

Practice 1

Reading Test

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answer on separate answer sheet. Do not write your answer in your test book.

Part 5

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

101. With the help of one of the IT technicians, the missing accounting files have been
(A) recover
(B) recovers
(C) recovering
(D) recovered
102. A private reception for gallery donors will be on March 5, prior to the grand opening of the exhibit.
(A) held
(B) faced
(C) claimed
(D) made
103. Aurora Furnishing is finding it difficult to make a profit in its competitive market.
(A) increases
(B) increased
(C) increasingly
(D) increase
104. A minor electrical malfunction was discovered by the pilot be for the plane took off.
(A) barely
(B) shortly
(C) absolutely
(D) exclusively
105. We will make a final decision about changing the landscaping of the property after reviewing the costs.
(A) estimation
(B) estimate
(C) estimated
(D) estimating

106. My Health Co. has produced a wide range of vitamin supplement for two decades.
- (A) along
 - (B) during
 - (C) over
 - (D) when
107. The April edition of Fishing and More magazine looks different from previous issues because of the new art editor.
- (A) completed
 - (B) complete
 - (C) completely
 - (D) completing
108. The customer's order will be sent by e-mail within twenty-four hours.
- (A) confirmation
 - (B) confirms
 - (C) confirmed
 - (D) confirm
109. The maintenance team's repair requests should be in groups according to the urgency
- (A) organizing
 - (B) organize
 - (C) organized
 - (D) organizes
110. Following Ms. Rivera's statement, the official awards ceremony for Plex Industries will commence.
- (A) brief
 - (B) straight
 - (C) former
 - (D) steep
111. Due to the high volume of foot traffic, the shop must polish its floor more than usual during the peak season.
- (A) frequent
 - (B) frequented
 - (C) frequency
 - (D) frequently
112. The Master Gardeners Club had to its monthly meeting because the community center's conference room was double-booked.
- (A) prepare
 - (B) oppose
 - (C) postpone
 - (D) extend
113. Financial advisors report that older investors tend to be that their younger counterparts.
- (A) cautious
 - (B) cautioned
 - (C) more cautious
 - (D) caution
114. Mr. Albrecht's in replying to the HR director's e-mail demonstrated that he was highly interested in the position.
- (A) promptness
 - (B) prompted
 - (C) prompt
 - (D) promptly

115. The soccer players usually practice on the main field at Waterbury Park, but they sometimes practice
- (A) everybody
 - (B) twice
 - (C) yet
 - (D) elsewhere
116. The accountants were unable to produce a full report by the deadline, but promised that would give a summary of the important points.
- (A) their
 - (B) themselves
 - (C) they
 - (D) theirs
117. Despite having some problems with the sound system during the performance, the concert was an experience for everyone.
- (A) enjoyable
 - (B) enjoyment
 - (C) enjoys
 - (D) enjoyably
118. the building has an excellent location and a modern interior, it is popular among visitors.
- (A) In view of
 - (B) Provided that
 - (C) Other than
 - (D) Seeing that
119. The Parks and Recreation Department offers opportunities for volunteers to improve the community.
- (A) reward
 - (B) rewards
 - (C) rewarded
 - (D) rewarding
120. The vacant room on the inn's second floor have been cleaned.
- (A) most
 - (B) every
 - (C) some
 - (D) all
121. The short story cannot be reprinted explicit permission from the writer.
- (A) without
 - (B) regarding
 - (C) among
 - (D) unlike
122. The restaurant has a decorated room that is perfect for hosting children's parties.
- (A) cheerful
 - (B) cheerfully
 - (C) cheerfulness
 - (D) cheer
123. A wildlife expert is scheduled to give a talk on the that the factory has had on the surrounding forest.
- (A) components
 - (B) degree
 - (C) requirements
 - (D) impact

124. The landlord raised the monthly rent for the first time in several years, and so.
- (A) reasonable
 - (B) reasonably
 - (C) reason
 - (D) reasons
125. As long as there are no further delays, the factory will be fully by June 18.
- (A) operational
 - (B) operate
 - (C) operates
 - (D) operation
126. Thanks to his experience, Mr. Warren is capable of completing the job on his own.
- (A) certainly
 - (B) certain
 - (C) certainty
 - (D) certify
127. Because of fuel costs, some people are choosing to stay home for the summer vacation rather than drive to tourist sites.
- (A) rising
 - (B) above
 - (C) dependable
 - (D) lengthy
128. The green light on the side of the water purifier lights up the filter needs to be replaced.
- (A) likewise
 - (B) whenever
 - (C) therefore
 - (D) whereas
129. Two items in Ms. Burke's order were out of stock, so her invoice was adjusted
- (A) continuously
 - (B) accordingly
 - (C) immeasurably
 - (D) recognizably
130. The notice indicated that a first aid training course will be provided free of charge to next month.
- (A) residents
 - (B) residence
 - (C) residential
 - (D) resides

Part 6

Directions: Read the text that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following notice.

Employee Spring Training

Lawrence Paper is dedicated to help all of its employees fulfill their potential. That is why we have once again organized 2 days of spring training. Human Resources has put together a wide range of topics for this year's workshops, _____ 131 _____ sales techniques, computer skills, communication strategies, and goal settings, We still have two workshop time slots available, so of there is something you've been dying to learn about, please lets us know. It's quite possible we _____ 132 _____ it into this years spring training. _____ 133 _____ Feel free to _____ 134 _____ any ideas you might have to Nancy Kensington in the human resources department.

NLKensington@lawrencepaper.com

131. (A) distributing
(B) locating
(C) including
(D) advancing

132. (A) were incorporating
(B) should incorporate
(C) are incorporating
(D) could incorporate

133. (A) if we get many suggestions, we could also hold a workshop on the following weekend, December 4th.

- (B) We'll be finalizing our choices by the end of the week.
(C) A large amount of time and energy has gone into organizing this conference.
(D) Inviting friends and family to these events is always encouraged.

134. (A) create
(B) request

- (C) submit
(D) transfer

Questions 135-138 refer to the following advertisement.

Vander Properties

Vander properties has been serving Houston for over 29 years. It is through our commitment to providing the highest degree of expertise market knowledge and _____135_____ service that we are recognized as an industry leader.

We specialize in _____136_____ and corporate real estate here in the Denver area. _____137_____ You are looking to buy a new home or start a new business, we are the people you should be talking with. With our office centrally located in downtown, we have our eyes on the whole city. Browse our site for listening, or give us a call today. _____138_____

www. Vanderproperties.com

Phone: (313) 782-9919

Address: 834 Walton St.

135. (A) personalize
(B) personalizes
(C) personalizing
(D) personalized

136. (A) productive
(B) promoted
(C) relevant
(D) residential

137. (A) Whether
(B) Even if
(C) Even though
(D) Whenever

138. (A) Take a drive out of town and come see us today.
(B) We appreciate your assistance.
(C) Of course, drop-ins are always welcome.
(D) Our kitchen is open from eight to five daily.

Questions 139-142 refer to the following notice.

Pizza Chef Wanted

Papa Gino's is hiring, and all 139 applicants will be considered. 140 Even if you have no experience, training will be provided if you meet our requirements. To meet our requirements you must have a 141 health card, reliable transportation, and be able to work evenings and weekends. Please apply in person at Papa Gino's on State and Pine. 142 look forward to meeting you.

139. (A) qualify

(B) qualifying

(C) qualified

(D) to qualify

140. (A) We are looking for candidates who have some experience in Italian food.

(B) We are looking for candidates who have experience fishing.

(C) We are looking for people who can fish.

(D) We are looking for people who want to practice.

141. (A) valid

(B) working

(C) effective

(D) strong

142. (A) She

(B) They

(C) We

(D) He

Questions 143-146 refer to the following letter.

November, 11th

John Adams

Tri-State, Apt 408

New York, NY

10873

Dear Mr. Adams,

I am pleased to inform you that you 143 as one of the finalists for the position of sales director at Goldie Saks. Over 100 applicants applied for the 144 but we have narrowed down our list to 8 candidates. You will be called in for an interview on November 15th from 1pm to 6pm. 145 The location will be the company headquarters. Our assistant, Miss Lane will meet you at the main lobby and take you to the interview room.

For the candidates that do well in these interviews, there will be a second interview. We will let you know as soon as possible whether you 146 .

Please call us at 555-1234 if you have any further questions.

We hope to see you soon.

Sincerely,

Jennifer Law

Executive Manager

143. (A) were choosing

(B) had chosen

(C) have been chosen

(D) chose

144. (A) position

(B) location

(C) career

(D) appointment

145. (A) The building is easy to locate.

(B) We would like you to come in at 1pm.

(C) Our interviewers will ask you several questions.

(D) You will be given specific schedule.

146. (A) enable

(B) approve

(C) refuse

(D) qualify

Part 7

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

Question 147-148 refer to the following advertisement.

This Amazing World Photography Competition

The monthly travel magazine This Amazing World is offering a discounted subscription rate for those who sign up during the month of November. This Amazing World has been in print for over 30 years and offer readers insider tips and expert know-how to help you plan the vacation of your dreams. The magazine includes vacation package advertisements, reviews from travelers, and insightful essays to introduce you to various cultures, cuisines, and travel destinations.

Submit your photo to our This Amazing world photography competition for a chance to win a fantastic vacation to Scotland! The winner of the top prize will receive round-trip tickets and a \$2,000 travel voucher for a hotel stay for you and one other person.

147. What is mentioned about the magazine?

- (A) It is a literary journal.
- (B) It includes a recipe book as a supplement.
- (C) It provides travel advice.
- (D) It has an online version.

148. What is suggested about the competition?

- (A) It is sponsored by professional photographers.
- (B) It awards a complementary vacation to the winner.
- (C) It accepts digital photo only.
- (D) It features photos of Scotland.

Question 149-151 refer to the following text message chain.

Liz Bradley

8:14

Sir, the arrangements have been made for your meeting with Mr. John tomorrow afternoon. I've reserved a table for two at Sheraton Restaurant at 1pm.

Bernie Gibbs

8:17

Thank you. And have you compiled the reports that I'll need at meeting?

Liz Bradley

8:18

Most of them yes. I'm still waiting for Michael Steel's reports. He told me that he would have them ready for me sometime this morning.

Bernie Gibbs

8:20

Well, they should have been completed last night. Can you contact him and see what's going on?

(Michael Steel has been added to the conversation 8:26)

Liz Bradley

8:27

Michael, Mr. Gibbs wants to know where the reports are. Are you finished with them?

Michael Steel

8:28

I apologize for the delay. Our intern accidentally deleted some files. I had to scour the database to locate the back-up material. It was a bit of a headache sorting through the files that I needed but I think I have everything organized and I'm printing them out now.

Liz Bradley

8:29

Can you bring them to me as soon as you're done?

Michael Steel

8:30

Of course. I'll be there in 10 minutes.

149. Who most likely is Liz Bradley?

- (A) An intern
- (B) A receptionist
- (C) A business partner
- (D) An executive

150. Why was Michael Steel added to the conversation?

- (A) To have him give an update about the missing reports
- (B) To inform him about the upcoming meeting
- (C) To let him know about the deadline
- (D) To scold him for his lack of punctuality

151. What does Michael imply when he says he “had to scour the database to locate the back-up material?”

- (A) He took his time writing the report.
- (B) He had to back up all the information first.
- (C) He needed time to find the missing data.
- (D) The computer was out of order.

Question 152-153 refer to the following Web page.

www.turnerandco.com				
Turner & Co. 158 Baskin Road, Redwood Bay, UK Phone: 243-555-1541				
HOME	ABOUT US	PRODUCTS	REPLACEMENT	CONTACT US
Turner & Co. has produced beautiful, energy-efficient windows that meet the taste and expectations of our customers since its founding in 1949. When you choose Turner & Co., you are buying more than just a window. You will be receiving the excellent services of our professionals who have been performing superb work for decades. We are passionate about helping you choose a quality window that exactly fits the specifications of your home. Additionally, we are fully committed to environmental protection and have recently been recognized for our sustainable business practices by the Environmental Protection Agency (EP).				

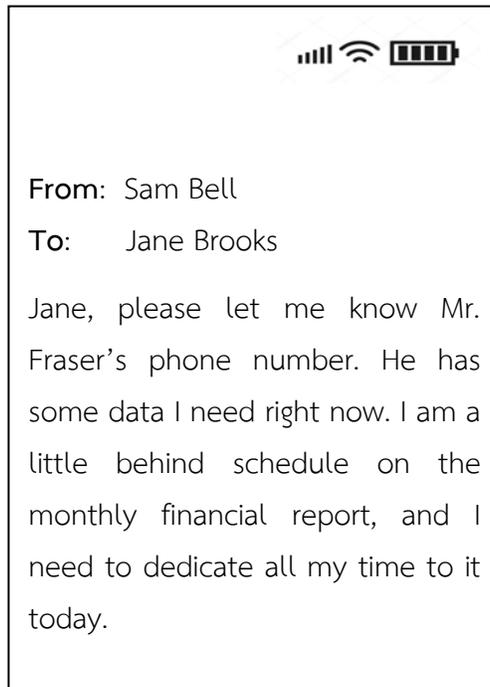
152. What is being advertised?

- (A) An insurance company
- (B) A window manufacturer
- (C) A landscaping company
- (D) A window cleaning service provider

153. What is indicated about Turner & Co.?

- (A) It is a family-run business.
- (B) Its branches are located nationwide.
- (C) It is an eco-friendly company.
- (D) It has recently hired experienced employees.

Question 154-155 refer to the following text message.



154. Why was the message sent?

- (A) To ask for a favor
- (B) To postpone the deadline
- (C) To cancel a meeting
- (D) To request a document

155. What is indicated about Mr. Bell?

- (A) He is unable to attend the meeting.
- (B) He expects profits to increase.
- (C) He is trying to meet a deadline.
- (D) He was recently hire.

Questions 156-158 refer to the following article.

SEOUL (July 19) – Breamin’s Group opened to its first B&G clothing shop on the famed Abgujeong Rodeo street in South Korea to long lines and frantic shoppers. – [1] – The frenzy was over the limited edition line designed by Marichio Bucci in partnership with B&G. Within just couple of hours of opening the doors, most of the Bucci design items were sold out. Similar reports of chaos and empty shelves which once held items from the Bucci line were echoed in major cities around the world including New York, London, Tokyo, and Milan. – [2] – Although B&G has released limited edition collaborations with other famous designers, this was the first time that B&G shops reported a complete depletion of items within hours of its release. The Bucci and B&G collaboration is the most successful to date and already talks are in progress over future collaborations for more clothing lines. – [3] – Meanwhile in Seoul, shoppers who were unable to purchase from the Bucci line were disappointed but excited to have a popular retailer open in Korea. – [4] -

156. What is indicated about B&G?

- (A) They have stores around the world.
- (B) They only sell items design by Bucci.
- (C) The company has a few branches in Korea.
- (D) Their products usually sell out within hours.

157. What is reported about the Bucci and B&G collaboration?

- (A) It took years to put together.
- (B) It was only sold in select stores.
- (C) It’s one of the most profitable collaborations for the company.
- (D) It will only be a one time event.

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

“This is a first for the company since all previous limited designer edition lines were simply a one time partnership”

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

Questions 159-161 refer to the following memo.

MEMO

To: All staff
From: Elizabeth Paine
Date: January 24
Subject: Sick leave

Attention employees,

We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days, and instead increasing the number of paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees of this matter. Please e-mail Tony Nugent at tonynugent@zimnet.com. He will be collecting and analyzing your responses. Afterward, management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.

Sincerely,

Elizabeth Paine

159. What is the purpose of the memo?

- (A) To suggest a budget proposal
- (B) To solicit feedback
- (C) To revise incorrect information
- (D) To announce survey results

160. Who most likely is Mr. Nugent?

- (A) A medical doctor
- (B) A product developer
- (C) An investment analyst
- (D) A personnel employee

161. According to the memo, what will Ms.

Paine probably do soon after February 24?

- (A) Announce a merger
- (B) Hire a medical specialist
- (C) Participate in a tour
- (D) Schedule a meeting

Questions 162-165 refer to the following text message chain.

Penny Jones 3:27

I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I'd like your input.

Karen Norman 3:28

There's no problem on our end. Most of the leather has already been cut. We've already sent many of the pieces to be sewn. The rest of the work should take a couple of hours.

Neil Park 3:29

The handles are complete and about half the bags are near completion. I'll get them to Lauren soon. I think we should be able to finish sewing the bags by tomorrow evening.

Penny Jones 3:30

I'm glad to hear that most of the handbags are almost finished. Lauren, how long will it take to get the hardware attached or sewn in?

Lauren Nichols 3:31

We're currently working on the Jenk and Cenk twins orders...

Penny Jones 3:32

We have more than enough time to complete the twin's orders so I can authorize your workers to put aside that project for now. How long will the Mr. Patrick's order take?

Lauren Nichols 3:33

The zippers need to be sewn in but the studs will be glued which make the work easier. I think we need about a day.

Kevin Harding 3:34

It'll take us only a couple of hours to have the order packaged safely to be shipped.

Penny Jones 3:35

Thank you so much. I'll let our client know.

162. What kind of business does the client most likely own?

- (A) A clothing shop
- (B) A furniture company
- (C) A shoe store
- (D) A handbag business

163. According to the conversation, whose department must complete the work first?

- (A) Karen Norman's
- (B) Neil Park's
- (C) Lauren Nichols'
- (D) Kevin Harding's

164. At 3:31, why does Lauren Nichols say "We're currently working on the Jenk and Cenk twins orders?"

(A) To inform everyone that they have their own clients

(B) To explain why they refuse to help

(C) To imply that they are busy with another project

(D) To make everyone speed up their work

165. What will Penny Jones most likely tell Mr. Patrick?

(A) That his order will be finished two weeks later

(B) That his request can be fulfilled

(C) That his order will cost him extra money

(D) That there may be a delay to his order

Questions 166-168 refer to the following notice.

Business Hours in Early March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2.00 PM - 9.00 PM	2.00 PM - 8.00 PM	3.00 PM - 9.00 PM	4.00 PM - 9.00 PM	2.00 PM - 9.00 PM	2.00 PM - 10.00 PM	9.00 AM - 6.00 PM

Due to the current construction on Shilling Street, we have been forced to revise our business hours for the first week in March (see the chart above.) During the morning hours, the construction makes it difficult for customers to reach our location by car. We will be extending our evening hours to accommodate this change. Additionally, due to the construction, our parking lot is also currently inaccessible. Therefore, during this period, customers are asked to utilize public parking spaces available on Patch Street. We apologize for this inconvenience and strive to be back to normal soon.

166. What is being announce?

- (A) A renovation project
- (B) A store expansion
- (C) A change in operating hours
- (D) A work schedule

167. When most likely is the construction NOT being performed?

- (A) On Monday
- (B) On Wednesday
- (C) On Saturday
- (D) On Sunday

168. Why are customers asked to go to Patch Street?

- (A) To find a place to park
- (B) To visit a new store location
- (C) To take part in a promotional event
- (D) To receive a sample

Questions 169-171 refer to the following advertisement.

For Sale by Owner

Palmer Standard Cabin Yacht

Asking price: \$45,000 or best offer

Basic Specifications:

This boat was built four years ago. It is 12 feet wide by 36 feet long. The hull is made of fiberglass, making it light yet strong. The boat includes 2 double bedrooms as well as a sleeper sofa, kitchen, and bathroom.

Feature:

This boat is very stable and offers a spacious deck. It is perfect for large families and social gatherings. It includes and eight-speaker sound system with USB connectivity. It also has a lockable storage compartment where personal belonging can be kept.

Additional Information:

I have owned and operated this boat for three and a half years. The boat comes with a five-year warranty that still has one and a half years remaining. The warranty is transferable to the buyer upon purchase.

If you would like to see or test-ride the boat, contact Gary Thompson at 654-555-8715

169. What is indicated about the Palmer Standard Cabin Yacht?

- (A) It is a fishing boat.
- (B) Its original paint color has been changed.
- (C) It can accommodate a group of people.
- (D) It is currently being repaired.

170. What is NOT mentioned as a feature of the Palmer Standard Cabin Yacht?

- (A) Capability to play music
- (B) A lightweight construction material
- (C) Ample sleeping accommodations
- (D) A fuel-efficient engine

171. What most likely is true about Mr. Thompson?

- (A) He will give a boat tour to a potential buyer.
- (B) He has young children.
- (C) He works at a shipyard
- (D) He wants to sell the warranty separately.

Questions 172-175 refer to the following letter.

Travel & Recreation

123 Gilmore Street
Orange County, CA 48857

November 15

Mr. Peter Kang

3820 Rivervalley Heights

Seattle, WA 19387

Dear Mr. Kang,

We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber, I am excited to inform you about our new subscription plan for our VIP members. – [1] – As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost. – [2] – Furthermore, you can access, background information about our authors, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to most popular restaurants around the world and most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii. – [3] – Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellissimo.

Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services to entertain and educate our loyal subscribers. – [4] – Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a \$100 fee, you will receive the regular subscription plan. If you send a \$200 fee, you will become a VIP member.

We appreciate your support and hope to hear from you soon.

Sincerely,

Victoria Adams

172. Why was a letter sent to Mr. Kang?
- (A) To remind him to send his travel journals
 - (B) To explain about a new subscription plan
 - (C) To inquire about his travel plan
 - (D) To determine his qualifications for a position

173. What did Ms. Adams send with the letter?
- (A) A travel itinerary
 - (B) A new contract
 - (C) An application form
 - (D) A revised schedule

174. In the middle of the first paragraph of the letter, the term “at no extra cost” is closest in meaning to:
- (A) For a small fee
 - (B) With a donation
 - (C) Quite easily
 - (D) For free

175. In which of the positions [1], [2], [3] and [4] does the following sentence belong?
- “Your subscription expires next month, but we invite you to consider joining our VIP membership”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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

Taylor Fabrics

Invoice

Ordered by: Tammy Fleck

Order taken by: Craig Dell

Order date: August 11

Estimate delivery date: August 14-16

Delivery address: 628 Green Circle Drive, Austin, TX 78701

Email: tfleck@capnet.com

Mobile phone: (512) 555-9782

Quantity	Item	Description	Price
4 yards	Fabric 10	Solid white	\$28.00
5 yards	Fabric 38	Floral pattern	\$50.00
6 yards	Fabric 41	Checked pattern	\$48.00
2 yards	Fabric 48	Leopard pattern	\$30.00
Tax			\$15.60
Shipping			\$12.00
Total			\$183.60

Payment method: Billed to credit card account ending in 4680

If you have question about your order, please e-mail us at customerservice@taylorfabrics.com. All of your packages sent within the United State are guaranteed to arrive within 10 days of order confirmation. If they don't arrive on time, we promise to reimburse for 30% of your total purchase.

To: customerservice@taylorfabrics.com
From: Tammy Fleck <tfleck@capnet.com>
Date: August 25
Subject: Delivery Delay

Dear Customer Service,

I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only that the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won't be able to complete the dress I was making for my friend's birthday. I am very disappointed.

Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.

Thank you,
Tammy Fleck

176. Who most likely is Mr. Dell?

- (A) A designer
- (B) A salesperson
- (C) A customer
- (D) A manufacturer

177. What is implied about Ms. Fleck?

- (A) She is a long-term customer of Taylor Fabrics.
- (B) She is a professional fashion designer.
- (C) She is a former employee of Taylor Fabrics.
- (D) She will be partially paid back for her purchase.

178. Why did Ms. Fleck send the e-mail?

- (A) Her credit card was incorrectly charged.
- (B) She wants to return an item.
- (C) She received the incorrect quantity of an item.
- (D) One of her orders had the wrong pattern.

179. Which Fabric will Ms. Fleck need more of to make a dress?

- (A) Fabric 10
- (B) Fabric 38
- (C) Fabric 41
- (D) Fabric 48

180. How should Taylor Fabrics customer service contact Ms. Fleck?

- (A) By text message
- (B) By voice mail
- (C) By e-mail
- (D) By letter

Questions 181-185 refer to the following advertisement and e-mail

Next Month at the Belmont Historical Society

Documentary Film: "Exploring the Arctic"

May 5, Spruce Theater

Photo Exhibition: "America in the 20th Century"

Author Talk: Glen Campbell, "The Culture of Early America"

May 14, Chris Charlton Auditorium

Musical Performance: "America Folk Masters"

May 22, Spruce Theater

Children and seniors are allowed free entry to all events. Additionally, if you pay the registration fee and become a member of the Belmont Historical Society on our website, you can attend any event free of charge.

For questions about booking group visits, contact David Smith at dsmith@belmonthistoricalociety.com. For more details regarding upcoming events and venue locations, or to rent one of our venues, visit us at www.belmonthistoricalociety.com.

To: David Smith dsmith@belmonthistoricalociety.com
From: Jared Tate jtate@clarkuniversity.com
Date: April 22
Subject: Group Visit

Dear Mr. Smith,

Hell, my name is Jared Tate and I am a professor in the History Department at Clark University in downtown Maryville.

I am teaching an introductory history course for freshmen this semester, and I thought it would be help full to attend the event featuring Mr. Campbell. His talk is very pertinent to the subjects we are currently covering in class.

I was also wondering if it would be possible to arrange a question-and-answer session between Mr. Campbell and my group f about 50 students. Please tell him that we are looking forward to seeing him.

I appreciate your reading my e-mail and I hope to hear back from you soon.

Jared Tate

History Department, Clark University

181. What is indicated about the Belmont Historical Society?

- (A) It does not allow children into some events.
- (B) It is run by the city of Belmont.
- (C) It was founded by Linda Cameron.
- (D) It will hold its events at several places.

182. What most likely is Mr. Tate currently teaching?

- (A) Environmental conditions of the Arctic
- (B) Early American history
- (C) American folk music
- (D) Modern photography

183. What is NOT mentioned as being available on the Belmont Historical Society Web site?

- (A) Information about schedule events
- (B) Member registration
- (C) Rental details
- (D) Descriptions of previous events

184. In the e-mail, the word “introductory” in paragraph 2, line 1, is closest in meaning to

- (A) basic
- (B) required
- (C) profound
- (D) optional

185. What does Mr. Tate request?

- (A) A signed copy of a book
- (B) A detailed survey
- (C) A chance to meet a speaker
- (D) A group discount

Questions 186-190 refer to the following schedule and e-mails.

Newton Library

April Program and Events Schedule

Date and Time	Event	Location	Additional Notes
April 2 7 PM	A Trip to the Past: Silent Film Series	Decker Hall	Join us for a viewing of several films showcasing early American film history.
April 5 3 PM	Youth Creative Writing Workshop	Youth Wing, Room 304	Open to all students in high school who want to improve their writing skills.
April 10 11 AM	Beginner English Conversation Club	Education Center, Room 102	Join other adults who are learning to speak English. This class is free.
April 16 5 PM	Never too Late to Learn	Media Lab, Room 202	Learning to use a computer is not just for young people. Join us as we explore the sea of information, using computers. (For senior citizens)
April 29 10 AM	Story Play	Youth Wing, Room 301	Play with toys and hear a story. (For ages 0-5)

We would like to thank all of you who made financial donations that allowed for the purchased of new laptops and the construction of the Media Lab.

To: Richard White <rwhite@newtonlibrary.edu>
From: Linda Carter <lcarter121@seprus.com>
Date: April 1
Subject: Beginner English Conversation Club

Hi Mr. White,

My name is Linda Carter and I am the instructor for the Beginner English Conversation Club to be held on April 10. I noticed that the library recently built the Media Lab with funds raised by library patrons. I was hoping to change classrooms in order to use my new educational resources by integrating computers into my English conversation class. Could you please reschedule my class to be provided in the same classroom as Never Too Late to Learn instead of the Education Center? I think my students will appreciate the practical English skills they can learn on computers. Also, could you please send an e-mail to all of the students who have signed up for the class? They will need to be informed about the room change.

Thank you in advance for your assistance,

Linda Carter

To: Linda Carter <lcarter121@seprus.com>
From: Richard White <rwhite@newtonlibrary.edu>
Date: April 2
Subject: Room Change

Dear Ms. Carter,

I would be happy to move your Beginner English Conversation course to the classroom with the updated media lab, for your reference this is room 202. Unfortunately, I do not have the email for all of the students who signed up for your course. Many students only provided their names. I could post a sign at the entrance to the library advertising your course, and making a note the room change, if that would be acceptable for you. Please let me know if you would like me to do this.

Thank you and all the best,

Richard White, Library Projects Coordinator

186. What is suggested about Newton Library?

- (A) It recently renovated its facilities.
- (B) It will hold a fundraising event soon.
- (C) It offers educational activities for various ages.
- (D) It is closed on Mondays.

187. What event is most suited for film students?

- (A) Story Play
- (B) Youth Creative Writing Workshop
- (C) A Trip to the Past
- (D) Never Too Late to Learn

188. In the first e-mail, the word “held” in paragraph 1, line 2, is closest in meaning to

- (A) carried
- (B) attended
- (C) delayed
- (D) conducted

189. Why can't Richard White send Linda's students an e-mail?

- (A) He doesn't have their e-mails.
- (B) It is not his job.
- (C) He does not have time.
- (D) The library is not equipped with that kind of technology.

190. What is Richard White's solution to the problem of informing Linda's students about the room change?

- (A) He can e-mail them.
- (B) He can direct them to the right room when they enter.
- (C) He will post a sign.
- (D) He will draw them a map with directions.

Questions 191-195 refer to the following e-mail, article and sign-up sheet.

To: Tony Walker <twalker@icmcorp.com>
From: Suzie Mason <smason@icmcorp.com>
Date: May 4
Subject: Summer Calendar
Attachment: budget.doc

Dear Mr. Walker,

I am finalizing the calendar of summer events for our company. Because we went over budget last year on employee appreciation events, I think it would be wise to find more affordable recreational activities. Attached is a breakdown of projected expenses for summer events that I have planned.

July 6: Anchorage Flower Festival

July 22: Art in the Park at Lawrence Park

August 6: Bicycle Tours of the Anchorage Countryside

August 19: Horseback Riding at Sweet Meadow Ranch

I have scheduled fewer outdoor activities this year compared to last year. This year I would like to take advantage of a new outdoor recreational opportunity that I read about on the Anchorage Reporter website. You can read the article by clicking on this link:

www.anchoragereporter.com/new_trails.

Please let me know your opinion,

Suzie Mason

Human Resources Manager

Anchorage Reporter

Bike Tours of the Anchorage Countryside to Start August 6

May 2 – The Anchorage Bike Club will be hosting an annual bike riding event this summer, beginning on August 6 and running through August 7. The event will start at 10 AM on both days at the Anchorage Community Center. If you are driving a vehicle to the starting point, it would be better to use the parking to behind the community center.

Anchorage Bike Club President Jean Frost stated, “The rides will range from 5 to 20 miles and will take bikers through scenic areas in Anchorage, Overall, the bike tours will go ahead at a leisurely pace so that bikers of all skill levels can participate. However, local bikers with ample experience might lead a faster-paced group.”

Bikers in the tours will learn about riding techniques, bicycle maintenance, and proper nutrition half an hour before the event starts. All participants must have biking helmets on. They are also encouraged to bring their own water to prevent dehydration while biking.

BICYCLE TOUR SIGN UP SHEET

If you intend to participate in the August 6 bicycle tour, please write down your name, department, and level of experience or fitness. If you have enough people sign up as advanced, we can coordinate two separate tours. If there are not enough for two tours, we would like to encourage all riders to stay together so that everyone can join in the team building exercises we have planned. Thank you for your participation and we look forward to seeing everyone at the event!

Name	Department	Fitness/experience
Tom Cruz	Sales	Beginner
Vin Jones	Inventory	Beginner
Sally Jenkins	Inventory	Beginner
Barbara Blaster	Reception	Advanced
Hope Kinski	Sales	Beginner

191. What does Ms. Mason suggest doing?

- (A) Keeping within a budget for recreational activities
- (B) Appointing a new manager of human resources
- (C) Increasing the number of temporary employees
- (D) Scheduling more outdoor activities compared to last year

192. What date does Ms. Mason suggest for this year's new activity?

- (A) July 6
- (B) July 22
- (C) August 6
- (D) August 19

193. In what section of the website would the article most likely appear?

- (A) Economy
- (B) Leisure
- (C) Entertainment
- (D) Politics

194. Based upon the Bicycle Tour Sign Up Sheet, what can we infer about the upcoming bicycle tour?

- (A) It will be cancelled.
- (B) There will be two groups, one for beginners, one for advanced.
- (C) There will be only one group.
- (D) They will stop along the way for a group meal and photo.

195. What will Barbara Blaster most likely do on the bicycle tour?

- (A) She will become bored and quit the tour.
- (B) She will complain that more people should sign up as advanced.
- (C) She will join a faster paced group of more experienced bikers.
- (D) She will stay with the group to participate in group activities.

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

Four Seasons Apparel Outlet

All returns must be sent back to Four Season Apparel Outlet within 7 days of delivery. They can be exchanged for a different item or returned for a refund. If you choose a refund, we will credit the card used for purchase.

Individuals with official memberships can utilize our delivery tracking service and receive frequent shopper discounts.

Return shipment(s) to:

Four Seasons Apparel Outlet, 144 Fenton Rd., Denver, CO 80725 (303-555-4387)

Check the box that best describes your problem:

- Product contained a defect or damage Product did not match expectations
 Wrong item was delivered Other_____

Personal Information:

Name: Sally Nelson Order Number: 2245 Phone: 432-555-6729

Address: 2154 Oak St., Denver, CO 80725 E-mail: snelson@clandon.net

- Exchange Refund

I ordered a medium-sized Snowy Christmas Sweater from your online store on April 22, but I mistakenly received a small-sized one. I would like to exchange it for the correct one.

To: Sally Nelson <nelson@clandon.net>
From: Debra Clarke <debraclarke@fourseasons.com>
Date: April 30
Subject: Exchange

Dear Ms. Nelson,

We have received your request to exchange the sweater you purchased. We sincerely apologized for this mistake. We shipped the correct item immediately as per your request. Your shipment can be tracked on our website using the following tracking number: 447H57J.

Because this was our mistake, we have returned \$7 to your credit card in order to reimburse you for the return shipping costs. Please check your balance to confirm this.

If you experience any future problems with this order, you may call me at 303-555-4387. I will help you solve any problem that may arise.

Debra Clarke

To: Debra Clarke <debraclarke@fourseasons.com>
From: Sally Nelson <nelson@clandon.net>
Date: May 4
Subject: Return Error

Dear Ms. Clarke,

I was glad to receive your e-mail regarding my return, and am thankful that Four Seasons was thoughtful enough to refund my shipping costs.

That being said, I checked my account and have received the promised refund. Additionally, the new sweater that was sent to me was the right size, but I had ordered the Snowy Christmas design. What I received was Winter Festival. They are both nice sweaters, but my husband really liked Snowy Christmas better. Could you please send the design that I originally ordered? I will send the Winter Festival sweater back after I receive the correct order and my shipping refund.

Thank you!

Sally Nelson

196. What problem with the original shipment does Ms. Nelson report?
- (A) It was damaged.
 - (B) It does not fit.
 - (C) It arrived late.
 - (D) It has not reached its destination.
197. In the e-mail from Debra Clarke, the phrase “as per” in paragraph 1, line 2, is closest in meaning to
- (A) Regardless of
 - (B) Except for
 - (C) Rather than
 - (D) According to
198. What is indicated about Ms. Nelson?
- (A) She recently moved to Denver.
 - (B) She ordered a gift for a friend.
 - (C) She has a Four Seasons Apparel Outlet membership.
 - (D) She waited too long to request a refund.
199. What problem with the replacement shipment does Ms. Nelson report?
- (A) The size was incorrect.
 - (B) The design was incorrect.
 - (C) The size and design were incorrect.
 - (D) Too much money was refunded to her from her original purchase.
200. When will Ms. Nelson return her Winter Festival sweater?
- (A) When she receives her correct order and the shipping refund.
 - (B) When she has time.
 - (C) When her husband is happy with his sweater.
 - (D) When Four Seasons apologizes for her inconvenience.

Reading Test

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answer on separate answer sheet. Do not write your answer in your test book.

Part 5

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

101. When filling out the order form, please _____ your address clearly to prevent delays.
- (A) fix
 - (B) write
 - (C) send
 - (D) direct
102. Ms. Morgan recruited the individuals that the company _____ for the next three months.
- (A) will employ
 - (B) to employ
 - (C) has been employ
 - (D) employ
103. The contractor had a fifteen percent _____ in his business after advertising in the local newspaper.
- (A) experience
 - (B) growth
 - (C) formula
 - (D) incentive
104. The free clinic was founded by a group of doctors to give _____ for various medical conditions.
- (A) treatment
 - (B) treat
 - (C) treated
 - (D) treating
105. Participants in the walking tour should gather _____ 533 Bates Road on Saturday morning.
- (A) with
 - (B) at
 - (C) like
 - (D) among
106. The artist sent _____ best pieces to the gallery to be reviewed by the owner.
- (A) him
 - (B) himself
 - (C) his
 - (D) he

107. The figures that accompany the financial statement should be_____ to the spending category
- (A) relevance
 - (B) relevantly
 - (C) more relevantly
 - (D) relevant
108. The building owner purchased the property _____ three month ago, but she has already spent a great deal of money on renovations.
- (A) Yet
 - (B) Just
 - (C) Few
 - (D) Still
109. We would like to discuss this problem honestly and _____at the next staff meeting.
- (A) Rarely
 - (B) Tiredly
 - (C) Openly
 - (D) Highly
110. The stores manager plans to put new merchandise on display _____ to promote the line of fall fashions.
- (A) soon
 - (B) very
 - (C) that
 - (D) still
111. During the peak season, it is____to hire additional workers for the weekend shifts.
- (A) necessitate
 - (B) necessarily
 - (C) necessary
 - (D) necessity
112. _____that the insultation has been replaced, the building is much more energy-efficient.
- (A) now
 - (B) for
 - (C) as
 - (D) though
113. Mr. Sims needs a more_____vehicle for commuting from his suburban home to his office downtown.
- (A) expressive
 - (B) reliable
 - (C) partial
 - (D) extreme
114. The company_____lowered its price to outsell its competitors and attract mor customers.
- (A) strategy
 - (B) strategically
 - (C) strategies
 - (D) strategic
115. _____Mr. Williams addressed the audience, he showed a brief video about the engine he had designed.
- (A) Then
 - (B) So that
 - (C) Before
 - (D) Whereas

116. For optimal safety on the road, avoid _____the view of the rear window and side-view mirrors.
- (A) obstructs
 - (B) obstructed
 - (C) obstruction
 - (D) obstructing
117. Having proper ventilation throughout the building is_____for protecting the health and well-being of the workers
- (A) cooperative
 - (B) visible
 - (C) essential
 - (D) alternative
118. _____ sales of junk food have been steadily declining indicates that consumers are becoming health-conscious.
- (A) In addition to
 - (B) The fact that
 - (C) As long as
 - (D) In keeping with
119. The sprinklers for the lawn’s irrigation system are_____controlled.
- (A) mechanically
 - (B) mechanic
 - (C) mechanism
 - (D) mechanical
120. The library staff posted sign to _____ patrons of the upcoming closure for renovations.
- (A) notify
 - (B) agree
 - (C) generate
 - (D) perform
121. Mr. Ross, _____is repainting the interior of the lobby, was recommended by a friend of the building manager.
- (A) himself
 - (B) he
 - (C) who
 - (D) which
122. The guidelines for the monthly publication are _____ revised to adapt to the changing readers.
- (A) courteously
 - (B) initially
 - (C) periodically
 - (D) physically
123. _____ an ankle injury, the baseball player participated in the last game of the season.
- (A) In spite of
 - (B) Even if
 - (C) Whether
 - (D) Given that
124. The governmental department used to provide financial aid, but now it offers _____ services only.
- (A) legal
 - (B) legalize
 - (C) legally
 - (D) legalizes

125. At the guest's _____, an extra set of towels and complimentary soaps were brought to the room
- (A) quote
 - (B) graduation
 - (C) request
 - (D) dispute
126. The upscale boutique Jane's Closet is known for selling the most stylish _____ for young professionals.
- (A) accessorized
 - (B) accessorize
 - (C) accessorizes
 - (D) accessories
127. The company started to recognize the increasing _____ of using resources responsibly.
- (A) more important
 - (B) importantly
 - (C) importance
 - (D) important
128. _____ restructuring several departments within the company, the majority of the problems with miscommunication have disappeared.
- (A) After
 - (B) Until
 - (C) Below
 - (D) Like
129. The riskiest _____ of the development of new medications are the trials with human subjects.
- (A) Proceeds
 - (B) Perspectives
 - (C) Installments
 - (D) Stages
130. _____ seeking position at Tulare Designs must submit a portfolio of previous work.
- (A) Anyone
 - (B) Whenever
 - (C) Other
 - (D) Fewer

Part 6

Directions: Read the text that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

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

To: samsmith@digitallT.com

From: sharronb@email.com

Date: September 24

Subject: Business Contract

Dear Mr. Smith,

I am Sharron Biggs, CEO and founder of BiggsGraphics. I recently came across your advertisement 131 the partnership of a graphic design company for a number of your projects. BiggsGraphics has 132 experience working with various small business and companies in designing advertising campaigns, logos, and website. 133 Our website www.biggs-graphics.com also has some information about our company.

I'm interested in working with your company on your projects and hope we can build a beneficial partnership. I look forward 134 your reply.

Sincerely, Sharron Biggs

CEO, BiggsGraphics

131. (A) seek
(B) to seek
(C) seeking
(D) are seeking

132. (A) extensive
(B) restricted
(C) generous
(D) limitless

133. (A) I would really appreciate the opportunity to work with you.

(B) I heard that DigitalIT is a great company.

(C) In fact, our designs are often copied by other companies.

(D) I have attached a number of our past designs to illustrate what we specialize in.

134. (A) at
(B) to
(C) with
(D) from

Question 135-138 refer to the following announcement.

Thank you for shopping at Larson's China. Our products are known for their modern and unique patterns and color combinations, as well as 135 and strength. 136 Please note however, that repeated drops and rough handling will 137 eventual breakage. We suggest you store them carefully and that you don't use harsh chemicals, steel sponges, or 138 scrubbing when cleaning them. Please visit our website at www.larsonchina.com for information about handling and care or call us at 555-1234 if you have any question or concerns.

135. (A) durable

(B) durability

(C) durableness

(D) Endurable

136. (A) Larson's utensils and silverware

go great with the dinnerware.

(B) Our most popular line, The Spring

Flower China is sold out at most

locations.

(C) Visit our store to check out our

other beautiful products.

(D) They are dishwasher and

microwave safe and we're confident

that you'll be using them for years to

come.

137. (A) seek

(B) to seek

(C) seeking

(D) are seeking

138. (A) seek

(B) to seek

(C) seeking

(D) are seeking

Question 139-142 refer to the following notice.

Entry Position: Gold & Slide Accounting Firm

We are looking for enthusiastic candidate with an educational background in finance or 139. All candidates should have some computer experience. Job experience is not 140 but preferred. Candidates with a bilingual language ability 141 favored. Positions include jobs in accounting, statistics, and general office assistant. If you are interested, please visit our website at www.G&Saccountingfirm.com/employment for more information. You can send your cover letters and resumes to Karen Hill at khill@G&S.com. We will begin interviewing candidates on Monday, November 5th. 142

139. (A) account (C) has been
(B) accountant (D) were being
140. (A) basic (B) decisive
(C) additional (C) Please call us for more information.
(D) necessary
141. (A) is being (D) We apologize for any inconvenience.
(B) will be
142. (A) We sincerely thank you for your interest.
(B) The positions begin work the following month.

Question 143-146 refer to the following notice.

To: Kitchen staff, office employees
From: Manager, Larry Park
Date: March 23
Subject: Renovations

To all kitchen staff and Harmon Employees

From Sunday, March 23rd to Thursday, March 27th, the employee cafeteria kitchens will undergo renovations as new appliances and equipment 143 in to replace the ones.

144 Instead, the convenience shops will carry more sandwiches, prepared lunch boxes, and snacks for the employees during this time.

The renovations will increase the number of sinks, ovens, and stove tops so that a larger volume of meals can be provide 145 the lunch and dinner rushes. We apologize for the inconvenience, but we hope that the changes will 146 the services in the cafeteria.

143. (A) are bringing
(B) have brought
(C) bring
(D) are brought
144. (A) this will take a lot of work.
(B) as a result, the convenience shop will be closed.
(C) Because of this, hot meals will not be available for the patrons.
(D) There will be noise and chaos as a result.
145. (A) before
(B) after
(C) during
(D) within
146. (A) develop
(B) improve
(C) rectify
(D) recover

Part 7

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

Question 147-148 refer to the following email.

To: employees@simnetsolutions.com
From: management@simnetsolutions.com
Subject: Seminar Opportunity
Date: February 5

Dear Female Employees,

Only one week remains until registration will be closed for the Women's Leadership Seminar. This seminar is offered free of charge to all of our female employees at Simnet Solutions. To accommodate our female employees' busy schedules, identical seminar will be held on two different date-February 21 and February 23.

In order to register for this special designed seminar, you must e-mail James Taylor in human resources by 5:00 PM on February 12. This seminar will teach our female employees about how to communicate with confidence and credibility in the workplace.

The Simnet Solutions Management Team

147. What is indicated about the seminar?
- (A) It will feature speaker James Taylor.
 - (B) It is held annually.
 - (C) Its fee is more expensive than the last one.
 - (D) It is design for women.

148. When will the free registration offer end?
- (A) On February 5
 - (B) On February 12
 - (C) On February 21
 - (D) On February 23

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

Kyle
Nancy, its Kyle, I'm in conference room B setting up for the meeting at 5. The projector doesn't work. Can you search for another in the supply room?
Nancy
Hey. No problem, I'm headed there now.
Kyle
Thanks, I really appreciate it.
Nancy
Kyle, there are no projectors here. I've called the IT department and asked if they have any spare ones. I'll get back to you when I get a reply.
Kyle
Thanks again. Oh, and can you check for extra microphones?
Nancy
There are two here. I'll take them both. Meanwhile, the IT department says they don't have extra projectors but they'll send a guy down now to check what's wrong. They say it worked fine at yesterday's presentation.
Kyle
Great! I'll see you then.

149. Where most likely is Nancy?

- (A) At a conference room
- (B) At the IT department
- (C) In the supply room
- (D) In her office

150. What did Nancy mean when she said "I'm headed there now?"

- (A) She was going to the location.
- (B) She would lead the presentation.
- (C) She knew where the room was.
- (D) She was going straight to meet him.

Question 151-152 refer to the following ticket.

Purchased By: Tim Bailey	
Tate Theater The Kelly Cooper Concert	
Time: 7:00 PM	
Date: Friday, May 20	
Section: General Admission	
Row: F	
Seat: 26	
<ul style="list-style-type: none">- Guests seated in general admission should arrive at least 30 minutes before the concert begins.- For those coming by car, the location of the theater can be found on our website at www.tatetheater.com- All ticket sales are non-refundable.	

151. What is Mr. Bailey advised to do?

- (A) Contact the theater for a refund
- (B) Select his preferred seat on a website
- (C) Arrive at the venue in advance
- (D) Post a review later

152. According to the ticket, what can be viewed on the theater's website?

- (A) A list of past performances
- (B) Driving directions
- (C) Concert reviews
- (D) Pictures of the theater

Question 153-154 refer to the following information.

Gilmore Good Buy

Order Confirmation

Name: Jenny Collins
Customer ID: F833J
Address: 808 Columbus Avenue, New York, NY 10025
Order date: August 22

Item(s)	Price
Springform pans (5 @ \$5.00 each)	\$25.00
4 oz. cocoa butter	\$10.99
Confectioner's glaze (3 @ \$5.90 each)*	\$17.70
Cupcake pans (2 @ \$4.00 each)	\$8.00
Merchandise Total	\$61.69
Delivery	\$8.99
Total	\$70.68
Payment: Credit Card XXXX XXXX XXXX 4026	

*Notes: Will be delivered at a quicker speed to prevent melting or damage

153. What kind of business are the items most likely intended for?
- (A) A shopping mall
 - (B) A bakery
 - (C) An appliance store
 - (D) A convenience store

154. What is indicated about the order?
- (A) It will be paid in installments.
 - (B) It will be sent separately.
 - (C) It has been discounted.
 - (D) It will be delivered at no charge.

Question 155-157 refer to the following article.

Community Victory

After a months long battle to stop development of a new shopping mall on the location of the former Rivervalley Courthouse, residents, local business, and civic groups are cheering the decision to keep the 150 years old building intact. –[1]- “We’re dissapointed,” added Brandford Construction’s CEO. “We felt that the community would benefit and grow, but obviously, residents want to preserve their history and I respect that.”

Instead, efforts are being made to restore the old deserted Courthouse to its former glory.

–[2]- “The community is getting together for this and we are collecting donations to have the building renovated,” said local resident Enid Tran. “We hope to make a public library or school out of the building.”

–[3]- “It’s been here as long as I can remember. In fact my grandfather worked as a clerk there,” added a local business owner, Kevin Lamb. “It’s an iconic symbol of our community and we don’t want it destroyed.” The community has already raised over \$100,000 through an online petition and donations keep pouring in. –[4]- The community hopes that restoration of the building begins within the next couple of months.

155. What is indicated about the old courthouse?
- (A) Branford Construction wants to renovate the building.
 - (B) The residents want to turn the building into a shopping mall.
 - (C) It may become a public library or school.
 - (D) It may be destroyed.

156. In which of the positions marked [1], [2], [3], and [4] does the following sentence belong?
- “Brand Construction, the development company that originally planned to build the shopping mall is looking to build the mall outside of the Rivervalley Community.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

157. What is suggested the fundraising efforts?
- (A) The community made a lot of money from the land.
 - (B) It has been occurring online.
 - (C) The city government has been helping.
 - (D) They haven't raised enough money.

Question 158-160 refer to the following e-mail.

To Stacey Johnson sjohnson@toplineelec.com
From Josh Fleck jfleck@toplineelec.com
Date October 22
Subject Strategic Planning

Dear Ms. Johnson,

District management at Topline Electronics would like to inform you about a new development that will be affecting your store. Another competing consumer electronics store will be opening in the Crayville area on November 12.

In order to ensure that Topline Electronics does not lose business to this new store, district management is advising you to run a special sale on our new line of curved UHD televisions. These televisions provide state-of-the-art features at moderate prices. By showing your customer that Topline Electronics offers the best deal in the area, you will be able to maintain customer loyalty. We will be shipping the new televisions to your store within the next week. We suggest you prepare a prominent display space in your store to feature them. You should also update your website to advertise the sale.

Smooth communication between you and us is vital to effective operational practices. If you have any questions concerning the new televisions or the marketing campaign in general, please don't hesitate to contact district management.

Sincerely,

Josh Fleck, District Manager
Topline Electronics

158. Who most likely is Ms. Johnson?

- (A) A store manager
- (B) A customer
- (C) A product developer
- (D) A marketing specialist

159. What is indicated about Topline

Electronics?

- (A) It recently opened a new store location.
- (B) It will be relocated to the Crayville area.

(C) It is concerned about market competition.

(D) It was nominated for an annual award.

160. What is Ms. Johnson NOT instructed to do?

- (A) Add new information to a Web site
- (B) Hire additional staff
- (C) Contact management if necessary
- (D) Arrange a sale display area

Question 161-164 refer to the following text message chain.

Nickson, Harry 10:10

Any word yet from the distributors about the desks and office chairs we were supposed to get on Tuesday?

Jordan, Johnny 10:11

Monica is waiting to hear from them. Last I heard, there has been a bit of delay due to problems at the manufacturing site. Apparently one of the conveyor belts is down.

Nickson, Harry 10:12

Have you told this to our clients at P&R Industries?

Jordan, Johnny 10:13

No, because I want to get a definitive answer from our manufacturers first before I relay any sort of a message about a delay. Hey Monica, have you gotten a response yet?

Stein, Monica 10:14

Yes, I just spoke with them. Great news, it looks like we can get the job done on Friday as originally scheduled. The desks and chairs will arrive directly at P&R Industries from the assembly lines on Thursday.

Nickson, Harry 10:15

That's great to hear. Please inform Mr. Kline about this. We can get started on the 5th floor offices and work our way down once the furniture arrives.

Stein, Monica 10:15

I'm on it.

Jordan, Johnny 10:16

Alright, and I'll get a large crew there so that the work can be finished by Friday as planned.

Nickson, Harry 10:17

Yes, please make sure that the job is done not only efficiently but also well. They have a couple of other buildings that they may want to services for.

Jordan, Johnny 10:18

I'll keep that in mind.

161. What kind of business do the online speakers work at?
- (A) A law firm
 - (B) An office supply company
 - (C) A furniture shop
 - (D) A moving company
162. When will the crew begin work?
- (A) Tuesday
 - (B) Wednesday
 - (C) Thursday
 - (D) Friday
163. What will Johnny Jordan probably do next?
- (A) Contact the distributors
 - (B) Organize a meeting
 - (C) Gather a large crew
 - (D) Call the client
164. What does Monica Stein mean by “I’m on it?”
- (A) She’ll organize the moves.
 - (B) She’ll wait until she gets more information.
 - (C) She’ll visit the manufacturers.
 - (D) She’ll contact the client.

Question 165-167 refer to the following business profile.

Fulton Stainless Steel Products

Fulton Stainless Steel Products is a large-scale manufacturer making stainless steel industrial kitchen appliances in factories in Germany and France. The company’s products are trusted by chef and bakers around the world to be durable, long-lasting, and superb quality. The company produces kitchen stoves, ovens, microwaves, refrigerators, food processors, electric kettles, coffee makers, and other products.

After acquiring the Visor Home Products Company in a deal last month, the company expected its overall profit to increase 20% compared to the last fiscal year. As a result, to meet increased demand the company employ more than 300 full-time workers in our six factories, and offer good pay with an excellent benefits package. The company considers all of its employees valuable member of Fulton family. Additionally, the company continues to research and develop new products to satisfy its customers and compete with other companies.

165. Who is most likely to be a customer of Fulton Stainless Steel Products?

- (A) A car manufacturer
- (B) A restaurant
- (C) A real estate agency
- (D) A clothing store

166. What did Fulton Stainless Steel Products do last month?

- (A) It held a press conference.
- (B) It opened a new factory.
- (C) It obtained a company.

(D) It laid off some workers.

167. What is mentioned about Fulton Stainless Steel Products?

- (A) It recently provided extra funding for research and development.
- (B) It has released a budget proposal for next year.
- (C) It offers benefits package to its part-time employees.
- (D) It plans to hire additional employees to work in factories.

Question 168-171 refer to the following article from a company newsletter.

Employee Winner of National Contest

One of our employees here at Arrow Design Laboratory, Jennifer Holt, has won first place in a Web design contest hosted by the Association of Web Designers. Entrants were judged according to clarity of idea, quality of execution, and aesthetics. Ms. Holt was selected among over 300 different applicants. We applaud her achievement and are so happy to have her as an employee at Arrow Design Laboratory.

The Association of Web Designers (AWD) is an organization founded in 2002 with the goal of emphasizing the importance of Web design and protecting the rights of Web designers. The AWD has members all over the world and constantly gaining new members. The AWD hosts a variety of contests in order to promote Web design as a professional field. The AWD believes that good design can enhance people's lives and build better communities.

As a recipient of the first place for the Web design contest, Ms. Holt will receive a cash prize as well as free membership in the Association of Web Designers. In addition, she has been invited to give a speech at the Annual Web Designers' Conference to be held next month in Los Angeles, California. The AWD will be holding more contests in the future, and those interested should visit the website at www.awd.com/contests to find out more information.

168. Why most likely was the article written?
- (A) To introduce a new employee
 - (B) To report on an award winner
 - (C) To announce an annual competition
 - (D) To describe a change in company policy

169. The word "founded" in paragraph 2, line 1, is closest in meaning to
- (A) discovered
 - (B) learned
 - (C) established
 - (D) equipped

170. What is suggested about the Association of Web Designers?
- (A) It holds a conference every year.
 - (B) It is based in Los Angeles.
 - (C) It currently offers free membership.
 - (D) It donates to community projects.

171. According to the article, what can be found on the website?
- (A) A transcript of a speech
 - (B) An application for an open position
 - (C) Details about upcoming contests
 - (D) A list of Ms. Holt's accomplishments

Question 172-175 refer to the following article.

16 July, Newtown – Health Shack is downtown Newtown’s hottest new hangout for fitness buffs and corporate employees alike. – [1] - Owners Jill and Barry Baker opened the shop last month to rave reviews and long lines. Getting a seat or a table at Health Shack can take as long as 30 minutes on a good day and the place is always crowded no matter the time of day. Health Shack offer only six items on its menu; all protein shakes including the best sellers, Apple Pie, Peanut Butter Cup, and Tuity Fruity. – [2] – “We were overwhelmed by the response,” says Jill Baker. “In fact, everything spread by word of mouth so we didn’t need to advertise.” Fitness instructor Julian Miles said, “I love coming here for a quick lunch that won’t wreck my fitness goals. I even recommend this place to all my patrons.” – [3] – “I come here to get a healthy but satisfying meal during my short break with my co-workers,” added businessman Tim Hammer. “Without Health Shack, we’d be eating junk food.” – [4] – Health Shack is open from 7am to 8pm for Monday through Fridays, and from 9am to 7pm on Saturday. It closes on Sunday. The owners hope to add new flavors to the menu in the coming months.

172. What is suggested about the shop?
- (A) It is very successful
 - (B) It only offers take-out
 - (C) It has been open for a long time
 - (D) Only fitness experts patron the shop

173. What is suggested about Health Shack products?
- (A) They are very delicious.
 - (B) They are healthy.
 - (C) They are cheap.
 - (D) They are easy to get.

174. Why don't the owners advertise?
- (A) They don't have enough money.
 - (B) They are too busy.
 - (C) Their customers recommend the place to others.
 - (D) They don't want to.

175. In which of the position marked [1], [2], [3], and [4] does the following sentence belong?
- “Despite the limited number of products on the menu, customers can't get enough of the tasty but healthy shakes that are on offer”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Question 172-175 refer to the following brochure and e-mail.

Summer Lecture Series

Sponsored by the Department of City Planning at Wurnster University

The Department of City Planning is excited to announce a summer lecture series that will be focusing on budgeting issues that concern local residents and municipalities. Financial management is one of the most important duties of local government's operations. We hope to improve the status of budgeting at the local government level across the nation through community involvement and participation. All lectures will be held in the Hayston Building on the Wurnster campus.

➤ **Monday, February 1, 6:00 P.M., Room 401**

Speaker: Tim Powell, Professor of Policy Analysis at Wurnster University

Strategic Planning – Learn how to develop budgets in order to monitor progress toward community goals and successful outcomes.

➤ **Wednesday, February 3, 7:00 P.M., Room 305**

Speaker: Melissa Simmons, Kennedy Institute for Policy Making

Focusing on Our Children – Studies show that building playgrounds and sports facilities for children helps make better communities.

➤ **Monday, February 8, 6:00 P.M., Room 202**

Speaker: Hank Ross, Michigan municipal League

Managing Our County's Parks – Learn how to preserve our local parks as a valuable community resource.

➤ **Wednesday, February 10, 5:30 P.M., Room 404**

Speaker: Scott Watson, Executive Director, Local Government Academy

Economic Opportunities and Local Ecology – Economic opportunity is often accompanied by potential risks to the surrounding ecosystem and balancing the two can be difficult.

Please contact Patricia Flores at pflores@wurnster.edu for additional information

To: Patricia Flores pflores@wurnster.edu
From: Jake Patterson jpatterson@wurnster.edu
Subject: Lecture Series
Date: January 24

Dear Ms. Flores,

I work for facilities management here at Wurnster University. It was recently brought to my attention that there is a scheduling conflict concerning one of your lecture dates. Room 305 has been reserved for every Wednesday this semester by the Wurnster Debate Club.

Therefore, I'm sorry to inform you that you will need to move the location or the time of this talk. You can visit the facilities management Web site in order to check the availability of other room locations and reschedule the talk.

Jake Patterson

176. Who most likely is the lecture series intended for?
- (A) Community members
 - (B) Building superintendents
 - (C) University professors
 - (D) Hospital patients
177. In the brochure, the word "through" in paragraph 1, line 5, is closest in meaning to
- (A) Over
 - (B) Via
 - (C) Across
 - (D) Until
178. What most likely will be discussed at the lecture on February 10?
- (A) How to balance yearly budgets
 - (B) How to meet infrastructure needs
 - (C) How to avoid environmental damage
 - (D) How to stimulate economic development
179. According to Mr. Patterson, whose lecture must be rescheduled?
- (A) Mr. Watson's
 - (B) Mr. Ross's
 - (C) Ms. Simmons's
 - (D) Mr. Powell's
180. What is Ms. Flores instructed to do on a Web site?
- (A) Download a document
 - (B) Change a room reservation
 - (C) Update personal information
 - (D) Facilitate a forum

Question 181-185 refer to the following e-mail and list.

To: Sally Russell srussell@ptmail.com
From: Kelly Bennett kbennett@msplanning.com
Date: December 7
Subject: Wedding Services
Attachment: Packages

Dear Ms. Russell,

We received your e-mail on Tuesday, December 4, inquiring about our wedding planning and event services. We specialize in all kinds of weddings (small – or large-scale, indoor, or outdoor, and various kind of decors tailored to your dream wedding). We are sure to have a solution just right for you.

You wrote that you want a wedding package that is less than \$5,000 and that will be held at a large venue close to a major highway because you expect many guests from all over the country. As I understand it, your other preferences are as follow:

- An outdoor venue
- A photographer and videographer available at all time for documentation
- Decorations including colorful flower and elegant tablecloths

I've attached a list of all our possible wedding packages that you might be interested in. They are all located within 15 minutes' drive of Highway 519. Please look through the provided information to decide which location fits your needs best. Once you have made a decision, please inform me via e-mail when would you like the wedding to be held. This will help me secure a reservation for you.

Thanks,

Kelly Bennett
MS Planning

Package	Total Fee	Location	Notes
Diamond	\$5,500	Hardy Theater	Everything from the Emerald package, plus a live string quartet
Emerald	\$4,300	Zenith Park	Everything from the Ruby package, plus photo and video shoots
Ruby	\$3,000	Country Springs Hotel	Everything from the Sapphire package, plus decorated tables and beautiful flowers
Sapphire	\$1,750	Jubilee Garden	Buffet lunch and a variety of beverages

181. What can be inferred about Ms. Russell?
- (A) She is Ms. Bennett's co-worker.
 - (B) She is planning a honeymoon.
 - (C) She is currently engaged.
 - (D) She works for a catering company.
182. Who most likely is Ms. Bennett?
- (A) A professional musician
 - (B) A wedding photographer
 - (C) An interior designer
 - (D) An event planner
183. What is suggested about all the locations on the list?
- (A) They are close to a main road.
 - (B) They are indoor venues.
 - (C) They are located in the same city.
 - (D) They required a down payment.
184. What information is Ms. Russell asked to provide?
- (A) A potential date
 - (B) A meal selection
 - (C) A list of guests
 - (D) A meeting location
185. What package would probably best suit Ms. Russell's needs?
- (A) Diamond
 - (B) Emerald
 - (C) Ruby
 - (D) Sapphire

Question 186-190 refer to the following e-mails.

To:	<info@bountifulharvest.com>
From:	Emily Hall <emilyhall@zipline.com>
Date:	June 3
Subject:	Food Delivery

To whom it may concern,

My name is Emily Hall and I am the owner of a vegetarian restaurant located in downtown Huntsville. I am contacting you because I am interested in receiving regular shipments of fresh, organic vegetable to my restaurant weekly. My restaurant is just starting, so I do not need a large quantity of goods. After looking into different farms in the area, I chose to contact Bountiful Harvest because of your promise to deliver certified organic food. Therefore, I would like to receive a price estimate for the cost of having fresh vegetable delivered directly to our restaurant on a weekly basis.

Emily Hall

To:	Emily Hall <emilyhall@zipline.com>
From:	Bountiful Harvest <info@bountifulharvest.com>
Date:	June 4
Subject:	RE: Food Delivery

Dear Ms. Hall,

Thank you to contacting our farm. At bountiful harvest, we offer fresh organic produce that can be delivered directly to a customer's location on a regular basis. Our vegetables are harvested from the field and delivered immediately, which means that you are getting wholesome, nutritious, organic produce to serve at your restaurant. We also offer additional items such as fresh meat, cheese, and milk. Below is a table detailing the various pricing options we offer.

Package Option	Feature	Weight	Delivery Frequency	Price Per Delivery
Personal	This package feeds approximately 2-3 people and contains fresh seasonal vegetables.	5 lb.	Once a Week	\$15
Small	This package is ideal for small businesses and includes fresh seasonal vegetables.	50 lb.	Once a Week	\$140

Medium	This package is for medium-sized businesses needing a constant supply of fresh vegetables and meats.	130 lb.	Twice a Week	\$500
Large	This package is our largest package and includes vegetables, meats, and dairy products	250 lb.	Twice a Week	\$800

The prices listed above do not include the delivery price. Customer who do not pick up their packages in person will have to pay an extra \$6 per package to be delivered. However, for customer who sign up for an entire year's worth of deliveries, we will deliver your package for free. The purchase of additional items will also affect the final price of your package.

Additional options are available on our website. Payments can be made via cash, credit card, check, or money order on the day of delivery.

We know that our customers especially care about the quality of the food. Therefore, we offer a mini package free of charge so you can assess our food. Please call Greg Lemons at 555-8141 to take advantage of this opportunity.

Indira Singh

To: Bountiful Harvest <info@bountifulharvest.com>
From: Emily Hall <emilyhall@zipline.com>
Date: June 5
Subject: Harvest Schedule

Dear Ms. Singh,

Thank you for responding so promptly to my e-mail. I appreciate the offer of the complimentary delivery, but I think I would like to just go ahead and set up regular delivery. I may be interested in setting up a year's worth of deliveries, but I would first like to get a list of range of product that you will be offering through the different seasons. As I own a vegetarian restaurant, I will need to have an idea of the type of produce that will be delivered so I can prepare my menus accordingly.

Thank you so much for your consideration, and I look forward to working with Bountiful Harvest!

Kind regards,
Emily Hall

186. What is the purpose of the first e-mail?
- (A) To request cost information
 - (B) To inquire about a policy change
 - (C) To postpone an order
 - (D) To report an incorrect invoice
187. What package option most likely fits Ms. Hall's needs best?
- (A) Personal
 - (B) Small
 - (C) Medium
 - (D) Large
188. What information is not needed for a final price?
- (A) Length of contract
 - (B) Method of delivery
 - (C) Additional items
 - (D) Distance of shipping
189. What is indicated in Emily Hall's e-mail?
- (A) She wants to try it for a month.
 - (B) She wants the free gift.
 - (C) She is interested in a long term contract
 - (D) She doesn't want winter product.
190. Why does Emily Hall want to know about the vegetables that will be available throughout the year?
- (A) She loves vegetable.
 - (B) She is thinking about adding meat.
 - (C) She might hire another employee.
 - (D) She wants to plan her future menus.

Question 191-195 refer to the following notice and e-mails.

Important Notice

Dear Castelli customers,

Our quality assurance team has revealed that five hundred jars of Castelli's Classic Spaghetti Sauce do not meet our high standards of product quality.

The defect has been caused by an improper seal on the lid of the jar, and may have resulted in the contents spoiling due to a contact with air. We are currently warning customers not to eat this product.

What you should do: If you have already purchased a jar of Castelli's Classic Spaghetti Sauce, please send an e-mail to our Customer Service Department at cs@castellifood.com. One of our employees will provide you with a product replacement voucher. Please include your name, full address, phone number, and product's serial number in the e-mail. Customers will receive a \$12 voucher for each jar purchased. Please do not try to get a refund for this product at a retailer.

Please remember that no other Castelli food products are affected. We encourage you to continue purchasing our products.

To: <cs@castellifood.com>
From: Tony Hester <tonyhyster21@webzit.com>
Date: March 29
Subject: Replacement Voucher

To whom it may concern,

My name is Tony Hester and I appreciate the precautionary step. Around two weeks ago I purchased two jars of Castelli's Classic Spaghetti Sauce from an Ace grocery store in Hermantown, Minnesota. A week later, I purchased one more jar of it at the same place.

I have attached the image file of both receipts to this e-mail. I would like to receive a product replacement voucher for these defective products. My address is:

Tony Hester
27 Bloom Street
Hermantown, MN 55811

I look forward to receiving a reply soon.

Tony Hester

To: Tony Hester <tonyhester21@webzit.com>
From: <cs@castellifood.com>
Date: March 30
Subject: Voucher

Dear Mr. Hester,

Thank you very much for contacting Castelli Foods. We are committed to ensuring that our customers can continue to rely on the Castellli line of quality foods for all their dining needs. As such, we are happy to provide you with three vouchers for the cans of Classic Spaghetti Sauce you recently purchased. Please find the vouchers enclosed.

In addition to the vouchers for the Classic Spaghetti Sauce, we would like to offer you vouchers for our new line of linguini and spaghetti pasta, Pasta Prima. Please take these as another way for us to say that we are sorry, and we hope that you continue to turn to us for delicious Italian flavors.

Sincerely,

Jan Olson, Customer Service Specialist

191. Where would the notice most likely be found?
- (A) In a restaurant
 - (B) In a staff break room
 - (C) In a shipping agency
 - (D) In a grocery store
192. What is indicated about the jars?
- (A) They were not close tightly.
 - (B) They are currently out of stock.
 - (C) They were priced incorrectly.
 - (D) They were delivered to the wrong address.
193. According to the notice, what is NOT mentioned as advice for customers?
- (A) Avoiding consuming the product.
 - (B) Reporting on the product
 - (C) Returning the product to a store
 - (D) Purchasing other Castelli products
194. In the letter to Mr. Hester, what additional gift does Castelli offer?
- (A) Pasta sauce
 - (B) A recipe book
 - (C) Vouchers for produce
 - (D) Vouchers for new products
195. Castelli is sending the vouchers for a several reasons, is NOT one of them?
- (A) To keep customer loyal
 - (B) To say that they were sorry
 - (C) To be fair to the customers
 - (D) To gain new customers

Question 196-200 refer to the following form, memo and notice.

Auburn City Restaurant Inspection

Restaurant Name: Plito's Pizza Location: 43 Clark Street Inspection Date: January 22

A: Company completely with safety and health requirements with no violations

B: Conform to most safety and health requirements with a few minor violations

C: Not meet some safety and health requirements with some violations

D: Not satisfy many safety and health requirements with serious violations that could result in harm or illness for a customer

(Fines will be imposed for any C or D level violations related to food preparation and storage.)

Item	Score
1. Personal regularly wash hands and follow hygienic practices.	B
2. Raw meats and vegetables are refrigerated at proper temperatures.	A
3. All ingredients are properly stored and labeled.	C
4. Dishes and utensils are cleaned and sterilized.	A
5. Fire extinguishers are easily accessible.	B
6. Fire exits are clearly marked.	C
7. Floors are clean and dry.	B

To avoid additional penalties, restaurants are warned to correct violations before their next inspection.

Restaurant Owner: Greg Kluck

Inspector: Melissa Tenner

To: All Employees <employees@politospizza.com>
From: Greg Kluck <gregkluck@politospizza.com>
Date: January 25
Subject: Inspection Results

Dear employees,

The results from our recent inspection on January 22 indicate that there are a few problems that we need to address.

First, it was brought to my attention that fire exit signs need to be installed again.

The most serious violation concerned the improper storage and labelling of food. All ingredients stored for later use must be labeled with an exact date and detailed contents. If we do not label containers properly, spoiled food could accidentally be served to customers. We received relatively low grades for employee hygiene and cleanliness of our facilities. All employees are required to wear their uniform and hairnet at all times and wash their hands in every bathroom visit. We also need to mop floor more often and keep them dry. In order to correct these poor situations, I will be posting a checklist that all employees will be required to complete every morning. It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.

If you have any questions about these changes, please bring them up at the staff meeting tomorrow.

NOTICE TO ALL EMPLOYEES

The checklist below must be signed by every employee, everyday that they have a shift at Polito's Pizza. Only sign the task once it has been completed or checked. Failure to fill out the checklist with the date, and signature will be treated as a violation of Polito's new health standards.

POLITO'S CHECKLIST

Polito's	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Rotate Food	K.P.	K.P.	K.P.	K.P.			K.P.
Mop Floors	K.P.	K.P.	K.P.	K.P.			K.P.
Uniforms	K.P.	K.P.	K.P.	K.P.			K.P.
Wash hands	K.P.	K.P.	K.P.	K.P.			K.P.

196. Why was the inspection conducted?
- (A) To monitor compliance with food industry regulations
 - (B) To rate and quality of the cuisine
 - (C) To inspect the structural safety of the building
 - (D) To evaluate the effectiveness of new policies
197. Why has Polito's Pizza been charged a fine?
- (A) Because fire extinguishers were not in place.
 - (B) Because containers of food were not marked appropriately.
 - (C) Because raw meats and vegetables were handled incorrectly.
 - (D) Because the facilities were not cleaned according to standards.
198. What does Mr. Kluck ask his employees to do?
- (A) Apologize to customers
 - (B) Wear a name tag at all times
 - (C) File a complaint with Ms. Tenner
 - (D) Fill out a required form
199. What will happen if an employee fails to sign the work checklist?
- (A) They will have violation on their record.
 - (B) They will have to pay a fine.
 - (C) They will have to come in on the weekend.
 - (D) They will be fired.
200. Based on Polito's Checklist, what can we infer about K.P.?
- (A) He works at night.
 - (B) He did not work on Thursday and Friday.
 - (C) He will be fired for violations.
 - (D) He is slow at work.