

**T153**

Part5

101. An interview with author Tito Flores about ----- new book will be broadcast tonight.

- (A) himself
- (B) him
- (C) his
- (D) he

102. Perend Trail's new hiking boots will be available in brown ----- black leather.

- (A) nor
- (B) yet
- (C) and
- (D) so

103. Mr. Ruotolo's ----- on the new tax changes is scheduled for 10:00 A.M.

- (A) present
- (B) presented
- (C) presentable
- (D) presentation

104. Boyd Street Market is Mapleton's largest retailer of foods ----- around the world.

- (A) toward
- (B) from
- (C) above
- (D) plus

105. Mr. Johansson ----- accepted the job offer he received from Saco Bike Works.

- (A) quicken
- (B) quickly
- (C) quicker
- (D) quickness

106. To expand its global reach, Amity Spas will ----- open its franchise opportunities to international prospects.

- (A) soon
- (B) almost
- (C) recently
- (D) already

107. The second-generation XR1280 unit is ----- to its predecessor, except for its reduced weight.

- (A) equally
- (B) equal
- (C) equals
- (D) to equal

108. Zarmeni Mining has been evaluating the benefits of building a mine at the ----- site.

- (A) proposed
- (B) structured
- (C) unlimited
- (D) educated

109. Vice President Ramos will not make ----- decisions until more feedback has been gathered.

- (A) whether
- (B) what
- (C) over
- (D) any

110. If you have ordered more than two items, be aware they may arrive in separate -----.

- (A) payments
- (B) sequences
- (C) packages
- (D) receipts

111. Candidates for the open position must have good interpersonal skills and ----- working with clients.

- (A) experience
- (B) experienced
- (C) experiencing
- (D) to experience

112. Chong Kim was ----- recommended for the position of merchandise manager for Corbin Furniture Mart.

- (A) thickly
- (B) currently
- (C) securely
- (D) highly

113. Once the returned item is received, a refund will appear on your credit-card statement ----- five business days.

- (A) within
- (B) during
- (C) since
- (D) when

114. The printer on the second floor will be out of ----- until the technician arrives on Friday.

- (A) purpose
- (B) variety
- (C) service
- (D) repair

115. Sales of our computer software were good last quarter, but sales for our mobile applications have been even -----

- (A) strong
- (B) stronger
- (C) strongly
- (D) strongest

116. Upon request, the guests at Olane Hotel will be provided vouchers -----free parking.

- (A) on
- (B) to
- (C) with
- (D) for

117. Please review the projected sales figures in the spreadsheets that ----- to the e-mail.

- (A) is attaching
- (B) had attached
- (C) attachment
- (D) are attached

118. During tourist season, selling handmade crafts is a ----- source of income for local residents.

- (A) contented
- (B) dependable
- (C) flavorful
- (D) patient

119. Everyone at the annual Tirnaco exposition seemed ----- by the new products on display.

- (A) excite
- (B) excitement
- (C) excited
- (D) excitedly

120. This Saturday, Ritesense customers will have the opportunity to sample a ----- of Health Bar products.

- (A) nutrition
- (B) selection
- (C) placement
- (D) management

121. Ms. Wong has expressed ----- in leading the city's planned beautification project.

- (A) interest
- (B) interests
- (C) interesting
- (D) interestingly

122. Mr. Choo was chosen to head the committee for consumer protection from a ----- pool of candidates.

- (A) sizable
- (B) practiced
- (C) consecutive
- (D) missing

123. Please save spreadsheets periodically when updating them to prevent data from -----.

- (A) is lost
- (B) lost
- (C) being lost
- (D) losing

124. ----- Gyoh Company's marketing push, new orders for cash registers decreased slightly in the third quarter.

- (A) As
- (B) If
- (C) However
- (D) Despite

125. All members of the sales team must attend next Thursday's meeting so that -----can see the sales forecast presentation.

- (A) one
- (B) someone
- (C) everyone
- (D) either one

126. The updated medical-records system will ----- that patients and doctors can easily access accurate information.

- (A) ensure
- (B) allow
- (C) accept
- (D) provide

127. Up until last year, we marketed our services ----- through our online partner, Yoder Tech.

- (A) exclusive
- (B) exclusivity
- (C) exclusiveness
- (D) exclusively

128. President Grimaud would like to thank the marketing department for -----the mislabeling issue to her attention.

- (A) showing
- (B) telling
- (C) bringing
- (D) making

129. Please be patient as the IT department works ----- service to your business application.

- (A) to restore
- (B) restoration
- (C) restored
- (D) had restored

130. Markley Corporation's earnings have risen steadily despite significant fluctuations ----- the stock market.

- (A) about
- (B) in
- (C) through
- (D) onto

## Part6

Questions 131-134 refer to the following notice.

This notice ---131.---- your reservation for two double rooms, with check-in on Sunday, March 5, and checkout on Thursday, March 9. I see here that you have a special request for one extra set of blankets and two extra pillows in each room; please note ---132.---- the items will be placed in each room, on top of the dresser. There will be no extra charge for this request.

---133.----, check-in time is at 3:00 P.M. and checkout is at noon. Some people wish to check in at an earlier time or check out at a later time. ---134.----. This will help us ensure that we can accommodate your scheduling needs. We look forward to having you stay with us.

131. (A) will be confirmed

(B) confirms

(C) is a confirmation

(D) confirm

132. (A) which

(B) what

(C) these

(D) that

133. (A) Apparently

(B) As a reminder

(C) In an emergency

(D) However

134. (A) If these days suit you, please let us know so we can reserve a shuttle for you.

(B) For example, some people need a reservation with all meals included.

(C) If this is your case, please give us a call 24 hours in advance of your arrival.

(D) You can always request a wake-up call by contacting the receptionist.

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

To: claimscenter@cheapsure.com

From: greenberg@cheapsure.com

Date: November 15

Re: Updates to Office Layout

Dear Claims Specialists:

On January 1, Cheapsure will begin offering homeowners insurance as well as automobile insurance. This exciting ---135.--- will require a surge in hiring and adjustments to the layout of our office space. Tomorrow, I will hold a meeting at 2:00 p.m. in the main conference room to discuss the ---136.-- changes. We have ---137.-- flexibility with the floor plan and would like your input. ---138.--.

Sincerely,

Lee Greenberg  
Facilities Administrator

135. (A) performance  
(B) merger  
(C) relocation  
(D) addition

136. (A) necessarily  
(B) necessity  
(C) necessary  
(D) necessities

137. (A) some  
(B) each  
(C) overly  
(D) very

138. (A) Some current employees will switch departments.  
(B) Attached is a map of our new desk assignments.  
(C) Your attendance is thus strongly encouraged.  
(D) Productivity is expected to double afterward.

Questions 139-142 refer to the following instructions.

Before making travel arrangements, all Saffler Bank employees ---139--- authorization. Only after approval has been granted can travel plans be made. To request authorization, fill out the first side of the Travel Reimbursement Form. Here you will provide the reason for your ---140--- Next, submit the form ---141--- an estimate for the cost of travel to your destination. Upon returning, do not forget to fill out the second side of the form, where you will report mileage and expenses. Inclusion of receipts is required. Expenses for which you cannot show a receipt, such as parking meters and tips, are also reimbursable. ---142---.

139. (A) will receive  
(B) must receive  
(C) had received  
(D) are receiving

140. (A) trip  
(B) decision  
(C) situation  
(D) appointment

141. (A) along with  
(B) taken from  
(C) according to  
(D) in the event of

142. (A) It is customary to leave a tip.  
(B) Parking is limited, so arrive early.  
(C) These expenses should be supported with a written statement.  
(D) However, routine travel does not require managerial approval.

Questions 143-146 refer to the following announcement.

### Mason Brothers Makes Major Organizational Change

We at Mason Brothers, Inc., are making a significant change to our corporate operations. To improve our focus on our customers' needs, we have adopted an organizational system that<sup>o</sup> employs regional offices. This new system will allow us to analyze the demands of our customers based on their ---143.--- Consequently, We ---144.--- able to more quickly supply building and maintenance items in the regions of the country where they are most in demand. This change will also help us to better support our managers as they work to improve the operations of the individual stores they oversee.

I am confident that ---145.--- of our business plan will lead to greater customer satisfaction. For over 30 years, listening to our customers has been an integral component of our corporate strategy. ---146.---

---Max Mason, President and CEO

143. (A) age  
(B) gender  
(C) income  
(D) location

144. (A) were  
(B) will be  
(C) had been  
(D) will have been

145. (A) implementing  
(B) an implement  
(C) when implemented  
(D) the implementation

146. (A) Mason Brothers was founded more than 40 years ago.  
(B) Rest assured that customers will remain our top priority.  
(C) We have also increased the marketing budgets for each location.  
(D) Customers will soon have more payment options.

Part7 Questions 147-148 refer to the following contract.

### Pinnacle Sports Club Membership Agreement

**Member Name:** Mary Swansone

**Membership Type:** 12 months

**Begin Date:** September 5

**Enrollment Fee:** \$25

**Monthly Dues:** \$32 per month

**Payment Method:** Credit card



Thank you for joining Pinnacle Sports Club. As a club member, you have unlimited access to all gym equipment, fitness classes, and the swimming pool. Please present your membership card to the front-desk attendant upon entry. **If for any reason you need to discontinue your membership before the 12-month contract period has expired, you must write a letter** and send it by mail to the Pinnacle Sports Club, 171 Aqua Street, Germantown, California 95913. A penalty will apply. i

Signed: Mary Swansone

147. What is suggested about Ms. Swansone?

- (A) She recently moved to California.
- (B) She has not paid her enrollment fee.
- (C) She is an instructor in a fitness class.
- (D) She has entered into a one-year contract.**

148. Why would Ms. Swansone be required to submit a letter?

- (A) To cancel her membership**
- (B) To gain access to special equipment
- (C) To pay with a different credit card
- (D) To receive a replacement membership card

Questions 149-150 refer to the following text-message chain.

**Harry Matthews (11:19 A.M.)**

Hi Linhan. Did you already e-mail me the list of this week's invoices?

**Linhan Xu (11:24 A.M.)**

Yes. I sent it over earlier today with the sales-calls records.

**Harry Matthews (11:25 A.M.)**

**Really?** I hope I didn't delete it. Did you accidently send the e-mail to Harvey Mattson?

**Linhan Xu (11:28 A.M.)**

Oh, wait - it looks like I forgot to attach it! I'll send it over now.

**Harry Matthews (11:30 A.M.)**

Just got it. Thanks!

149. What is the purpose of the text-message chain?

- (A) To determine whether information has been sent
- (B) To understand why a decision has changed
- (C) To provide instructions on deleting a file
- (D) To decide who will deliver a presentation

150. At 11:25 A.M., what does Mr. Matthews imply when he writes, "Really?"

- (A) He needs the documents right away.
- (B) He deleted the sales-calls records.
- (C) He cannot find the attachment.
- (D) He sent the attachment to Mr. Mattson in error.

Questions 151-152 refer to the following e-mail.

From: jovanie.blum@messickfmc.com  
To: asvoboda@nyzcomputing.com  
Date: 5 May  
Subject: Financial consulting

Dear Mr. Svoboda:

My name is Jovanie Blum, and I am a consultant with Messick Financial Management Company. My company specializes in international funds, and we have experts on tax law in France and Germany. **As your computer firm expands its operations into Germany, our experts can provide valuable advice to your employees who will be sent to Berlin.**

To find out more about what we can do for your employees, please contact me at your earliest convenience at 1-267-555-0184.

Sincerely,

Jovanie Blum

151. Why does Ms. Blum most likely want to meet with Mr. Svoboda?

- (A) To apply for a job in Berlin
- (B) To sell her company's services
- (C) To discuss business opportunities in Asia
- (D) To review changes in a city's tax code

152. How could Messick Financial Management help Mr. Svoboda's company?

- (A) By providing information about the German computer industry
- (B) By recruiting employees to work in Europe
- (C) By recommending international travel services
- (D) By giving financial advice to his company's staff

Questions 153-155 refer to the following customer review.

|   |   |
|---|---|
| <a href="https://www.therightvenue.com.au/customer_reviews">https://www.therightvenue.com.au/customer_reviews</a> |   |
| <b>Customer Reviews</b>   |   |
| ★★★★☆<br>12 April<br>Elena Patterson  | <p>My company recently held a banquet at the Calla Courtyard, and it was the perfect venue for our event. <b>Initially, I was hesitant to book the space because it had only recently opened to the public and there were no customer reviews yet.</b> ---[1]---. I decided to give it a try anyway.</p> <p>Although it was a little expensive, <b>the setting was absolutely stunning.</b> ---[2]---. <b>The Calla Courtyard has a magnificent view of the bay.</b> The staff had arranged the seats in the hall so that the guests could view the sunset through the large glass windows.</p> <p><b>One thing to note is that while the facility does have a kitchen available for use, it is quite small and not well-stocked.</b>---[3]---</p> <p>All in all, I was pleased with my decision and would definitely consider this place again for future events.---[4]---</p> |

153. What is indicated about the Calla Courtyard?

- (A) It is a relatively new rental space.
- (B) It was recently renovated.
- (C) It is a popular venue for business events.
- (D) It features an outdoor seating area.

154. What was Ms. Patterson particularly impressed by?

- (A) The friendliness of the staff
- (B) The low cost of the rental
- (C) The seating capacity of the hall
- (D) The beauty of the surroundings

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

"For this reason, it might be wise to hire a full-service catering company."

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

Questions 156-158 refer to the following postcard.

|   |
|---|
| <b>Hartridge University School of Business</b>  |
| Dear Ms. Wu:  |
| <p>As the Hartridge University School of Business prepares the 100th-anniversary edition of the <b>Alumni</b> Directory, we are reviewing the information we have on file for all graduates of our programs. <b>We need your assistance in checking the accuracy of the records we have for you. We want to be certain that your biography, career summary, and contact information are up-to-date.</b></p> |

Please call us at 207-555-0125 between 9 A.M. and 9 P.M. Monday through Friday. At the voice prompt, **enter this unique number: 293883**. A representative will then go over your file with you and record any corrections or updates that you give.

Note that we need to hear from you by March 31. Thank you for your time and attention.

Jutta Verhoeven  
Director of Alumni Relations

156. Why is Ms. Verhoeven contacting Ms. Wu?

- (A) To issue an invitation to an anniversary party
- (B) To request verification of some information**
- (C) To provide advice on a career opportunity
- (D) To offer a discount on a publication

158. According to the postcard, what must Ms. Wu provide at the start of the call?

- (A) A new phone number
- (B) An old account password
- (C) A personal identification number**
- (D) A payment confirmation code

157. What does the postcard indicate about Ms. Wu?

- (A) She teaches at Hartridge University.
- (B) She is writing a biography of a business leader.
- (C) She plans to make a donation to the alumni association.
- (D) She is a graduate of Hartridge's business school.**

**Questions 159-162** refer to the following online chat discussion.

**Mario Lizzard** (11:09 A.M.) Team, sorry to bring this up early on a **Monday**, but the due date to submit our end-of year report is coming up. We should aim to have each of our sections done by Wednesday so we can put everything together before the Friday deadline. **I am almost done with the information for the technology section.**

**Karthik Durav** (11:14 A.M.) I have already written up descriptions of the program's major accomplishments. I just need to add the number of participants and organizers involved in each. It won't take very long.

**Paola Rossi** (11:15 A.M.) I have finished the Future Goals section. I still need to finish the Predicted Budget Needs section, but I'd like to consult with some of you first.

**Mario Lizzard** (11:15 A.M.) **I can't help you with that. I don't have access to that information-only you and Human Resources have access to the participant lists.**

**Karthik Durav** (11:17 A.M.) Don't worry, Mario. Paola, I could help to outline budget needs

with you tomorrow. Anything else?

**Paola Rossi: (11:18 A.M.)**

**That's it.** Depending on how much we finish, we could develop a timeline for finalizing the report this week.

159. For what aspect of the project is Mr. Lizzarda most likely responsible?

- (A) Production
- (B) Budget
- (C) Technology**
- (D) Personnel

160. Why does Mr. Lizzarda decline to help out?

- (A) He does not have time to work with Ms. Rossi.
- (B) He has to attend a technology meeting.
- (C) He cannot access the budget.
- (D) He does not have information on participants.**

161. When does Mr. Durav suggest meeting?

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

162. At 11:18 A.M., what does Ms. Rossi most likely mean when she writes, "That's it"?

- (A) She does not need any other help.**
- (B) She found the file she needs.
- (C) She selected a new team logo.
- (D) She has finished the end-of-year report.

**Questions 163-166** refer to the following article.

### Iwoni Media in the News

TORONTO (1 May)--- Publisher Iwoni Media **announced on Friday morning that new issues of *Energy Run* would not be released according to the book's regular monthly publishing schedule.** - [1] -.

The company's decision is connected to plans **to modernize its printing facility by replacing the now-obsolete machinery** on which the legendary comic book is printed. - [2] -.

As the word spread on Friday of the decision to halt publication, **fans rushed to buy what many feared might be the last issue.** - [3] -. Iwoni Media's online store is reportedly the only place where the publication is still available.

Iwoni Media's spokesperson, **Jon Emanuel**, stated that the new printing facility should be up and running within four months and that **the next issue of *Energy Run* will arrive on newsstands shortly after that.** - [4] -.

"Fans should not worry," Mr. Emanuel said.

"Their favourite characters will be back soon."

163. What is the purpose of the article?
- (A) To summarize the plot of a popular comic book
  - (B) To publicize the opening of an online store
  - (C) To report on a company's recent earnings
  - (D) To describe a change in a company operations

164. What is suggested about sales of Energy Run?
- (A) They increased suddenly.
  - (B) They will be reported online.
  - (C) They were expected to be low.
  - (D) They were calculated incorrectly.

165. What did Mr. Emanuel announce?
- (A) A new character will be introduced
  - (B) A publication will become available again.
  - (C) Some newsstands will be closed.
  - (D) Some book prices will be reduced.

166. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"To that end, the company has invested \$100,000 in new equipment.
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 167-169 refer to the following notice.

Dear Customers,

After 45 years in business, Ghearey Garden Goods locked its doors for the final time on Saturday, January 10. As many of you know, I purchased a farmhouse in the country several years ago, and I had been driving three hours a day to get to the store and back. While I am saddened to walk away from this business, **it is just no longer sustainable for me to spend so much time in transit.**

**My grandfather, Timothy Ghearey, who built the business nearly 60 years ago before handing it off to me,** always said that his favorite part about running a retail store was serving the needs of his community. I echo this sentiment. Words cannot express how much joy I have received from interacting with all of you, and I want you to know how much I value your dedicated support over all these years.

Thank you for understanding what a truly difficult decision this was. But while the physical Ghearey Garden Goods location is closing, **ghearygardengoods.com will remain a resource for home gardeners through our Web site. I will keep adding educational blog posts and articles as I have time.**

Thank you for your support!

*Jerry Sanderson*

Jerry Sanderson

Chearey Garden Goods

167. Why did Ghearey Garden Goods close?  
(A) The building is being renovated.  
(B) The rent costs became too expensive.  
(C) **The commute was too long for the owner.**  
(D) An open management position could not be filled.

168. What does Mr. Sanderson indicate in the notice?  
(A) New competitors have entered the marketplace.  
(B) **The business was founded by a family member.**  
(C) The store's staff members are reliable.  
(D) The demand for gardening supplies has increased.

**Questions 170-171** refer to the following article.

CHICAGO (January 8)---Local retailer Derbyshire Company, which sells clothes, household goods, and other items through its twelve Illinois stores, announced today **that it will be buying the popular bookseller Lillard, Inc.** The two companies will remain independent of each other until April 30, when all Lillard's merchandise---books, music, and other media---will be transferred to the Derbyshire Company stores.

Derbyshire Company CEO, Cynthia Schulman, stated that her company "could not be more pleased to bring customers the expanded selection of merchandise gained from this merger with Lillard, Inc."

Meanwhile, Lillard's president Steven Paulson announced that "from our point of view, this was a perfect opportunity for collaboration." **Paulson will stay on after the acquisition with a job title yet to be announced.** The companies said they began talks eleven months ago but waited until the new year to announce the news.

169. What will people continue to find on the Web site?  
(A) Photographs of a farmhouse  
(B) Discount coupons  
(C) **Instructions for gardeners**  
(D) A list of recommended stores

170. What is the purpose of the article?

- (A) To announce the selection of a new CEO at Derbyshire Company
- (B) To describe events at a store's anniversary
- (C) To notify the public of a business acquisition
- (D) To attract applicants for job openings

171. What is indicated about Mr. Paulson?

- (A) He is taking on a role at Derbyshire Company.
- (B) He is retiring from Lillard, Inc.
- (C) He is starting a new company.
- (D) He is moving to Chicago.

Questions 172-175 refer to the following e-mail.

\*E-mail\*

To: teamleaders@carfield.co.uk

From: fiacobs@carfield.co.uk

Subject: Workshops

Date: 13 November

Dear Team Leaders,

Thanks to you and your team members for attending our latest monthly workshop last week. **These workshops are a key feature of our employee training program, as we consider it fundamental that our employees continue to learn new skills and perfect existing ones.**

I know everyone has already completed their workshop evaluations, but **we would like to obtain some more specific feedback to ensure that interesting and instructive workshops continue to be offered.** Please answer the following questions.

- Were the exercises presented at the workshop related to employees' responsibilities? Have your team members been using the ideas presented?
- What, if anything, would you leave out in future workshops? What could be done better?
- Were the facilitators knowledgeable and engaging? Do you think your team would respond well to the same facilitators for other workshops?

Your perspectives on our workshops are invaluable. **We would appreciate a response by the end of this week, as we are planning to discuss any information you can provide at our next management meeting next Tuesday.**

Thanks for your cooperation,

Frank Jacobs

|   |  |
|---|--|
| <p>172. What is stated about the workshops?<br/> (A) They are held annually.<br/> (B) They feature well-known presenters.<br/> (C) They are being offered by a new vendor.<br/> <b>(D) They are important for employee development.</b></p> <p>173. What is implied about the completed workshop evaluation?<br/> <b>(A) It did not gather specific details.</b><br/> (B) It has not been analyzed yet.<br/> (C) It was given to the wrong employees.<br/> (D) It has been the subject of a presentation.</p> | <p>174. Why is a prompt reply requested?<br/> (A) A list of attendees needs to be finalized.<br/> <b>(B) Responses will be discussed soon.</b><br/> (C) A contract is scheduled to be signed.<br/> (D) Staff performance evaluations are due.</p> <p>175. Who most likely is Mr. Jacobs?<br/> (A) A workshop facilitator<br/> (B) A team leader<br/> <b>(C) A senior manager</b><br/> (D) A software developer</p> |
|---|--|

Questions 176-180 refer to the following article and label.

### New Look for Rhee Poultry

LEEDS (17 February) –Rhee Poultry, Suppliers of fresh and frozen poultry, Announced on Monday a change to its packaging practices. Starting on 31 October, every package of chicken, duck, goose, and turkey sold at retail will be labeled with the city and country where the meat was sourced.

According to company spokesperson Insook Kim, Rhee will **make modifications** to its production, packing, and shipping Facilities that will cost an estimated £400,000 over a transition period of eight months.

"The high price tag is more than worth it **to maintain the trust our customers have always had in Rhee Poultry products,**" added Ms. Kim.

**Rhee's announcement was made following criticism** regarding transparency in sourcing practices leveled at other meat-packaging conglomerates that sell in the United Kingdom, such as **Supragood** and Char Bo Lynn, Inc.

"We felt it was in the best interests of our customers to be proactive in this **matter,**" said Ms. Kim.

**RHEE POULTRY**

**Boneless Duck Breasts**  
1.5 kg

Raised in Rzeszow, Poland  
Packed in Krakow, Poland

Only and always the best in poultry!

**Notice something different about our packaging? Go to our Web site, [www.rhee.co.uk](http://www.rhee.co.uk), to read about our recent changes.**



176. According to the article, why did Rhee Poultry make a change?

- (A) To lower production costs
- (B) To attract more customers
- (C) To promote a new product line
- (D) To retain consumer confidence

177. What is suggested about Supragood?

- (A) It does not export poultry.
- (B) Its customers are not pleased.
- (C) Its headquarters is located in Leeds
- (D) It offers discounts to new customers.

178. In the article, the word "matter" in paragraph 5, line 2, is closest in meaning to

- (A) situation
- (B) printing
- (C) importance
- (D) substance

179. Based on the label, what can be concluded about the package?

- (A) It may contain some bones.
- (B) It was exported to Poland.
- (C) It was packaged in an updated facility.
- (D) It is labeled with an incorrect weight.

180. According to the label, what can customers find on the Web site?

- (A) Some discount coupons
- (B) Directions to Rhee headquarters
- (C) Names of the shipping managers
- (D) Information about new packaging

Questions 181-185 refer to the following Web pages.

<https://www.akikohirota.co.jp/english>

**Biography**      Books      Blog on      Events

Born and raised in Chiba Prefecture, Akko Hirota started writing short stories in English in high school. She continued writing short fiction while completing her degree in English literature at the Chiba Institute of Linguistics.

Two years ago Ms. Hirota won the "Best Short Story" prize at the 5th Annual New York Writers Gala for her short story entitled, *Dreaming of Maringd*. She has participated in over 30 writers workshops, a number of which she has led, and has been a regular guest speaker at the Writers United Forum. A collection of her short stories written thus far, including *Dreaming of Maringa*, has been published by Jenson Publishing.

*Lives Ensnared*, Ms. Hirota's first full-length novel, is inspired by her upbringing as the daughter of two marine biologists. It tells the story of a group of amateur divers whose lives were turned upside down following their discovery of a hitherto unknown species of shark. Scheduled for release by mid-September, the novel is sure to appeal to a wide audience.

<https://www.zantreebooks.com>

**"From the depths of the ocean comes a novel of mystery and suspense!"**

---Diayu Ling, Sun National Times

**Altered Existence** is the first novel by Japanese author Akiko Hirota. When Hiroko Jitsukawa and her friends learned that **they had discovered a new shark species**, they were quite excited, fully expecting fame and fortune. What they got instead was a sea of trouble that would completely upend their lives.

Release date: September 15

\$25.95. 287 pages, hardcover

**Pre-order this title or purchase any other of Zantree Books offerings at [www.zantreebooks.com](http://www.zantreebooks.com)**

181. What is indicated about Ms. Hirota?

- (A) **She began writing fiction as a teenager.**
- (B) She used to teach English literature at university.
- (C) Her interest in literature was inspired by her parents' work.
- (D) Her workshops frequently attract over 30 writers.

182. What is suggested about Ms. Hirota's collection of short stories?

- (A) It contains stories about ocean life.
- (B) It will be published next year.
- (C) It was released in Japanese and English.
- (D) **It includes an award-winning story.**

183. In the first Web page, the word "regular" In paragraph 2, line 3, is closest in meaning to

- (A) symmetrical
- (B) **frequent**
- (C) acceptable
- (D) invited

184. What is indicated about Zantree Books?

- (A) It has an office in New York.
- (B) It hosts annual writers' events.
- (C) **It sells books on its Web site.**
- (D) It has several divisions.

185. What change was made to Ms. Hirota's published novel?

- (A) Undersea adventures were added to the story.
- (B) A main character's name was changed.
- (C) It was published later than planned.
- (D) **It was given a different title.**

Questions 186-190 refer to the following article, job application, and information.

## Washington State Gets Fit

April 7---Throughout its 25 years in business, Fitness National, Inc., which owns and operates gyms throughout the northeastern United States, **has never extended its presence to the west coast. That will change next month when it opens two new gyms:** one in Tacoma and one in Spokane.

"We're excited to move into this territory," says Fitness National's CEO, Lisa Tran. "If we are successful in these two cities, then we will continue to grow our business **throughout Washington** and into Oregon."

Both gyms will feature studios for group Fitness classes, state-of-the-art fitness machines, and indoor pools. Both locations will be holding on-site job fairs for prospective employees on Saturday, April 14. Grand opening events are planned for both gyms on May 12.

### Fitness National, Inc.

#### Application for Employment

Name: Bernadette Okoye Date: April 14

E-mail Address: b.okoye@chimail.com Telephone Number: (253) 555-0173

For what position are you applying? Group Fitness Instructor

At which location would you like to work?  Tacoma  Spokane

#### Describe your reason for applying:

*A friend of mine who works at an older Fitness National location told me she really enjoys working there. I am currently employed part-time at a dance studio and would like to add a few more instructor hours into my schedule.*

#### Describe your relevant experience:

*I have taught beginner, intermediate, and advanced ballet classes at Vela Dance School for the past three years. Prior to this I taught group dance workouts at Cadia Gym for two years. I also worked at Cadia's front desk, so I have customer service experience.*

Please attach a résumé and reference list and submit to management at a

## Fitness National Group Fitness Classes

Exercise is more fun in a group! Our classes are open to members at all levels of fitness and experience. **You will find these and other classes taught at all of our locations across the United States.** For a complete listing of classes, see your local Fitness National gym's Web page.



**Basic Weights**----Build strength through this guided weightlifting workout.

**Groove and Move**---Get a cardio workout while dancing to your favorite music.

**Quick Cycle**---Follow your instructor on a challenging ride on a stationary bicycle.

**Splash for Strength**---Tone your muscles safely with a low-impact workout in the pool.

186. What is the purpose of the article?

- (A) To describe the expansion of a business
- (B) To provide details about job openings
- (C) To announce the merger of two companies
- (D) To introduce a new corporate leader

187. What does Ms. Okoye suggest in the application?

- (A) She lives in Spokane.
- (B) She studied at Vela Dance School.
- (C) She currently works for Cadia Gym.
- (D) She wants a part-time position.

188. What is most likely true about Ms. Okoye's friend?

- (A) She works in customer service.
- (B) She does not live in Washington State.
- (C) She was not able to update her schedule.
- (D) She helped organize a job fair.

189. What class would Ms. Okoye be most qualified to teach?

- (A) Basic Weights
- (B) Groove and Move
- (C) Quick Cycle
- (D) Splash for Strength

190. What is indicated about all of the classes in the information?

- (A) They are limited in size.
- (B) They are for advanced students only.
- (C) They include the use of music.
- (D) They are taught at multiple gyms.

Questions 191-195 refer to the following e-mails and form.

TO: Emi Mizuno <emizuno@purpleworks.com>  
From: Robert Callaway <rcallaway@hartwelltheater.com>  
Date: October 10  
Subject: Season tickets

Dear Season Ticket Holder:

Thank you for purchasing your subscription to the upcoming season of plays at the Hartwell Theater. **You should have already received your packet of tickets.** Please contact us immediately if you have not.

Do you have a conflict for any of the performance dates? **Only season subscribers have the benefit of exchanging tickets for another performance.** Exchanges must be made at least one week prior to the original performance date and are subject to availability. If exchanging for a higher priced performance or seating location, the price difference will be charged to your account. Exchanges can be requested online by filling out a ticket exchange form at [www.hartwelltheater.com/ticket-exchange](http://www.hartwelltheater.com/ticket-exchange) or by calling 555-0105 Monday-Friday from 1-5 P.M. **Please note that the first time you choose to exchange tickets for a performance, you will not be charged a fee. However, any subsequent exchanges will incur a \$6.25 per ticket fee.**

We look forward to seeing you at the shows.

Sincerely,

Robert Callaway, Subscription Manager

<https://www.hartwelltheater.com/ticket-exchange>

**Ticket Exchange Form**

|                             |                       |                        |                         |
|-----------------------------|-----------------------|------------------------|-------------------------|
| <b>Name:</b>                | Emi Mizuno            | <b>E-mail:</b>         | emizuno@purpleworks.com |
| <b>Subscription Number:</b> | 3698389               | <b>Show:</b>           | The Mountain Calls      |
| <b>Performance Date:</b>    | January 14, 7:30 P.M. | <b>Seat Locations:</b> | Row V, Seats 4, 5       |

**Indicate your top four choices for alternate performances:**

|          |                         |                 |                       |
|----------|-------------------------|-----------------|-----------------------|
| 1. Date: | January 15, 7:30 P.M. ▼ | Seat Locations: | Row D, Seats 1, 2 ▼   |
| 2. Date: | January 16, 7:30 P.M. ▼ | Seat Locations: | Row F, Seats 6, 7 ▼   |
| 3. Date: | January 18, 7:30 P.M. ▼ | Seat Locations: | Row T, Seats 9, 10 ▼  |
| 4. Date: | January 20, 2:00 P.M. ▼ | Seat Locations: | Row B, Seats 15, 16 ▼ |

**You will receive an e-mail confirmation within 24 hours of submitting this form.**

To: Emi Mizuno <emizuno@purpleworks.com>

From: Robert Callaway<rcallaway@hartwelltheater.com>

Date: January 6

Subject: Ticket exchange

Attachment: 📎 Tickets

Dear Ms. Mizuno:

We have received your ticket exchange form for the upcoming play, *The Mountain Calls*. **I am happy to confirm that tickets for your second choice were still available. Your new tickets are attached to this e-mail.** Please print them at home and present them on the evening of the performance. Your old tickets are no longer valid and cannot be used. Because you have selected a comparable seating location, there is no price difference. However, **we will be charging your account the \$6.25 per ticket exchange fee.** You may log in to your account to view the charges.

Thank you for being a season ticket holder. We look forward to seeing you at the show.

Sincerely,

Robert Callaway, Subscription Manager  
Hartwell Theater

191. In the first e-mail, what is stated about Ms. Mizuno's tickets?

(A) They cost \$6.25 each.

**(B) They have already been sent.**

(C) They are being held at the box office.

(D) They are for a 1:00 P.M. performance.

192. What is indicated about submitting a ticket exchange request?

(A) It can only be done online.

**(B) Only season ticket holders can do it.**

(C) People with balcony tickets cannot do it.

(D) It can be done on the day of the original performance.

193. When will Ms. Mizuno most likely attend a performance of *The Mountain Calls*?

(A) On January 15

**(B) On January 16**

(C) On January 18

(D) On January 20

194. What can be concluded about Ms. Mizuno?

(A) She works in the theater industry.

(B) She cannot find her original tickets.

(C) She has canceled her subscription.

**(D) She has exchanged tickets in the past.**

195. What is the purpose of the second e-mail?

**(A) To provide tickets**

(B) To point out an error

(C) To inquire about season tickets

(D) To request a discount

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

**\*E-mail\***

From:eward@cornerbookshop.com

To:jberte@bertebakery.com

Subject:Your sign

Date:Julv 30

Hi Jacques,

The new sign outside your bakery looks great. I love the natural look of the wood, and the gold lettering is beautiful. The new sign, combined with the freshly painted storefront and **new shutters**, really makes Berte's Bakery stand out.

I also plan to replace the sign above my shop door with a wooden sign. **Could you tell me where you had yours made?** I was considering using Studio 9, which was recommended to me by Devon at Q Apparel, but Studio 9's signs definitely have a more modern design. The rustic, vintage look of your sign would fit better with the aesthetics here at Corner Book Shop.

Thanks.

Elias Ward

Owner, Corner Book Shop

From:iberte@bertebakery.com

TO:eward@cornerbookshop.com

Subject:RE: Your Sign

Date:July 31

Hi Elias,

Thanks for your comments on our sign. **We used Hedgerow Graphics. We also looked at Studio 9 because all of their products were much less expensive than anything Hedgerow offers.** And they do offer wooden signs in various styles, some of which we liked. But we ended up choosing Hedgerow **because of its longer warranty period.** Although the wood used for any outdoor sign is treated with a protective, weather-resistant coating, **we wanted to have that extra protection Hedgerow provides with its warranty.**

Good luck!

Jacques Berte

# STUDIO 9

## Order Form

**Customer:** Elias Ward, Corner Book Shop, 8 Main St., Haywood Village

**Order Date:** August 1

**Description of order:**

One exterior sign. Oak wood treated with Everlast Coating. Mariner blue wood stain, gold lettering (text to read: Corner Book Shop). 152 centimeters wide by 45 centimeters high. Changes to the order must be made by 5:00 P.M. On August 10.

**Price:** \$495 (Paid in full, August 5)

**Warranty:** 1 year

**Expected delivery:** August 20

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

- (A) To promote a business
- (B) To offer a suggestion
- (C) To request information
- (D) To extend an invitation

197. According to the first e-mail, what was recently replaced at Berte's Bakery?

- (A) The shutters
- (B) The lighting
- (C) The front door
- (D) The staff uniforms

198. What is suggested about Q Apparel?

- (A) It is next door to Corner Book Shop.
- (B) Its interior has been recently remodeled by the owner.
- (C) Its sign cost less than signs sold by Hedgerow Graphics.
- (D) It is decorated in a rustic, vintage style.

199. What is indicated about the sign Mr. Berte purchased for his bakery?

- (A) It is larger than the sign ordered by Mr. Ward.
- (B) It is under warranty for more than one year.
- (C) It was delivered in August.
- (D) It has blue lettering.

200. When will Mr. Ward most likely receive his order?

- (A) On August 1
- (B) On August 5
- (C) On August 10
- (D) On August 20