

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), or (D) on your answer sheet.

Questions 147-148 refer to the following e-mail.

To:	<m_castillo@rapidonet.com.ph>
From:	<no-reply@rapidonet.com.ph>
Date:	19 June
Subject:	Rapido Net

We have noticed some activity on your account. Your secret-question option for password recovery was updated at 3:16 P.M. today. If you initiated this update, no further action is necessary. If not, we can help you secure your account. Call 919-555-1066 to speak to an account representative.

If you would like to remove the secret-question password recovery option, you may use a verified e-mail address or phone number to access your account instead. Make the process even more secure by setting up two-step verification. Just ask our representative how.

Thank you for trusting Rapido Net as your Internet service provider.

147. What is the purpose of the e-mail?

- (A) To welcome a new user to Rapido Net
- (B) To remind a user about a forgotten password
- (C) To confirm that a change was made to a user's account
- (D) To inform a user about new company policies

148. What is indicated about Rapido Net?

- (A) It provides faster Internet speeds than its competitors.
- (B) It offers extra security through two-step verification.
- (C) It automatically generates complex passwords for customers.
- (D) It has increased its monthly user fee.

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Questions 149-150 refer to the following e-mail.

To:	<lduberville@futuremail.co.uk>
From:	<support@globaltech.co.uk>
Date:	23 March
Subject:	Residential service

Dear Ms. Duberville,

Thanks for your order. We are very pleased to have you as a new customer and are contacting you to request that you set up an appointment for one of our representatives to install a Global Tech modem at your home. Please go online and select a 30-minute window out of the four we have posted to your account.

In preparation for our visit, please clear the area on the wall where you would like us to install the modem. Setting up the modem will take just a few minutes, after which you will be able to enjoy our service.

We will use the phone number listed on your account the morning of the appointment to confirm the visit. Let us know at this time if you have any questions for us.

Sincerely,

Gordon Mackey
Customer Service, Global Tech

149. What kind of service has Ms. Duberville most likely contracted?

- (A) Window installation
- (B) House cleanup
- (C) Wall-to-wall carpeting
- (D) Internet access

150. What will happen at the time selected by Ms. Duberville?

- (A) She will pick up some equipment at an office.
- (B) She will receive a new Global Tech mobile phone.
- (C) She will be visited by a Global Tech representative.
- (D) She will be e-mailed a customer satisfaction survey.

Questions 151-152 refer to the following online chat discussion.

The image shows a simulated online chat interface with two users: Katrina Finton and Steven Khen. The messages are timestamped and include a small profile icon for each user.

Katrina Finton (1:46 P.M.)
Hey, Steven. I am hoping to move into a new apartment soon, and the landlord requires a letter verifying my place of employment and my income. I have written up the letter. Would you be willing to sign it today as proof that I work here at Carrino Agency?

Steven Khen (1:48 P.M.)
Double-check with Ariana Seltzer first. The human resources department usually has a form they can provide for you.

Katrina Finton (1:49 P.M.)
I tried that. They don't have a set form.

Steven Khen (1:50 P.M.)
No problem then. Bring your document over.

Steven Khen (1:51 P.M.)
By the way, the meeting about the Zaine Company Web site was moved to 3:00 P.M. You already have all your designs for their Web site ready, right?

Katrina Finton (1:52 P.M.)
I'm all set.

151. At 1:49 P.M., what does Ms. Finton most likely mean when she writes, "I tried that"?

- (A) She signed a rental agreement.
- (B) She submitted proof of income.
- (C) She contacted Ms. Seltzer.
- (D) She filled out a form.

152. What most likely is Ms. Finton's position?

- (A) Apartment manager
- (B) Office administrator
- (C) Human resources director
- (D) Web designer

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Questions 153-155 refer to the following Web page.

http://www.marilisprofessionalcoaching.com

Marilis Professional Coaching: January Events

January 15 at 4:30 P.M.—Job Search Support
Learn about the latest tools and techniques to help you find a rewarding entry-level job. Topics include the best Web sites for job announcements and how to use professional organizations to get job leads.

January 16 at 4:30 P.M.—How to Market Yourself
To set yourself apart from other job candidates, you have to effectively communicate the value you'll bring to the company. This session will help you successfully promote yourself to potential employers, both in person and through social media.

January 17 at 4:30 P.M.—Interview Strategies
Get tips on interview rules, common questions, and the process for what you need to do before, during, and after a job interview. This session will be interactive, featuring mock interviews with attendees.

Go to www.marilisprofessionalcoaching.com/register to sign up for any of these low-cost events. Note that all January events are virtual.

153. What is the purpose of the Web page?

- (A) To promote career-assistance services
- (B) To announce a local job fair for recent graduates
- (C) To advertise open positions at social media companies
- (D) To describe rewarding careers in Web design and creation

154. According to the Web page, what will happen on January 17?

- (A) Companies will post job opportunities.
- (B) Employers will make hiring decisions.
- (C) Job candidates will attend a group interview.
- (D) Participants will practice responding to interviewers.

155. What is indicated about the events?

- (A) They occur each month.
- (B) They take place online.
- (C) They are for senior professionals.
- (D) They are free of charge.

Questions 156-158 refer to the following review.

Eston Development Worth a Look

by Marcus Watanabe

“Ideal residential developments combine twenty-first-century convenience with small-town charm.” That is the philosophy found in the brochure of the Homestead at Eston, a recently completed housing development just outside the town of Eston. — [1] —.

The community has wide streets, sidewalks, and three small parks surrounding a central square. The square features a café, a restaurant, and several shops. In the northeast corner of the development, there is an activity complex that includes a gym, theater, and swimming pool. — [2] —. “This means you never have to leave the

community unless you want to,” said Marjorie Solomon, sales director. “Once you visit, you’ll realize why so many people are purchasing homes here.”

While never leaving your development struck me as an odd idea, the Homestead planners deserve praise for creating a very attractive place to live. — [3] —. The planners have obviously prioritized the environment. Natural habitats have been carefully preserved, and homes and other structures have been designed to conserve water and energy.

Model homes are currently available for tours. — [4] —. Open houses take place 12:30–4:00 P.M. Saturdays and Sundays. Alternatively, appointments can be made by calling 856-555-0129.

156. What is indicated about the activity complex?

- (A) It has a variety of desirable features.
- (B) It is currently under construction.
- (C) It has low membership fees.
- (D) It is located in the central square.

157. How can a prospective resident learn more about Homestead at Eston?

- (A) By viewing a model home online
- (B) By requesting a brochure
- (C) By visiting the community
- (D) By calling a current homeowner

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

“Homestead, however, is more than just a pretty place.”

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

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Questions 159-160 refer to the following e-mail.

From:	Stefan Fonsman <sfonsman@kaybunconstruction.ca>
To:	Rita Palore <rpalore@palorecement.ca>
Subject:	Palore Cement
Date:	March 2
<p>Dear Ms. Palore,</p> <p>Thank you for sending your estimate for the cement work on our apartment project in Smithville. The narrative accompanying your bid answered all of our questions, and my team was impressed by your firm's previous work and references. Your company is my first choice to take on the project.</p> <p>Nonetheless, I still need budget approval from my director, Anita Cho. Your proposed price is a bit steeper than anticipated. I will be speaking with Ms. Cho about this tomorrow morning. Based on your company's reputation for outstanding work, I am confident that she will sign off on your bid.</p> <p>I expect to get back to you by March 4.</p> <p>Regards,</p> <p>Stefan Fonsman Kaybun Construction</p>	

159. What is one purpose of the e-mail?

- (A) To introduce a new owner
- (B) To acknowledge receipt of an estimate
- (C) To invite team members to a presentation
- (D) To ask for additional work references

160. When will Mr. Fonsman meet with Ms. Cho?

- (A) On March 2
- (B) On March 3
- (C) On March 4
- (D) On March 5

Questions 161-163 refer to the following announcement.

City of Altamesa seeks election workers

Who is qualified to be an election worker? Almost anyone, including homemakers and professionals, as well as those who are unemployed, self-employed, or retired.

Requirements:

- Available 6 A.M. to 1 P.M. or 1 P.M. to 8 P.M. on March 5, June 7, and November 1
- Is not a politician and does not live with or work for a politician
- Is 18 years of age or older
- Is comfortable interacting with the public
- Is organized and detail-oriented

Workers must attend a four-hour pre-election training workshop on March 4 and will be compensated based on their title:

Election Assistant, \$18/hour

Election Clerk, \$20/hour

Election Chief, \$22/hour

For details or to apply, visit www.altamesaelections.gov/apply.

161. What information is included in the announcement?

(A) Rates of pay
(B) Work site locations
(C) The application deadline
(D) The training workshop's start time

162. What does the announcement suggest is a requirement for being hired?

(A) Interest in politics
(B) A high school diploma
(C) A voter registration card
(D) Good communication skills

163. What is mentioned about the training workshop?

(A) It is offered three times a year.
(B) It is led by an experienced election official.
(C) It is required for all election workers.
(D) It is available both online and in person.

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Questions 164-167 refer to the following e-mail.

E-mail

To: Jihyang Lee <jlee@myemail.com>
From: Robert Wang <rwang@frontstreetbank.com>
Date: April 7
Subject: Is VIS for you?

Dear Ms. Lee:

You are now able to enroll in Front Street Bank's new Voice Identification System (VIS). VIS is a fast, convenient, and secure way to access and control your bank accounts by phone. — [1] —. For example, you can make a payment on a Front Street Bank loan by saying "loan payment." You can check your credit-card transactions by saying "recent transactions." You can even transfer money between accounts by saying "transfer." Discover all the ways VIS can simplify your banking life at www.frontstreetbank.com/VIS. — [2] —.

Your voice identification is stored securely by Front Street Bank and can be used only with Front Street Bank. Call 615-555-0189 to set up VIS for your accounts. — [3] —. If in the future you no longer wish to use VIS to access your account, simply call to have one of our customer-service representatives delete your identification file.

— [4] —. Thank you for being a valued Front Street Bank customer.

Sincerely,

Robert Wang, Branch Manager

164. What is the purpose of the e-mail?

- (A) To welcome a new customer
- (B) To report an account error
- (C) To confirm approval of a loan
- (D) To promote a new service

165. What is indicated about VIS?

- (A) It provides voice access to accounts.
- (B) It can be used at various financial institutions.
- (C) It requires customers to pay a fee.
- (D) It is available only during designated hours.

166. What should a customer do to cancel VIS?

- (A) Visit a local bank branch
- (B) Make a telephone call
- (C) Complete an online form
- (D) Send an e-mail to customer service

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

"You can perform numerous specific tasks."

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