LISTENING TEST
In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1
Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example

Sample Answer
A B C D

Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.
PART 2
Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

Sample Answer

You will hear: Where is the meeting room?
You will also hear: (A) To meet the new director.
(B) It's the first room on the right.
(C) Yes, at two o'clock.

The best response to the question “Where is the meeting room?” is choice (B), “It’s the first room on the right,” so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.

PART 3
Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

41. What does the man want to do?
   (A) Buy a newspaper
   (B) Have a car repaired
   (C) Advertise a business
   (D) Start a new business

42. What does the woman suggest?
   (A) Buying a new car
   (B) Residing a newspaper
   (C) Surprising a friend
   (D) Creating a Web site

43. Who does the man plan to contact?
   (A) A friend
   (B) A car repair shop
   (C) A newspaper office
   (D) A government agency

44. Where does the woman want to work?
   (A) At a restaurant
   (B) At a beach
   (C) At a health club
   (D) At a resort

45. What kind of employment experience has the woman had?
   (A) Fitness instructor
   (B) Lifeguard
   (C) Gardener
   (D) Restaurant server

46. What is the woman asked to bring to her interview?
   (A) A résumé
   (B) An application
   (C) Proof of certification
   (D) Proof of insurance

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47. What is the general topic of the conversation?
   (A) Housing  
   (B) Employment  
   (C) Entertainment  
   (D) Transportation

48. What does the man say about living in the city?
   (A) There is too much traffic.  
   (B) It is too expensive.  
   (C) It is easy to find a job.  
   (D) There are many apartments for rent.

49. What does the woman suggest that the man do?
   (A) Look for a roommate  
   (B) Find a new job  
   (C) Check the newspaper  
   (D) Sign a contract

50. Who is the man shopping for?
   (A) A coworker  
   (B) A friend  
   (C) His child  
   (D) His wife

51. What time does the store close?
   (A) At 5:00  
   (B) At 6:00  
   (C) At 7:00  
   (D) At 8:00

52. What does the customer ask the salesperson to do?
   (A) Return a phone call  
   (B) Reserve an item at the store  
   (C) Keep the store open late  
   (D) Provide a cash refund

53. What does the woman want?
   (A) Some bread  
   (B) A larger table  
   (C) Something to drink  
   (D) A dessert

54. What does the man offer to do?
   (A) Get some water  
   (B) Go to a store  
   (C) Bring a menu  
   (D) Find a waiter

55. How long has the woman been waiting?
   (A) 2 minutes  
   (B) 5 minutes  
   (C) 10 minutes  
   (D) 15 minutes

56. What type of business do the speakers probably work for?
   (A) A construction company  
   (B) A shipping company  
   (C) A delivery service  
   (D) A supply store

57. What problem are the workers discussing?
   (A) Some wood is damaged.  
   (B) Some roads are closed.  
   (C) Some workers will be late.  
   (D) Some supplies will not arrive today.

58. What will the workers probably do next?
   (A) Hold a meeting  
   (B) Work on a different project  
   (C) Call the lumber company  
   (D) Deliver a shipment

59. Where does this conversation most likely take place?
   (A) At an office  
   (B) At a bakery  
   (C) At a newsstand  
   (D) At a restaurant

60. How did the man get to work?
   (A) By car  
   (B) By bus  
   (C) By train  
   (D) On foot

61. When is the meeting scheduled to begin?
   (A) In 5 minutes  
   (B) In 10 minutes  
   (C) In 20 minutes  
   (D) In 30 minutes

62. Who is the woman?
   (A) A chef  
   (B) A server  
   (C) A restaurant owner  
   (D) A restaurant cashier

63. What does the woman say about the restaurant?
   (A) It is expensive.  
   (B) It is busy at lunchtime.  
   (C) It is located in a hotel.  
   (D) It has a few open positions.

64. What happened last week?
   (A) The woman hired a new employee.  
   (B) The restaurant moved to another location.  
   (C) The man went to Italy.  
   (D) The man started a new job.

65. What are the speakers discussing?
   (A) A movie  
   (B) A mountain hike  
   (C) A letter of recommendation  
   (D) A job opening

66. What does the man say he will do on Friday?
   (A) Call the human resource office  
   (B) Set up a meeting with Martha  
   (C) Buy a book about Colorado  
   (D) Go to see a film

67. What does the woman say about the man?
   (A) He is the best candidate for a job.  
   (B) He enjoys the outdoors.  
   (C) He should go to Colorado.  
   (D) He should take an extra day off.

68. Where does this conversation probably take place?
   (A) At a coffee shop  
   (B) At a train station  
   (C) At a theater  
   (D) At a hotel

69. What does the man suggest they do?
   (A) Eat a meal  
   (B) Buy a program  
   (C) Make some copies  
   (D) Review the schedule

70. When does the woman say she will meet the man?
   (A) In 2 minutes  
   (B) In 5 minutes  
   (C) In 10 minutes  
   (D) In 30 minutes
PART 4
Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What is the purpose of the announcement?
   (A) To report a schedule change
   (B) To give directions to an event
   (C) To ask for volunteers
   (D) To introduce a performer

72. Where is the announcement probably being made?
   (A) In a movie theater
   (B) In a shopping center
   (C) In an amusement park
   (D) In a sports arena

73. When will the event begin?
   (A) At 1:00 P.M.
   (B) At 1:30 P.M.
   (C) At 6:00 P.M.
   (D) At 6:30 P.M.

74. What is the purpose of the call?
   (A) To offer a product
   (B) To cancel an order
   (C) To provide an address
   (D) To request an address

75. What does the caller say about Ms. Stockton?
   (A) She has a digital camera.
   (B) She receives many calls.
   (C) She participated in a survey.
   (D) She is a frequent customer.

76. What does the caller say he will do?
   (A) Send a catalog
   (B) Call again later
   (C) Repair a computer
   (D) Ship a new monitor

77. Who is the speaker?
   (A) A travel agent
   (B) An architect
   (C) A museum tour guide
   (D) A librarian

78. What does the speaker say about the building?
   (A) It is located in the center of town.
   (B) It has an advanced security system.
   (C) It was originally a one-story building.
   (D) It has only one entrance.

79. Where are the oldest pieces kept?
   (A) In storage
   (B) On the top floor
   (C) Near the rear entrance
   (D) On the ground floor

80. What is the news report about?
   (A) New traffic lights
   (B) A loss of power
   (C) Long lines at a store
   (D) The city parade

81. What caused a problem?
   (A) A fallen tree
   (B) A thunderstorm
   (C) Road construction
   (D) Old electrical equipment

82. What did the police do?
   (A) They closed some area businesses.
   (B) They asked people to stay indoors.
   (C) They moved the parade to a new location.
   (D) They directed traffic.

83. For whom is this talk intended?
   (A) Pilots
   (B) Researchers
   (C) Journalists
   (D) Tour guides

84. How long has the speaker worked in his profession?
   (A) For 10 years
   (B) For 20 years
   (C) For 30 years
   (D) For 40 years

85. What does the speaker say to do when working in foreign countries?
   (A) Take language courses
   (B) Talk to local colleagues
   (C) Buy a local newspaper
   (D) Attend a cultural event

86. Where does the speaker most likely work?
   (A) In an automobile shop
   (B) In a department store
   (C) In a government office
   (D) In a medical facility

87. When was the work originally scheduled to be completed?
   (A) Two days ago
   (B) Yesterday
   (C) Today
   (D) Tomorrow

88. When will the business close tomorrow?
   (A) 4:00 P.M.
   (B) 5:00 P.M.
   (C) 6:00 P.M.
   (D) 7:00 P.M.
89. What is the main topic of the business report?
(A) A new building project
(B) A decrease in a company’s profits
(C) An increase in taxes
(D) A new regulation on exports

90. What type of company is Patel Enterprises?
(A) A construction company
(B) An insurance company
(C) A steel company
(D) An investment company

91. According to the business report, what might happen at Patel Enterprises?
(A) A move to a new location
(B) A reduction in workers’ salaries
(C) A decrease in manufacturing costs
(D) A change in company ownership

92. What event is being introduced?
(A) A new employee orientation
(B) A company tour
(C) A board meeting
(D) A luncheon

93. What will the supervisors do?
(A) Introduce Ms. Wilson to the new employees
(B) Describe the work of their departments
(C) Interview job applicants
(D) Assist with employment forms

94. What will Ms. Wilson talk about?
(A) Business strategies
(B) Company history
(C) Budget policies
(D) Employment benefits

95. What is the main subject of this report?
(A) Selection of a site for a new factory
(B) Population growth in South Valley
(C) The appointment of a plant executive
(D) The construction of new roads

96. According to the report, what is important about South Valley?
(A) It invests in environmental protection.
(B) It has a good transportation system.
(C) It focuses on the tourism industry.
(D) It has a large population.

97. What did Mr. Davis announce?
(A) He has a network of contacts.
(B) He intends to build an airport.
(C) He will be moving to the area.
(D) He will hire local residents.

98. Who most likely is the speaker?
(A) A café customer
(B) A resort patron
(C) A restaurant owner
(D) A hotel manager

99. What service will be temporarily unavailable to guests?
(A) The pool
(B) The gymnasium
(C) The tennis courts
(D) The snack shop

100. What is recommended about Aldo’s Bistro?
(A) Making a reservation to eat there
(B) Trying the breakfast food there
(C) Avoiding the business entirely
(D) Sitting in its outdoor garden

This is the end of the Listening test. Turn to Part 5 in your test book.
READING TEST
In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.
You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5
Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. As you instructed, we have enclosed the damaged merchandise together ______ a written request for a full refund.
   (A) in
   (B) by
   (C) from
   (D) with

102. Mr. Matthews, a reporter for the International Daily newspaper, will be on ______ assignment until further notice.
   (A) special
   (B) specialize
   (C) specially
   (D) specializing

103. The August shipment has just ______ from Susan and is waiting in the receiving dock.
   (A) sent
   (B) arrived
   (C) delayed
   (D) examined

104. Before the situation was explained to him, Franco ______ believed that the automobile prototype was the finished product.
   (A) wrong
   (B) wronging
   (C) wrongly
   (D) wronged

105. The advertisement said that 20 percent would be ______ from the regular price at the time of purchase.
   (A) deduct
   (B) deducted
   (C) deduction
   (D) deducting

106. Mr. Adams will not be able to complete the report by himself and would appreciate it if someone would volunteer to help ______
   (A) he
   (B) him
   (C) himself
   (D) his

107. We are ______ seeking volunteers to participate in an upcoming consumer research study for Mayfee Marketing.
   (A) significantly
   (B) currently
   (C) completely
   (D) slightly

108. ______ she loves animals, Ms. Peters is a technician at the Edrige Veterinary Center.
   (A) If
   (B) So
   (C) Unless
   (D) Since

109. All members of the design team are expected to submit their completed drafts to Ms. Conroy ______ next Friday.
   (A) instead of
   (B) no later than
   (C) although
   (D) otherwise

110. For reasons of ______, anyone entering the construction area must wear a hard hat.
   (A) safety
   (B) safe
   (C) safely
   (D) safer

111. Hua Husing's achievements in biochemistry were remarkable ______ considering that he was only twenty-six at the time.
   (A) greatly
   (B) unusually
   (C) especially
   (D) positively

112. Drivers are asked to park ______ cars within the white lines.
   (A) their
   (B) theirs
   (C) they
   (D) themselves

113. Ms. Kushida's managers feel that she deserves special ______ for her performance in the last sales campaign.
   (A) recognition
   (B) accomplishment
   (C) capability
   (D) balance

114. Financial experts note that the mild weather in the last few years has had an ______ effect on agricultural productivity.
   (A) clear
   (B) clearly
   (C) clearing
   (D) clearness

115. Please remember to ______ your account number and signature on all payment checks.
   (A) describe
   (B) include
   (C) contain
   (D) involve

116. Although the two computer processors differ in price, they are ______ in terms of their quality.
   (A) compares
   (B) comparing
   (C) comparison
   (D) comparable

117. The Cornwall Times is published weekly by OYC Newspapers, Inc., a ______ of Woodbridge Media Holdings.
   (A) division
   (B) category
   (C) selection
   (D) separation

118. Dr. Kim's acceptance speech is expected to last ______ ten minutes, after which dessert will be served.
   (A) fast
   (B) about
   (C) closely
   (D) fairly

119. Our office secretary had made a backup of the computer files, so the information was ______ successfully after the power failure.
   (A) recovered
   (B) recover
   (C) recovering
   (D) recovery

120. All commercial catering businesses ______ refrigerate perishable food to ______ it from spoiling.
   (A) remove
   (B) oppose
   (C) prevent
   (D) forbid
121. LTD Enterprises is currently seeking an ___ individual to replace the current director, who will be retiring at the end of the month.
   (A) accomplished
   (B) illustrated
   (C) observed
   (D) influenced

122. Due to new restrictions on international travelers, certain types of plants cannot ___ into most countries without a permit.
   (A) bring
   (B) be brought
   (C) brought
   (D) bringing

123. In order to keep up with the ___ demand for our products, we will have to hire a minimum of four additional workers.
   (A) elaborating
   (B) useful
   (C) tracking
   (D) increasing

124. The ___ of the new inventory process has had a significant impact on our management of resources.
   (A) habit
   (B) adoption
   (C) trade
   (D) reservation

125. All loose objects, such as bags and laptop computers, must be placed ___ in the overhead bins prior to takeoff.
   (A) secure
   (B) more secure
   (C) securely
   (D) security

126. ___ her time at the university, Dr. LeFleur built a solid reputation for leadership among both students and faculty.
   (A) Into
   (B) Upon
   (C) About
   (D) During

127. ___ Ms. Fukui is willing to continue working part-time, she hopes to be offered full-time employment eventually.
   (A) While
   (B) That
   (C) Either
   (D) Even

128. It is ___ to hear that our sales department has started to pursue overseas markets aggressively.
   (A) encourage
   (B) encourages
   (C) encouraged
   (D) encouraging

129. Center Electronics has always followed the ___ that the risk involved in developing new technology is one that is worth taking.
   (A) conduct
   (B) principle
   (C) character
   (D) order

130. The home sales and rental markets should strengthen soon, as ___ usually benefit when the local economy improves.
   (A) it
   (B) both
   (C) that
   (D) which

131. I do not ___ that the shipment schedule will change when our factories relocate, but if it does, I will notify you immediately.
   (A) regard
   (B) appear
   (C) follow
   (D) anticipate

132. ___ maintain a stable production facility for the next ten years, Vartocorp is currently negotiating access to new computer technologies.
   (A) On behalf of
   (B) With regard to
   (C) In order to
   (D) In hopes of

133. All résumés submitted to our human resources department will remain on record for one year from the date of ___.
   (A) receipt
   (B) admission
   (C) ownership
   (D) membership

134. We are pleased to announce that Ms. Vieri ___ her new position as market analyst on September 30.
   (A) has been starting
   (B) will be starting
   (C) was started
   (D) is being started

135. We may share your mailing address with our subsidiaries for marketing purposes unless you ___ request in writing that we not do so.
   (A) specific
   (B) specify
   (C) specification
   (D) specifically

136. It is ___ that the documents be meticulously examined before they are sent out to clients.
   (A) immediate
   (B) imperative
   (C) ultimate
   (D) conclusive

137. A key ___ still missing from the upcoming presentation to the client is an estimate of the total project cost.
   (A) elementary
   (B) element
   (C) elements
   (D) elemental

138. As the number of local residents’ visits to public swimming facilities climbs, ___ the demand for lifeguards to supervise them.
   (A) as long as
   (B) whereas
   (C) so does
   (D) as to

139. It was Joanne Huber’s groundbreaking work on the photoelectric effect that ___ her the lifetime excellence award.
   (A) honored
   (B) achieved
   (C) took
   (D) won

140. Neither Koto Business Service nor any of its ____ are responsible for the accuracy of this brochure.
   (A) affiliate
   (B) affiliated
   (C) affiliating
   (D) affiliates
PART 6
Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following memo.

To: Department Managers
From: Russell Wortenjowick, Vice President of Corporate Affairs
Re: New Director of Personnel

I am pleased to announce that Martina Mendez has accepted the ______ of director of _________.

141. (A) action
    (B) employment
    (C) order
    (D) position

personnel here at Solomon Cosmetics. Ms. Mendez brings with her a tremendous amount of experience in this area, ______ as the human resources coordinator at Philbin Enterprises and _________.

142. (A) serves
    (B) served
    (C) has served
    (D) having served

the director of benefits at Maxwell Corporation.

There will be a breakfast reception held in Ms. Mendez’ honor on Monday at 8:30 A.M. in the cafeteria. ________, there will be a department managers meeting at 9:30. At the meeting, _________.

143. (A) Not only
    (B) Following that
    (C) Recently
    (D) In that case

Ms. Mendez will outline her planned revision to personnel policies.

If you have any questions regarding Ms. Mendez’ responsibilities, you can contact me at nwotenjowick@solomoncos.net or at extension 544.

Questions 144-146 refer to the following letter.

January 15
Esther Chen
555 Queens Road
Leeds, England

Dear Dr. Chen:

Thank you for your letter. We understand that you have decided not to ______ your subscription _________.

144. (A) renew
    (B) include
    (C) review
    (D) supply

to International Medicine. We are truly sorry to lose you as a subscriber. As you know, most other journals in the field focus on specialized research topics, with little ______ to day-to-day medical _________.

145. (A) applying
    (B) application
    (C) applicants
    (D) apply
care. Our magazine is one of the few to feature new advances in both medical research and clinical practice.

We would like to offer you a 40 percent discount on one year’s subscription. Plus, if you call our subscription office before January 30, we will send you any issues you have missed free of charge. Please mention my name in order for your discount to be applied _________.

146. (A) appropriately
    (B) separately
    (C) reasonably
    (D) agreeably

We hope to hear from you.

Sincerely,

Robert Goldberg
Vice President, Subscriptions Department
Questions 147-149 refer to the following e-mail.

To: Gamma Corporation Activities Club
From: Kate Gordy, outings coordinator
Date: January 3
Subject: Upcoming ski trip

Dear Gamma Corporation Activities Club Members:

I am pleased to announce that Gamma is sponsoring a ski trip to Setter Mountain on Saturday, February 12. On that day, a charter bus will leave the main parking lot at 7:30 A.M. We plan to arrive at Setter Mountain at 8:30 A.M., and we will ski all day. The bus will return at 6:30 P.M.

Setter Mountain is a beautiful ski resort located only an hour north of our office. Beginning skiers will have an opportunity to take a lesson from an expert instructor, and all participants can rent skis.

The trip costs $26, which includes transportation and lunch.

Please e-mail me before February 1 if you are interested.

Thank you,
Kate Gordy

Questions 150-152 refer to the following e-mail.

To: Sales Department <sales@baricorp.com>
From: Frank Garcia <garcia_frank@baricorp.com>
Date: November 20
Subject: Sales results

Dear Sales Staff:

I wanted to thank you for your hard work this last quarter. The months from July to September have historically been a difficult time for sales, but our dedicated sales team has met this challenge head-on. As a result, we have exceeded our goals.

Our third-quarter sales summary showed a 10 percent increase over the second quarter, when we had actually been worried that sales would be lower than before.

By the end of December, I feel confident that we can achieve the highest sales ratings this department has seen in a long time. Keep up the good work.

Sincerely,
Frank Garcia
Chief Financial Officer
Questions 153-154 refer to the following e-mail.

From: mburnes@worldstore.com
To: wpiii@pms.net
Subject: Your order #3456
Date: January 13, 10:25 AM

Dear Mr. Pitts:
Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.
World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to "My Account" on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Barnes
President
Worldstore.com

153. What is the purpose of the e-mail?
(A) To postpone travel plans
(B) To introduce a company Web site
(C) To request the latest flight schedule
(D) To give information about shipping delays

154. What does Mr. Barnes suggest Mr. Pitts do?
(A) Respond to the e-mail for free shipping
(B) Contact the carrier service immediately
(C) Visit a Web site for more information
(D) Call a company representative
Questions 155-156 refer to the following memo.

From: Michael Bergmann
To: Brigit Ingersoll
Re: Awards Banquet

Per your request, I’ve put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D’lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.

With regard to your question about entertainment, I’m afraid I can’t offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for our annual New Year’s party.

I hope this information is useful. Good luck with the preparations for the October 12 events.

Michael

155. What is the purpose of the memo?
(A) To inquire about the new telephone system
(B) To congratulate an employee on a promotion
(C) To discuss the prices of menu items
(D) To provide suggestions for an upcoming event

156. Why should Ms. Ingersoll contact Mr. Garcia?
(A) To learn more about the new work procedures
(B) To ask for recommendations for entertainment
(C) To find out when a party will be held
(D) To verify the prices of a catered meal

Questions 157-159 refer to the following job advertisement.

Part-Time Help Wanted!
Lomoxi Sporting Goods
213 Elmwood Highway
Flemington, NJ 08822
908-555-2150

Lomoxi Sporting Goods has an opening for part-time help starting in June. Applicants must enjoy working with customers and be comfortable using a computer. At least one year of retail experience is preferred. Applicants must be available to work all of the hours stated below. Knowledge of sporting goods is helpful but not necessary.

The hours are Mondays, Tuesdays, and Thursdays from 10 A.M. to 4 P.M.; Saturdays from 10 A.M. to 3 P.M.; and Sundays from 12 P.M. to 4 P.M.

The starting wage is $7.50 per hour on weekdays and $8.00 per hour on the weekends. After a month of successful employment, the wage will be raised to $8.50 and $9.00, respectively.

Individuals interested in the position should apply by contacting Louisa Alaniz in the customer relations office at 908-555-2155 or alaniz@lomoxi.com no later than April 30. Interviews will be conducted in the week of May 10.

157. What is suggested in the advertisement?
(A) The working hours are flexible.
(B) The job includes some computer use.
(C) Candidates must be available to start work on May 10.
(D) Applicants should apply in person at the store.

158. What is a requirement for applicants?
(A) Training in customer service
(B) Experience in computer repair
(C) Knowledge of sporting goods
(D) Availability to work on weekends

159. What is the hourly rate of pay for weekdays during the first month of employment?
(A) $7.50
(B) $8.00
(C) $8.50
(D) $9.00
Questions 160-161 refer to the following letter.

Jay Rodriguez
Latfood Latin Imports
4456 Shoals Lane
Boynton Beach, FL 33437
April 4

Carlo Oliver
Oliver International Exporters
General Apartado Aereo 110067
Bogota, Colombia

Dear Mr. Oliver:

To follow up on our conversation of April 2, I would like to import the following items. Please confirm that these prices are correct and that the items are in stock. And let me know when I can expect the items to be shipped. I can be reached at 1 (561) 555-0022. Once I speak with you to confirm my order, I will send payment via overnight mail.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Price/Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yola Mate Tea</td>
<td>250</td>
<td>0.80/box</td>
<td>$200.00</td>
</tr>
<tr>
<td>Guava Juice</td>
<td>200</td>
<td>8.00/carton</td>
<td>$1,600.00</td>
</tr>
<tr>
<td>Pineapple Cookies</td>
<td>100</td>
<td>12.00/carton</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>Caramel Candy</td>
<td>250</td>
<td>1.50/bag</td>
<td>$375.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>$3,375.00</strong></td>
</tr>
</tbody>
</table>

Thank you,
Jay Rodriguez

Questions 162-165 refer to the following form:

Dear Guest:
Your opinions and ideas matter to us. Please take a few minutes to complete this survey form. Thank you!

The Management

For each of the following, please check (✓) the category that best describes your experience with us:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of checking in and out</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Condition of the room</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall quality of service</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housekeeping services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall cleanliness</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of food and beverages</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments
Initially, my husband and I thought that coming here was a mistake. We were upset when, of check-in, we learned that there was no record of our reservation, even though we had booked months in advance and had a confirmation number. However, the clerk at the reception desk resolved the matter satisfactorily by offering us a room that was more comfortable and spacious than the one we had originally reserved. Overall, we were pleased with the professional attitude of your personnel, including the housekeeping staff, the waiters at the restaurant, and the driver of the hotel shuttle bus. We are looking forward to visiting again.
Lisa Browning

160. What does the letter suggest that Mr. Rodriguez wants?
(A) A reduction in the price of goods
(B) A shipment of food products
(C) A refund for an incorrect delivery
(D) A payment for an order

161. What is Mr. Oliver asked to do?
   (A) Mail a confirmation letter
   (B) Replace damaged products
   (C) Verify product availability
   (D) Fax a purchase order

162. What is the purpose of this form?
(A) To ask for opinions about a hotel
(B) To book a room at a hotel
(C) To express interest in employment at a hotel
(D) To indicate methods of payment at a hotel

164. Why was Ms. Browning initially upset?
(A) The hotel rate was higher than expected.
(B) The hotel had no record of her reservation.
(C) Her husband had forgotten to book a room.
(D) She had lost her confirmation number.

163. To whom is Ms. Browning addressing her comments?
   (A) The driver of the hotel shuttle bus
   (B) The waiters at the hotel restaurant
   (C) The management of the hotel
   (D) The staff at the hotel reception desk

165. What did Ms. Browning like the least about the hotel?
   (A) The attitude of the personnel
   (B) The checkout procedures
   (C) The quality of the meals
   (D) The condition the rooms were in
Questions 166-170 refer to the following excerpt from an article.

Advances in technology over the last ten years have made working from home almost as common as working in a traditional office. Many companies have found that by allowing employees greater flexibility in their schedules and work environment, workers are more content with their jobs and more loyal to their companies.

World Financial Analyst, a leading business-research firm, recently collected questionnaire data from more than 500 home-based employees working in different fields. The findings of this study showed that 83 percent of respondents ranked the elimination of a daily commute as their number-one motivation for working from home. The second advantage cited was having a flexible schedule.

"I can set my own hours," said Jessica Harper, a graphic designer for Gallaxia Stern Studios. "I still have a regular schedule, but if I need an hour break or I have an errand to run, I can do it when it is convenient and then I work longer in the evening to make up the time. I have noticed that I am actually more productive and I don't get tired as quickly." Although the present study was limited to home-based employees, informal reports confirm that management also benefits from this practice.

One surprising benefit for companies that allow flexible schedules is their capability to hire more workers. Many businesses that allow employees to work from home have grown compared to companies that confine their workers to the office.

166. What does the article suggest?
   (A) Companies that offer flexible working situations are more likely to retain their employees.
   (B) Employees who work at home are less productive than employees who work in the office.
   (C) Employees with flexible schedules need more management than traditional employees.
   (D) Companies that allow employees to set their own schedules are able to save money on transportation costs.

167. How was information gathered for the study mentioned in the article?
   (A) Researchers conducted tests in a laboratory.
   (B) Employees completed surveys about their work.
   (C) The author visited employees working from home.
   (D) Supervisors provided information on their employees' productivity.

168. The word "set" in paragraph 3, line 1, is closest in meaning to
   (A) solidify
   (B) place
   (C) collect
   (D) establish

169. According to the article, how do companies benefit from allowing employees to work at home?
   (A) Companies reduce the amount of time they spend training employees.
   (B) Companies are able to increase the numbers of employees.
   (C) Companies can afford to expand their office space.
   (D) Companies spend less money on energy costs.

170. What advantage of working from home is NOT mentioned by employees?
   (A) Enjoying more flexibility in scheduling
   (B) Avoiding long commutes to work
   (C) Achieving greater productivity
   (D) Working in a quieter space
Questions 171-173 refer to the following letter.

Cable Canada, Inc.
1 Seeding Way
Hamilton, ON L8T 4M7

August 3

Dear Resident:

There's never been a better time to sign up for Cable Canada television service. For a limited time only, you can enjoy a huge selection of outstanding programming, including specialty channels devoted to children's shows, sports, and educational programs. All this can be yours for an amazingly low $19.99 a month for your first six months.*

Not only that, but if you sign up by the end of the month, you can add Movie Channel Plus for just $9.99 more a month. Movie Channel Plus allows you to view an extensive library of recent and classic films that are updated weekly. You'll also be able to see award-winning original shows and sporting events on Movie Channel Plus.

Sign up for Cable Canada service today and enjoy a huge selection of channels with clear reception regardless of the weather. All this for only $19.99 a month for six months. Place your order today by calling 1-800-555-3958 or visit our Web site at www.cablecanada.co.ca. This offer expires on August 31, so act now!

Sincerely,

Graham Ford
Director of Marketing
Cable Canada, Inc.

*After six months, monthly bill will revert to the standard charge of $39.99 for the basic cable package; $59.99 with Movie Channel Plus.

171. What will the monthly charge for the basic cable package be after the first six months?
   (A) $8.99
   (B) $15.99
   (C) $38.99
   (D) $59.99

172. What is NOT a stated advantage of Cable Canada service?
   (A) Friendly customer service
   (B) Coverage of sporting events
   (C) Consistently clear reception
   (D) Access to children's channels

173. How frequently is the movie library updated?
   (A) Once a week
   (B) Twice a month
   (C) Once a month
   (D) Once every two months

Questions 174-177 refer to the following e-mail.

Coleman Bank

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All,

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,

Roger

174. What is the purpose of the e-mail?
   (A) To discuss an upcoming visit
   (B) To review the employee dress code
   (C) To notify employees of a customer service award
   (D) To announce the retirement of the bank's president

175. Who is Sylvia Langley?
   (A) The president of the bank
   (B) Mr. Smithwick's assistant
   (C) A bank customer
   (D) The Randolph branch manager

176. What are employees NOT asked to do?
   (A) Organize their files
   (B) Review guidelines for appropriate clothing
   (C) Throw away unneeded materials
   (D) Remind customers of bank policy

177. What is the significance of July 25?
   (A) It is the date the new president was installed
   (B) It is the date the company president will inspect the Randolph branch
   (C) It is the deadline for scheduling a meeting with the bank president
   (D) It is the deadline for organizing employee works spaces.
June 5

Mr. Bernhardt Meyer
Mutschellenstrasse 69
8022 Zurich
Switzerland

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of $5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company. The corporate apartments in Hong Kong contain sufficient space for a family of four and are located within walking distance of the Kater offices. Finally, you will receive complimentary plane tickets to return to Switzerland three times during your year abroad. More details on these benefits will be available to you upon your September 1 arrival at the Hong Kong office. Your human resources contact in Hong Kong will be Ms. Shu Fang Tan.

Please let me know if you have any questions regarding your upcoming international assignment. I wish you the best of luck in Hong Kong.

Sincerely,

Olivia Leydenfrost
Olivia Leydenfrost
Human Resources
Kater Company

178. What is the purpose of this letter?
   (A) To ask for a salary increase
   (B) To announce a promotion
   (C) To discuss a temporary assignment
   (D) To request a transfer to Hong Kong

179. What is Mr. Meyer’s present job?
   (A) Human resources coordinator
   (B) Corporate lawyer
   (C) Senior underwriter
   (D) Insurance sales manager

180. What benefit is NOT mentioned in the letter?
   (A) A corporate residence
   (B) Free trips home
   (C) Money for living expenses
   (D) Use of a company vehicle
Dear Ms. Torres,

This is to confirm receipt of your e-mail of March 10. Thank you for inquiring about the full-time position in our accounting department and for sending your employment history. The opening is still available but all applications must be submitted by March 14. A copy of the appropriate application form can be found on the ACC-CIZ Web site. Please note that resumes should list job positions starting with the one you held the longest.

On March 28, we will be contacting the candidates we wish to interview. All interviews will take place on April 4. Regarding your question about compensation, I am not authorized to provide an estimate of the salary associated with this opening.

If you have any other questions, do not hesitate to contact me. Please use the number in the subject line of this message in any further e-mails you send concerning the application process.

Regards,
Anne Zuravsky, Manager
Human Resources

Questions 181-185 refer to the following e-mail and employment history record.

181. When are applications for the accounting position due?
   (A) On March 10
   (B) On March 14
   (C) On March 28
   (D) On April 4

182. What will Ms. Torres need from the company's Web site?
   (A) An application form
   (B) A payroll document
   (C) A list of contact persons
   (D) A schedule of interview dates

183. Which position should Ms. Torres list first on her résumé?
   (A) Sales assistant
   (B) Payroll clerk
   (C) Insurance consultant
   (D) Financial adviser

184. According to the e-mail, what information did Ms. Torres request that Ms. Zuravsky cannot provide?
   (A) How many people applied for the position
   (B) Who will review the candidates' résumés
   (C) When the interviews will be conducted
   (D) How much the position pays

185. What is stated in the e-mail?
   (A) Applicants for the position must have experience in accounting.
   (B) Interviews are scheduled a few days after applications are received.
   (C) Ms. Torres should use a correspondence number in future messages.
   (D) Ms. Zuravsky will manage the person who is hired for the position.
Questions 186-190 refer to the following price list and e-mail.

**Zeno Travel Guides**

The following is a partial list of some of our best-selling guides. Please call for a complete list of our titles.

**American Tour Books (priced individually)**
- Covered Bridges of Vermont ($24.95) Item #51500
- San Francisco Bay Area ($29.95) Item #51501
- Lake Tahoe ($19.95) Item #51622
- New York Skyline ($21.95) Item #51803

**International Destinations (all city guides priced at $19.95)**
- Dublin Item #43567
- London Item #43568
- Madrid Item #43569
- Paris Item #43570
- Sydney Item #43571
- Tokyo Item #43572
- Beijing Item #43573
- Seoul Item #43574

To place an order, call toll free (951) 955-8000 or send the order form below to Zeno Publications, 156 Riverside Drive, Woodland, California 92508. Same-day rush service available (telephone orders only).

**Zeno Publications Order Form**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Title</th>
<th>Item Number</th>
<th>Quantity</th>
<th>Price each</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Order Total + Shipping

For regular shipping (7-10 days), please add $5.95 to your order total. For 3-day delivery, add $10.95.

**E-Mail Message**

From: rsilva@nytimes.com
To: info@zenopublications.com
Subject: your travel guides

I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation. When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I’m sure I would have missed some very worthwhile sightseeing opportunities.

Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.

Sincerely,

Raquel Silva

186. Which American tour book costs the same as a guide to London?
(A) Covered Bridges of Vermont
(B) San Francisco Bay Area
(C) Lake Tahoe
(D) New York Skyline

187. What was the shipping charge for Raquel Silva’s order?
(A) $5.95
(B) $7.00
(C) $10.95
(D) $19.95

188. What is the purpose of Raquel Silva’s e-mail?
(A) To request some travel guides
(B) To praise Zeno Publications
(C) To express concern about an order
(D) To recommend Zeno Publications to a friend

189. What does Raquel Silva imply in her e-mail?
(A) She has recently returned from Europe.
(B) She has not yet received her order.
(C) She has ordered from Zeno Publications many times.
(D) She is planning to travel abroad with friends.

190. In the e-mail, the word “cover” in paragraph 1, line 8, is closest in meaning to
(A) omit
(B) protect
(C) hide
(D) include
Questions 191-195 refer to the following claim form and e-mail.

### Allthesales.com

**Customer Claim Form**

**Order Number:** 058-9199  
**Date:** August 15  
**Name:** Sandra Waring

**Claim Details:**
I purchased the above item on July 6 from All The Sales and was informed that the estimated delivery date for the order was between July 9 and July 28. When the item hadn’t arrived by August 5, I called the customer service number listed on the Web site. I left a message on the automated recording system but did not receive a response. I left a second message on August 11 but still received no response. As I need the item right away, I plan to purchase a copy from a local bookstore. Therefore, I am asking for a full refund for the cost of this order, as the charge has already appeared on my credit card statement.

---

**To:** sandra.waring@email.com  
**From:** customerservice@allthesales.com  
**Date:** August 15

Dear Ms. Waring,

Your claim has been received and assigned reference number AZ10114. Please be advised that most claims are resolved within 7 days of the date when the claim is filed. We apologize for the inconvenience you experienced with your order. Our records indicate that your order was shipped on July 7 via standard ground shipping. We are currently investigating this matter further and will contact you with our findings within 48 hours. If your claim is approved, we will issue a refund in the same form as your original payment was made. Credit card reimbursements take 5 business days to process, while refunds for checks and money orders are sent within 24 hours by special delivery.

Deodre Skahan  
Customer Service Department  
Allthesales.com

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191. Why did Ms. Waring fill out the claim form?
   (A) The item she ordered was damaged.
   (B) She never received the item she ordered.
   (C) The seller sent the wrong item.
   (D) She was charged twice for the same order.

192. What did Ms. Waring do before filing out the claim form?
   (A) She returned the item.
   (B) She canceled her payment.
   (C) She visited a bookstore.
   (D) She called the seller.

193. What is the purpose of the e-mail?
   (A) To request more information about the claim
   (B) To acknowledge that the claim has been received
   (C) To inform Ms. Waring that her claim will likely be approved
   (D) To explain that an investigation takes five days to complete

194. In the e-mail, the word “filed” in paragraph 1, line 3, is closest in meaning to
   (A) cut back
   (B) lined up
   (C) sent in
   (D) put away

195. How will All The Sales probably reimburse Ms. Waring if her claim is valid?
   (A) By returning the money to her credit card account
   (B) By using an express delivery service to send her a check
   (C) By giving her a credit toward a future purchase on the company’s Web site
   (D) By shipping her a second copy of her order at no charge
Questions 196-200 refer to the following advertisements.

**Sick of knee-high grass and weed-filled gardens? Call ...**

**Gilmore Lawn Care**

My name is Rudy Gilmore and I have been doing yard work in Rock Springs City for more than 25 years. I have experience mowing lawns, planting gardens, pruning trees, and painting fences and sheds. Unlike most businesses, I still take pride in doing everything personally, so you will always know who’s working around your house. As a native of Rock Springs City, I know the environment and will tailor every job to suit your needs.

Lawn work starts at a reasonable $40.00 an hour, while painting jobs can be negotiated on site. For references, call me anytime at 480-555-3440, and I will provide the names of satisfied customers in your area. For fast and friendly service, **Gilmore Lawn Care** is the best choice.

Rudy Gilmore  
rudygilm@gilmorelawn.com

---

**Pura Green Landscaping**

201 West 56th Street, New York, NY, 10009

For 20 years, your premier lawn and landscape service

Dear Home Owner,

Pura Green Landscaping is the country’s leading landscape management and lawn care company. We serve over 2.5 million satisfied customers every year, and we are committed to making your garden healthier and greener. Our famous, eight-step lawn analysis is perfect for both residential and commercial locations; a specialist will visit your property to determine what kind of care your garden needs before providing you with a no-obligation free estimate.

Imagine watering your garden with the push of a button. Now through September 10, you can have an irrigation system installed and pay no interest for six months. As an additional special offer, receive $20.00 off your next scheduled maintenance when you refer a friend or neighbor. Call toll-free 800-555-4726 to learn about other offers in your area.

Call Pura Green and find out why people are switching to the best landscape and lawn service available. We look forward to serving you.

Sincerely,  
Bryant Gunderson, President

---

196. What does Mr. Gilmore emphasize about his company?
   (A) He does all the work himself.  
   (B) He offers more services than his competitors.  
   (C) His company cares about the environment.  
   (D) His company has been in business over 40 years.

197. In the Gilmore Lawn Care advertisement, the word “tailor” in paragraph 1, line 5, is closest in meaning to
   (A) adapt  
   (B) accept  
   (C) trim  
   (D) cover

198. What is one of Pura Green Landscaping’s advertised services?
   (A) Commercial painting  
   (B) Tree trimming  
   (C) Garden maintenance  
   (D) Building repair

199. What is offered to Pura Green customers who refer new clients?
   (A) A no-obligation estimate  
   (B) A reduced price on an irrigation system  
   (C) Lower interest rates  
   (D) A discount on future lawn care

200. How do Pura Green Landscaping and Gilmore Lawn Care differ?
   (A) Pura Green offers a money-back guarantee.  
   (B) Pura Green installs fences and sheds.  
   (C) Pura Green is a larger company.  
   (D) Pura Green is an older company.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.