

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.

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 by marking the correct answer option: A, B, C, or D on the answer sheet. The statements will not be printed in your test book and will be spoken only one time.

Example:



- (A) There is only one rescue vehicle in the picture.
- (B) One of the buildings in the picture is on fire.
- (C) A large crowd is watching the rescue efforts.
- (D) There are two people trapped in the car.

Statement (A), "There is only one rescue vehicle in the picture," is the best description of the picture, so you should mark answer (A).

Question (1)



Question (2)



Question (3)



Question (4)



Question (5)



Question (6)



Question (7)



Question (8)



Question (9)



Question (10)



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 select (A), (B), or (C) to mark your answer on the answer sheet.

Example:

You will hear: Where did you last see Ms. Montgomery?

You will also hear:

- (A) Yes, I can see it on the flat screen.
- (B) It was about three weeks ago.
- (C) At the First Street coffee shop.

The best response to the question “Where did you last see Ms. Montgomery?” is choice (C), “At the First Street coffee shop.,” so (C) is the correct answer. You should mark answer (C).

PART 3

Directions: You will hear several 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 answer (A), (B), (C), or (D) on the answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

(41) What are the speakers mainly discussing?

- (A) Salary
- (B) Work hours
- (C) Benefits
- (D) Vacations

(43) Why can't the woman work on Thursday evenings?

- (A) It is a religious holiday.
- (B) She has a scheduling conflict.
- (C) Her daughter is ill.
- (D) She has a school class.

(45) What does Lyle suggest Marcia do?

- (A) Turn left at the off-ramp
- (B) Drive faster
- (C) Use caution
- (D) Call him later

(47) What position does the woman most likely hold?

- (A) Accountant
- (B) Manager
- (C) Travel agent
- (D) Receptionist

(49) What will the man probably do next?

- (A) Change his mind
- (B) Reconsider his decision
- (C) Book the 9:30 flight
- (D) Pay the woman

(51) What problem does the woman have?

- (A) There are too many hotel rooms.
- (B) The convention center is booked.
- (C) There has been an unexpected change.
- (D) She cannot make it to the airport.

(42) What can be inferred about the woman?

- (A) She has only one child.
- (B) She is looking for a full-time job.
- (C) She does not like to work mornings.
- (D) She wants to work for the man's company.

(44) Why is Marcia going to be late?

- (A) There is a traffic jam.
- (B) She is lost.
- (C) Her car broke down.
- (D) She was in an accident.

(46) Where is Lyle's office located?

- (A) Opposite the supermarket
- (B) On the right-hand side
- (C) At the bottom of the ramp
- (D) On Michigan Street

(48) What is implied about the man?

- (A) He does not like long flights.
- (B) He wants to save money.
- (C) He is an inexperienced traveler.
- (D) He is taking a vacation.

(50) Who most likely are the speakers?

- (A) Neighbors
- (B) Salesmen
- (C) Reporters
- (D) Co-worker

(52) What does the man suggest?

- (A) Scheduling transportation
- (B) Cancelling the reservations
- (C) Postponing the convention
- (D) Telephoning the CEO

- (53)** What does the man want to do?
(A) Get his money back
(B) Buy a briefcase
(C) Exchange merchandise
(D) Find his receipt
- (54)** What does the woman suggest the man do?
(A) Perform an exchange
(B) Come back tomorrow
(C) Photocopy the receipt
(D) Make a purchase
- (55)** What will the man probably do next?
(A) Buy a new briefcase
(B) Go shopping
(C) Insist on a refund
(D) Leave the store
- (56)** Who most likely is Byron?
(A) A salesman
(B) A real estate developer
(C) A landlord
(D) A tenant
- (57)** Why does Jennifer think Byron might have difficulty?
(A) They are poorly constructed.
(B) They are in a bad location.
(C) The prices are too high.
(D) The economy has been depressed.
- (58)** What does Byron say about the condos?
(A) They are ready to put on the market.
(B) They need to be repainted.
(C) They will be challenging to sell.
(D) They are a good value for the money.
- (59)** What are the speakers doing?
(A) Negotiating a sale
(B) Arranging financing
(C) Debating a product
(D) Making small talk
- (60)** Why is the man worried about money?
(A) He can't find part-time work.
(B) His wife lost her job.
(C) He does not make much money.
(D) His company is going bankrupt.
- (61)** What does the woman offer to do?
(A) Reduce the price
(B) Give the man a job
(C) Delay monthly payments
(D) Sell him a different car
- (62)** Where is this conversation most likely taking place?
(A) In an office
(B) At a drive-through
(C) In a restaurant
(D) In a park
- (63)** What does the woman suggest the man do?
(A) Try the swordfish
(B) Order crab cakes
(C) Pick up the tab
(D) Select a beverage
- (64)** What can be inferred about the man?
(A) He is a teetotaler.
(B) He does not drink wine often.
(C) He would prefer to have beer.
(D) He is treating the woman to lunch.
- (65)** What is the man trying to do?
(A) Find a section of a hospital.
(B) Locate a doctor
(C) Get driving directions
(D) Leave the parking garage.
- (66)** How does the woman help the man?
(A) She leads him to the red wing.
(B) She hands him a map.
(C) She gives him directions.
(D) She calls for a doctor.

(67) What does the woman imply about members of her family?

- (A) They are frequently ill.
- (B) They work at the hospital.
- (C) They live near the hospital.
- (D) They will help the man in the future.

(68) Where is this conversation most likely taking place?

- (A) At a meeting
- (B) In a post office
- (C) In a library
- (D) At an airport

(69) What does the woman want to do?

- (A) Compare rates
- (B) Buy a receipt
- (C) Mail a package
- (D) Cancel insurance

(70) What does the man suggest?

- (A) Insuring the contents
- (B) Using express delivery
- (C) Sending it air mail
- (D) Filing a special form

PART 4

Directions: You will hear several 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 answer (A), (B), (C), or (D). The conversations will not be printed in your test book and will be spoken only one time.

(77) Who is the message for?

- (A) Professional attorneys
- (B) Media representatives
- (C) Law school graduates
- (D) Company clients

(76) What will listeners hear next?

- (A) A news report
- (B) A weather report
- (C) An advertisement
- (D) Music

(75) What does the speaker say about traffic?

- (A) It is unusually heavy.
- (B) It is flowing smoothly.
- (C) It is unexpectedly light.
- (D) It is normal for this time of day.

(74) Who is the intended audience?

- (A) Young women
- (B) Students
- (C) Commuters
- (D) Chief executives

(73) According to the speaker, how can listeners get more information?

- (A) By visiting City Hall.
- (B) By making a phone call.
- (C) By watching TV.
- (D) By sending an e-mail.

(72) What will happen on Main Street?

- (A) The road will get a new surface.
- (B) All lanes will be closed.
- (C) It will get a new name.
- (D) Drivers will be fined.

(71) What is the main purpose of the announcement?

- (A) To declare an emergency
- (B) To publicize an Internet site
- (C) To inform of to a city project
- (D) To warn about coming dangers

(78) What should listeners do if they want to make an appointment?

- (A) Send an e-mail to the firm
- (B) Call back during normal office hours
- (C) Push a button on their phone
- (D) Leave a voice mail message

- (79)** When should listeners call the answering service?
(A) On Saturdays and Sundays
(B) During regular office hours
(C) After they press zero
(D) When they need an attorney urgently.
- (81)** What is the speaker mainly discussing?
(A) Research results
(B) New strategies
(C) Financial strength
(D) Corporate layoffs
- (83)** What is the speaker mainly discussing?
(A) Technology spending
(B) A customer survey
(C) Economic recovery
(D) Paying down debt
- (85)** What does the speaker say about the economy?
(A) The recession has ended.
(B) It will not improve for another year.
(C) It is at its historic high point.
(D) People have confidence in it.
- (87)** What does the speaker offer?
(A) A free gift
(B) A special key
(C) A guarantee
(D) A discount
- (89)** What is being announced?
(A) New bus service
(B) A bus route change
(C) Extended hours
(D) Road construction
- (91)** What should listeners do if they have questions?
(A) Contact the transit coordinator
(B) Ask the bus driver
(C) Look in the newspaper
(D) E-mail the university president
- (80)** What position does the speaker most likely hold?
(A) Manager
(B) Editor
(C) Sales person
(D) Accountant
- (82)** The speaker mentions all of the following EXCEPT
(A) Advertising campaign
(B) New products
(C) Logo re-design
(D) Increased prices
- (84)** According to the speaker, how would customers spend \$500?
(A) They would buy a new computer.
(B) They would pay off bills.
(C) They would use more discretion.
(D) They would put it in the bank
- (86)** What is being advertised?
(A) A credit product
(B) An annual sale
(C) A grand opening
(D) A financial service
- (88)** What does the speaker urge listeners to do?
(A) Make a phone call.
(B) Get a new credit card.
(C) Come to the store.
(D) Check out a website.
- (90)** According to the speaker, what will remain the same?
(A) The campus connector route
(B) The stop at Marshall Street
(C) The hours of service
(D) The cost of bus tickets
- (92)** Who is the message for?
(A) Ray Cheevers
(B) Patty Paulson
(C) Faulkner Financial Services
(D) Tricia Townshend

- (93)** Why is the speaker calling?
(A) To solicit a sale
(B) To answer a question
(C) To request a service
(D) To arrange a meeting
- (94)** What should the listener do next?
(A) Send an e-mail
(B) Return the phone call
(C) Meet with Patty
(D) Ask for an address
- (95)** Where is this report most likely being broadcast?
(A) On radio
(B) On the Internet
(C) On television
(D) At a theater
- (96)** What kind of weather does the speaker predict for tomorrow?
(A) Stormy
(B) Sunny
(C) Snowy
(D) Overcast
- (97)** What can be inferred about this report?
(A) It is being broadcast on Friday.
(B) It is not an accurate forecast.
(C) It is being broadcast in the morning.
(D) It was taped the night before.
- (98)** Who most likely is the speaker?
(A) A business executive
(B) A professor
(C) An actress
(D) A talk-show host
- (99)** What did Neal Trapp do at age 22?
(A) Got married
(B) Wrote a novel
(C) Became a father
(D) Recorded his first song
- (100)** What does the speaker say about Neal Trapp's novel?
(A) Critics did not like it.
(B) It is selling surprisingly well.
(C) It is very well-written.
(D) He is planning to write a sequel.

This is the end of the listening test. Please continue with the Reading Test.

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.

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 answer (A), (B), (C), or (D).

(101) Employees who wish to take the day after Thanksgiving as a personal day off _____ to get managerial approval.

- (A) must
- (B) should
- (C) can
- (D) have

(102) Mr. Hernandez _____ to Switzerland on a business trip, but messages can be relayed to him through his secretary, Ms. Constantinople.

- (A) has gone
- (B) had left
- (C) has went
- (D) had been

(103) After several days of negotiations, Turner Associates finally made a marketing _____ with Ignatius Imports.

- (A) recommendation
- (B) package
- (C) letter
- (D) deal

(104) In Mr. Carter's absence, inquiries should be directed to his _____, Mr. Zimbrowski.

- (A) association
- (B) associates
- (C) associate
- (D) associated

(105) Wilson Electronics announced Tuesday that 500 workers will be _____ off next month due to the slumping economy.

- (A) cut
- (B) laid
- (C) put
- (D) thrown

- (106)** The post office is located _____ the end of the block, next to Charlestown Dry Cleaners.
(A) in
(B) at
(C) on
(D) along
- (107)** Mrs. Summers complained that the CEO's power-point presentation on the history of modern architecture was _____.
(A) boring
(B) bored
(C) boredom
(D) bores
- (108)** Mr. Hawkins is a hard worker who usually performs quite _____ under pressure.
(A) good
(B) superb
(C) well
(D) excellent
- (109)** Because of _____ exceptional durability, IXC chips are in high demand for the new QC operating systems.
(A) their
(B) its
(C) they
(D) itself
- (110)** The Daily Times reports that the bubble has burst on the _____ housing market, sending home prices spiraling sharply downward.
(A) locally
(B) locals
(C) local
(D) locality
- (111)** Two delays, a thunderstorm and a missed connection combined to make Mr. Cox's cross country flight _____ miserable.
(A) exceptional
(B) exception
(C) exceptions
(D) exceptionally
- (112)** "Customers come first" has always been one of the key business _____ at M & M Mortgages.
(A) principal
(B) principles
(C) principals
(D) principle

(113) _____ clients should be apprised of purchasing arrangements before they commit to a long-term contract.

- (A) Prospective
- (B) Perspective
- (C) Perceptive
- (D) Provocative

(114) The Xerxes Corporation plans _____ next year with the opening of branch offices in Zurich, Amsterdam and Tokyo.

- (A) expand
- (B) expanding
- (C) expands
- (D) to expand

(115) _____ heavy rain, this afternoon's baseball game has been rescheduled for Friday.

- (A) Due to
- (B) Because
- (C) As
- (D) Despite

(116) During the meeting, Zeke Grabowski made _____ loud and clear about his position on the firm's proposed acquisition of Penny Pharmaceuticals.

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

(117) To be valid under state law, the contract requires the _____ of the company's CFO as well as its chairman.

- (A) name
- (B) signature
- (C) autograph
- (D) moniker

(118) Though not a sworn vegetarian, Health.com Chairman Harold Hopper _____ eats meat.

- (A) often
- (B) seldom
- (C) occasionally
- (D) sometimes

(119) After speeding to the airport and sprinting across the terminal, the PelCro Corp. executives arrived just _____ time to catch their flight.

- (A) on
- (B) at
- (C) in
- (D) below

(120) We cannot overemphasize the _____ of delivering the shipment by no later than noon on Friday the 13th.

- (A) important
- (B) import
- (C) importance
- (D) importantly

(121) Mr. Zenter explained that he _____ couldn't justify the capital expenditure required to finance Ms. Ruble's start-up company.

- (A) simply
- (B) simplify
- (C) simple
- (D) simplicity

(122) Ms. Mertenson will be unavailable next week _____ you have made a previous appointment.

- (A) until
- (B) unless
- (C) except
- (D) so

(123) Channel 2's weather forecasts are more reliable than Channel 7's, because its meteorologists have better credentials and are more _____.

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

(124) Rucker Limited's second-quarter earnings were significantly affected by a _____ economy, which has led to rising unemployment and threat of increased inflation.

- (A) stable
- (B) rapid
- (C) patient
- (D) stagnant

(125) Since the restaurant had _____ out of lobster, it gave us a discount on prawns and chips.

- (A) run
- (B) been
- (C) lost
- (D) put

(126) If the intended _____ is not at home, leave notification that the package may be picked up at the post office during regular business hours.

- (A) receiver
- (B) receptionist
- (C) reciprocal
- (D) recipient

(127) Research director Tom Montgomery said he can't predict when the new arthritis drug will be ready, but he assured the board that his department is _____ making progress.

- (A) definite
- (B) definition
- (C) definitely
- (D) definably

(128) Mrs. Hammersmith asked Ms. Cotton to fax her _____ layout for the new advertisement as soon as possible, because deadline was approaching.

- (A) his
- (B) her
- (C) its
- (D) himself

(129) Ms. Griffiths was eliminated as a candidate when she answered yes to the question, "Have you ever _____ anything from a previous employer?"

- (A) stolen
- (B) stealing
- (C) stole
- (D) steal

(130) Each employee has an important _____ to play in ensuring the success of our business model.

- (A) work
- (B) part
- (C) piece
- (D) area

(131) History demonstrates that the most efficient way to grow money is through _____ interest, rather than reinvesting dividends in multiple stocks.

- (A) compound
- (B) unstable
- (C) toxic
- (D) declining

(132) There were ominous black clouds in the sky, _____ they took umbrellas with them in case it rained.

- (A) and
- (B) because
- (C) so
- (D) as

(133) Ms. Balfour is a talented singer and songwriter, but playing piano is her _____.

- (A) specialties
- (B) special
- (C) specialty
- (D) specializes

(134) The CEO of VitaTech announced that the company's fourth quarter earnings forecast will be _____ to the press today.

- (A) published
- (B) exchanged
- (C) demoted
- (D) released

(135) The waiter did not deliver our _____ drinks until long after the appetizers had been eaten.

- (A) targeted
- (B) requested
- (C) served
- (D) contacted

(136) Some workers still need _____ of the rules pertaining to common courtesies among colleagues in the workplace.

- (A) to be reminded
- (B) remind
- (C) be reminding
- (D) have reminded

(137) _____ Mr. Crowder and Ms. Brighton, the manager suggests that we hire the one with the most experience.

- (A) Of
- (B) Between
- (C) On
- (D) Through

(138) When they are competing against brand-name chains, stores relying _____ on word-of-mouth referrals should consider purchasing a print advertisement.

- (A) otherwise
- (B) further
- (C) solely
- (D) less

(139) Mr. Reynolds _____ his secretary, Miss Stamolis, to pick up his dry cleaning by promising to give her Friday afternoon off.

- (A) had
- (B) let
- (C) got
- (D) made

(140) Vacation request forms must be submitted to Ms. Hykoles in Human Resources _____ 5 p.m. Thursday.

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

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 by marking (A), (B), (C), or (D).

Question (141)

You will read four passages of text. In each reading passage there will be three blanks to fill in. You will read four possible choices for each blank. You should read the entire passage to make sure you choose the correct choice in context.

Letter

Office Junction
1333 Auburn Ave. N., Seattle, WA 98177
Tel: (206) 295-1829
December 1st, 2010

Carl Perry
245 Pike St., #23
Tacoma, WA 98555

Dear Mr. Perry:

Seasons Greetings! As a _____ customer, we wanted you to be among the first to know about our upcoming holiday sale. All copy paper, printing ink, and general office supplies will be reduced by 50% for the month of December.

- (A) value
- (B) valued
- (C) valid
- (D) validated

Question (142)

As is our tradition at Office Junction, we will be having a Christmas raffle. This year the grand prize is a 2-night stay for two at the Buena Vista Hotel _____ Camano Island. The winner will receive a free double-occupancy stay in the penthouse suite, as well as a free dinner on the moonlit patio.

- (A) through
- (B) on
- (C) over
- (D) at

Question (143)

Money from ticket sales will be _____ to The Holiday Fund, a local organization that provides food and clothing to those who need it most this Christmas.

- (A) purchased
- (B) donated
- (C) funded
- (D) collected

Question (144)

Memo

VALUE EMPORIUM
MEMORANDUM

TO: Sales Staff
FROM: Management A.W.
DATE: October 9th, 2009
SUBJECT: Flyer misprint

This is to alert you to a misprint in an advertisement for our store in this week's local newspaper. The ad states that on Saturday all men's footwear is on sale for 55% percent off rather _____ 15% off.

- (A) that
- (B) than
- (C) then
- (D) they're

Question (145)

If customers ask about this sale, please _____ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into our store. The coupon can be given out even if the customer decides not to purchase any shoes, and can be applied to any purchase made in the store.

- (A) apologize
- (B) compromise
- (C) categorize
- (D) analyze

Question (146)

_____ you encounter any customers who have the ad with them and demand to receive the 55% discount, please call a manager to the sales floor. These cases will be handled on an individual basis.

- (A) Because
- (B) Whether
- (C) If
- (D) Before

Question (147)

E-mail

To: administration@autotech.ca
From: accounting@microserve.com
Re: Missing Invoice

Dear Stone Blair,

I'm not certain that you are the person I need to address, but the help desk operator at Autotech forwarded me _____ e-mail address. It is now midmonth, and Microserve has still not received a March invoice from Autotech.

- (A) their
- (B) your
- (C) his
- (D) its

Question (148)

We _____ receive an electronic invoice on the first of the month, and a reminder notice approximately half way through the month. Neither of these has been received; therefore, I assume the bill has not been issued.

- (A) generally
- (B) never
- (C) rarely
- (D) almost

Question (149)

It is particularly important that we sort out this error before May first. We are a small company that submits tax forms twice a year, and we must include this information as part of our _____. As the accountant of Microserve, it is my duty to submit all invoices related to spending to our head office by May 3rd at the latest.

- (A) exercise
- (B) expenses
- (C) expertise
- (D) exchange

Question (150)

Letter

Accu-Counting Inc.
1777 Second Ave. S, Denver, CO 44555
Tel: (206) 295-1829
May 5th, 2011

Rachel Carson
9154 Penny Lane
Denver, CO 44556

Dear Ms. Carson:

We _____ your application for our advertised accounting position at Accu-Counting Inc. Based on your qualifications, we would like to schedule an interview with you the week of May 12th at our main office, 1777 Second Ave. S.

- (A) had received
- (B) will have received
- (C) should have received
- (D) have received

Question (151)

Would you please phone Dana Miller, our office manager, at 555-3385 at your earliest convenience to _____ an interview day and time? Interviews usually last about 30 minutes, and are scheduled between 8 and noon, and then 2 and 4.

- (A) make up
- (B) set up
- (C) do up
- (D) bring up

Question (152)

Thank you for applying to Accu-Counting. We believe that our employees _____ us number one, and we hope that you might soon join our team and contribute to our continued success. If you have any questions prior to your interview, please don't hesitate to ask Mr. Miller.

- (A) makes
- (B) making
- (C) make
- (D) did make

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark (A), (B), (C), or (D).

Questions 153-154 refer to the following advertisement.

Put some excitement in your life..
with Adventure Tours
Visit the Grand Canyon
We offer two fantastic tour packages.
Choose the one that's right for you and your family

Package 1

- * A horseback tour of the Grand Canyon (morning or afternoon)
- * 2-day, 1-night accommodation at Canyon Caverns Hotel
- * 15 % discount on rental car
- * 20% discount at Grand Canyon souvenir shop

Adults 18-64...\$120 Adults 65+...\$100
Teens 13-17...\$80 Children 5-12...\$60

Package 2

- Includes everything from Package 1, PLUS
- * 25% discount at Grand Canyon View Restaurant
 - * Free admission to Native American show

Adults 18-64...\$140 Adults 65+...\$120
Teens 13-17...\$100 Children 5-12...\$80
For more information, call 1-80-555-4543
or visit us on the Web at www.adventure_tours.com

(153) What discount is offered on the cost of renting a car?

- (A) 10 percent
- (B) 15 percent
- (C) 20 percent
- (D) 25 percent

(154) How much would a 70 year-old person pay for a package that includes the Native American show?

- (A) \$80
- (B) \$100
- (C) \$120
- (D) \$140

Questions 155-157 refer to the following memo.

Memorandum

To: Supervisors

From: Janelle Requia, Human Resources Director

Re: Vacations

As of January 1st we will institute a new vacation policy. All employees who have been working for the company two years or less will receive one week (five working days) of paid vacation per year. Employees who have been working here three to five years will receive two weeks (ten working days) of paid vacation per year. Employees who have been with the company five to ten years will receive three weeks (15 working days) of paid vacation per year. Employees who have been here more than 10 years will receive four weeks (20 working days) of paid vacation per year.

Please note that this does not effect current policies for sick days and personal leave. All employees, regardless of experience, will still receive five days of paid sick leave per year, as well as two days of paid personal leave.

Please post the new vacation policy in your departments as soon as possible. Also, employee handbooks are being revised to reflect the changes in vacation policy. These handbooks should be ready within the next two weeks. When they are, you are responsible to distribute them to employees, and to send us verification that each employee has received the handbook and understands the new vacation policy.

Thank you for your cooperation in this matter. If you have any questions, please contact me at extension 254 or the assistant HR director, Gladys Haynes, at extension 256.

(155) What is the main purpose of this memo?

- (A) To inform all employees of sick-leave procedures
- (B) To extend staff members' vacation time
- (C) To introduce the PR department
- (D) To inform managers of a policy change

(156) When does the change take effect?

- (A) Immediately
- (B) Next week
- (C) In three months
- (D) At the start of the new year

(157) What should supervisors do if they have questions?

- (A) Dial extension 526
- (B) Contact a Human Resources director
- (C) E-mail the company CEO
- (D) Consult the employee handbook

Questions 158-161 refer to the following note.

Dear Jean,

I wanted to write you a note to thank you. I am sorry that you felt disappointed that your work responsibilities were not what you expected. I have enjoyed having your assistance with my projects.

Although the tasks we handled were not as varied as you would have liked, just think about what you and I have accomplished since September. We organized the annual small business conference, updated the association's web site, and answered scores of inquiries, many in great detail, from business owners who needed advice on a range of topics: loans, benefits, licensing, etc.

I feel the year has been very productive for both of us. You've been an congenial and conscientious assistant and all of us have the highest regard for your abilities. Please feel free to call upon me for a recommendation if you require one for future employment.

Best of luck,

Thomas

(158) What can be inferred about Jean?

- (A) She was unhappy in her job.
- (B) She asked for a promotion.
- (C) She started a new business.
- (D) She lent money to Thomas.

(159) What is NOT cited as part of Jean's work?

- (A) Organizing conferences
- (B) Processing business loans
- (C) Corresponding with clients
- (D) Maintaining a Web site

(160) What does Thomas say about Jean?

- (A) She is a skillful writer.
- (B) She is a diligent worker.
- (C) She is an excellent teacher.
- (D) She is an experienced supervisor.

(161) What does Thomas offer to do for Jean?

- (A) Raise her salary
- (B) Increase her hours
- (C) Reduce her workload
- (D) Recommend her for a job

Questions 162-163 refer to the following card.

Don't Let Your Subscription to Biz News Weekly Lapse!

Fill out and return this card today to keep up with the latest news and trends in business!

___ 3-month renewal -- \$26.00 ___ 6-month renewal -- \$45.00
___ 12-month renewal -- \$75.00 (*our best value -- approximately \$1.44 an issue!*)

(Please print)

Name _____

Address _____ Suite/Apt. _____

City _____ State/Province _____ Zip/post code _____

Choose one:

___ Payment enclosed. ___ Bill me later.

Would you like to receive FREE offers and promotions from our partner companies via e-mail?

___ Yes, my e-mail address is _____. ___ No, thank you.

Biz News Weekly is published once a week. Please allow 4-6 weeks for delivery of first issue. The savings are based on a 12-month cover price of \$104.00. For subscription questions, please call 476-555-2378 or visit our web site at www.bnw.com/subscriptions.

(162) What information must the subscriber provide to receive promotional offers?

- (A) A name
- (B) An address
- (C) A telephone number
- (D) An e-mail address

(163) What information is included on this card?

- (A) The company's mailing address
- (B) The amount of time before delivery begins
- (C) The names of partner companies
- (D) The cost of a multiple-year subscription

Questions 164-165 refer to the following advertisement.

Hotel Bella
Madrid, Spain

Find out what people are saying about us!

"This was our first stay at Hotel Bella and it was definitely worth every cent -- friendly service -- sparkling clean rooms -- wonderful! Thank you for a great few days!" J.G.

"The service was excellent, everything was in working order and the staff was courteous and warm. Very, very nice. Don't change anything." R.S.

"Absolutely fabulous! The front desk staff was extremely helpful with directions to points of interest in the

area. The restaurant -- the dinner menu in particular -- was simply superb. We have stayed at numerous hotels, but this has to be the best!" L.G.

"On Day 1, I was pleasantly surprised by the complimentary breakfast. I am going to tell all my family and friends to visit your hotel when they travel to Madrid." K.K.

"Hotel Bella is close to public transportation, the city center, the theaters, the museums -- an excellent location for the traveler who wants to do it all." E.M.

(164) According to the advertisement, what is provided for free at the hotel?

- (A) A meal
- (B) A theater ticket
- (C) Transportation to the city center
- (D) The first night's lodging

(165) What is NOT mentioned about the hotel?

- (A) Clean rooms
- (B) Friendly staff
- (C) Reasonable rates
- (D) Convenient location

Questions 166-168 refer to the following book review.

A History of Sports from Ancient Times to the Present
By Rebecca Jean Porter
Illustrated, 248 pp.
Oakview Press, Westport, CT \$32.95

Rebecca Jean Porter, the author of Olympic Dreams, has attained another perfect score in this engaging and readable history. A History of Sports from Ancient Times to the Present covers everything from sporting events in ancient Rome to the origins of team sports in North America, and it includes a section on sports played on contemporary university campuses. I highly recommend the chapter with detailed instructions on how to play games that had previously been lost over time. Porter's comprehensive introduction and bibliography, as well as the time line of dates and events, make this a reference work that should be purchased by all public libraries. An online companion volume will be published next year.

-- Andrew Huff

- (166)** What does Andrew Huff suggest about the book?
- (A) It is not as good as Olympic Dreams.
 - (B) It does not cover previous centuries in detail.
 - (C) It is a well-written work.
 - (D) It is currently available online.
- (167)** What is NOT mentioned as being included in the book?
- (A) Names of reference sources
 - (B) A listing of historical dates
 - (C) A thorough opening section
 - (D) A schedule of local sporting events
- (168)** For what group is the book particularly recommended?
- (A) Community libraries
 - (B) University students
 - (C) Sports centers
 - (D) Sports players

Questions 169-172 refer to the following letter.

*13870 Nares Road
Bangkok
Thailand 10500
June 30*

Dear Ms. Baharn,

I'd like to thank you for the time you spent with me discussing the marketing researcher position at Amarin, Ltd. After interviewing with you and touring the facility, I feel strongly that this company would be an ideal place for me to work.

I now understand why Amarin, Ltd., is considered the premier publisher of travel and tourism books in the region. I am impressed by the fact that it has been listed as one of Thailand's ten most successful businesses since it was founded six years ago. The company's reputation for quality is also reflected in its outstanding record of employee retention.

I wanted to emphasize the fact that I attended a three-week intensive seminar on MarkTrends, the foremost marketing research software package. I know the job description mentions the ability to use MarkTrends, and I wanted to let you know that I am very comfortable using this software.

Again, thank you for your time and consideration. I hope to hear from you soon concerning your hiring decision.

*Yours truly,
Anusak Arinchai*

- (169) What kind of business is Amarin, Ltd.?
(A) A marketing firm
(B) A trading company
(C) A research institute
(D) A publishing company
- (170) What is stated in the letter about Amarin, Ltd.?
(A) It was started six years ago.
(B) It plans to expand its operations to other countries.
(C) It will be hiring several marketing researchers.
(D) It has been successful because of its marketing strategies.
- (171) What did the writer want to emphasize about his background?
(A) His degree in marketing
(B) His overseas travel experience
(C) His familiarity with a software program
(D) His presentations at professional seminars
- (172) What does the letter indicate is a sign that Amarin, Ltd., is doing very well?
(A) Its large number of employees
(B) Its international reputation
(C) Its use of up-to-date computer technology
(D) Its high ranking on a list of successful businesses

Questions 173-175 refer to the following minutes of a meeting.

*Meeting of the Milton Public Library Trustees
December 4*

Present: Les Elder (chairperson), Nancy Johnson (treasurer), Jennifer Palmatier (secretary), Justin Mayrand (technical consultant), Megan Sprague (librarian) Absent: Mary Erwin (trustee), Max Johnson (trustee)

Mr. Elder began the meeting at 6:00 p.m.

Treasurer's Report/Budget Review The library has \$4,300.00 remaining in this year's budget. This includes a donation of \$2,300.00 made by Robert Erwin, former trustee and president of the National Library Organization, and must be spent by December 31.

Ms. Johnson suggested that the trustees spend the \$2,300.00 as follows: \$900.00 will be allocated for books; \$400.00 for supplies; and \$1,000.00 for building repairs. All members present agreed.

Building Repairs and Improvements Mr. Elder expressed concern about the recent electricity bills, which were quite high. The issue will be discussed at the January 14 meeting after the year's budget has been reviewed.

Miscellaneous Business Ms. Sprague noted that the library building should be kept locked when it is not officially open to the public, even if staff or cleaning crews are present inside the building.

Mr. Elder ended the meeting at 7:00 p.m.

The next meeting will be on Thursday, December 18, at 5:00 p.m. in the Milton Public Library.

(173) What institution is being discussed?

- (A) A school
- (B) A bookstore
- (C) A library
- (D) A housing complex

(174) Who contributed money to this institution?

- (A) Nancy Johnson
- (B) Les Elder
- (C) Robert Erwin
- (D) Max Johnson

(175) According to the minutes, what remark did Ms. Sprague make?

- (A) The performance of the cleaning crew is poor.
- (B) The cost of electricity is very high.
- (C) The December meeting should be rescheduled.
- (D) The doors of the library should be locked during non-business hours.

Questions 176-180 refer to the following page from a brochure.

Classique Lighting floor lamps and ceiling light fixtures are an easy way to update any room. We offer lighting to fit every need and budget.

HERE IS A LIST OF OUR BEST-SELLING MODELS

Calypso

Very affordable, available in a wide variety of colors and patterns, Calypso is our most economical and versatile ceiling light. Works equally well in offices, retail stores, and home environments. Not recommended for rooms exposed to moisture.

Trend

Create a modern look that will enhance any office setting. This competitively priced metal light is excellent for conference rooms, office cubicles, or any business where bright lighting is important. Only available in black, gray, or off-white. Can be directly mounted to the ceiling by professionals or any skilled home owner.

Mystic

This floor lamp is suitable in both homes and offices. It creates a warm atmosphere with its soft light. Moderately priced and available in several colors.

We recommend that you use energy-efficient lighting. In addition to being inexpensive, energy-efficient lighting has several advantages over standard lighting:

- * Uses 2/3 less energy
- * Generates 70 % less heat
- * Lasts up to ten times longer

- (176) Which model is best if cost is a concern?
(A) Calypso
(B) Baroque
(C) Mystic
(D) Trend
- (177) What is suggested about changing the lighting in a home or office?
(A) It is usually expensive.
(B) It is an easy way to modernize a room.
(C) It will increase the resale value of the home or office.
(D) It should be done only after consulting a designer.
- (178) Why are the lighting models mentioned in the brochure?
(A) They are sold in most stores.
(B) They will soon be discontinued.
(C) Their prices have been reduced.
(D) They are the most popular models.
- (179) According to the brochure, what is NOT true of energy-efficient lights?
(A) They last longer than standard lights.
(B) They use less energy than regular lights do.
(C) They are more expensive than standard lights.
(D) They generate less heat than other types of lights do.
- (180) What is true of Mystic lights?
(A) They are floor lamps.
(B) They come in many sizes.
(C) They need to be professionally installed.
(D) They can be exposed to moisture.

Questions 181-185 refer to the following article and letter.

Sustainability Magazine
Volume 10, No. 6
June 2009

Manufacturers Going Green
By Leo Durham

An increasing number of manufacturing companies around the country are going green, which they hope will put more green into their cash registers.

The Manufacturers Extension Partnership (MEP) works with a variety of state and regional industry associations and economic development groups to teach companies "lean" manufacturing techniques. This not-for-profit organization, administered by the Department of Commerce, demonstrates how to reduce waste, or "fat," in the manufacturing process. This includes things such as cutting energy use, incorporating more efficient production techniques, and finding cheaper methods of packaging and shipping goods.

The result is better not only for the environment, but also for company profits. Last year, MEP helped

more than 1,000 firms save about \$1.4 billion and increase their sales by \$10.5 billion. These actions led to the creation of nearly 57,000 new jobs.

"It was tremendous for us," said Mark McCartney, general manager of the Clear Water bottled water company. "MEP showed us how to cut our energy production in half, which led to a 3-percent increase in sales, and a 100-percent increase in production capacity."

McCartney has been quick to spread the wealth. Last year, a bottle of Clear Water retailed for \$1.50. Now, MEP training has enabled the company to slash the price to \$1.20.

Your turn

Dear editor:

I enjoyed the article on MEP in the June issue of Sustainability Magazine. When manufacturers pass savings onto customers, everybody wins.

Overall, the writer did a fine job. However, there is one mistake in the article I would like to point out. After our company finished training with MEP, sales jumped 30 percent, and our production capacity increased by 10 percent.

I would encourage every manufacturer to consider partnering with MEP. There's always some fat that can be trimmed from the production process.

William Lyons

CEO, Clear Water Bottling

(181) What is the main purpose of MEP?

- (A) To help manufacturers increase their profits
- (B) To create new jobs in the manufacturing sector
- (C) To teach manufacturers how to reduce waste
- (D) To lower the retail prices of consumer goods

(182) In the article, the word "green" in paragraph 1, line 2, is closest in meaning to

- (A) paper
- (B) money
- (C) sales
- (D) coins

(183) Who is Mark McCartney?

- (A) Author of the article
- (B) Clear Water CEO
- (C) President of the MEP
- (D) Clear Water general manager

(184) What is NOT true?

- (A) Clear Water's sales rose by 3 percent
- (B) Clear Water's production capacity increased 10 percent
- (C) Clear Water dropped its retail prices
- (D) Clear Water halved its energy production

(185) According to the article, how much money did MEP help firms save last year?

- (A) \$10.5 billion
- (B) \$57,000
- (C) \$1,000,000
- (D) \$1.4 billion

Questions 186-190 refer to the following invoice and email reply.

*Invoice #0907282
Date: Sept. 15, 2009
From: Stanley Supplies
808 Merchant St.
Worcester, NE
To: Office Corral
912 Ocean Blvd.
Costa Verdes, CA*

<i>Item No.</i>	<i>Unit cost</i>	<i>Comments</i>	<i>Total</i>
<i>Cases, white</i>	<i>6 \$100</i>	<i>10% discount</i>	<i>\$600</i>
<i>photocopier</i>			
<i>paper</i>			
<i>Color ink</i>	<i>50 \$15</i>	<i>50 more on \$750</i>	
<i>cartridges back-order</i>			
<i>Black ink</i>	<i>75 \$10</i>		<i>\$750</i>
<i>cartridges</i>			
<i>Crates,</i>			
<i>computer chairs</i>	<i>5 \$500</i>	<i>Back ordered \$2,500</i>	
<i>from Aug.</i>			
<i>Boxes, 100 \$5</i>		<i>50 medium, \$500</i>	
<i>ballpoint pens</i>	<i>50 fine point</i>		

Boxes,
promotional
brochures 10 \$0 Referral \$0
bonus
Sub-total: 246 \$620 \$5,100
Shipping: \$500
Total: \$6,600

*To: marccar@stansupplies.com
From: ivel@officecorral.com
Subject: Invoice no. 0907282*

Hi Marc,
We received our Sept. order yesterday. Thank you for your usual prompt shipment. We appreciate the fast turn-around.

Unfortunately, I noticed a couple of discrepancies between the freight and the invoice. First, the discount for the white photocopier paper does not seem to be factored into the total. We have been

buying this paper from you at \$100 a case, so shouldn't six cases with a 10-percent discount come to \$540?

Second, according to my records we had 10 crates of computer chairs on back order. Are more coming? If so, what's the soonest you expect they could arrive? Also, could you please give me an idea when more color ink cartridges will be available? Our inventory is low, and we are planning to have a special sale for Halloween.

Could you please get back to me ASAP? I need to clarify these questions before I place our October order. If you prefer to call, it's best to reach me today on my direct line: 556-424-8737.

*Thanks again Marc,
Ida Velasquiz
Comptroller, Office Corral*

(186) What is the main function of the invoice?

- (A) To confirm delivery
- (B) To order supplies
- (C) To request money
- (D) To rectify mistakes

(187) What can be inferred about Stanley Supplies and Office Corral?

- (A) They are in different countries.
- (B) They do business frequently.
- (C) They have a poor relationship.
- (D) They are both new companies.

(188) In the e-mail, the word "discrepancies" in paragraph 2, line 1, is closest in meaning to

- (A) differences
- (B) errors
- (C) figures
- (D) calculations

(189) How many additional crates of computer chairs is Ms. Velasquiz expecting?

- (A) 50
- (B) 10
- (C) 5
- (D) 6

(190) According to the invoice, why did Office Corral receive free promotional brochures?

- (A) For placing such a large order
- (B) For referring a new customer
- (C) For back-ordering ink cartridges
- (D) For being such a steady client

Questions 191-195 refer to the following invitation and letter.

You're invited

Howard and Jennifer Jacobson request the honor of your presence on Aug. 10th to celebrate the joining of their son, Jeffrey Parker Jacobson, and his fiancée, Marilyn Strummers, in holy matrimony.

The ceremony will take place at 11 a.m. in Riverside Park, 11220 River Dr. NW, followed by a luncheon reception at the adjacent Green Mansion, then a procession to the airport to see the couple off to their honeymoon in Bermuda.

Gifts are appreciated but not necessary; the fellowship of family and friends at this special time is blessing enough. We hope and pray that you will be able to join us for this momentous occasion.

Please RSVP by July 15th via letter or email to:

Gloria Stroust

Superior Catering

120 Union Ave.

gstroust@fmail.com

July 11th, 2009

Dear Ms. Stroust,

I am writing in regard to the invitation sent by Howard and Jennifer Jacobson. Please forgive my relatively late reply, as I was out of town and did not have a chance to read the invitation until last week.

I am thrilled that my friend and former college roommate, Marilyn Strummers, is finally tying the knot. I am disappointed, however, that I will not be able to attend her milestone event. I had a vacation to China scheduled for several weeks prior to hearing Marilyn's exciting news, and subsequent efforts to rearrange my travel plans have proved unsuccessful. Ironically, my flight departs at exactly the same time as the ceremony. I'll miss Jeff and Marilyn at the airport by only a few hours!

It is with great regret that I must decline this gracious invitation, though I will contact Marilyn and congratulate her personally before I leave. Also, I would like to leave a gift for the newlyweds. Would it be appropriate to send a present to you?

Please let me know.

Sincerely,

Patty Pakola

4334 Stone Drive

555-762-0091

(191) In the invitation, the letters "RSVP" in paragraph 4, line 1, are closest in meaning to

- (A) respond
- (B) renounce
- (C) receive
- (D) rejoice

(192) Why is the invitation mainly being sent?

- (A) To celebrate a birthday
- (B) To announce a wedding
- (C) To raise money for charity
- (D) To solicit lots of presents

(193) Who is Howard Jacobson?

- (A) Father of the bride
- (B) The groom
- (C) Father of the groom
- (D) The minister

(194) What time does Patty Pakola's flight leave for China?

- (A) 10 o'clock
- (B) 11 o'clock
- (C) 2 o'clock
- (D) Noon

(195) What can be inferred about Gloria Stroust?

- (A) She used to live with Marilyn Strummers.
- (B) She is good friends with Patty Pakola.
- (C) She will take photographs at the wedding.
- (D) She will serve food at the lunch and reception.

Questions 196-200 refer to the following schedule and notice.

City Pool - Summer swim schedule

Adult and Sr. Swim	Sun	5:30 -7 pm	
	Mon-Fri	12 -1:15 pm	
	M/W	8:30 -9:30 pm	
Aqua Jog	T/TH	11:10 -11:55 am	
Early Morning Lap	Mon-Fri	6 -7:30 am	
Family Swim	Sun	4:30 -5:30 pm	
	Tue	7:30 -8:30 pm	
Hydrofit/Deep Water Exercise	Sun	1:10 -1:55 pm	
	T/TH	8:40 -9:25 pm	
Lap Swim	Sun	11:30 am-1 pm	(4 Lanes)
	Thu	7:30 -8:30 pm	
	Fri	5:30 -6:30 pm	
Masters Workout	M/W	7:30 -8:30 pm	
Public Swim	Sun	2 -3 pm	
	T/F	1:30 -2:30 pm	(1/2 of the pool)
	Wed	6:30 -7:30 pm	(slide is free)
	Fri	7 -8 pm	
Water Exercise	Sun	10:40 -11:25 am	
	M/W/F	11:10 -11:55 am	
	T/TH	8:30 -9:30 pm	
Water Fun	M/TH	1:30 -2:30 pm	(1/2 pool, 1/2 lap lanes)
	Wed	1:30 -2:30 pm	

For more information about any of these programs, call the pool office at 506-807-7667.

For the latest updates, including schedule changes and special events, call our 24-hour automated information line at 506-363-8123.

NOTICE

Due to a maintenance problem, City Pool will be closed on Monday and Tuesday next week. The Aqua Jog, Master's Workout, Hydrofit, and Water Exercise classes on those days have been cancelled, and instructors will notify participants when the classes will be rescheduled. We are sorry for the inconvenience, and thank you for your patience.

Also, please note that there will be no public swims on the afternoons of July 14th through 18th, because the pool will be hosting the annual All-City Swimming and Diving Meet. Tickets for the meet are \$5 for adults and \$2.50 for children 12 and under, and can be purchased at the pool office or online at www.citypool.com/allcity. Thank you for using City Pool. For up-to-the-minute schedule information, call our info hotline at 506-363-8123.

(196) What is the main purpose of the notice?

- (A) To apologize for maintenance work
- (B) To promote a swimming-diving meet
- (C) To publicize the information hotline
- (D) To announce schedule changes

(197) How many Water Exercise classes will be affected by the pool closure?

- (A) One
- (B) Two
- (C) Three
- (D) Four

(198) What is NOT true?

- (A) There will be a public swim from 6:30-7:30 p.m. Wednesday, July 16th.
- (B) There will be a Water Fun class from 1:30-2:30 p.m. on Thursday of next week.
- (C) Family swims are scheduled in the summer on Sundays and Thursdays.
- (D) Adult and senior swims are offered twice on Mondays throughout the summer.

(199) In the schedule, the word "aqua" in line 4 is closest in meaning to

- (A) strenuous
- (B) water
- (C) adolescent
- (D) oxygen

(200) According to the schedule, how would someone find out more about the Masters Workout?

- (A) By calling the pool office
- (B) By calling the information hot line
- (C) By visiting the pool website
- (D) By writing for a special notice