

**T152R**

**part5**

101. The Pangea Company will send ---- an e-mail confirming receipt of the application.

- (A) your
- (B) yourselves
- (C) yourself
- (D) you

102. Mr. Yamamoto's farewell party was ----in the cafeteria on Tuesday.

- (A) meant
- (B) held
- (C) taken
- (D) built

103. Tours run every day, but there may be---availability on weekends.

- (A) limit
- (B) limits
- (C) limited
- (D) limitation

104. Bento Shoes has a loyal customer base--- it provides high-quality service.

- (A) because
- (B) rather
- (C) not only
- (D) as well

105. Building management ---- asks employees to avoid socializing in the lobby.

- (A) respects
- (B) respected
- (C) respectful
- (D) respectfully

106. The theater district is located --- walking distance of the Yafeh Hotel.

- (A) within
- (B) along
- (C) below
- (D) down

107. As consumers buy more products online, retailers are finding ways --- orders more quickly.

- (A) have delivered
- (B) are delivering
- (C) to deliver
- (D) delivers

108. Please ----- that environmental inspectors must renew their certification yearly.

- (A) proceed
- (B) secure
- (C) note
- (D) keep

109. Mr. Yi's calendar is ---- open for interviews from 3:00 P.M. to 5:00 P.M. on Tuesdays.

- (A) usually
- (B) during
- (C) several
- (D) longer

110. The lead role ---- the film *Sunpocket* was created especially for Ms. Abebe.

- (A) by
- (B) at
- (C) in
- (D) as

111. Your current online banking session -----, so please log on to your account again.

(A) has expired

(B) expiring

(C) expiration

(D) to expire

112. XAG Motors recommends checking your vehicle's oil at ---- intervals.

(A) heavy

(B) genuine

(C) regular

(D) immediate

113. Mr. Wu was responsible for the latest design ----- at Shu Faucet Company.

(A) innovative

(B) innovatively

(C) innovate

(D) innovation

114. Rincon Data has just opened a new facility that is ----- larger than its previous one.

(A) expertly

(B) significantly

(C) prominently

(D) historically

115. Each year, the relationship between what people eat and the state of ----- health is more fully understood.

(A) they

(B) their

(C) theirs

(D) them

116. ----- from customers is valuable in determining where we need to improve.

(A) Inventory

(B) Feedback

(C) Possibility

(D) Distribution

117. Poet Yoshino Nagao will read from her latest ----- collection at Argyle Library on Friday.

(A) publisher

(B) publish

(C) published

(D) publishes

118. An inspection of the Colter Building identified several -----defects.

(A) private

(B) instructional

(C) complimentary

(D) structural

119. Retailers have been reporting -----strong sales of swimwear for this time of year.

(A) surprised

(B) surprises

(C) to surprise

(D) surprisingly

120. Curitour Travel offers ----- throughout Asia that vary in length, cost, and group size.

(A) excursions

(B) refreshments

(C) improvements

(D) institutions

121. As the city's largest -----, Bailin Hospital provides more than 1,000 jobs at its west campus alone.

- (A) employment
- (B) employable
- (C) employing
- (D) employer

122. The venue is small, so not -----who requests a ticket to the play will be able to attend.

- (A) the other
- (B) one another
- (C) everyone
- (D) someone

123. Both the Atkinson Times and the MacMillan Record have sizable readerships, -----each targets a different demographic.

- (A) unless
- (B) although
- (C) once
- (D) whether

124. ---- the acquisition of a competitor, Plautner Electric has become the biggest appliance retailer in the city.

- (A) With
- (B) Wherever
- (C) Together
- (D) Above

125. The shipment delay was ----- caused by miscommunication within our department.

- (A) primarily
- (B) eventually
- (C) hastily
- (D) reluctantly

126. Because of an ordering error, Vival Market received an ----- of 200 bags of rice.

- (A) exceeding
- (B) exceedingly
- (C) excess
- (D) excessive

127. Ms. Choi reports that the new accounting software works well, ----- the computer's operating system has been updated.

- (A) provided that
- (B) no sooner
- (C) so as to
- (D) in view of

128. Researchers must sign in at the visitor registration table upon ----- the Briston Literary Archive.

- (A) entered
- (B) entering
- (C) entry
- (D) enter

129. Over the years, Garnet Advertising has ----- supported its employees' volunteer work for charitable organizations.

- (A) currently
- (B) upwardly
- (C) severely
- (D) actively

130. Ms. Raket's new Stockholm office tower is sure to be recognized as a highlight of ----- architecture.

- (A) instant
- (B) associated
- (C) contemporary
- (D) simultaneous

## Part6

Questions 131-134 refer to the following job advertisement.

Berestoff Ltd. --131-- a professional procurement officer to oversee bidding and procurement processes in all company departments. This employee will draft advertisements, prepare contract documents, process bids, --132-- provide training on policy and procedures to company personnel.

The position requires a two-year degree in business administration or a related field. The --133-- must have a minimum of three years experience as an office manager in a corporate environment, including recent experience in procurement. --134--

131. (A) seeks  
(B) hires  
(C) offers  
(D) trains

132. (A) so  
(B) while  
(C) nor  
(D) and

133. (A) application  
(B) applicant  
(C) applying  
(D) apply

134. (A) Likewise, company-owned cars are a major expense for firms such as ours.  
(B) Moreover, excellent organizational skills are essential.  
(C) The top candidate for the position has been offered a one-year contract.  
(D) All employees have been notified of the policy change.

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

To: Hong Kong Office Staff

From: Wai-Lun Yeung

Date: Monday, 4 January

Subject: Interns

Dear Colleagues,

I am writing --135-- you that two university students will be arriving next week and beginning their six-week internships in the Hong Kong office. Their duties will --136-- consist of helping the Corporate Social Responsibility team organise their plans for the coming year. Both interns have strong backgrounds in responsible business practices. As such, they will be well suited to their --137--.

The interns will be using the vacant office in the east wing. --138--.

Please let me know if you have any questions or concerns.

All best

Wai-Lun Yeung

- 135. (A) information
- (B) informed
- (C) informs
- (D) to inform

- 138. (A) They were far away from our office.
- (B) That time is usually critical to our work.
- (C) The room will be theirs for six weeks.
- (D) It will be for sale in the new cafeteria.

- 136. (A) cautiously
- (B) patiently
- (C) largely
- (D) quietly

- 137. (A) roles
- (B) donations
- (C) articles
- (D) locations

Questions 139-142 refer to the following memo.

To: All staff  
From: Management  
Date: October 10  
Re: Move to new office

Preparations for the move to our new office are scheduled to take place on Thursday and Friday of next week. --139-- for this are going to be distributed to each employee's cubicle in advance.

Boxes, tape, and markers --140-- on Wednesday afternoon. As you pack your belongings, please write your name and employee number on the top and sides of each box. --141--. A human resources employee will come around and record this number to ensure that all of your boxes are returned to you.

Please take any valuables home with you by Wednesday. The company will not be responsible for the loss of any items during the move. No open food items may be packed. --142--, unopened packaged food, such as candy and crackers, may be boxed.

Thank you for your cooperation.

- 139. (A) Itineraries
- (B) Proposals
- (C) Materials
- (D) Licenses

- 142. (A) Moreover
- (B) However
- (C) Similarly
- (D) Previously

- 140. (A) were providing
- (B) will be provided
- (C) will provide
- (D) are providing

- 141. (A) Make a note of your total count.
- (B) He will want to know how many of each you have.
- (C) Boxes will be shipped at the company's expense.
- (D) Extra boxes and tape can be found in the front lobby.

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

To: Rudolf Crowley <rcrowley@crowley.com.au>  
From: Dafina Nashe <dndashe@millview-australia.com.au>  
Subject: Decision on proposal  
Date: 12 August

Dear Mr. Crowley:

I am pleased to inform you that at the Tuesday night meeting the city council approved your proposal to build an inn at 17 Dickinson Street. You --143-- a formal letter of approval this week.

--144--. Specifically, they were concerned about noise and on-street parking. However, your --145-- that the inn would only serve breakfast to guests and would not have a restaurant open to the general public helped to persuade them. --146--, they were pleased that the small parking area is tucked into the back of the property, so curbside parking along the street should not be affected.

Please let me know if you have any questions.

Sincerely,

Clerk, Millview City Council

143. (A) receiver  
(B) receiving  
(C) had received  
(D) should receive

145. (A) assure  
(B) assures  
(C) assured  
(D) assurance

144. (A) The city council elections are quickly approaching.  
(B) Indisputably, Dickinson Street is one of the loveliest streets in the city.  
(C) As you know, there were some objections from the people in the neighborhood.  
(D) Many small hotels offer complimentary breakfasts to their guests.

146. (A) In addition  
(B) In contrast  
(C) Unfortunately  
(D) Normally

## Part 7

Questions 147-148 refer to the following notice.

### REGULATIONS

Per state law, all employees at this facility are required to wear long pants, long sleeves, socks, and steel-toe shoes. **Employees who work with chemicals are also required to wear masks and safety gloves.** Eating and drinking are prohibited except in the cafeteria.

147. Where would the notice most likely appear?

- (A) In a laboratory
- (B) In a restaurant
- (C) In a clothing store
- (D) In a law office

148. What issue does the notice discuss?

- (A) Workplace cleanliness
- (B) Lunch breaks
- (C) Weekly schedules
- (D) Workplace safety



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

From: noreply@electrimaxstores.com

To: wtarnowski@mailzm.com

Date: February 2

Subject: Repair request #2989231

Dear Mr. Tarnowski,

We are sorry to hear you are having trouble with the washing machine you purchased at an Electrimax store. Your repair request has been received. **Within the next 24 hours, we will call you to set up a service appointment in your home.** Note that at the time of service, our technician will ask **to see the original receipt given to you when you purchased the machine. Please have it available.**

Thank you for using our online communication form. We look forward to serving you.

Electrimax Customer Service Team

149. Why did Mr. Tarnowski use the online form?

- (A) To ask for a product replacement
- (B) To inquire about delivery options
- (C) To request a service appointment**
- (D) To post a customer review

150. What is Mr. Tarnowski asked to do?

- (A) Register a product
- (B) Provide his home address
- (C) Present proof of his purchase**
- (D) Visit an Electrimax store

Questions 151-152 refer to the following information.

**New Policy for Remote Participation**

On Monday, the board of directors of Heart & Health Charity adopted a remote participation policy for committees, boards, and working groups operating under the organization's umbrella. The policy authorizes the chairperson of the particular committee to permit a member to participate by telephone or videoconference when the member cannot physically attend the meeting. There are forms to fill out and procedures to follow, so check the Web site for details on how to take advantage of this new policy.

151. What is the information primarily about?

- (A) The charity's multiple offices
- (B) Attendance at meetings
- (C) Technological improvements
- (D) A meeting schedule

152. According to the information, how can people find out more?

- (A) By going online
- (B) By speaking with a chairperson
- (C) By joining a videoconference
- (D) By reading a manual

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

**Fabien Vale (8:43 A.M.)**

Sita, are you still at the warehouse?

**Sita Singh (8:46 A.M.)**

Yes. Do you need something?

**Fabien Vale (8:47 A.M.)**

Could you bring over some medium-sized cardboard gift boxes? **You can put them in the closet on the second floor.**

**Sita Singh (8:48 A.M.)**

How many?

**Fabien Vahle (8:49 A.M.)**

A dozen or so.

**Sita Singh (8:52 A.M.)**

That's about how many are left here.

**Fabien Vale (8:54 A.M.)**

I guess it's time **to replenish the inventory. I'll send out an e-mail.**

153. At 8:54 A.M., what does Mr. Vahle mean when he writes, "I'll send out an e-mail"?

(A) He will ask warehouse staff to help Ms. Singh.

**(B) He will place an order for more boxes.**

(C) He will inform a colleague about a new policy.

(D) He will thank Ms. Singh for a job well done.

154. What will Ms. Singh probably do next?

(A) Take an inventory of boxes

(B) Prepare a gift for Mr. Vahle

(C) Organize a messy closet

**(D) Bring boxes to the second floor**

Questions 155-157 refer to the following notice.

**Attention All Employees**

At 7:30 A.M. today, the main server facility lost power during regular security testing. --[1]-- Power was restored less than one hour later, and the company Web site is now fully functional. --[2]-- However, many services are still down. Among these are the main database and all desktop phone services, including voice mail. At this time, you can access e-mail from mobile devices but not from your office computers. --[3]--

Our technicians are working to bring all systems back online. However, it may take until this afternoon for everything to resume working normally. --[4]--

We understand the importance of these services to your work, and we will issue updates as more information becomes available.

155. What is the purpose of the notice?

- (A) To explain how to access a Web site
- (B) To provide instructions for using voice mail
- (C) To inform employees of a technology issue
- (D) To advise employees of revisions to a database

156. What is indicated about the company e-mail?

- (A) It is only available on office computers.
- (B) It is accessible on mobile devices.
- (C) Only office technicians can use it currently.
- (D) It has been updated to provide more security.

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

"We humbly ask for your patience until that time."

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

Questions 158-160 refer to the following letter.

Peake Painting Ltd. • 375 Fox Road • Toronto, ON M5B 2C1 • 416-555-0101

8 June

Ms. Priti Parekh, Manager

Eagle Point Apartments

23 Concordia Lane

Toronto, ON M5H 1A1

Dear Ms. Parekh:

This letter is a follow-up to our telephone conversation of 6 June. As I mentioned then, we have been successfully serving many apartment complexes in the Toronto area for the past fifteen years. I would be happy to supply references.

I also discussed with you the various benefits our service agreement offers. **These include priority scheduling, preventive maintenance, service discounts, and advice from our expert painters. Our service agreement also covers the repainting of apartments vacated by tenants and a one-year guarantee on paint and labour.**

**Enclosed is a copy of our standard contract**, which can be adjusted to your specific needs and requirements. Please let me know if you need any further information.

I look forward to hearing from you soon.

Sincerely,

*Nuruddin Abdullahi*

Nuruddin Abdullahi, Owner

Peake Painting Ltd.

Enclosure

158. Why did Mr. Abdullahi send the letter to Ms. Parekh?

- (A) To give some details about his business
- (B) To describe some available apartments
- (C) To inquire about a service provided
- (D) To ask for a reference

159. What is NOT mentioned as a feature covered by the service agreement?

- (A) Price reductions

160. What did Mr. Abdullahi send with the letter?

- (A) Information for tenants
- (B) A bill for services
- (C) A sample contract
- (D) An estimate of costs

(B) Annual evaluations

(C) Recommendations by specialists

(D) Periodically performed maintenance

Questions 161-163 refer to the following report.

### **Web site traffic report**

Prepared by Takani Analytics

For www.hejmo.com

The following report breaks down how visitors to www.hejmo.com found your Web site. Based on the results, we advise you to **boost your social media presence**. Your Web site traffic from social media sites is approximately 20 percent lower than that of similar Web sites.

#### **Traffic Sources**

##### **Direct Traffic: 17%**

> These are visitors who typed in your Web address or had it bookmarked.

##### **Redirected Traffic: 53%**

> These are visitors **who followed a link from an advertisement found on another company's Web site**.

> Popular referral sites: gardensandhomes.com, modernhousehold.com

##### **Search Engine Traffic: 22%**

> These are visitors who used a search engine to search for specific information or products.

> Popular search engines: Locala, River

> Popular search terms: **chair, lamp, table, bookshelf, desk**

##### **Social Media Traffic: 8%**

> These are visitors who followed a link from an advertisement posted on social media.

> Popular outlets: myfold, grouple

#### **From home page to sale**

32% of total users never left the home page

48% visited individual product pages without purchasing an item

20% purchased an item

161. What Web site traffic source does Takani Analytics recommend increasing?

- (A) Direct traffic
- (B) Redirected traffic
- (C) Search engine traffic
- (D) Social media traffic

162. What type of products does www.hejmo.com most likely sell?

- (A) Books
- (B) Furniture
- (C) Advertisements
- (D) Gardening equipment

163. What is indicated about www.hejmo.com?

- (A) It advertises on other Web sites.
- (B) It gets more direct traffic than similar Web sites do.
- (C) It has redesigned its home page.
- (D) It has increased its Internet sales.

Questions 164-167 refer to the following article.

CAPE TOWN (18 May)---**The Cape Town Museum of Art has announced the appointment of Ms. Simphiwe Nyambi as head of the museum's Digital Media Department**, effective on 1 June. --[1]--.

The department is responsible for managing digital content for the documentation and interpretation of the museum's collection. In her role as chief digital officer, Ms. Nyambi will explore new digital opportunities for the museum.

Ms. Nyambi **studied journalism in South Africa and Scotland**. --[2]--. Until recently she lived in Nairobi, Kenya, where she was the digital editor for *African Arts &*

*Culture Quarterly*. --[3]--. Before Working for the journal, she taught journalism at colleges in the United States and Canada.

"I am delighted to be back in my hometown," Ms. Nyambi said in a recent interview with this publication. --[4]--. "I feel blessed to have the opportunity to work for this wonderful museum. It holds a special place in my heart, dating back to my childhood. **And as of two weeks ago, I have a clear view of the building from my apartment**. I look forward to sharing the museum's amazing collection with the world through digital media."

164. What is a purpose of the article?

- (A) To introduce a new publication
- (B) To describe partnerships between museums and universities
- (C) To discuss new methods of documentation
- (D) To announce the hiring of a media specialist**

165. According to the article, where is one place Ms. Nyambi studied?

- (A) Canada
- (B) Kenya
- (C) Scotland**
- (D) The United States

166. What is true about Ms. Nyambi?

- (A) She can see the museum from her home.**
- (B) She grew up near Nairobi.
- (C) She earned a degree in computer science.
- (D) She owns a large collection of art.

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

"She replaces Mr. Arthur Maseko, who resigned in March"

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

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



**Sara Davis (9:40 A.M.)**

Don't forget that our brainstorming meeting today is at 1:30 in room 143. Please bring your suggestions for the Alder presentation.

**Ron Chou (9:41 A.M.)**

I'll be there, Sara. Will you be available after the meeting to discuss the facilities work request?

**Sara Davis (9:41 A.M.)**

Absolutely. Let's talk in my office immediately afterwards.

**Tania Watson (9:42 A.M.)**

Can you include Patrick Martin in the meeting? He has some good ideas for communicating with the new clients.

**Aidan Reynolds (9:43 A.M.)**

I have some advertising and promotional concepts that I've drafted. I'll bring them.

**Sara Davis (9:44 A.M.)**

Done. Good idea, Tania

**Ron Chou (9:45 A.M.)**

Great. I've been waiting to see those, Aidan.

**Tania Watson (9:46 A.M.)**

How long do you think the meeting will last? I'm supposed to brief Scott Kennedy at 2:30 on the results of the Blackwood presentation.

**Sara Davis (9:47 A.M.)**

We're scheduled for an hour and a half in the room, but feel free to leave whenever you need to.

168. Why does Ms. Davis invite the writers to the afternoon meeting?

- (A) To generate new ideas
- (B) To review a client survey
- (C) To discuss a work request
- (D) To finalize the Alder presentation

169. What will Mr. Reynolds contribute to the afternoon meeting?

- (A) Scheduling information
- (B) Conference projects
- (C) Client strategies
- (D) Marketing plans

170. At 9:44 A.M., What does Ms. Davis most likely mean when she writes, "Done"?

- (A) She has completed the Blackwood presentation.
- (B) She has sent a meeting invitation to Mr. Martin.
- (C) She has freed up time for a meeting.
- (D) She has finished her work for the day.

171. Why does Ms. Watson need to leave the afternoon meeting early?

- (A) She is leaving for a business trip.
- (B) She has to provide information to a colleague.
- (C) She must prepare for a presentation.
- (D) She is scheduled to greet new clients.

Questions 172-175 refer to the following article.

## Quester Expands Marketplace

DUBLIN (23 July)---Quester Ltd., the company that operates the groundbreaking Quester Web site for job seekers and employers, has announced that it will now include technology-related occupations in its marketplace.

Since its launch more than five years ago, Quester has focused solely on staffing for organisations in the health-care sector. Like health care, the technology sector is also struggling to find employees who have the right skills and who can help **meet** the demands created by high growth.

"The employment rate of technology professionals is already quite high, yet jobs in the industry are projected to grow significantly each year over the next decade," said **Ladli Misra, a founding partner of Quester.**

Quester works by bringing job seekers together with recruiters and hiring managers. **When companies contract with Quester,** job listings are created with

details of the companies' open positions. Job seekers create a skill-set profile and identify opportunities of interest to them. Candidates and employers interact, seeking links and bridges between skills and jobs listed on the Quester site.

Quester' proprietary algorithm matches employers and job seekers and then notifies both. Using a simple messaging-and-scheduling tool, job seekers can indicate their interest in a job opening and employers can send interview requests. Employers are assigned a personal guide to walk them through the process and to ensure the maximum benefit from the experience. **There is no cost to job seekers.**

"It's great for both ends of the employment market, said Ms. Misra. "Job seekers can easily find the most appropriate opportunities and employers get the information they need to efficiently acquire in-demand talent, usually in less than a month."

172. Where would the article most likely appear?

- (A) In a medical journal
- (B) In a business magazine**
- (C) In a technology firm's newsletter
- (D) On a hospital's Web site

173. The word "meet" in paragraph 2, line 7, is closest in meaning to

- (A) fulfill**
- (B) join
- (C) find
- (D) contact

174. What is indicated about Ms. Misra?

- (A) She worked as a medical professional in the past.
- (B) She helped to create Quester.**
- (C) She is in charge of hiring at Quester.
- (D) She expects the health-care sector's profits to grow.

175. What is suggested about Quester's system?

- (A) Its technology needs to be upgraded.
- (B) It guarantees job seekers a match within 30 days.

(C) It offers positions in many different industries.  
(D) Its costs are covered by employers.

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

LONDON (20 May)--Narvalis, a marine-transport company based in Le Havre, France, announced last week that it has once again added to its cargo fleet. A Danish vessel, dubbed the *Epsilon*, was purchased from a Copenhagen-based company to be Narvalis' largest ship. It will be docked in a separate location for cleaning and inspection before officially entering service out of Le Havre.

Narvalis maintains a fleet of twenty medium- and large-sized vessels, transporting primarily grains and iron ore between international destinations. "Our board unanimously decided to invest in this secondhand vessel to expand our operations," said company president Emmanuel Brodeur. "We believe that the substantial scale of this vessel will allow us to deliver certain shipments more efficiently."

From: zbernard@narvalis.fr  
To: asharma@daruunco.co.in  
Date: 22 May  
Subject: Your transport needs

Dear Mr. Sharma,

Thank you for contacting me. I think that the *Epsilon* would be the best option for your company's needs. Given its size, it would take longer to arrive in Mumbai than our other vessels. However, it provides unparalleled cargo space, which will allow for your goods to be transported as a single shipment. This will greatly simplify logistics on the receiving end.

Following its purchase in Copenhagen, the *Epsilon* was routed to Amsterdam in the

**Netherlands for several days.** The plan is that it will next head to our headquarters in Le Havre. However, we can easily send it directly on to Bilbao, Spain, for loading. Please let me know how you would like to proceed.

Sincerely,

Zacharie Bernard  
Client Services, Narvalis

176. What is the *Epsilon*?

- (A) A container ship
- (B) A transport truck
- (C) A freight train
- (D) A cargo plane

177. What is mentioned about the *Epsilon*?

- (A) It was built by Narvalis.
- (B) It had a previous owner.
- (C) It is frequently used.
- (D) It has passed inspection.

178. In the article, the word "scale" paragraph 2, line 8, is closest in meaning to

- (A) portion
- (B) level
- (C) degree
- (D) size

179. Why did Mr. Bernard write the e-mail?

- (A) To finalize a purchase
- (B) To apologize for a delay
- (C) To advise a client
- (D) To reply to a colleague

180. Where was the *Epsilon* most likely inspected?

- (A) In Copenhagen
- (B) In Amsterdam
- (C) In Le Havre
- (D) In Bilbao

**Questions 181-185** refer to the following memo and form.

To: Fanoula Graphics employees  
From: Accounting Department  
Re: Expense reimbursement form  
Date: December 15

Beginning on **January 2**, Fanoula Graphics will implement a new process for reimbursement of business-travel expenses. The new procedure will be easier to follow, and employees can expect to receive reimbursements much more quickly than they do under the current system.

Employees will no longer book their own flights and hotels. All travel arrangements will instead be made by Allison Weber and her team in Operations. **Employees should submit an electronic request form to Ms. Weber's team at least two weeks before the first day of travel.** If travel plans are known far in advance, it is preferable to submit requests **well** before the submission deadline. Request forms can be found on the employee portal of the company's Web site.

After travel, **employees should submit an electronic reimbursement** form for all other reimbursable expenses, including meals, tips, car rental or taxi service, gasoline, laundry services at hotels, and other expenses that are outlined in the employee portal on the Web site. Please note that **photocopying is no longer considered a reimbursable expense.** We ask that employees prepare copies using our own office equipment before traveling.

Thank you for your compliance. Please refer any questions to Ms. Weber.

## Fanoula Graphics Expense Reimbursement Form

Name and department:

Date of submission:

Purpose of travel:

Date of Expense	Payee	Purpose	Amount
January 3	<b>Photocopies</b>	Client meeting	<b>\$12.74</b>
January 3	Mary's Restaurant	Dinner	\$45.93
January 3-4	Len's Car Rental	Transportation	\$78.24
January 4	Wellfleet Diner	Breakfast	\$13.35
January 4	Gasoline	Transportation	\$18.42
			<b>Total: \$168.68</b>

Please remember to scan and **attach all receipts and/or credit card statements.**

181. According to the memo, what will happen on January 2?

- (A) A Web site will be updated.
- (B) A new procedure will go into effect.**
- (C) A new operations director will be hired.
- (D) A meeting about travel policies will take place.

182. What is indicated about reimbursement forms?

- (A) They are available in Ms. Weber's office.
- (B) They require a manager's signature.
- (C) They must be submitted electronically.**
- (D) They should be submitted monthly.

183. In the memo, the word "well" in paragraph 2, line 5, is closest in meaning to

- (A) right
- (B) much**
- (C) closely
- (D) successfully

184. What amount will NOT be reimbursed to Mr. Santos?

- (A) \$12.74**
- (B) \$18.42
- (C) \$45.93
- (D) \$78.24

185. What did Mr. Santos most likely do?

- (A) Buy **lunch** for a client
- (B) Use a **taxi** for transportation
- (C) Attach receipts from restaurants**
- (D) Host a client at Fanoula Graphics' office

Questions 186-190 refer to the following Web page, notice, and e-mail.

<http://www.jacintobusinessinstitute.com>

## **Jacinto Business Institute (JBI)**

Whether you are just starting out in the business world or looking for ways to expand your operations, JBI offers a variety of **low-priced** seminars **taught by successful entrepreneurs** **from top businesses** in the region. Check out our upcoming seminars that will meet weekly in February!

### **Basic Financing for Small Businesses**

This seminar will review traditional and practical ways to finance your business.

Saturdays, 12:30 P.M. to 3:00 P.M.

### **Starting Out in Leadership**

For those new to management, this seminar will examine essential techniques that focus on productivity and positive workforce motivation.

Tuesdays and Thursdays, 7:00 P.M. to 9:30 P.M.

### **Promoting Your Business**

Explore strategies for effectively advertising and expanding your business.

Mondays, 6:00 P.M. to 9:00 P.M.

### **Planning a Successful Start-Up**

Before you open for business, prepare a detailed plan of your concept using time-honored strategies.

Tuesdays, 5:00 P.M. to 8:00 P.M.

## **Notice**

### **Ting Yang to lead JBI seminar**

We are delighted to have Ms. Ting Yang joining us in February. She earned a master's degree in marketing from Julem University and started out at **Wister Point, Inc.**, where she rose to the position of **marketing** director.

The company's revenue increased greatly during Ms. Yang's tenure. After fifteen years at Wister Point, Ms. Yang joined the successful **advertising** consulting firm Marvin and Rhodes Advisers. Take advantage of this opportunity to benefit from her considerable expertise and sign up for her seminar today!

To: Jacinto Business Institute <contactus@jacintobusinessinstitute.com>

From: Gabriela Torres <gtorres@flowersbygabriela.com>

Date: March 3

Subject: February seminar

Greetings,

The seminar I attended proved valuable. I have long admired Ms. Yang. In fact, she was a department director at the same firm where I first worked after university. Now that I am looking to grow the business I recently started, the chance to learn from her insights has been very helpful. I hope she will return to lead other seminars at your institute.

All the best,

Gabriela Torres

186. What is indicated about JBI?

- (A) Its seminars are provided for free.
- (B) Its instructors have business experience.
- (C) It specializes in the retail industry.
- (D) It was established several years ago.

187. For whom is the notice mainly intended?

- (A) Potential JBI students
- (B) Current JBI faculty
- (C) Graduates of Julem University
- (D) Clients at a consulting firm

188. What seminar did Ms. Yang most likely teach?

- (A) Basic Financing for Small Businesses
- (B) Starting Out in Leadership
- (C) Promoting Your Business
- (D) Planning a Successful Start-Up

189. Why did Ms. Torres write the e-mail?

- (A) To respond to an opportunity
- (B) To inquire about registration for a seminar
- (C) To ask for advice about a business
- (D) To provide feedback about a seminar

190. What is most likely true about Ms. Torres?

- (A) She has a degree in finance.
- (B) She was employed at Wister Point, Inc.
- (C) She will soon teach a seminar at JBI.
- (D) She recently moved to a new town.

Questions 191-195 refer to the following Web page, online form, and search results.



https://www.copychaser.com

Home [Our Services](#) Project Description Form Client Reviews Contact Us

## Our Services

At Copychaser, we understand that skillfully written content is essential to a thriving business. **That's why over the past three decades we have continued to increase our pool of skilled staff and freelance writers** representing a wide range of expertise. And **now we offer you the opportunity to complement your text with artwork developed by our team of graphic artists.** Let Copychaser take care of all your company's communication needs.

- **Service 1:** Marketing Copy. We will craft the perfect message to promote your products and services, putting your company ahead of the competition.
- **Service 2:** Content Development. **Whether you need general informational or technical articles, we will match you with the expert writer you need.**
- **Service 3:** Translation. We work with international translation agencies that will give your Web site content the local flavor you need in order to sell to diverse markets and populations.
- **Service 4:** Training in Writing. We provide in-person workshops and webinars on general writing skills as well as coaching sessions for individuals or small groups on a specific type of writing or project.

Fill out our project description form and we will get back to you within 24 hours with a service proposal to suit your needs.

### Project Description Form

Name:

Submitted:

#### Project Description:

I'm looking for an expert who can write articles related to the petroleum business. This would be for **an online periodical that I edit and publish. The ideal writer has an established background in petrochemicals or in economics as it relates to the international oil market.** A degree in a field related to fossil fuels or economics is preferred. **I need someone who can communicate complex topics clearly while maintaining scientific accuracy.**

Name	Degree and Expertise
Analia Almeida	Master of Business Administration. Experience in agricultural commodity pricing. Consultant in food packaging.
Cara Ponti	Doctorate in Physics. Expert in subatomic particle theory and light spectrum analysis of distant space objects.
Armand Mkhalihi	Master of Science in Mechanical Engineering. Experience in aircraft design and quality control. Expert in adhesives used in aircraft assembly.
Wayne Bryfield	Doctorate in <b>Chemical</b> Engineering. Expert in <b>fuel</b> and lubricant formulation. Presenter on topics related to the <b>oil and gas industries</b> .

191. What does the Web page suggest about Copychaser?

- (A) It is a relatively new business.
- (B) It offers video content development.
- (C) It works exclusively with freelancers.
- (D) It has expanded its team of writers.**

192. What has Copychaser added recently?

- (A) Web-site hosting
- (B) Printing
- (C) Graphic design**
- (D) Data storage

193. What is indicated about Ms. Takahashi?

- (A) She runs a Web-based publication.**
- (B) She works for a petroleum company.
- (C) She has used Copychaser in the past.
- (D) She needs some work done quickly.

194. What Copychaser service does Ms. Takahashi need?

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

195. Who best fits Ms. Takahashi's criteria?

- (A) Ms. Almeida
- (B) Dr. Ponti
- (C) Mr. Mkhalihi
- (D) Dr. Bryfield**

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

## Greenfell Landscaping

Make sure your company's natural features look their best. A tidy first impression is important. Greenfell Landscaping can help you keep your company's greenery green! We have multiple tiers of service designed especially for our commercial clients.

--**Eco Keeper Standard:** weekly lawn mowing with detailed grass trimming by walkways and buildings

--**Eco Keeper Plus:** weekly mowing and trimming, organic fertilizer application, and weed removal. Our most popular service.

--**Master Green Gold:** all the lawn-care services of our Eco Keeper Plus plan with the added benefit of seasonal flower plantings and flower bed maintenance

--**Master Green Platinum:** all the services of our Master Green Gold plan but with care for your small trees and shrubs included. Twice-yearly pruning and trimming. Insect control. We can even bring ornamental potted trees to brighten your entryways.

Contact [service@greenfell.com](mailto:service@greenfell.com) to request an estimate. Costs are based on plan, lawn size, and type of plantings.

From: Daphne Mizuno<d.mizuno@pamatur.com>

To: Greenfell Landscaping Service <[service@greenfell.com](mailto:service@greenfell.com)>

Date: June 10

Subject: Inquiry

Hello,

My company has recently decided to outsource the lawn care at both our work sites, and I have been asked to solicit bids for a contract to do the work. I saw your Greenfell Landscaping flyer and wanted to reach out to you, **as we would prefer to work with a locally owned company** rather than a large franchise.

We have two properties with large lawns. Our main offices are on Langley Boulevard, near the Crossroads Shopping Plaza, and our shipping **warehouse is five kilometers from the main offices, on Kempton Road**. Our needs are fairly simple. **We only require that the grass be kept short for a low but fair cost. We do not have any flower gardens or hedges, so the mowing is very straightforward.**

If you are interested in submitting a bid, please let me know.


Daphne Mizuno, Facilities Manager  
Pamatur Products, LLC

Greenfell Landscaping Service <[service@greenfell.com](mailto:service@greenfell.com)>

Daphne Mizuno<d.mizuno@pamatur.com

Date: June 11

Subject: RE: Inquiry

Attachment:  Reference

Dear Ms. Mizuno,

Thank you for contacting Greenfell Landscaping about this opportunity. We would like to bid on this work. **Please forward the specifications**, and I will begin working up the bid.

If you need references as part of your process, you can contact **Mr. Fred Stolz**, the owner of Dynamo Machine Shop, **which is located just down the street from your warehouse**. Fred has been a Greenfell Landscaping customer for over eight years. His details are attached.

Greenfell Landscaping is fully licensed and insured. You can count on us to provide excellent, reliable service.

Sincerely,

Brian Karpyak, Owner  
Greenfell Landscaping

196. For whom is the flyer specifically intended?

- (A) Private homeowners
- (B) Part-time landscapers
- (C) Business owners**
- (D) Environmental researchers

197. Why did Ms. Mizuno contact Greenfell Landscaping in particular?

- (A) Because she saw a discount offer
- (B) Because it is a local company**
- (C) Because she recently met the owner
- (D) Because it uses highly specialized equipment

198. What level of service will Ms. Mizuno most likely choose?

- (A) Eco Keeper Standard**
- (B) Eco Keeper Plus
- (C) Master Green Gold

199. According to the second e-mail, what should Ms. Mizuno do?

- (A) Submit a competitive bid
- (B) Provide the name of a reference
- (C) Arrange a meeting with Mr. Karpyak
- (D) Send Mr. Karpyak the details of a job**

200. What is most likely true about Mr. Stolz?

- (A) He used to work for Pamatur Products.
- (B) His insurance payments are up-to-date.
- (C) He lives near the Crossroads Shopping Plaza.
- (D) His shop is located on Kempton Road.**

(D) Master Green Platinum	
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