

101. The new interns have been very mindful of ----- parking regulations.

- (A) theirs
- (B) ours
- (C) our
- (D) they

102. To help the arts center improve its programming, please indicate which aspect of the workshop was most -----.

- (A) informative
- (B) primary
- (C) enthusiastic
- (D) financial

103. Mr. Gupta explained the ----- of the upgraded customer database to the sales team.

- (A) beneficial
- (B) benefits
- (C) benefited
- (D) benefiting

104. Buses leaving the city terminal were delayed due to icy conditions ----- the roads.

- (A) on
- (B) out
- (C) from
- (D) until

105. If you have recently ----- a digital camera and want to learn how to use it, this course is for you.

- (A) purchased
- (B) purchase
- (C) purchasing
- (D) to purchase

106. The upcoming ----- of Tantino Airport will ease congestion and modernize guest accommodations.

- (A) performance
- (B) supplement
- (C) deadline
- (D) renovation

107. The study showed that customers aged 35 to 44 paid with a Sonoka credit card ----- than customers in any other age-group.

- (A) frequently
- (B) frequent
- (C) more frequently
- (D) frequency

108. You need to ----- a business plan before your loan application can be processed.

- (A) donate
- (B) request
- (C) confess
- (D) submit

109. The hotel's ----- shuttle bus will take guests to Hong Kong's major landmarks.

- (A) compliments
- (B) complimentary
- (C) compliment
- (D) complimenting

110. ----- months of work to sell the Apton Building, the realtor finally succeeded last week.

- (A) Besides
- (B) After
- (C) Still
- (D) For

111. We will review all four custodial-service bids and choose ----- that suits your needs.

- (A) some
- (B) one**
- (C) others
- (D) either

112. The client asked _____ for the advertising text.

- (A) standards
- (B) drawings
- (C) revisions**
- (D) duplications

113. Please be advised ----- we have had to cancel your order because of a difficulty with our shipping agent.

to the images in

- (A) that**
- (B) of
- (C) whether
- (D) between

114. Tin Creek Corporation ----- that its paper towels are the most absorbent on the market.

- (A) obtains
- (B) competes
- (C) inquires
- (D) claims**

115. KCLN Associates will enter into a business ----- with the contractor as soon as some of the terms are renegotiated.

- (A) agreed
- (B) agreement**
- (C) agreeable
- (D) agreeing

116. ----- registering for online banking is not required, we strongly recommend it to all of our customers.

- (A) Although**
- (B) Instead
- (C) Regardless
- (D) Despite

117. Viewers can easily ----- to the main character in the popular television series *Autumn Mystery*.

- (A) related
- (B) relatable
- (C) relating
- (D) relate**

118. Fairlawn Medical Clinic offers a full ----- of services as part of its community wellness programs.

- (A) center
- (B) surplus
- (C) range**
- (D) type

119. The rear entrance to RC Bank will be closed for repairs and not ----- next Monday

- (A) accessible**
- (B) accessing
- (C) access
- (D) accesses

120. Mr. Carson wants to see Carson audio products -----, even in remote regions of the world.

- (A) decidedly
- (B) furthermore
- (C) rather
- (D) everywhere**

121. We can buy office ----- such as desks and printers from any of our company's approved vendors.

- (A) equip
- (B) equipping
- (C) equipment
- (D) equipped

122. When taking a book order, agents must record the customer's name and the ___ price of each item.

- (A) assembled
- (B) listed
- (C) addressed
- (D) earned

123. The building will be furnished ----- the supervisors do their inspection.

- (A) with
- (B) these
- (C) once
- (D) just

124. In a strong display of confidence, the firm's board of directors ----- approved the merger.

- (A) superficially
- (B) regularly
- (C) magnificently
- (D) unanimously

125. When recently -----, residents of Mill Creek Park said that street disrepair is the issue that concerns them most.

- (A) poll
- (B) polls
- (C) pollster
- (D) polled

126. Ms. Rivera agreed to work on the holiday ----- Mr. Grant could attend the conference.

- (A) considering
- (B) so that
- (C) as if
- (D) wherever

127. The clerk collects packages from each department twice a day and takes them to the mail room -----.

- (A) throughout
- (B) all along
- (C) too much
- (D) downstairs

128. Please inform Ms. Erwin of any complaints ----- those already discussed in today's meeting.

- (A) beyond
- (B) between
- (C) during
- (D) against

129. The Tonsin Writers League is a reputable organization with highly ----- members.

- (A) accomplishes
- (B) accomplishment
- (C) accomplished
- (D) accomplish

130. As Mr. Nakata's assistant, Ms. Bain is in charge of _____ him on the latest financial charge of news.

- (A) discussing
- (B) briefing
- (C) resuming
- (D) narrating

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

To: Bai Chang <bchang@lexrg.com>
From: customerservice@sprtech.com
Date: September 28
Subject: Order 255646

Dear Ms. Chang:

Thank you for your purchase on September 27. Your package has shipped and is due to arrive on October 1. --131.-- Simply visit www.sprtech.com/shipping/status, enter your order number, and press "Search. "

When you receive your package, we --132.-- you to take a short survey at www.sprtech.com/survey. It is through customer feedback that we are --133.-- to monitor our level of service. Upon --134.-- of the survey, you will receive a 10% discount toward your next order.

Sprtech.com Customer Service

131. (A) You will receive a full refund.
(B) A replacement is on back order.
(C) Tracking your order is easy.
(D) We will answer your question soon.

133. (A) able
(B) skillful
(C) suitable
(D) equal

132. (A) invited
(B) invite
(C) were inviting
(D) have invited

134. (A) publication
(B) production
(C) introduction
(D) completion

Questions 135-138 refer to the following information.

Conference Room 120 can be booked for meetings and conference calls. First, make a reservation request online at www.gzppoffice.com/confroom. When your request --135.--, the system automatically checks for availability. Your request will be accepted if no other event is scheduled at that time. The system will then immediately send you an e-mail message to --136.-- your reservation. However, if another meeting is scheduled that conflicts with yours, you will be notified that the request has been declined. -- 137.--. It is therefore --138.-- that you schedule your event well ahead of time. This way, if a given time slot is already reserved, you will be able to reschedule your meeting.

135. (A) is received

(B) receiving

(C) to receive

(D) received

136. (A) move

(B) cancel

(C) change

(D) confirm

137. (A) Thank you for accepting our invitation to the event.

(B) Please prepare discussion points before the meeting.

(C) Note that reservations are on a first-come, first-served basis.

(D) The time of the next meeting will be announced in due course.

138. (A) fortunate

(B) advisable

(C) previous

(D) flexible

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

From: Karel Authier <k.authier@codetouchmag.com>
To: Honorato Quinones <quinones@voyacon.com.es>
Date: Tuesday, July 18 11:04 A.M.
Subject: Voyacon Feature

Dear Mr. Quinones:

I am delighted to inform you that Voyacon has been selected as one of this year's *Code Touch Magazine's* Top 25 Emerging Technology Firms. We will be --139.-- your company in our September issue. This is considered a great honor by our readers, as our list includes only --140.-- that advance the industry in significant ways.

As Voyacon's founder, could you e-mail us a digital photograph of yourself to use in the article? --141.--. We would need to receive it --142.--August 5. Otherwise, we will use a public-domain photo.

Thanks for your help, and congratulations.

Sincerely,

Karel Authier
Editor-in-Chief

139. (A) profile
(B) profiling
(C) profiles
(D) profiled

140. (A) publications
(B) machines
(C) techniques
(D) enterprises

141. (A) Hundreds of companies were initially considered.
(B) We will forward several copies as soon as possible.
(C) This is the fifth year we will be publishing this list
(D) It should be a high-resolution, full-color image.

142. (A) by
(B) at
(C) within
(D) among

Questions 143-146 refer to the following memo.

To: All Employees
From: Carmen Phelps, Central City Museum Director
Re: Special Exhibitions Curator
Date: November 15

To All Staff,

Please note that an advertisement will be placed in this Wednesday's newspaper regarding a new position at the Central City Museum. After the --143.-- of Bloom Outside the Box, our recent exhibition showcasing the artwork of local sculptor Leanne Bloom, the museum board has decided to allocate a new position dedicated to creating new quarterly exhibitions. The position title is Special Exhibitions Curator. The successful applicant --144.-- work on January 2.

--145.--. Proven knowledge of local and regional artists is preferred. -- 146.-- museum staff are encouraged to apply. Please contact Liliana Wells at extension 449 with questions.

Thank you.

Carmen

143. (A) popularity
(B) winner
(C) goal
(D) awareness

144. (A) started
(B) will start
(C) has started
(D) was starting

145. (A) Board nominations close at the end of the day on Friday.
(B) Critic Tony Watanabe gave the exhibition a five-star review.
(C) The position requires extensive experience.
(D) We look forward to hosting this event.

146. (A) Expressed
(B) Observed
(C) Depended
(D) Qualified

Questions 147-148 refer to the following e-mail.

To: <Customer List
From: info@rapidrailways.com
Date: February 1
Subject: News

Rapid Railways would like to reward its loyal customers with a special discount on travel during the month of April. **Purchase an adult round-trip ticket over \$60 and receive 50 percent off a second adult fare for a companion.** Use code RAIL when booking online.

This promotion is not valid for Rapid Railways Express trains. Customers cannot exchange previously purchased tickets to obtain the offer. Tickets must be purchased by March 1.

147. What is the purpose of the e-mail?

- (A) To publicize an updated service
- (B) To attract first-time customers
- (C) To increase the sale of April tickets**
- (D) To promote Rapid Railways Express

148. What is true about the special discount?

- (A) It includes children.
- (B) It requires that tickets be purchased over the phone.
- (C) It applies only to tickets already purchased.
- (D) It is offered to two people traveling together.**

Questions 149-150 refer to the following invitation.

Clearhaven Chamber of Commerce

Breakfast Club

Guest Speaker Philippa Dixon of Dixon Advertising

"**Social Media Trends** for Business Success"

Wednesday, September 26

7:30-9:00 A.M.

Kelly's Café

17 Richards Street

Clearhaven, Virginia 20101

\$8.00 per person

Includes full breakfast buffet

Registration required, **limited seating available**

RSVP by September 20

Clearhaven Chamber of Commerce, 5405550112

149. What topic will be discussed at the event?

- (A) **Social media**
- (B) Successful investments
- (C) Setting up a small business
- (D) Coping with staff turnover

150. What is indicated about the event?

- (A) It is held once a month.
- (B) It takes place on a weekend.
- (C) Registration is not necessary.
- (D) **Space is limited.**

Questions 151-152 refer to the following notice.

Harrod Automotive Manufacturing

Andrew Dunn, Director

Laura Bradley, Site Manager

Welcome to Harrod Automotive Manufacturing! We are serious about maintaining a safe workplace environment. We ask that the following rules be strictly observed while you are touring the assembly floor. Anyone found in violation of these rules will be asked to leave the premises. For concerns about compliance, please contact the site manager.

ALWAYS:

- > Stay with your tour guide.
- > Wear safety glasses and helmet.
- > Respond to alarm signals and obey evacuation instructions.
- > Request permission from your guide before taking photographs.

NEVER:

- > Leave your group.
- > Enter areas marked "Danger" or "Staff Only."
- > Touch equipment.

151. For whom is the notice most likely intended?

- (A) Maintenance workers
- (B) Security guards
- (C) Safety inspectors
- (D) Factory visitors

152. According to the notice, why should someone contact Ms. Bradley?

- (A) To praise an employee
- (B) To inquire about a policy
- (C) To submit photographs
- (D) To obtain a schedule

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

Scott Rabin (11:14 A.M.)

Hi, Tanya. I'm in the storage room, clearing out space as Anita requested.

There are some boxes marked "Accounting" in here. Are they yours?

Tanya Greene (11:18 A.M.)

Yes, they have some of my old files in them. Most of them can be shredded, but there are a few that we may need to keep. Do you want me to come have a look? I have about 15 minutes until my next meeting.

Scott Rabin (11:20 A.M.)

It's up to you. I can just leave them here until you have more time.

Tanya Greene (11:21 A.M.)

That would be great. I'll set aside some time on Wednesday to sort through them.

153. Why did Mr. Rabin send a message to Ms. Greene?

- (A) To ask if she needs more storage space
- (B) To find out if some files belong to her**
- (C) To get her help moving some boxes
- (D) To ask where some files should be put

154. At 11:20 A.M., what does Mr. Rabin mean when he writes, "It's up to you"?

- (A) He will sort some documents when Ms. Greene wants him to.
- (B) He can arrange for a time to unlock the storage room.
- (C) Ms. Greene can decide when she prefers to look at some files.**
- (D) Ms. Greene can choose the type of boxes she wants to use.

Questions 155-157 refer to the following article.

NAIROBI (2 November)—Agosti, the popular Italian shoe retailer, will launch its first outlet store in East Africa this week when Agosti Nairobi opens. Customers will find all the bright colours and unique designs for which Agosti is known. — [1] —.

Agosti Nairobi will feature a unique hands-on approach to fashion, with touch- screen display stations positioned throughout the store. — [2] —. These stations will allow shoppers to browse through product information, read customer reviews, and identify best-selling styles.

— [3] —.The store will also feature a foot plantar pressure sensor. By standing on the sensor, customers will be able to determine their precise foot measurements and choose the best shoe size for their feet. Shoes will be available in a variety of lengths and widths not usually found in competitor stores.

"We at Agosti see East Africa as an important place for new fashion," said Raffaele Zito, Agosti's marketing director. According to Mr. Zito, the opening of the Nairobi store is only the first step of an ambitious expansion plan. — [4] —.

155. What aspect of the Agosti Nairobi store does the article highlight?

- (A) Its spacious interior
- (B) Its knowledgeable sales team
- (C) Its wide selection of brands
- (D) Its interactive displays

156. What is true about Agosti shoes?

- (A) They are available in new designs.
- (B) They are very expensive.
- (C) They are made in hard-to-find sizes.
- (D) They are mostly handmade.

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

"In fact, the company is currently scouting locations for a new design facility in the region."

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

Questions 158-160 refer to the following form.

<http://www.pinecrestofficepark.com/requestform>

Pinecrest Office Park

Request Form

Judy Blanch Office Manager

2155550118 extension 2

Date of Request: April 2

Tenant: Lerner and Randall, LLC

Office: Suite B, Third floor

Tenant Contact Name: Amy Randall

Type of Problem:

Structural

Electrical

Plumbing

Brief Description of Work Needed:

The ceiling over the window has developed a water leak, and the wall is beginning to discolor

Additional Instructions:

Before coming over, please call my office at 2155550127 My partner, Zach Lerner, and I would like to be present when the building staff is there. There is very expensive office equipment directly under that part of the ceiling. We will need to move it before any repairs are made.

To Be Filled Out by Pinecrest Management:

Date Received: April 3

Approved: Yes No

Assigned to: In-Su Kim

Approved by: Judy Blanch

Notes:

Please investigate this problem early tomorrow morning after you call Ms. Randall. If roofing repairs are needed, e-mail John Roper (Roper Roofers - john@roperroofers.com), and set up an appointment for an estimate

158. What is the purpose of the form?

- (A) To apply for a job
- (B) To request a lease
- (C) To report a problem
- (D) To change an address

160. Why does Ms. Randall mention some office equipment?

- (A) It is for sale.
- (B) It needs to be moved.
- (C) It has been damaged.
- (D) It needs to be replaced.

159. Who will first contact Ms. Randall about her April 2 request?

- (A) Mr. Kim
- (B) Mr. Lerner
- (C) Mr. Roper
- (D) Ms. Blanch

Questions 161-163 refer to the following press release.

FOR IMMEDIATE RELEASE

Media contact: Andrea Óladóttir / +613 555 0124

Babson Vehicles Ltd. Enthusiastically Implements Deluxident's Newest Product

OTTAWA (10 June)---Babson Vehicles Ltd., a leading Canadian manufacturer, has just adopted a new fingerprint entry system aimed at improving company security. Created by Icelandic firm Deluxident, the system enables employees to **enter campus buildings simply by scanning their fingerprints.**

According to Babson's CEO Daniel **Deems**, Deluxident's fingerprint-scanning system is a significant improvement over other security products the company has tried in the past.

"Deluxident's fingerprint scanner has been a tremendous asset. In the past, **we always accessed our buildings** by using photographic and electronic identification badges," said Deems. "**Producing and replacing lost badges, however, was expensive.** In addition, they posed a significant security threat. Employees sometimes forgot their badges, adding to traffic through our security office. All in all, **the badges were costly and risky.**"

For the past decade, Deluxident has been offering high-tech workplace solutions with its innovative digital products. **Headquartered in Reykjavík, Deluxident delivers items worldwide** and offers 24-hour technical assistance by telephone. For further details about the new fingerprint-scanning entry system, visit www.deluxident.is.

161. What is implied about Mr. Deems?

- (A) **He oversees multiple buildings.**
- (B) He makes frequent trips abroad.
- (C) He is a successful inventor.
- (D) He often misplaces his identification badge.

163. What is true about Deluxident?

- (A) **It ships its products internationally.**
- (B) It is based in Canada.
- (C) It provides on-site consulting services.
- (D) It plans to merge with Babson Vehicles Ltd.

162. Why does Mr. Deems prefer Deluxident's new product over previous products?

- (A) It facilitates campus entry for visitors.
- (B) **It lowers expenses in the long term.**
- (C) It requires photo identification.
- (D) It allows employees to quickly locate each other.

Questions 164-167 refer to the following letter.

Maria Cleary
2289 Coolidge Street
Great Falls, MT 59401

Paul Donnell
5267 Cotton Vale
Helena, MT 59624

Dear Mr. Donnell

After searching through **Lewis and Clark County's public property tax records online**, I discovered that you are the owner of the building that was once a general store on the corner of Waller Avenue and Main Street. As far as I can tell, **the building has been boarded up and unoccupied for quite a few years.** — [1] — I would like to know if you would be interested in selling it.

I have been planning to open a café in the area, and I believe that with some modest improvements, your building could be the perfect location. I would want to keep as much of the original structure intact as possible. — [2] — Any modifications would be minor.

I realize there are other buildings for sale in the business district, **but they do not have the same connection to the community.** — [3] — **I have spoken with many Helena residents who have fond memories of your building, and they would like to see it transformed into a usable structure again.** — [4] — I am confident that my plan would be welcomed by the community.

Thank you for considering my offer. If you would like to discuss details, I can be reached at 4065550181.

Sincerely,

Maria Cleary
Maria Cleary

County?

- (A) It is well-known for its restaurants.
- (B) It enforces strict building regulations.
- (C) It provides property information over the Internet.
- (D) It is seeking feedback on a development project.

165. What is suggested about the general store building?

- (A) It is currently open to the public.
- (B) It has changed ownership many times.
- (C) It is undergoing extensive renovations.
- (D) It has been vacant for several years.

Donnell's property?

- (A) It is popular with local residents.
- (B) It is located in the city center.
- (C) It is being sold for a low price.
- (D) It features a spacious floor plan.

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

"I think the exposed brick siding, for example, is essential to the building's charm."

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

Questions 168-171 refer to the following information.

Bulletin boards at Quenten Advertising

The physical bulletin boards in our facilities are overseen by the administrative assistant in the Human Resources Department. The bulletin boards are in locked glass cabinets, and the administrative assistant is responsible for the cabinet keys and for ensuring that all postings are kept current.

- **The bulletin board by the elevator** is used to convey general information to all employees, such as **important company news** or reminders.
- The bulletin board outside the conference rooms is used solely for information relating to upcoming meetings and events scheduled for those rooms.
- The staff lounge bulletin board may be used for announcements not sponsored by Quenten Advertising that may be of general interest to coworkers, such as personal items for sale, local festivals, and other community events. To post these notices, **staff must first submit a request to Human Resources** and include contact information as well as a photocopy of the posting. These announcements cannot be posted more than two weeks before the event date.

All bulletin boards will be checked regularly to ensure compliance with their intended purposes.

168. What is the purpose of the information?

- (A) To describe a job opening
- (B) To explain a company policy**
- (C) To provide building information to visitors
- (D) To help clients navigate a Web site

169. Where is important company news most likely posted?

- (A) Near the elevator**
- (B) In the staff lounge
- (C) Inside the conference rooms
- (D) In the Human Resources Department

170. According to the information, why should employees contact Human Resources?

- (A) To pick up their office keys
- (B) To have their notices approved**
- (C) To register for company events
- (D) To submit photocopy requests

171. Why are bulletin boards checked regularly?

- (A) To confirm that the cabinets are kept locked
- (B) To confirm that personal items have been sold
- (C) To ensure that postings are appropriate at each location**
- (D) To ensure that postings are interesting to all employees

Questions 172-175 refer to the following online chat discussion.

Live Chat

Satoru Hashimoto (10:42 A.M.) **I just logged in to my guest loyalty program account**

and noticed that the nights I stayed at the Grand Jurong Hotel last month haven't been credited. Are my loyalty points being processed?

Franca Russo (10:44 A.M.)

Thank you for contacting the Customer Care Centre. I'm looking at your account and see that the loyalty points are not there at the moment. Points are good for one year after the check-out date. I am adding Mr. Han Sai Wong from the Grand Jurong to this chat to confirm your stay at the hotel. What were the dates of your stay so that he can look up the reservation?

Han Sai Wong (10:46 A.M.)

Already got it. I can confirm Mr. Hashimoto stayed four nights with a check-in date of March 7.

Satoru Hashimoto (10:47 A.M.)

March 7 through March 11.

Franca Russo (10:50 A.M.)

Mr. Hashimoto, I have added the points to your account. With your new points, you are eligible to either upgrade your room for the stay you reserved next month, or you may apply the points toward one free night on a future booking May I assist you in upgrading your current reservation or in completing a booking for a future stay?

Satoru Hashimoto (10:51 A.M.)

Not at this time. Thank you for your help!

172. Why did Mr. Hashimoto contact Customer Care?

- (A) To provide feedback on a recent stay
- (B) To book a room using his loyalty points
- (C) To change an existing reservation
- (D) To inquire about missing loyalty points

173. At 10:46 A.M., what does Mr. Wong mean when he writes, "Already got it"?

- (A) He has found some information.
- (B) He is pointing out a mistake made by Ms. Russo.
- (C) He is going to call Mr. Hashimoto.
- (D) He will complete Mr. Hashimoto's reservation.

174. What does Ms. Russo offer to do for Mr. Hashimoto?

- (A) Award him extra points
- (B) Issue a refund
- (C) Provide an upgrade on a future stay
- (D) Transfer his account to a different points program

175. What is NOT indicated about the loyalty points program?

- (A) Points earned on a stay remain valid for a year.
- (B) Points can be used to upgrade a reservation.
- (C) Points are credited after a guest leaves the hotel.
- (D) Points can be doubled under certain conditions.

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

To: Munahid Awad

From: Abby Fordyce
Subject: Information
Date: 2 February
Attachment: **Handbook**

Dear Mr. Awad,

Good morning. I hope your first day at Epmedin Medical Supplies is **going** well.

Please find details about our employment policies and practices attached. By the way, **you have already been assigned your own personal parking space,** but you will need to contact the transportation operations department to obtain a parking permit for display purposes.

As we discussed last week, we need to make travel arrangements for you to visit our other facilities. **Your first trip will be to our headquarters next week, followed by visits to the rest of our facilities at the end of the month.** Wendy Leighton will assist with your reservations and can be reached at wleighton@epmedin.co.uk.

Please let me know if there is anything else you need.

Sincerely,

Abby

**Epmedin Medical Supplies
Employee Handbook**

Dress Code

Workplace dress codes vary by location.

Headquarters in **London** and the **Glasgow** office require staff to wear formal business attire, while business casual attire is approved for staff at our **Dublin** and **Belfast** manufacturing plants. Formal business attire is defined as a business suit, including a jacket, dress pants or a dress skirt, and a tie (for men). Business casual attire is trousers or khakis, a dress shirt or blouse, or a dress or skirt.

Transportation

Parking at the London office is reserved for delivery and security vehicles. Monthly bus and train passes can be purchased through Human Resources at half the regular fare.

Because of limited on-site parking at our Glasgow and Dublin production facilities, staff can park for free at designated parking garages. Employees need a permit, which can be obtained through the transportation operations department. Permits must be renewed annually online.

Employees at the Belfast facility must obtain a permit for a designated parking space from the transportation operations department.

176. What is a purpose of the e-mail?

- (A) To issue an invitation to a celebration
- (B) To give notice of a policy change

179. Where does Mr. Awad most likely work?

- (A) In London
- (B) In Glasgow

(C) To forward a company document

(D) To approve a vacation request

(C) In Dublin

(D) In Belfast

177. In the e-mail, the word "going" in paragraph 1, line 1, is closest in meaning to

(A) departing

(B) proceeding

(C) selling

(D) visiting

180. According to the handbook, what do all Epmedin office locations have in common?

(A) Parking garages are not available.

(B) Parking permits are not required.

(C) Employees need to comply with specific dress codes.

(D) Factory workers follow very strict safety regulations.

178. What is indicated about Mr. Awad?

(A) He revised the employee handbook.

(B) He has met Miss. Leighton.

(C) He takes public transportation to work.

(D) He will be traveling in February.

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

*E-mail

To: Management Team
From: Fiona Watson
Date: March 19
Subject: Spring meeting
Attachment: Final Agenda

Dear Colleagues,

This is a reminder that **Contiera** Corporation's spring management meeting is scheduled for 9 A.M. tomorrow. The final agenda is attached. **Please note that I have added an item to the original meeting agenda. Mai Tran, our publications supervisor, wants to update everyone on this season's product line. She should not take more than twenty minutes.**

To prepare for the meeting, please review our most recent marketing plan so that we all have a clear idea of our goals for the quarter. It would also help **if each of you brought copies of your latest budget report and projected cost estimates for next quarter.**

I look forward to seeing you tomorrow.

Fiona Watson

Spring Management Meeting-Final Agenda

Date and Time: March 20. 9 A.M.

Location: Conference Room 2

Topic	Description	Leader
Community events	- Learn about local outreach opportunities	Paul Ranier , president of the Arborville Business Association
Budget review	- Discuss department budgets	Fiona Watson
Online advertising	- Review cost of Web ads - Analyze areas for growth	Marcia Dover
Web site updates	- Present recent changes to ski-apparel page - Demonstrate new content management software	Barry Callahan
Print publications	- Review final changes to spring sportswear catalog	Mai Tran

181. In the e-mail, what does Ms. Watson imply about the meeting?

184. What does the agenda indicate about Mr. Ranier?

- (A) Some clients will be attending it.
- (B) A recently hired supervisor will be leading it.
- (C) It will take more time than originally planned.
- (D) Its location has been changed.

182. What item on the agenda is new?

- (A) Community events
- (B) Online advertising
- (C) Web site updates
- (D) Print publications

183. What does Ms. Watson ask people to bring to the meeting?

- (A) Updated financial documents
- (B) A list of new hires
- (C) A copy of the agenda
- (D) Revised vendor contracts

- (A) He teaches a course in online advertising.
- (B) He will be joining the meeting by telephone.
- (C) He used to work with Ms. Watson.
- (D) He represents a local organization.

185. What does Contiera Corporation most likely sell?

- (A) Books and magazines
- (B) Gardening supplies
- (C) Athletic clothing
- (D) Computer software

Questions 186-190 refer to the following article, e-mail, and program.

Film Festival Returns to Wales

is open to the public, with the exception of

SWANSEA (24 May)—The Penglais Film Festival returns to town with a full slate of exciting new films. The festival has gained international recognition for the talent it has attracted over the years. **It also boasts of having launched the careers of a growing number of celebrity filmmakers.**

The week-long festival will run from 9 to 15 August and will feature animated, documentary, and feature films. The festival

the closing event on 15 August, which is by invitation only. Tickets for all public events must be purchased in advance and are expected to sell out quickly.

Ticket sales will begin at 10 a.m. on 3 June. Please note that tickets for individual film showings must be purchased separately.

A full schedule of screenings is now available on the festival's Web site at www.penglaisfest.co.uk.

E-mail

To: Desmond Griffith <d_griffith@docsnow.co.uk>
From: Ioan Driscoll <ioan.driscoll@penglaisfest.co.uk>
Subject: Re: Penglais Award Ceremony
Date: 28 May

Dear Mr. Griffith,

I am excited and honoured to hear that you will be able to accept your prize in person at this year's Penglais Award Ceremony. The ceremony will take place at the Wynford Blue Hotel at 5 PM. on Friday, **15 August.** **You will be introduced by the festival's president, Ms. Sarah Wu, and you will have the opportunity to give a speech.** We kindly request that you limit this speech to no more than 10 minutes.

Please provide me with the e-mail addresses of up to five guests you would like to invite to the ceremony. I will be sure to send them each a link to download their ticket electronically within ten days of the event.

Congratulations,

Ioan **Driscoll**

The 25th Annual Penglais Film Festival Awards Ceremony
Event Program

5:00 P.M. Doors open
5:30 P.M. Dinner service begins
6:15 P.M. **Performance by Shirley Finch**, accompanied by Dom Lucas on piano
6:15 P.M. Presentation of Excellence in Acting awards
6:30 P.M. Presentation of Achievement in Direction awards
6:45 P.M. Presentation of Best Cinematography award
7:00 P.M. **Introduction of Lifetime Achievement Award by Ms. Sarah Wu**
7:10 P.M. Speech by **Lifetime Achievement Award Recipient**
7:20 P.M. Closing remarks
7:30 P.M. Final performance by **Shirley Finch**, solo

186. What is indicated about the Penglais Film Festival?

- (A) It is new to Wales.
- (B) Many past participants have become famous.**
- (C) It focuses on classic films from the past.
- (D) Tickets to feature films have sold out.

187. Why is Mr. Driscoll pleased?

- (A) He will receive an award.
- (B) His film will be shown at the festival.
- (C) Mr. Griffith will attend an event.**
- (D) Mr. Griffith has invited him to speak.

188. What is suggested about tickets for the awards ceremony?

- (A) They cannot be purchased.**
- (B) They cannot be accessed online.
- (C) They will become available on May 3.
- (D) They are included with the purchase of individual film tickets.

189. Who most likely is Shirley Finch?

- (A) An event host
- (B) An entertainer**
- (C) An award presenter
- (D) A festival director

190. What award will Mr. Griffith most likely receive?

- (A) Excellence in Acting
- (B) Best Cinematography
- (C) Lifetime Achievement**
- (D) Achievement in Direction

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

To: a.raman@bgi.co.in

From: s.kapoor@imail.co.in

Date: 15 April

Subject: Thank-you note

Thanks for encouraging me to apply for the position at Neela Advertising and for writing such a glowing referral on my behalf.

Mr. Nirmal, Neela's chief recruiting officer, expressed his admiration for the **television commercials I produced for Delhi Works**, but **he explained that his company in fact needs someone who can also create Web content and applications. I was therefore not offered the position.**

Kindly let me know if you happen to hear of any other positions that might be a good fit for me. Thank you in advance.

Best regards,

Shreya

17 May

Shreya Kapoor
21 Hammam Street
Mumbai

Dear Ms. Kapoor,

I am pleased that you will be joining Mumbai Canning Ltd. on 1 June. I was impressed with the knowledge you displayed at the time you interviewed at our offices. Your specific experience at Delhi Works, Inc., will be of tremendous value here.

I am enclosing some documents that you should complete, sign, and bring with you when you report to Human Resources at 9:30 A.M. on your first day. You will receive a brief administrative orientation at that time. **Your assigned mentor, Ms. Meera Sethi**, will meet you there at 10:30 to escort you to your department, where she will review your training plan and the projects the team is currently working on. **At noon she will be taking you to our cafeteria for lunch in the company of some of your colleagues. I hope to join you there as well.**

Welcome to Mumbai Canning Ltd.!

Sincerely,

Zara Mehta

Zara Mehta

Mumbai Canning Ltd.

To: a.raman@bgi.co.in

From: s.kapoor@imail.co.in

Date: 20 May

Subject: Good news

Dear Mr. Raman,

Thank you for your last referral. **The director offered me the position during the interview**, and I will be starting on 1 June. I will be happy to provide you with details about my duties once I get settled.

Best,

Shreya

191. Why was Ms. Kapoor turned down for a position at Neela Advertising?

(A) She failed to provide adequate referrals.

(B) She did not meet the criteria for the job.

(C) She missed the application deadline.

(D) She was not available for a follow-up interview.

194. According to the letter, where will Ms. Mehta be at noon on June 1?

(A) In a design meeting

(B) On a business trip

(C) At a job interview

(D) At a dining facility

192. What is suggested about Ms. Kapoor?

(A) She left her job at Delhi Works, Inc., several years ago.

(B) She used to work with Mr. Nirmal at Delhi Works, Inc.

(C) She will produce television commercials for Mumbai Canning Ltd.

(D) She has recently switched careers.

195. How was Ms. Kapoor offered her new job?

(A) In person

(B) In a letter

(C) By e-mail

(D) Over the telephone

193. Who most likely is Ms. Sethi?

(A) A cafeteria manager

(B) A payroll accountant

(C) A marketing team member

(D) A budget director

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

To: Kyung-Jin Sohn

From: Darius Jackson
Date: November 8
Subject: Solutions to a problem

Dear Ms. Sohn.

As you know, competition for use of the printers has been causing a great deal of delay for members of the legal department. Everyone has had to wait to print documents at some point. **Some of us have had to start coming to work earlier, and others are staying late.** This is having a negative impact on our productivity and morale.

We could improve the situation for the remainder of the year by posting a sign-up sheet next to the printers. To be fair, each employee should sign up for only two fifteen-minute blocks per day. We could also reserve the lunch hour for unscheduled printing. And we should consider discontinuing the use of color printers until the situation is under control---color printing is up to five times as expensive as black-and-white printing. Let me know what you think.

Regards,

Darius Jackson
Legal Administrator, Reeder and Kelter, Inc.

MEMO

To: All Reeder and Kelter, Inc., Staff
From: Kyung-Jin Sohn, Support Manager
Date: **November 24**
Subject: Printer use

We have purchased two new printers, a multicolor UX212 and a black-and-white UY120 Truzyntx. Unfortunately, they will not be arriving until **December 18**. In the meantime, please continue to schedule your printer-use times using the online link I emailed you on November 10. Using this document, **you may reserve up to two fifteen-minute printing periods per day**. Please do not schedule consecutive sessions, and remember that we have set aside time both in the morning and in the afternoon for emergency printing. Also, **please use the color printers only when absolutely necessary. We have been purchasing more color ink than usual because staff members are using the color printers for scanning and printing when the black-and-white printers are in use.**

To: kjsohn@reederandkelter.com
From: Isullivan@truzyntx.com

Date: December 22

Subject: Truzynx purchase

Dear Ms. Sohn,

Thank you for your recent purchase of two Truzynx printers for your company. Your purchase includes **two years of free maintenance** for each machine. Your first regularly scheduled **servicing date will be one month from delivery**. We also offer discounted prices on our extended maintenance plans within 60 days of equipment purchase. Please let me know if you are interested in these plans for your new printers.

Are you looking to improve your efficiency? We also have Truzplan. With this affordable remote-printing service, **we can securely print your scanned documents and bring them to your office when you need them**. Please let me know if you would like more information.

Sincerely,

Leilani Sullivan Sales Representative

196. According to the first e-mail, how have some employees coped with a problem?

- (A) By reducing operational costs
- (B) By working outside their regular hours**
- (C) By hiring temporary staff
- (D) By outsourcing a maintenance service

197. Which of Mr. Jackson's suggestions did Ms. Sohn implement?

- (A) Allowing employees two fifteen-minute printing periods per day**
- (B) Allotting a one-hour period at midday for emergency printing
- (C) Posting a sign-up sheet next to the printers
- (D) Discontinuing the use of color printers

198. According to the memo, what is the problem with the color printers?

- (A) They have not been ordered.
- (B) They regularly break down.
- (C) They fail to scan documents.
- (D) They are being overused.**

199. What is true about the new printers purchased by Reeder and Kelter, Inc.?

- (A) They were delivered on November 24.
- (B) They include a three-year maintenance plan.
- (C) They will be serviced on January 18.**
- (D) They came with free remote printing during the first month.

200. What does Truzplan offer?

- (A) Delivery of printed documents**
- (B) Equipment insurance
- (C) Suggestions for accessories
- (D) Training in the use of equipment