

Questions 172-175 refer to the following form

Vexcon Computers

All of our products come with a warranty that lasts two years from the date of purchase.

— [1] — Should you discover a defect in your product during this period, you may return it to one of our stores to receive either a full refund or to have the problem fixed free of charge. — [2] —

Please note: Opening the casing of computers, printers, and other such items for any reason will instantly void this warranty. — [3] — To register your product for the warranty, please complete and return the form below:

Name: Heather Blister

Order: Vexcon H4500

E-mail: h.blister@hvxcon.net

Order number: 448350

Order description: Wireless color laser printer

How many products made by Vexcon Computers do you own? 1

Which other computer brands have you purchased in the past?

1. Weston 2. Plusar 3. Osiris

Additional comments: I was impressed by the variety of products that you have available to choose from. The staff in your Roehampton branch was very friendly and patient when listening and responding to my queries, and they were obviously well trained, as each person I spoke to possessed in-depth knowledge about the products.
— [4] — One suggestion that I would make is that you include home delivery as part of your service. As an elderly customer, I found it quite difficult to load the item into my car for transportation home.

172. Why did Ms. Blister submit the form?

- (A) To request computer repairs
- (B) To complain about a technical defect
- (C) To sign up for a product guarantee
- (D) To add her name to a mailing list

173. What is true about Ms. Blister?

- (A) She owns several Vexcon devices
- (B) She purchased an item for her company
- (C) She was disappointed with her purchase
- (D) She bought the product in a store

174. How does Ms. Blister think Vexcon

Computers could improve its service?

- (A) By providing longer warranties
- (B) By reducing product prices
- (C) By offering a delivery option
- (D) By hiring more knowledgeable staff

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

"Furthermore, this warranty also can't be claimed for fire or water-damaged products. "

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

Questions 176-180 refer to the following e-mail and information

To: Elliot Prescott <elliottprescott@speedmail.net>
From: Janelle Symonds <j.symonds@abbotandstyles.com>
Subject: Assessment day
Date: September 19

Dear Mr. Prescott,

Thank you for expressing an interest in attending the interview and assessment day with us. As I'm sure you are aware, Abbot & Styles, Inc., is one of the leading firms in the city of New York, and we are always on the lookout for enthusiastic and highly skilled new recruits as we continue to expand our business.

In response to your query, the process will last approximately six hours, beginning at 9 A.M. and finishing at 3 P.M. Ample parking can be found on Winchester Street, with the charge to use the parking lot refunded by our company upon provision of a valid ticket. Finally, you mentioned in your e-mail that you would have to depart at 2:30 P.M. for a medical appointment. I have checked with my colleague, Steve Bennett, and he has confirmed that this is fine.

We look forward to meeting you on the day.

Janelle Symonds
 Personnel Manager
 Abbot & Styles, Inc.

Agenda for Abbot & Styles Inc. Assessment Day

9:00 A.M. -10:00 A.M.	Meet and Greet	Get acquainted with the other candidates using our ice-breaking activities and meet some of our senior employees.
10:00 A.M. -11:00 A.M.	Group Activity	Candidates will be divided into small groups and asked to hold a discussion on how to keep accurate financial records. Once ready, one candidate from each group will be selected to explain ideas to the other groups.
11:00 A.M. -11:45 A.M.	Presentations	Each candidate will deliver a five-minute presentation, either on payroll systems or budget projection and creation.
11:45 A.M. -1:00 P.M.	Lunch	Break for lunch. Food and refreshments will be provided.
1:00 P.M. -2:30 P.M.	Individual Interviews	Each candidate will be interviewed in turn by our panel. Interviews are expected to last ten minutes per candidate.
2:30 P.M. -3:00 P.M.	Management Team Discussion	Your chance to ask questions of our management team about the goals of the company and obtain their valuable advice about working at the top of the field.
3:00 P.M.	Finish	

176. What is indicated about the event?

- (A) Accommodations are provided for attendees
- (B) It is normally held on a monthly basis
- (C) Attendees will be reimbursed for parking
- (D) It will take place over the course of two days

177. What part of the event will Mr. Prescott miss?

- (A) The question-and-answer session
- (B) The group-based activity
- (C) The individual presentations
- (D) The one-on-one interviews

178. In the e-mail, the word "fine" in paragraph 2, line 6, is closest in meaning to

- (A) realistic
- (B) acceptable
- (C) ideal
- (D) moderate

179. What type of company most likely is Abbot & Styles, Inc.?

- (A) A fashion company
- (B) A manufacturing company
- (C) A real estate agency
- (D) An accounting firm

180. What will participants do at 9 A.M.?

- (A) Separate into small groups
- (B) Listen to a welcome speech
- (C) Introduce themselves to each other
- (D) Attend a preliminary interview

Questions 181- 185 refer to the following announcement and form

Rate our staff and get a chance to win a free cruise!

We at Globe Explorer Travel would like to thank you for choosing us as your tour operator for your cruise. We hope that your trip lived up to your expectations and that you returned home with a lot of great memories. Our travel company is built on one simple value: excellent customer service. We strive to exceed customers' expectations, meeting their specific needs fully, promptly, and with a friendly demeanor.

Attached you will find a customer survey form. This allows you to provide positive feedback about any of our staff members that you encountered so that we may recognize their commitment to high-quality customer service. Your endorsement also serves to motivate those enrolled in our orientation and training programs and to strengthen our advertising campaigns.

Each month, based on such feedback, the staff member that we deem to have shown the biggest commitment to our company will be compensated an additional \$500. And that's not all. By filling in and returning this form, you will automatically be entered into a monthly prize draw to win free tickets for a Caribbean cruise for you and up to three guests. Once again, we appreciate your choosing Globe Explorer Travel as your tour operator, and we look forward to welcoming you aboard one of our vessels again in the future.

Survey Form

A. Please complete your contact details:

Your name: Bob Hutchins

Phone number: 555-3925

E-mail address: bhutchins@fastmail.net

Address: 112 Castlevale Meadow, Everest, KS 66424

Ticket number: 92023068

Dates of trip: July 1 to July 14

B. Please enter the details of the staff member you wish to evaluate:

Staff member's name: Yvonne Jennings

Role: Customer support team

What did this staff member do that particularly impressed you?

Yvonne was very understanding of my needs and those of my family. My son has a severe peanut allergy, and she went the extra mile to ensure that food was prepared for him separately and contained no nut products. She also helped me receive medical attention when I cut my head during a fall. She was always friendly and greeted us with a smile at all times.

Please return this completed form to: Unit 6, Caster Lane, Appleton, WI 54911, for your chance to win cruise tickets in our monthly prize drawing.

181. What is the purpose of the announcement?

- (A) To encourage customers to sign up for a service
- (B) To solicit opinions from customers
- (C) To promote a new cruise destination
- (D) To express gratitude to employees

182. What is suggested about the form?

- (A) It may be shown to new recruits
- (B) It will be posted on the firm's Web site
- (C) It should be completed within two weeks
- (D) It should be returned by e-mail

183. Who most likely is Mr. Hutchins?

- (A) A travel agent
- (B) A cruise ship worker
- (C) A tour member
- (D) A customer service agent

184. Why was Ms. Jennings mentioned by the customer?

- (A) She helped to arrange a cruise schedule
- (B) She recommended some tourist attractions
- (C) She is a personal acquaintance
- (D) She helped to accommodate a family member

185. What might Ms. Jennings receive?

- (A) A free cruise ticket
- (B) A cash bonus
- (C) A salary increase
- (D) A discount voucher

Questions 186-190 refer to the following flyer, schedule, and e-mail

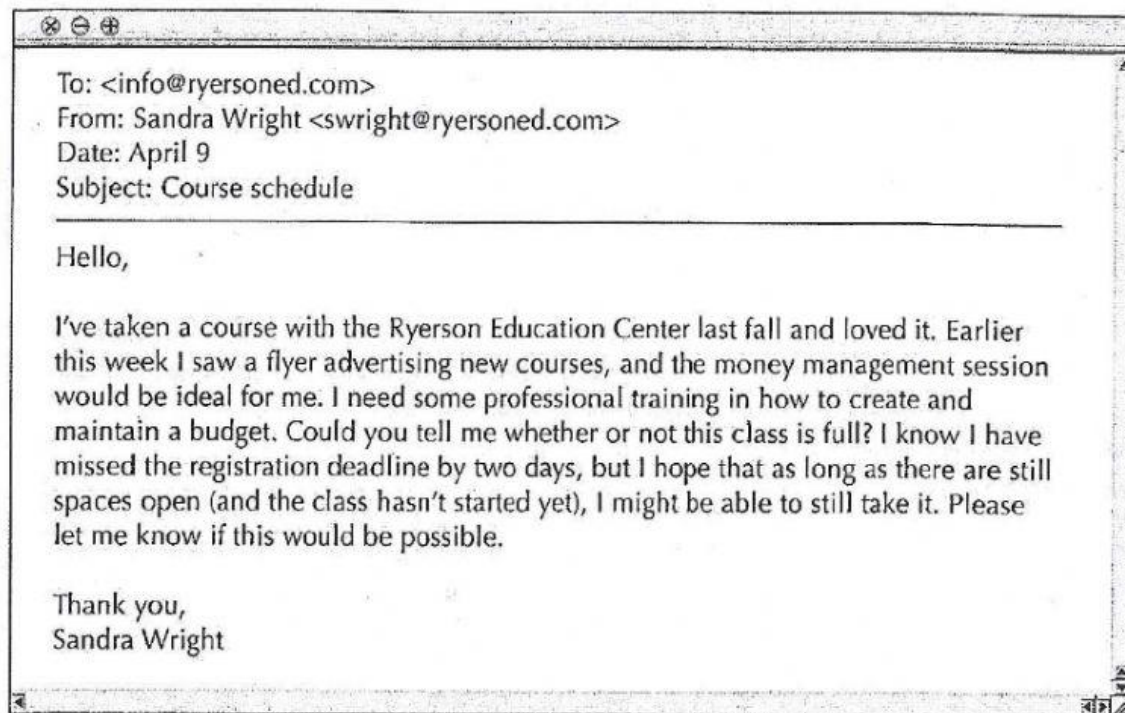
Ryerson Education Center

Are you interested in having fun, learning a skill, and meeting new people? If your answer is yes, then you should consider enrolling in a class at the Ryerson Education Center. Our classes are taught by experts who donate their time to help members of the public learn more about topics that interest them. Although there is a small fee for each course, the amount goes to cover the cost of textbooks and equipment. All of the school's administrative fees are provided by supporters.

Classes are held at the Ryerson Education Center, located at 2353 Meadow Lane. Each course will run for four weeks, except for the craft classes, which are held in eight-week cycles to give students an opportunity to make something. If you are interested in signing up for a class, please contact info@ryersoned.com. The deadline for registration and payment for this semester is April 7. Classes will then begin April 15–April 18.

Ryerson Education Center Class Schedule

MONDAY — Knitting 8:00 P.M.–10:00 P.M. (Starts April 15)
Grace McLean will help you learn basic knitting stitches and become familiar with the use of patterns. Bring: a ball of light-colored yarn, needles, and a pen/notebook.
TUESDAY — Introduction to ASL 7:00 P.M.–10:00 P.M. (Starts April 16)
Chester Rosewood will introduce students to the unique features of American Sign Language (ASL). Students will learn grammar and signing vocabulary.
WEDNESDAY — Host the best dinner parties 7:00 P.M.–9:00 P.M. (Starts April 17)
Lily Fairbanks will show you how to master the tricks necessary to throw elaborate dinner parties with ease. Students will learn how to cook several impressive recipes.
THURSDAY — Creating a household budget 8:00 P.M.–10:00 P.M. (Starts April 18)
Brandon Oliver knows that managing your money is critical. He will teach you how to track where your money is going and where you need to reduce spending. Bring: a calculator



186. What can be inferred about classes at the Ryerson Education Center?

- (A) They change each semester
- (B) They are offered for free
- (C) They are taught by volunteers
- (D) They can be taken online

187. What is true about the knitting class?

- (A) It is being offered for the first time
- (B) It provides students with pattern books
- (C) Its last class will take place in June
- (D) It's intended for advanced learners

188. Which instructor teaches the longest hours?

- (A) Grace McLean
- (B) Chester Rosewood
- (C) Lily Fairbanks
- (D) Brendon Oliver

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

- (A) final
- (B) remaining
- (C) previous
- (D) enduring

190. On what day does Ms. Wright want to take a class?

- (A) Mondays
- (B) Tuesdays
- (C) Wednesdays
- (D) Thursdays