

## LISTENING TEST

In this section, your ability to understand spoken English will be shown. The Listening test consists of four parts and will take approximately 45 minutes. Directions will be given for each part. By following the directions you hear, select the best possible answer and mark your answers on your answer sheet. Please refrain from writing anything in your test book.

### PART 1

**Directions:** In this part, you will see a picture in your test book and hear four statements. After hearing each statement, select the one statement you think is the best description for the picture. Then, mark the answer on your answer sheet. You will only hear the statements one time, and they will not be printed in your test book.

1.



2.



Test

3.



5.



4.



6.



Test

## PART 2

**Directions:** In this part, you will hear a question or statement. You will then hear three alternative responses to the question or statement. They will all be spoken in English. You will only hear them one time, and they will not be printed in your test book. Choose the best response to each question and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
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26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

## PART 3

**Directions:** In this part, you will hear conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. You will only hear the conversations one time, and they will not be printed in your test book. Choose the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

32. What problem does the woman mention?  
(A) She has not received some data.  
(B) She has lost some important documents.  
(C) She will be late for an appointment.  
(D) She cannot install a program.
33. What does Dan mention about Chevy Mason?  
(A) He is familiar with some software.  
(B) He has been absent from work.  
(C) He works in the IT department.  
(D) He has broken his computer.
34. What will the woman do next?  
(A) Submit a financial report  
(B) Attend a planning meeting  
(C) Call for technical support  
(D) Read an instruction manual
35. What did the woman do yesterday?  
(A) She played a game of tennis.  
(B) She met with some athletes.  
(C) She inspected a facility.  
(D) She signed a supply contract.
36. What is the woman asked to do?  
(A) Make a presentation  
(B) Become an organizer  
(C) Reserve a hotel room  
(D) Bid at an auction
37. What problem does the woman mention?  
(A) She has a commitment tomorrow.  
(B) She does not have money left in the budget.  
(C) She has lost her tennis equipment.  
(D) She does not have any photographs.

38. What are the speakers mainly discussing?

- (A) Buying more stock
- (B) Repurposing a building
- (C) Advertising a business
- (D) Hiring a consultant

39. What does the man ask the woman to do?

- (A) Design a building
- (B) Manage a store
- (C) Post a notice
- (D) Obtain permission

40. What does the woman want to know?

- (A) Where an event will take place
  - (B) How much a project budget is
  - (C) Who is in charge of planning
  - (D) When the project will commence
- 

41. Where do the speakers most likely work?

- (A) At a car dealership
- (B) At an employment agency
- (C) At a moving company
- (D) At an accounting firm

42. What does the man mean when he says, “All of the drivers are experienced”?

- (A) Training will not be necessary.
- (B) There are several people to choose from.
- (C) Customers should not be anxious.
- (D) The company can avoid outsourcing.

43. What does the woman say about Josh Lively?

- (A) He worked at a rival firm.
  - (B) He is a frequent customer.
  - (C) He is very dependable.
  - (D) He made a suggestion.
- 

44. Where does the woman most likely work?

- (A) At a real estate agency
- (B) At a construction company
- (C) At an interior design firm
- (D) At a department store

45. What does the man ask for?

- (A) A recommendation
- (B) A timeline
- (C) A valuation
- (D) A signature

46. What is the man concerned about?

- (A) A building will be demolished.
  - (B) Some guests will be late.
  - (C) A product will be canceled.
  - (D) Some furnishings are aging.
- 

47. According to the men, what is Mr. Wiseau going to do?

- (A) Attend a product launch
- (B) Hire a caterer
- (C) Lead a training program
- (D) Leave the company

48. On what day is the reservation?

- (A) Monday
- (B) Wednesday
- (C) Friday
- (D) Saturday

49. What does Mark ask the woman about?

- (A) Giving a speech
  - (B) Inviting a client
  - (C) Producing a video
  - (D) Choosing a menu
-

50. How did the woman probably learn about the man's firm?

- (A) From a colleague
- (B) From a Web site
- (C) From a magazine article
- (D) From a trade show

51. What will the speakers discuss at the meeting?

- (A) Recruitment strategies
- (B) Employee motivation
- (C) Employee training
- (D) Workplace safety

52. What will the woman do next?

- (A) Provide some staff profiles
  - (B) Describe a problem
  - (C) Share her availability
  - (D) Introduce a coworker
- 

53. What type of business is the woman most likely calling?

- (A) A national park administration
- (B) A car rental company
- (C) An insurance company
- (D) A motorhome campsite

54. What does the man ask about?

- (A) The size of the woman's vehicle
- (B) The age of the woman's home
- (C) The location of the woman's business
- (D) The cost of the woman's current insurance

55. What will the man most likely do next?

- (A) Calculate a price
  - (B) Offer a booking number
  - (C) Provide a contract
  - (D) Explain some rules
- 

56. What will the man distribute to employees?

- (A) A list of cleaning duties
- (B) Some protective clothing
- (C) Some official documents
- (D) A production schedule

57. What will the man do next week?

- (A) Take a business trip
- (B) Lead a seminar
- (C) Conduct an inspection
- (D) Clean a warehouse

58. Why does the woman offer to help?

- (A) Her colleague does not have much experience.
  - (B) The company has invested a lot of money.
  - (C) She has some spare time.
  - (D) The project is very urgent.
- 

59. What does the man want to do?

- (A) Get something to eat
- (B) Withdraw some money
- (C) Find a new job
- (D) Buy some equipment

60. Why does the woman say, "she left after six months"?

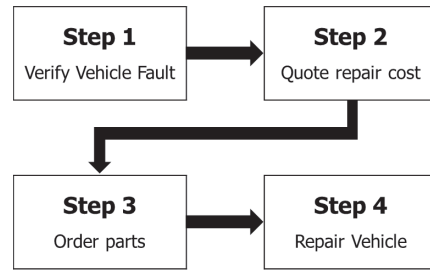
- (A) To explain her decision
- (B) To encourage the man to think more
- (C) To request assistance
- (D) To correct the man's mistake

61. What does the man say he may do?

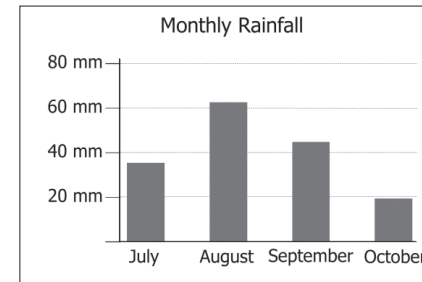
- (A) Speak with the woman's sister
  - (B) Ask for a pay raise
  - (C) Experience several jobs
  - (D) Process a payment
-

Applicant	Time	Availability
Tatum Bobson	10:30 A.M.	Immediate
Rene Patel	11:30 A.M.	June 7
Ibuki Kato	1:30 P.M.	July 18
Jamie Todd	2:30 P.M.	Immediate

62. Look at the graphic. Which applicant is chosen?  
 (A) Tatum Bobson  
 (B) Rene Patel  
 (C) Kei Kato  
 (D) Jamie Todd
63. What will the woman probably do on Monday?  
 (A) Conduct a workshop  
 (B) Order a uniform  
 (C) Introduce a new employee  
 (D) Interview another applicant
64. What does the man ask the woman to do?  
 (A) Forward some e-mails  
 (B) Prepare a workspace  
 (C) Print out a manual  
 (D) Inform an accountant



65. What does the woman mention about the man?  
 (A) He has a lot of experience.  
 (B) He will get a special discount.  
 (C) He will start work today.  
 (D) He purchased a new vehicle.
66. What does the man say he will do this afternoon?  
 (A) Take some time off work  
 (B) Read an employee manual  
 (C) Attend a training session  
 (D) Speak with a colleague
67. Look at the graphic. When should the man call Solaris Used Cars?  
 (A) After step one  
 (B) After step two  
 (C) After step three  
 (D) After step four



68. What kind of structure will the woman's company build?  
 (A) A water tank  
 (B) Carports  
 (C) Storage units  
 (D) An office
69. Look at the graphic. When does the conversation most likely take place?  
 (A) In July  
 (B) In August  
 (C) In September  
 (D) In October
70. What does the man ask for?  
 (A) An extension to a deadline  
 (B) Financial institution details  
 (C) Some amendments to a plan  
 (D) An introduction to a builder

## PART 4

**Directions:** In this part, you will hear some talks given by a single person. You will be asked to answer three questions about what the speaker says in each talk. You will only hear the talks one time, and they will not be printed in your test book. Choose the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

71. What does the speaker mean when he says, “I don’t need to say much more than that”?
- (A) A guest is very well known.  
(B) An issue has been resolved.  
(C) A speech will not take long.  
(D) An instruction is not complicated.
72. What does the speaker suggest about the Wildlife Protection Front?
- (A) It was founded by a sportsperson.  
(B) It sponsored Ms. Creamer’s athletic career.  
(C) It has a new representative.  
(D) It receives money from the government.
73. According to the speaker, what is Ms. Creamer currently working on?
- (A) A political campaign  
(B) A fundraising event  
(C) A magazine article  
(D) A personal biography
74. Why will the listener go to Pacific Design Corporation?
- (A) To review some work  
(B) To give a presentation  
(C) To be interviewed  
(D) To complete some documents
75. What must the listener bring with her?
- (A) Samples of previous work  
(B) References from previous employers  
(C) A form of identification  
(D) A letter of introduction
76. Where will the speaker meet the listener?
- (A) In a cafeteria  
(B) In a laboratory  
(C) In an auditorium  
(D) In the lobby

77. Where does the talk most likely take place?
- (A) On a boat  
(B) At a lookout  
(C) In a bus  
(D) In a restaurant
78. What will the listeners most likely do next?
- (A) Vote for a favorite song  
(B) Go shopping in a mall  
(C) Purchase some food  
(D) Visit an art gallery
79. What does the speaker mean when she says, “We won’t be coming back here”?
- (A) This is the last chance to place an order.  
(B) The original schedule was changed.  
(C) It will be hard to retrieve lost items.  
(D) She was unhappy with the service.
80. Who are the listeners?
- (A) Trainees  
(B) Job candidates  
(C) Students  
(D) Interns
81. What should the listeners do with their soiled uniforms?
- (A) Take them home for cleaning  
(B) Send them to a cleaning company  
(C) Put them in a receptacle  
(D) Dispose of them
82. What will the listeners do next?
- (A) Do a role-playing exercise  
(B) Watch a video  
(C) Put on protective gear  
(D) Fill out a form

83. What service has the listener had carried out?

- (A) Some repairs
- (B) Some cleaning
- (C) An installation
- (D) A delivery

84. What is the listener asked to do?

- (A) Return a call
- (B) Pay in cash
- (C) Read a contract
- (D) Swipe a credit card

85. Why does the speaker mention Helen Day?

- (A) She is absent from work.
  - (B) She made an appointment.
  - (C) She has a spare vehicle.
  - (D) She will attend to Ms. Cooper.
- 

86. Who is the advertisement intended for?

- (A) Homeowners
- (B) Students
- (C) Hobbyists
- (D) Chefs

87. What is mentioned as one of the product's strengths?

- (A) Its low cost
- (B) Its easy installation
- (C) Its durability
- (D) Its safety features

88. What does the speaker say about Downing's?

- (A) People can watch installation demonstrations.
  - (B) A certain product is only available there.
  - (C) It is holding a clearance sale.
  - (D) It has an online catalog.
- 

89. What does the speaker say about Hammond Designs?

- (A) It has won some awards.
- (B) It is hiring new staff.
- (C) It has been relocated.
- (D) It is under new management.

90. According to the speaker, what is likely to happen this year?

- (A) A documentary will be filmed at Hammond Designs.
- (B) Hammond Designs will start exporting its goods.
- (C) A new model is likely to sell out.
- (D) Software updates will be published.

91. What will listeners most likely hear next?

- (A) An advertisement
  - (B) Some music
  - (C) Another news story
  - (D) Calls from the audience
- 

92. Why are the changes being made?

- (A) To simplify a work process
- (B) To reduce unnecessary spending
- (C) To raise employee morale
- (D) To comply with regulations

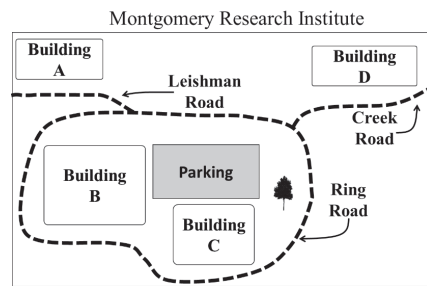
93. What goal has been accomplished?

- (A) A bid on a contract has been accepted.
- (B) Clutter has been reduced.
- (C) A dispute has been settled.
- (D) Furniture has been replaced.

94. Why does the speaker say, "we're behind on our workload"?

- (A) A client has been inconvenienced.
  - (B) A special bonus cannot be paid.
  - (C) Some shipments have to be rescheduled.
  - (D) Some employees will have to work extra hours.
-





**Discount Coupon**  
**Veraspeed Internet**  
 6-Month Plan ..... 5% off  
 12-Month Plan ..... 15% off  
 24-Month Plan ..... 20% off  
 Residential Contracts Only  
 Coupon Number: 7483289E  
 Expires July 18

95. What is the purpose of the listener's trip?  
 (A) To make some repairs  
 (B) To apply for a job  
 (C) To discuss a project  
 (D) To return some equipment
96. Look at the graphic. Where will the speaker meet the listener?  
 (A) At Building A  
 (B) At Building B  
 (C) At Building C  
 (D) At Building D
97. Who is Ms. Yothers?  
 (A) A professor of the speaker  
 (B) An assistant to the speaker  
 (C) A former colleague of the listener  
 (D) A future client of the listener
98. What is one purpose of the call?  
 (A) To inform a client of a work schedule  
 (B) To request an appointment  
 (C) To recommend an Internet service  
 (D) To announce a successful connection
99. Look at the graphic. What is implied about the listener?  
 (A) He has a 12-month contract with Veraspeed Internet.  
 (B) He has given the wrong coupon number.  
 (C) He will not be available on the date mentioned.  
 (D) He does not qualify for a discount.
100. What does the speaker say about the service charge?  
 (A) It will be discounted for clients with a 24-month contract.  
 (B) It will be charged whether the work is completed or not.  
 (C) It will be applied to the client's first month's invoice.  
 (D) It will be returned if the work is not successful.

NO TEST MATERIAL ON THIS PAGE

Test

This is the end of the Listening test. Turn to PART 5 in your test book.

## READING TEST

In this section, you will read a variety of texts and answer several different types of reading comprehension questions. The Reading test consists of three parts and will take 75 minutes. 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 your answer sheet. Please refrain from writing anything in your test book.

### PART 5

**Directions:** The following sentences are incomplete. Select the most appropriate word or phrase from the choices (A), (B), (C), or (D), and mark your answer on your answer sheet.

101. A ----- fee is charged to use a computer for literature searches at CST library.  
(A) bare  
(B) short  
(C) nominal  
(D) scarce
102. Since its foundation, Nandock Kitchen has been striving to ----- any dietary restrictions diners might have.  
(A) accelerate  
(B) accommodate  
(C) concede  
(D) conserve
103. Newly released Malprotek software has been designed ----- to safeguard information assets in workplaces and ensure they remain confidential.  
(A) specifying  
(B) specified  
(C) specifically  
(D) specific
74. ----- land prices in Summerfield falling over the last half year, property there is becoming less valuable.  
(A) Near  
(B) For  
(C) With  
(D) On
105. A certificate of completion is ----- to all interns who completed their four months at Putex without any absences.  
(A) awarding  
(B) to award  
(C) to be awarded  
(D) having awarded
106. Eictoi Company is headquartered near Nakagin International Airport, which allows employees to ----- travel by air for business.  
(A) easy  
(B) ease  
(C) eases  
(D) easily
107. OBGbondings.com plays a ----- role in connecting vocational-school students with business professionals.  
(A) pivotal  
(B) rational  
(C) stringent  
(D) volatile
108. Installing a suggestion box resulted in Carson Grocery ----- a flood of ideas on how it could improve the quality of its daily necessities.  
(A) receiving  
(B) received  
(C) to receive  
(D) receives
109. After some long negotiations, Sam Bank and Namilla Finance signed an agreement that both ----- beneficial.  
(A) found  
(B) taken  
(C) reviewed  
(D) looked
110. While the two vacuum cleaners resemble each other in function and appearance, what ----- them is the competitive price the newer model has.  
(A) discontinues  
(B) withstands  
(C) differentiates  
(D) lessens
111. Newly introduced self-checkouts at Beelights Bookstore enhanced efficiency and even led to increased customer -----.  
(A) feasibility  
(B) assembly  
(C) turnover  
(D) traffic
112. The suspension of the construction work was ----- because the noise during the daytime annoyed the people living in the area.  
(A) securely  
(B) chiefly  
(C) temporarily  
(D) mutually
113. It is the ability to see each employee's talents that team ----- must have as well as a sense of responsibility.  
(A) leader  
(B) leading  
(C) to lead  
(D) leads
114. Reach out to us anytime by either phone or e-mail should any issues ----- concerning your credit card transactions.  
(A) had arisen  
(B) to arise  
(C) arise  
(D) arose

115. Only snacks and beverages purchased at the ----- stand may be eaten inside Rabbit Ball Stadium.  
(A) cultivation  
(B) vicinity  
(C) concession  
(D) observatory

116. Price hikes for Carun's agricultural implements are ----- to sharp increases in the prices of steel and raw materials.  
(A) attributions  
(B) attributes  
(C) attributive  
(D) attributed

117. ----- came as a surprise to several shareholders was the fact that Automo Ash, Inc., had plans to acquire Hoyoda Cars.  
(A) It  
(B) Those  
(C) What  
(D) One

118. After ----- directly to Daisuke Yamano for ten years, Sarah Brown took over his position.  
(A) training  
(B) holding  
(C) learning  
(D) reporting

119. SeanonPays revealed its plans to invest in several emerging companies ----- considers to be likely to have a great influence on society in the future.  
(A) it  
(B) itself  
(C) them  
(D) themselves

120. By collaborating with the American designer Anna Miller, the perfume design ----- a Western feel.  
(A) took on  
(B) looked into  
(C) added up  
(D) lingered on

121. Sky Shines Apparel provides a one-year warranty for both clothing and footwear items, but it does not include regular wear and -----.  
(A) bulk  
(B) nature  
(C) tear  
(D) claim

122. The architect designed the condominiums so that the residents would be ----- satisfied with their usability and comfort.  
(A) painstakingly  
(B) covertly  
(C) sharply  
(D) wholly

123. Most of the people who saw the movie King Tiger Town ----- the long narration during the film to be redundant.  
(A) pointed  
(B) complained  
(C) evaluated  
(D) felt

124. ----- chosen as one of the best startups among 120 companies, Naiden International was little known to the general public.  
(A) When  
(B) Regarding  
(C) Rather than  
(D) If

125. The chairperson started the meeting and then ----- a topic the committee had previously discussed.  
(A) held on to  
(B) went off  
(C) followed up on  
(D) showed off

126. ----- computers suddenly reboot while people are working on files, the auto save function temporarily saves their contents.  
(A) In order that  
(B) In the meantime  
(C) In time for  
(D) In the event that

127. Pinking, Inc., has built additional warehouses and factories nationwide to expand ----- into new locations.  
(A) breach  
(B) ventilation  
(C) distribution  
(D) replenishment

128. Before each monthly inspection, Mainog's plant workers are ----- of the safety rules they must observe by the plant manager.  
(A) recalled  
(B) remembered  
(C) reconciled  
(D) reminded

129. The infrastructure is now much better in the town of Towardl ----- the substantial improvements made to the sewer system.  
(A) due to  
(B) as with  
(C) by the time  
(D) now that

130. ----- cheers and applause, the well-known artist took to the stage at The Big Rock Annual Music Festival.  
(A) Around  
(B) Amid  
(C) Throughout  
(D) Beneath

**PART 6**

**Directions:** Some of the following sentences are incomplete. Select the most appropriate word, phrase, or sentence from the choices (A), (B), (C), or (D), and mark your answer on your answer sheet.

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

<b>To:</b>	Johnny Zabka
<b>From:</b>	Kerry Macchio
<b>Date:</b>	June 7
<b>Subject:</b>	New policy

Johnny,

As I mentioned in our monthly meeting, the ----- **131.** will be working to become more environmentally friendly from next month. Surveys have shown that guests have positive associations with businesses that have environmentally friendly policies. To this end, we ----- **132.** recycling bins in each of the guestrooms.

Typically, housekeeping staff remove the plastic liner of the garbage receptacles along with the garbage and replace it with a new liner every time. ----- **133.** Please send a memo to the housekeeping staff. It should instruct ----- **134.** to remove the contents of the bins while leaving the liner in place whenever possible.

Sincerely,

Kerry Macchio — Manager

- 131.** (A) ballpark  
(B) restaurant  
(C) nursery  
(D) hotel
- 132.** (A) will be placing  
(B) had been placing  
(C) placed  
(D) are placed

- 133.** (A) This also provides cost savings for the power plant.  
(B) They should be familiar with the contractor.  
(C) Doing so, however, may defeat the purpose of having the recycling bins.  
(D) A number of guests have complained about the price increase.

- 134.** (A) him  
(B) them  
(C) us  
(D) it

Test

Questions 135-138 refer to the following article.

Last year a petition from residents and commuters was delivered to Colston Rail. In response, the company -----135. to build an additional station on the Murdock Line at Wokingham, where the new station is currently under -----136. The official opening should take place on 29 June. The population of Wokingham has been growing steadily in recent years, with several new high-rise apartment buildings going up around the suburb. Trendy new cafés and restaurants have also been ----- 137. up. ----- 138.. Since the announcement, rents there have already gone up by an average of 15 percent.

135. (A) will agree  
(B) agreed  
(C) is agreeing  
(D) was agreed
136. (A) debate  
(B) circumstances  
(C) construction  
(D) obligation
137. (A) springing  
(B) closing  
(C) driving  
(D) following
138. (A) Passengers are sure to benefit from these improved services.  
(B) The council hopes that the cost will be recouped through ticket sales.  
(C) This should help alleviate delays on the popular line.  
(D) The new station is likely to cause a sharp increase in land values.

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

To:	Trevor Finlay <tfinlay@harppublishinggroup.com>
From:	Halle Monroe <hmonroe@colinsprintingco.com>
Date:	April 2
Subject:	Order Number 74838223

Dear Mr. Finlay,

I am just writing to let you know that everything is going fine with your print order. We ----- 139. the formatting of the book and aligned all the illustrations. In fact, everything has just been sent to the printing presses and is now ----- 140. with our other printing jobs. The staff there assure me that it will be ready for shipment by the end of the month. ----- 141.. But I do not foresee any problems. ----- 142., on the off-chance that something does come up, one of my experienced colleagues will resolve the issue, keeping you constantly updated.

Kind regards,  
Halle Monroe

139. (A) were completed  
(B) will complete  
(C) are completing  
(D) have completed
140. (A) under repair  
(B) past due  
(C) on leave  
(D) in the queue
141. (A) Naturally, you will receive them beforehand.  
(B) Unfortunately, I will be on vacation at that time.  
(C) I regret the difficulties this has caused.  
(D) As this book is text only, it should be ready soon.
142. (A) Therefore  
(B) Accordingly  
(C) However  
(D) Similarly

Questions 143-146 refer to the following information.

Thank you for ----- **143.** a Seymore inflatable mattress. With proper use, this product will provide you with many years of comfortable sleep. Please check the owner's manual and warranty information enclosed in the box. Should you experience any problems with the self-inflating pump or the mattress itself, contact our customer support line at 523-555-8992. ----- **144.** This may save you time and money. ----- **145.** the device is still under warranty, you may send it to our main facility at 145 Linton Street, West Chelsfield, Massachusetts.

-----**146.** can sign up for a monthly e-mail newsletter to get details of our other great products, or you can view our entire catalog on the Web at [www.seymorecampinggoods.com](http://www.seymorecampinggoods.com).

- |   |  |
|---|--|
| <b>143.</b> (A) reviewing<br>(B) delivering<br>(C) purchasing<br>(D) designing  | <b>145.</b> (A) Because<br>(B) Unless<br>(C) Whereas<br>(D) Provided |
| <b>144.</b> (A) This device is designed for use in the manufacturing sector.<br>(B) There is usually an easy fix that customers can carry out for themselves.<br>(C) We have already sent a replacement to your address.<br>(D) You are not allowed to upload any confidential information on our Web site. | <b>146.</b> (A) You<br>(B) They<br>(C) We<br>(D) It                  |

**PART 7**

**Directions:** In this part, you will read a selection of texts, such as advertisements, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the most appropriate answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

**Launch Your New Career with a Qualification from Crump Business College**

Crump Business College has been preparing Greenmont's young people for meaningful careers in a variety of industries for more than 30 years. We are pleased to announce that this spring we are launching a new course with a focus on international business and trade. It will be taught in our recently completed west wing, an extension that includes an auditorium, six new classrooms, and a student breakroom.

- Our fully-qualified career counselors have relationships with employers in highly respected companies.
- Our classrooms and auditoriums have all of the latest audio-visual technology.
- Our existing curriculum has won awards from several national educational associations.
- Our recently started evening courses are offered with people in full-time employment in mind.

Visit our home on the Web at [www.clumpbc.edu.com](http://www.clumpbc.edu.com).

Clump Business College  
123 Matlock Street  
East Holmes, 3424  
Tel 742 555 2343

Note: Applications for courses starting in spring must be submitted by January 15.

Test

147. What is suggested about the business college?
- (A) It has expanded its facilities.
  - (B) It is no longer accepting applications.
  - (C) It is looking to hire additional staff members.
  - (D) It welcomes students from abroad.
148. What is implied about the international business and trade course?
- (A) It has won an award for its curriculum.
  - (B) Its graduates have found jobs in highly respected companies.
  - (C) The teaching staff was recently hired.
  - (D) Prospective students must apply by mid-January.

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

**Eddie Fallon 8:50 A.M.**  
I'm heading over to Benowa to meet with a tenant. I'll be back by noon.

**Jimmy Murphy 8:51 A.M.**  
That's fine. I have to return a few calls from people interested in the flats on Leichhardt Street.

**Eddie Fallon 8:53 A.M.**  
That's good to hear. I was wondering if they'd be hard to sell.

**Jimmy Murphy 8:53 A.M.**  
Shall I ask Mack to meet us at the restaurant?

**Eddie Fallon 8:54 A.M.**  
He's in Hobart.

**Jimmy Murphy 8:59 A.M.**  
What's he doing down there?

**Eddie Fallon 9:02 A.M.**  
The Hobart office was short-staffed. He's helping out for a couple of weeks.

**Jimmy Murphy 9:03 A.M.**  
I see. He didn't mention it when I talked to him last week.

Test

149. Who most likely are the writers?

- (A) Maintenance engineers
- (B) Real estate agents
- (C) Restaurant owners
- (D) Financial experts

150. At 8:54 A.M., what does Mr. Fallon mean when he writes, “He’s in Hobart”?

- (A) He would like to invite a colleague to lunch.
- (B) He hopes Mr. Murphy will pay a visit.
- (C) He believes that a colleague is unavailable.
- (D) He intends to ask Mr. Murphy for some advice.

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

<b>To:</b>	Simon Leveiv <sleveiv@normangroup.com>
<b>From:</b>	Patricia Chan <pchan@petersongarage.com>
<b>Date:</b>	March 24
<b>Subject:</b>	Assessment

Dear Mr. Leveiv,

Thank you for agreeing to come and provide us with some advice at such short notice.

I have informed the staff that you will be inspecting the facility. They will give you unrestricted access to all areas. As you know, we are primarily interested in bringing down our running costs. We are prepared to make some investment in order to do this. Please mention any building improvements that could lead to long-term savings in your report.

I understand that you are planning to spend four days with us. If you have not yet booked any accommodation, I suggest that you stay at Harper Tower Hotel. It is situated on a hill right across the road from our main facility. The views are excellent, the restaurant is open for breakfast and lunch, and the staff is helpful and cheerful.

Naturally, you should present your receipt to our administration office before you leave to receive reimbursement.

Sincerely,

Patricia Chan  
Langly Textiles

Test



151. Who most likely is the recipient?

- (A) A salesperson
- (B) A factory worker
- (C) A consultant
- (D) A construction worker

152. What is implied about Harper Tower Hotel?

- (A) It has a special arrangement with Langly Textiles.
- (B) It has recently been refurbished.
- (C) It includes three meals a day.
- (D) It overlooks Ms. Chan's company.

Questions 153-154 refer to the following instructions.

**When stock shipments are received at the store, the following guidelines must be followed.**

- Please make sure that the packing list is attached and compare it with the corresponding order form. Both must be submitted to the store manager by the end of the day.
- Please look at the shipment from all angles to make sure that there is no damage and that the wrapping has not been partially removed.
- Unpack the items and use the bar code scanner to enter each item into the store's stock database.
- Place the various products in the correct places in the storage room.
- Items with batteries included must be stacked on shelves in a way that older stock is sold first. This means placing new stock at the rear of the shelves.

153. According to the information, what is included with stock deliveries?

- (A) An invoice for payment
- (B) A list of delivered items
- (C) Some insurance documents
- (D) Assembly instructions

154. What is NOT mentioned in the instructions?

- (A) Checking that the shipment has arrived intact.
- (B) The procedure for recording inventory
- (C) The process for returning damaged items
- (D) A requirement for stacking certain products

Test

Questions 155-157 refer to the following letter.

**Channai Software**  
1233 Hampton Street, Suite 771  
Newport, RI 02840

June 24

Gina Rogers  
3211 Sandy Avenue  
Perth, WA 6003

Dear Ms. Rogers,

Thank you for your letter of June 19. As the head of human resources at Channai Software, the recent decision of DL Recruitment to expand into finding positions for people in the tech industry is of great interest to me. At present, we do most of our recruitment through the online employment Web site jobsnow.com. Frankly speaking, we are unimpressed here at head office with both the site's performance and the quality of applicants that are being sent to us.

We are currently looking for people to fill a number of roles. One that we have had particular difficulty filling is a senior software engineer to handle Internet protocol telephony (VoIP). We need someone to lead a team of experienced programmers on several highly confidential projects with tight deadlines. The position involves allocating work and a lot of problem solving and planning. If you have someone suitable on your books, please put them in touch.

You can contact me by e-mail at pchow@channaisoftware.com or on the phone at (401) 555 3353. We will be closed from June 26 to June 30 for our company-mandated summer break. Unfortunately, I will not be available for correspondence until after that date.

Sincerely,

*Peter Chow*

Peter Chow  
Human Resources

155. What is one purpose of the letter?

- (A) To welcome a new employee
- (B) To provide a job description
- (C) To introduce a colleague
- (D) To recommend a business

156. Where is Ms. Rogers probably employed?

- (A) At an employment agency
- (B) At a software company
- (C) At a law firm
- (D) At a telephone company

157. What is NOT mentioned about Channai Software?

- (A) It is headquartered in Newport.
- (B) It has several vacancies.
- (C) A new office will be opened in Perth.
- (D) The staff will soon be on vacation.

Test

Questions 158-160 refer to the following article.

### Nelson Back from the Dead

The Texas town of Nelson has been more or less abandoned for almost 40 years. After the mining industry closed down, more and more people moved away. Soon, there were no local businesses, and it became almost impossible to live there. Now, thanks to a business plan put together by a prominent social media influencer, the town is in the midst of a revival.

Cindy Crenshaw, who came to fame on the reality show Kitchen Battle for her extraordinary concoctions made from leftovers, has purchased the entire town. She is selling it off building by building to other famous online content creators. The town will be home to a group of video producers, photographers, personalities, and artists. All of them will benefit from their proximity to each other and the town's unique situation. The proceeds from the sale of the various properties are being used to modernize the town. In the coming months, work will begin on high-speed Internet connections, a solar farm, and upgrading the water supply and drainage.

There has been a huge amount of interest in the project. Almost all of the town's commercial buildings have already been sold. Many of those will be converted to provide residential accommodation on their upper floors. A number of the town's more impressive homes have also been purchased, and their renovations are providing valuable video content for their new owners.

Already, businesses in nearby Collingwoods have reported that sales have improved significantly. The Collingwoods Hotel has even renovated many of its rooms in anticipation of greater numbers of visitors.

158. What is the subject of the article?

- (A) Making a career out of social media
- (B) The increasing cost of providing infrastructure
- (C) The popularity of historical sites
- (D) The business activities of a celebrity

159. What work is NOT being carried out in Nelson?

- (A) Expansion of public transportation
- (B) Improvements to plumbing
- (C) Installation of Internet access
- (D) Home refurbishment

160. According to the article, what is expected to happen in the future?

- (A) Mining will recommence.
- (B) Land prices will rise.
- (C) Environmental damage will occur.
- (D) Tourism will increase.

Questions 161-163 refer to the following e-mail.

<b>To:</b>	Drew McCarthy
<b>From:</b>	Anita Ivie
<b>Date:</b>	12 February
<b>Subject:</b>	Chester branch

Dear Drew,

Heathcliff Accounting's Chester branch has been short-handed since Cho Wang left us in December last year. Until now, we have managed to get by because we have been in the off-season. —[1]—. But that is about to change, and I have been in contact with the managers at other branches looking for someone who can help out here temporarily.

David Timms recommended that I contact you. —[2]—. He was very complimentary about the speed and quality of your work and suggested that you would be the best person to help us catch up on our workload.

I understand that all this may be inconvenient for you, so I hope we can make some arrangements to minimize that and make the prospect of working in Chester more attractive. —[3]—. Therefore, we would provide you with an apartment to live in while you are here. We would also offer to pay for your transportation between Chester and Durham.

I hope you will be with us long enough to help train your replacement. —[4]—. That said, you would only be in Chester for three weeks at most. If we do not find a replacement by then, we will approach another employee about filling the position.

Sincerely,

Anita Ivie

161. Who most likely is Mr. Timms?

- (A) Mr. McCarthy's supervisor
- (B) The Chester office manager
- (C) A client of Heathcliff Accounting
- (D) A human resources officer

162. According to the e-mail, what does Ms. Ivie want Mr. McCarthy to do?

- (A) Assist in the instruction of a new recruit
- (B) Entertain some clients of Heathcliff Accounting
- (C) Organize a publicity event for a new office
- (D) Interview applicants for a position

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

“Obviously, commuting for such a long time every day would not be fun.”

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

Questions 164–167 refer to the following online chat discussion.

**Jeff Paleas [8:00 A.M.]:**

An unauthorized vehicle has been parked in the garage since yesterday afternoon. I'm about to call a truck to come and tow it away.

**Himesh Patel [8:01 A.M.]:**

Perhaps you should send an e-mail to all of the employees.

**Jeff Paleas [8:03 A.M.]:**

Thanks, Himesh. I'm doing that now. I'm hoping to find the person as soon as possible. Can you all ask around your departments, too?

**Martin Boag [8:04 A.M.]:**

Sure thing. Can you give us a description of the car, though? The maker, model, color, and so on.

**Dani Dalton [8:05 A.M.]:**

Hang on. I think it's Fred Winston's. Is it a green sedan with New Mexico number plates?

**Jeff Paleas [8:06 A.M.]:**

That's the one. What do you know about it?

**Dani Dalton [8:07 A.M.]:**

Galway Publishing is an important client, so I told him he could park there. I didn't expect him to leave it overnight, though. I'll give him a call and find out what's going on.

**Martin Boag [8:09 A.M.]:**

That was close.

**Jeff Paleas [8:10 A.M.]:**

Yes! It would have been awkward if I'd called that tow truck!

**Dani Dalton [8:17 A.M.]:**

I just spoke with him. Apparently, the battery is flat, and he couldn't get the car started. He'll be here in a few minutes. I'll head down there now to give him a hand.

**164.** What does Mr. Boag ask for?

- (A) Vehicle details
- (B) An address
- (C) A cost estimate
- (D) Some advice

**165.** What is implied about Mr. Winston?

- (A) He just moved to a new apartment.
- (B) He does business with the writers' company.
- (C) He used an overnight delivery service.
- (D) He will send an e-mail to the employees.

**166.** At 8:09 A.M., what does Mr. Boag mean when he writes, "That was close"?

- (A) An important deadline was about to pass.
- (B) The description of a vehicle was very accurate.
- (C) An embarrassing situation was narrowly avoided.
- (D) The parking garage is nearer than expected.

**167.** What will Ms. Dalton do next?

- (A) Speak with a mechanic
- (B) Go to the parking garage
- (C) Visit a client's office
- (D) Purchase a new battery

**Questions 168-171 refer to the following article.**

BRISBANE (21 April)—Since retiring from competitive figure skating, Nile Kelani has been working to promote the sport among Brisbane youth. —[1]—. She has created a scholarship program that offers promising young skaters free coaching, gear, and airfare to and from events. The goal of the Kelani Skate Program is to discover and nurture future world champions. —[2]—. One of the program’s current members is Kodi Cuthbert from MacGregor. Currently in the eleventh grade at MacGregor High School, Cuthbert has won three national titles and has been selected to represent the country for the first time at the world championships this May. To date, she has taken home more than \$200,000 in prize money.

Kelani was able to finance the program using money she earned representing Fortitude energy drinks. —[3]—. “I have always had a strong connection to my home town, Brisbane.” Kelani said, “Fortitude started sponsoring me ten years ago, and this connection has continued ever since. Now it’s time for me to give back to the community.” One condition that all members of the program must agree to is that they will donate five percent of their earnings from the sport back to the Kelani Skate Program. Directors of the program have stated that its success means serious consideration is now being given to supporting contestants from other winter sports as well. However, as Brisbane has a year-round warm climate, there are not many winter sports to actually choose from. —[4]—.

**168.** What is NOT offered to members of the Kelani Skate Program?

- (A) Sporting equipment
- (B) Transportation
- (C) Professional instruction
- (D) An accommodation allowance

**169.** What is indicated about Fortitude?

- (A) It advertises on television.
- (B) It founded the Kelani Skate Program.
- (C) It designs sportswear for professional athletes.
- (D) It has sponsored Ms. Kelani for a decade.

**170.** What is probably true about Ms. Kodi Cuthbert?

- (A) She promotes sports beverages.
- (B) She went to the same high school as Ms. Kelani.
- (C) She has contributed funds to the Kelani Skate Program.
- (D) She has competed in several international competitions.

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

“Indoor sports like ice hockey or curling appear to be the two main candidates.”

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

Questions 172-175 refer to the following memo.

<b>To:</b>	All employees
<b>From:</b>	Kate Leonides
<b>Date:</b>	March 19
<b>Subject:</b>	Visitors

Dear All,

In accordance with our announced expansion strategy, the company will be seeking investment from private investors over the next few months. On three consecutive Thursdays, March 26, April 2, and April 9, we will be welcoming groups of prospective investors to the factory. —[1]—. Please offer them any assistance they may require. We have scheduled the tours for the least busy day of the week so that they will not interrupt the production schedule. Many of your days off coincide with the weekly slowdown in activity, so this message may not be relevant to you.

—[2]—. You may also see company executives bringing through various groups of journalists and photographers. The expansion is drawing a lot of attention, and we want to use that to our advantage. Please let your section supervisor know in advance if you object to appearing in the company's promotional material or press articles. These groups will visit on the day immediately preceding the first investor tour.

The expansion plans involve the construction of a second factory in Torvold's Bay. —[3]—. We hope that some of our staff from our current factory will agree to transfer there. If you would like to work at the new factory, please discuss this option with your supervisor as soon as possible. A move can be considered an important opportunity in terms of your career advancement. This is because employees with more than 18 months in their current roles will be preferentially considered for section leader positions at the new factory. —[4]—.

Sincerely,

Kate Leonides  
CEO — Fargus Industries

172. According to the memo, what is probably true about Thursdays at the company?

- (A) Employees work additional hours.
- (B) Some training sessions are held.
- (C) Fewer staff are on duty.
- (D) Products are shipped to the warehouse.

173. When will the press visit take place?

- (A) On March 25
- (B) On March 26
- (C) On April 8
- (D) On April 9

174. According to the memo, why might employees agree to work at the new factory?

- (A) To experience a different management philosophy
- (B) To be closer to their homes
- (C) To have access to more modern machinery
- (D) To receive an accelerated promotion

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

“Each tour member will be wearing a card with the word GUEST written on it.”

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

Test

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

### Is Our Café Culture Dying?

BIRDSVILLAGE (June 21)—This city has had an important relationship with coffee for more than 60 years. We have the highest number of cafés per square kilometer of any city in Australia and our consumption rates are 1.3 times the national average. Nevertheless, many cafés have been reporting reduced revenue over the last 24 months. One reason seems to be the increasing popularity of high-end home brewing machines. Their prices have been coming down, and sales at both traditional and online stores have been growing.

Many cafés are looking for ways to attract people back. Candice Light, CEO of Jeans ‘n Beans Café, says that her cafés will be updating their menu with new beverages that are impossible to make without specialist equipment. “We’ll be closing our doors for two weeks to train staff and refurbish the interiors,” Ms. Light explained. “We’ll reopen on 6 July, so be sure to drop in.”

While impossible in the city center, many suburban cafés have indicated that they plan to offer drive-through services.

The city of Birdsvillage is doing all it can to revive its coffee businesses, too. Mayor Tranby has raised the budget for the Birdsvillage Coffee Festival and campaigned to host the National Coffee-of-the-Year Awards. The outcome of that effort will not be announced until August, but she claims to be quietly confident.

### Jeans ‘n Beans Café

Visit a newly refurbished Jeans ‘n Beans near you now to try our amazing new menu. Our new slow-drip, cold-filtered South American blend is getting amazing reviews on many food and beverage blogs. All of our stores now have a drive-through service. Bring your dog and get a free cream cup for him or her to enjoy! Please note that this offer is exclusive to drive-through customers.

#### New menu items include

- Cortado
- French Toast Latte
- Cereal Milk Cappuccino
- Horchata Latte

Thanks to our arrangement with Katniss Cakes, we now offer a wide selection of delicious cakes and pies in addition to our usual sandwiches, rolls, and other sweets.

[www.jeansnbeansweb.com](http://www.jeansnbeansweb.com)

176. What is mentioned about coffee shops in Birdsvillage?

- (A) They have received national awards.
- (B) They are suffering from a slump in sales.
- (C) They attract visitors from other towns.
- (D) They sell coffee-making equipment.

177. What can be inferred about the advertisement?

- (A) It appeared alongside the article.
- (B) It was paid for by Katniss Cakes.
- (C) It was mentioned in a blog.
- (D) It was published on or after July 6.

178. What is probably true about the South American blend?

- (A) It is only available to drive-through customers.
- (B) It is being made by people at home.
- (C) It must be made using professional equipment.
- (D) It is cheaper to produce than other coffees.

179. What is suggested about Jeans ‘n Beans Café?

- (A) It does not have drive-through services.
- (B) It will employ additional workers.
- (C) It does not have any city-center stores.
- (D) It invented cereal milk cappuccino.

180. What has Ms. Light recently done?

- (A) Struck up a partnership with another company
- (B) Appeared on a television advertisement
- (C) Merged her company with another
- (D) Opened a store in a new location



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

To: All staff  
 From: Hamish McDonald  
 Subject: Upcoming training  
 Date: August 25

Early next month, we will be updating our tracking software so that we can keep tabs on where our delivery trucks are and automatically alert customers when shipments are about to arrive. The software makes use of scanning and GPS technology and should make our jobs much easier.

A training session has been scheduled for October 8. It will be led by Roger Hearnese from Klinger Technology, who will be visiting us here at our main office for four days. Staff working in the warehouse will be issued tablet computers with special apps installed. They will be distributed on the day before the training session. Mr. Hearnese will stay to watch over the rollout on October 9 and 10. He has promised to come in for a question-and-answer session on the day he returns to Dallas, so please try to come up with any questions you may have for him in advance.

Sincerely,

Hamish McDonald  
 Operations Manager — Daltong Logistics

Travel Itinerary for Roger Hearnese		
Date/Time	Location	Flight
October 1 7:27 A.M.	Depart Dallas Fort Worth International Airport (Dallas)	HA634
October 1 11:45 A.M.	Arrive Vancouver West International Airport (Vancouver)	
October 7 2:55 P.M.	Depart Vancouver West International Airport (Domestic Terminal) (Vancouver)	HA521
October 7 6:45 P.M.	Arrive Ottawa Star International Airport (Domestic Terminal) (Ottawa)	
October 11 4:45 P.M.	Depart Ottawa Star International Airport (Ottawa)	HA377
October 11 10:47 P.M.	Arrive Dallas Fort Worth International Airport (Dallas)	

<b>Travel package for:</b> 1 Adult \$2,234.00	<b>Taxes and fees:</b> \$145.21	<b>Total:</b> \$ 2,379.21
<b>Hotel Details:</b> You have a reservation for four nights from October 7 to October 10 at: Nichol Regency 5231 Saint Claire Avenue, Ottawa K1S 2C9, Canada TEL: +1 613-555 3888		
No accommodation has been provided for your first destination as you have elected to stay with family there.		
A midsize rental vehicle has been reserved at each of your destinations. Please present your license to the Maple One Auto Rentals airport office after you collect your baggage.		
<b>Note:</b> HAB Air has a baggage limit of 25 kilograms. \$15 will be charged for every additional kilogram of baggage.		

**181.** What will happen on October 7?

- (A) Some staff members will be assigned tablet computers.
- (B) Mr. McDonald will have a meeting with Mr. Hearnese.
- (C) Mr. Hearnese will arrive in Vancouver.
- (D) Some new vehicles will be delivered.

**182.** In the memo, the phrase, “watch over” in paragraph 2, line X, is closest in meaning to

- (A) instigate
- (B) monitor
- (C) distinguish
- (D) criticize

**183.** What is most likely true about Daltong Logistics’ main office?

- (A) It delivers goods to the United States.
- (B) Its nearest airport is in Ottawa.
- (C) It purchased trucks from Klinger Technology.
- (D) Its employees are required to travel abroad every year.


**184.** When will Mr. Hearnese attend a question-and-answer session?

- (A) On October 3
- (B) On October 8
- (C) On October 10
- (D) On October 11

Test

185. What is indicated about Mr. Hearnese?
- (A) He is the president of Klinger Technology.
  - (B) He must pay for excess luggage on his return trip.
  - (C) He will arrive in Ottawa on the day of the training.
  - (D) He will stay at a relative's home in Vancouver.

Questions 186-190 refer to the following e-mail, instructions, and form.

To: Will Segura <wsegura@pheonixlight.com>  
From: Munetaka Hata <mhata@mansfieldappliances.com>  
Subject: Returns  
Date: October 12  
Attachment: mnsapprf

Mr. Segura,

Thank you for calling Mansfield Appliances customer support. As we discussed, unless the return is a result of our error or that of the manufacturer, there is a restocking fee of \$10 and also a charge for the return shipping. Please indicate the reason for the return on the attached return form and enclose it with the item.

After our product specialists have reviewed the returned item, you will be reimbursed the purchase price less any applicable deductions.

Sincerely,

Munetaka Hata

### Mansfield Appliances Merchandise Return Instructions

If you are not completely satisfied with your order, please follow the easy steps outlined below to return your items.

- Complete the attached merchandise return form below, then detach it and enclose it with the item to be returned.
- Place the product in its original packaging with all instructions and warranty documents.
- Download and print out the return shipping label from [www.mansfieldappliances.com/dlreturnlabel](http://www.mansfieldappliances.com/dlreturnlabel).
- Affix the label to the outside of the box.
- Request pick up from the shipping company of your choice. Remember to ask for a tracking number so that you can confirm delivery at our warehouse. All kitchen appliances used for heating food or appliances costing more than \$500 must be covered by shipping insurance. Please

purchase it from your shipping company.  
If you have any questions, you can call our customer support line at (932) 555-6778.

### Merchandise Return Form

Name: Will Segura  
Address: 125 Holland Avenue  
City: Seattle State: Washington Zip: 98107  
Telephone: (206) 555-5342

Please be sure to call the Mansfield Appliances customer service department to obtain authorization for the return. The representative will give you their first name, which you should provide here: Glen  
Write the original order number for the goods here: 383823343

Product Number	Description	Quantity	Price
MB7382	Browntech Microwave Oven	1	\$450

**Reason for return:**

It does not fit in the oven space in our new kitchen. The measurements on the product description did not match the actual dimensions.

- 186.** How most likely did Mr. Segura obtain a merchandise return form?
- (A) He downloaded it from the Web site.
  - (B) He was sent it as an e-mail attachment.
  - (C) He found it enclosed with the product.
  - (D) He picked it up at the Mansfield Appliances store.
- 187.** According to the e-mail, what happens after returns are received at the warehouse?
- (A) They are discarded.
  - (B) They are inspected by technicians.
  - (C) They are sold to another customer.
  - (D) They are forwarded to the manufacturer.
- 188.** What is NOT part of the return procedure?
- (A) Using a trackable delivery method
  - (B) Including the order number
  - (C) Recording the name of the customer service officer
  - (D) Filling out the enclosed warranty form
- 189.** Why is Mr. Segura required to have insurance?
- (A) The product is valued at over \$500.
  - (B) The product will be shipped internationally.
  - (C) The product is used for cooking.
  - (D) The product will be sent without its original packaging.

- 190.** What is implied about Mr. Segura?
- (A) He will receive a full refund.
  - (B) He will be required to pay for return shipping.
  - (C) He was called by an employee of Mansfield Appliances.
  - (D) He purchased the product at a physical store.

**Questions 191-195**  
refer to the following advertisement, e-mail, and classified advertisement.

### Coast Cruiser Recreational Pontoons

Introducing the Fun Platform DLX

This high-quality, large-seating-capacity pontoon is the perfect vessel for parties, family outings, and adventures on placid water.

Powered by the four-stroke, 8-liter Bradford engine, this boat is both fast and reliable.

Length — 8 meters

Max capacity — 12 people

Just \$37,000

Check out the entire line at [www.coastcruiserrp.com/lineup](http://www.coastcruiserrp.com/lineup).

**To:** Clyde Eastwood <ceastwood@coastcruiserrp.com>  
**From:** Harriette Tanaka <htanaka@coastcruiserrp.com>  
**Date:** November 17  
**Subject:** Fun Platform DLX

Hi Clyde,

Thanks for coming all the way to the head office for our meeting last week.

It looks like you were right. The Fun Platform DLX has been selling well beyond our expectations. We need to raise our rate of production as soon as possible. We built the new factory with expansion in mind, so there is no need for building extensions. I think it will simply be a human resources issue. The obvious solution is to advertise for qualified welders.

Another option that I have been considering is getting assistance from Rally Fabrications. They have a factory on Marine Parade like we do, and I understand the company is now in a sales slump. Their factory is currently overstaffed and they may be receptive to the idea of sending some of their workers to our factory until things pick up. Naturally, we would pay their wages as well as a reasonable fee to Rally Fabrications. I would like you to discuss this idea with them first and think about hiring new people only if Rally Fabrications turns us down.

In light of our recent success, we're looking at building a new eight-meter pontoon with the following specifications: 8-liter engine, center right driving position, and seating for 20. Hal Roberts from our design department will be in touch to talk about developing a prototype and possible launch dates.

Sincerely,

Harriette Tanaka

A growing boat builder is recruiting new welders to work at its manufacturing facility on Frampton Industrial Estate. We specialize in luxury pontoons. Applicants must have at least three years of experience welding aluminum. We are currently in a growth phase and have begun a seven-day-a-week production schedule. Some weekend work will be required. We offer a very competitive monthly salary and a benefits package that includes profit-sharing options.

Visit the Coast Cruise Recreational Pontoon Web site to download an application form. The deadline for applications is December 3. Please send them to the following address, which will also be the location of all job interviews.

**Coast Cruiser Recreational Pontoons**  
1765 Marine Parade, Lagoon Island, New Hampshire 03087  
TEL: 603 555 8551

Test

191. What is NOT mentioned about the Fun Platform DLX?

- (A) It is a passenger vehicle.
- (B) It is mechanically dependable.
- (C) It can be customized.
- (D) It is suitable for calm waters.

192. What is implied about Mr. Eastwood?

- (A) He has recently been promoted.
- (B) He previously worked for Rally Fabrications.
- (C) He suggested extending a lease contract.
- (D) He predicted the success of a product.

193. According to the e-mail, what change does Ms. Tanaka propose?

- (A) Larger physical dimensions
- (B) Increased passenger capacity
- (C) A more powerful engine
- (D) Enlarged factory building

194. What is suggested about Coast Cruiser Recreational Pontoons?

- (A) It will merge with Rally Fabrications.
- (B) Its employees get substantial discounts.
- (C) It has three factory locations.
- (D) Its proposal was rejected by Rally Fabrications.

195. What is probably true about prospective welders?

- (A) They must pass a practical examination.
- (B) They can choose which days they work.
- (C) They will be interviewed at the factory.
- (D) They can apply for work online.

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

**Used Car For Sale:** 30-year-old Redmond Fastback

This is a highly sought-after collector's car with all original parts inside and out. It has been garaged for more than 20 years. Unfortunately, it does not run nor drive. However, the parts needed to repair the engine have been purchased and are stored in the car's trunk. I purchased new upholstery with the intention of restoring the vehicle. It has not been installed, but I am including it in the price along with two new tires for the front. The buyer will need to purchase a new battery.

I am moving home to York on 20 June, and I need to get rid of many of my possessions by then. If you buy the car before June 10 and live in the Ipswich area, I will deliver the car to you at no extra charge. I will sell my truck on 10 June. Beyond that date, you will need to pay for a car carrier to come and pick the vehicle up.

Call Mel Winston at (646) 555-7634 for the price and further details.

<b>To:</b>	Mel Winston
<b>From:</b>	Trudy Parnell
<b>Date:</b>	7 June
<b>Subject:</b>	Redmond Fastback

Dear Mr. Winston,

The car arrived this morning while I was away. When I arrived home, I inspected the vehicle and found that it was missing a few parts that were mentioned as being stored in the car's trunk. As I live in Ipswich, I would be happy to come to your address and pick them up from you either this evening or tomorrow.

Other than that, the car looks great. Thank you for cleaning it! It looks better than the photographs you posted online.

Sincerely,

Trudy Parnell

Test

**To:** Trudy Parnell  
**From:** From: Mel Winston  
**Date:** 7 June  
**Subject:** RE: Redmond Fastback

Ms. Parnell,

I am terribly sorry about the missing parts. I removed them when I cleaned the car to take photographs and forgot to put them back. Unfortunately, I work in the evenings. If you need them urgently, you can pick them up from my house. One of my family members will give them to you. I just remembered that I also have a workshop manual for the car that I no longer need. Please let me know if you would like that as well. Of course, I do not expect any extra money for the manual.

If you need me to bring the parts to you, please call me before I move out of Ipswich. I can come between 9:00 A.M. and 4:00 P.M. most days.

Best regards,  
Mel Winston

- 200.** When is the latest Ms. Parnell can ask Mr. Winston to come to her home?  
(A) June 7  
(B) June 9  
(C) June 10  
(D) June 19

- 196.** What is implied about Ms. Parnell?  
(A) She had Mr. Winston deliver the vehicle to her home.  
(B) She contacted a car-carrying company.  
(C) She inspected the car in person before purchasing it.  
(D) She will visit Mr. Winston's place of work.
- 197.** What did Mr. Parnell find missing from the car?  
(A) Automotive upholstery  
(B) Tires  
(C) A battery  
(D) Engine parts

- 198.** What is suggested about Mr. Winston?  
(A) He works at an auto garage.  
(B) He is available during the daytime.  
(C) He recently moved to Ipswich.  
(D) He has restored several vehicles.
- 199.** What does Mr. Winston offer to give Ms. Parnell?  
(A) A refund  
(B) A piece of advice  
(C) A repair manual  
(D) A lift to a garage

Test

**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.**