the award-winning Port St. Johns Restaurant.

Last year's event raised over ZAR20,000 toward our critical mission. Reach-Out Durban League is a 100% volunteer-run organisation, and all event proceeds go toward providing academic development opportunities to Durban area youth.

Register for our annual fundraiser at [www.rod1.org.za](http://www.rod1.org.za).

191. What does the announcement mention about Mr. Clegg?

- (A) He is planning to start a new firm.
- (B) He is planning to move away from Durban.
- (C) He will start working with a family member.
- (D) He will consult part-time for Sielend Group.

192. What will happen at Mr. Clegg's farewell party?

- (A) Dinner will be served.
- (B) Local musicians will perform.
- (C) Mr. Clegg will introduce the new CFO.
- (D) Mr. Clegg will be presented with a gift.

193. What type of business is Sielend Group?

- (A) A medical equipment manufacturer
- (B) A construction company
- (C) A regional accounting firm
- (D) A sporting goods supplier

194. According to the advertisement, what is a goal of Reach-Out Durban League?

- (A) To offer educational opportunities
- (B) To protect the environment
- (C) To promote local health-care services
- (D) To provide career counseling

195. What most likely is Mr. Clegg's connection to Reach-Out Durban League?

- (A) He is an investor.
- (B) He is a volunteer.
- (C) He is an employee.
- (D) He is a sponsor.

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

## CLAREGAL TOURS

Claregal Tours has been showing visitors Western Ireland's most iconic sights **for the past fifteen years**. Our buses are comfortable, air-conditioned, and include Wi-Fi. Our experienced drivers and guides are well versed in Ireland's history and culture. All excursions are day-long tours and **leave from the bus terminal in Galway**.

### **Aran Islands (ARI423)**

Spend the day island hopping between these three beautiful islands where you will see ancient ruins, visit a local farm, and have a chance to explore by bicycle. Ferry transportation fees included.

Adult: €30, University Student: €25, Child: €20

### **Aran Islands and Cliffs of Moher (AIM523)**

Take your time exploring one of the scenic Aran Islands, **Inisheer**, and then take a ferry to get up close to the Cliffs of Moher. Ferry transportation fees included.

Adult: €40, University Student: €35, Child: €30

### **Connemara (CON234)**

See the beautiful national park of Connemara, where nature is at its finest. Choose from several hiking options with varying degrees of difficulty.

Adult: €35, University Student: €30, Child: €25

### **Galway (GAL324)**

Get off the bus and into the city with this walking tour of Galway. Along the way, you will have the chance to hear traditional music, visit a pub, and see an Irish step dancing performance.

Adult: €20, University Student: €18, Child: €15

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

To: Alan Trippier; Siobhan Canney

From: Helen Dovle

Date: 8 July

Subject: Tomorrow's tour

Attachment: 09 July Trip

Hi Alan and Siobhan,

**I have attached the final list of passengers for tomorrow's tour with its itinerary**. Alan will be the driver/guide, and Siobhan will be doing passenger check-in. **The clients have requested that you drive them to a café to get breakfast before going to Inisheer**, which is different from our usual itinerary, but I agreed. It should take one hour. Just a reminder that last month we changed the departure time from 9:30 A.M. to 9:15 A.M.

Alan, when you are finished with the tour today, please come by my office. I would like to set your

schedule for August.

See you tomorrow,

Helen Doyle

Tour Manager, Claregal Tours

TO: Yerri Sliti <verri.sliti@icmail.com>

From: Claregal Tours <info@claregaltours.co.ie>

Date: 8 July

Subject: Tour confirmation

Dear Mr. Sliti,

Your Claregal Tours day trip for twenty guests is confirmed for tomorrow at 9:15 A.M.

Please make sure to be at the Galway Bus Terminal fifteen minutes before your departure.

All guests should give their **€40 fee** directly to your guide.

Enjoy your trip!

Claregal Tours

196. What is true about Claregal Tours?

- (A) It specializes in hiking excursions.
- (B) It has tours in multiple countries.
- (C) Its prices change every year.
- (D) It has been in operation for fifteen years.**

197. What do the tours have in common?

- (A) They include a ferry ride.
- (B) They include visits to islands.
- (C) They depart from the same location.**
- (D) They offer free lunch.

198. What is the purpose of the first e-mail?

- (A) To provide information for an upcoming tour**
- (B) To give Mr. Trippier his August schedule
- (C) To change an employee's assignment
- (D) To introduce a new employee

199. What tour will Mr. Trippier most likely lead on July 9?

- (A) AR1423
- (B) AIM523**
- (C) CON234
- (D) GAL324

200. What is likely true about the guests on Mr. Sliti's trip?

- (A) They requested Ms. Canney as their guide.
- (B) They are all adults.**
- (C) They have already paid for the tour.
- (D) They will receive a discount.

