

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 notice.

NOTICE

As part of our routine maintenance of Selino Apartments, all public areas of our building will be painted according to the following schedule:

- Stairwells, first and second floors: 12 April
- Hallways, first and second floors: 13 April
- Stairwells, third and fourth floors: 14 April
- Hallways, third and fourth floors: 15 April

The elevators will be available during this time. Please use caution, and do not touch any wet paint.

Management, Selino Apartments

147. For whom is the notice most likely intended?

- (A) Painting contractors
- (B) Elevator repair workers
- (C) Graphic artists
- (D) Apartment residents

148. When will work on the stairwells of all floors most likely be completed?

- (A) On April 12
- (B) On April 13
- (C) On April 14
- (D) On April 15

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Questions 149-150 refer to the following coupon.

Jin-Hwa Grill

Serving the finest Korean cuisine in northern California for over 30 years

Come celebrate the reopening of our newly remodeled restaurant on Lakeside Drive! Purchase any two dinners and enjoy a complimentary appetizer platter during the entire month of May.

Valid only at Jin-Hwa Grill, 4104 Lakeside Drive, Oakland, CA. Coupon does not apply to takeout orders. Visit www.jin-hwagrill.com for a list of all our locations, hours of operation, and menus.

149. How can people receive the benefit from the coupon?

- (A) By placing a takeout order
- (B) By spending a minimum amount of money
- (C) By ordering two meals
- (D) By attending the opening day celebration

150. What is mentioned about Jin-Hwa Grill?

- (A) It is celebrating an anniversary.
- (B) It has more than one location.
- (C) It recently began serving Korean food.
- (D) It has expanded its hours of operation.

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

To:	Bindu Gil <bgil@opalmail.com>
From:	Neela Balay <n_balay@celebrate.com>
Date:	June 18
Subject:	Follow-up

Dear Ms. Gil,

Regarding our telephone conversation earlier today, here in writing is the change I would like to make to Saturday's delivery.

I am requesting that you now deliver the flowers to the Grand Dining Room at the Kaltan Hotel instead of the Saji Banquet Hall. I apologize for this last-minute switch, but the banquet hall manager contacted me just last night to inform me about an electrical system malfunction that will require a weekend repair. Since the office party I am planning cannot be postponed, I have had to reserve this other venue.

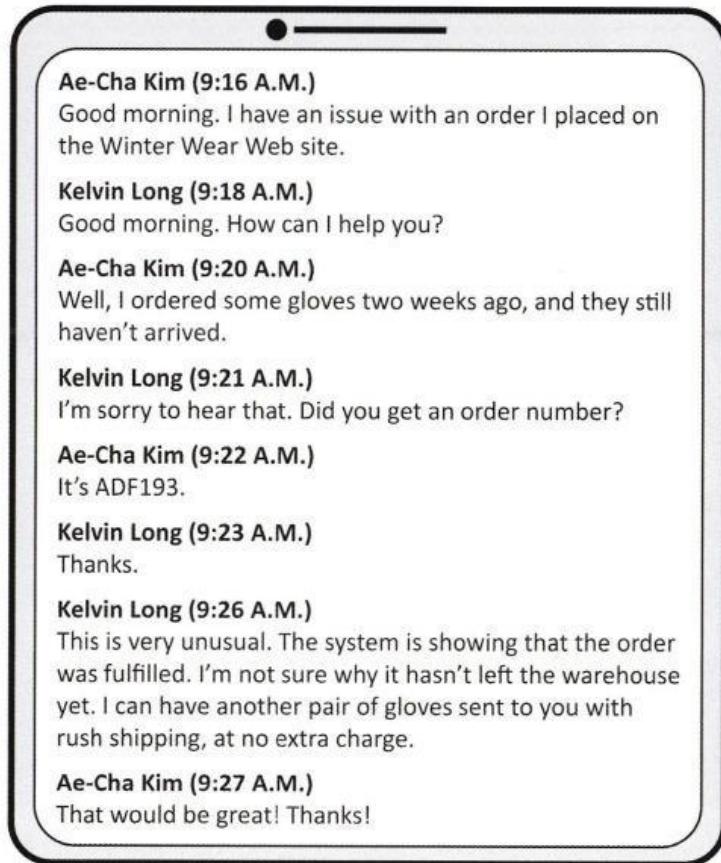
I would appreciate receiving the delivery by 4:00 P.M.

Best regards,

Neela Balay

151. Why did Ms. Balay send an e-mail to Ms. Gil?
- (A) To reschedule a weekend business trip
 - (B) To invite her to an office party
 - (C) To request the services of an electrician
 - (D) To confirm some spoken instructions
152. What does Ms. Balay expect to receive on Saturday afternoon?
- (A) Flowers
 - (B) Tickets
 - (C) A signed contract
 - (D) An updated cost estimate

Questions 153-154 refer to the following online chat discussion.



153. What problem does Ms. Kim have?
- (A) She received the wrong order.
 - (B) Her order has not arrived.
 - (C) An item was damaged in transport.
 - (D) An item is missing from her order.
154. At 9:26 A.M., what does Mr. Long most likely mean when he writes, "This is very unusual"?
- (A) He is frustrated by the slow computer system.
 - (B) He is sorry about taking so long to answer Ms. Kim's question.
 - (C) He is surprised about the warehouse issue.
 - (D) He is confused about which style of gloves was ordered.

Questions 155-157 refer to the following e-mail.

To:	Jessica Yu <jyu@myemail.com>
From:	Customer Service <cs@velascobank.com>
Date:	July 15
Subject:	Customer account security

Dear Ms. Yu,

For security reasons we need our customers to review their contact information with Velasco Bank every year. — [1] —. This year, the deadline to review your contact information is July 29. — [2] —. You may check your information on our Web site at www.velascobank.com, or you can do so on the Velasco Bank mobile app. Simply log in to your digital banking account, go to “Settings,” and then go to “Contact.” — [3] —. Review your phone number and e-mail address to make sure they are both up-to-date. Then select them as your primary contact methods. If you are not yet enrolled in digital banking, we recommend doing so online at www.velascobank.com/myaccount.

— [4] —. If you have any questions, please visit any of our branches or call us at 410-555-0156 Monday through Friday, 7:00 A.M. to 5:00 P.M.

Thank you,

Velasco Bank Customer Service

155. What is the purpose of the e-mail?
- (A) To inquire about an account closure
 - (B) To inform customers of a change in banking hours
 - (C) To ask a customer to confirm personal data
 - (D) To provide information about a bank deposit
156. According to the e-mail, what should a customer do to register for digital banking?
- (A) Go to the bank's Web site
 - (B) Contact a customer service representative
 - (C) Visit a local bank branch
 - (D) Install a mobile app
157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- “This can be done in one of two ways.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 158-160 refer to the following brochure.

Sumner Woodcrafting

Sumner Woodcrafting of Memphis, Tennessee, was established nearly 45 years ago by Kiran Sumner, with the goal of providing personalized service to customers seeking high-quality, handmade furniture. Now semiretired, Mr. Sumner still takes orders and responds to questions himself through the company's customer-service telephone line at 901-555-0185 on Thursdays and Fridays. Sumner Woodcrafting offers a wide selection of custom-made bedroom sets, tables, desks, cabinetry, and more—all made from high-quality solid woods.

Prices for handcrafted furniture are naturally higher than for furniture that is mass-produced in a factory. Because our master crafters do exceptionally fine work, our customers never regret spending a bit more for pieces built to last for generations.

Note that it can take up to two months to create a piece of furniture once it is ordered. Delivery fees are based on distance from our workshop. Unpacking and placing the item is available for an additional \$50.

For photos of our workshop, artisan biographies, customer reviews, and ordering information, please visit us online at www.sumnerwoodcrafting.com.

- 158.** What is mentioned about Sumner Woodcrafting?
- (A) Its prices are highly competitive.
 - (B) It offers free delivery in Memphis.
 - (C) Its founder handles telephone inquiries.
 - (D) It allows customers to tour its workshop.
- 159.** The word “fine” in paragraph 2, line 2, is closest in meaning to
- (A) small
 - (B) sharp
 - (C) skillful
 - (D) agreeable
- 160.** What is suggested about Sumner Woodcrafting’s products?
- (A) They are extremely long-lasting.
 - (B) They contain both natural and human-made materials.
 - (C) They often require assembly after delivery.
 - (D) They are usually ordered for offices.

Questions 161-163 refer to the following article.

COLLINSVALE (28 March)—Over the last decade, instability in the pricing of raw materials has become the biggest concern for manufacturers. The issue now surpasses recruitment and technology, which had previously been ranked by businesses as the top two concerns respectively.

The reasons are not difficult to understand. For electronics manufacturers, materials typically represent 20 percent of all expenses, while makers of processed food can spend anywhere between 40 and 60 percent on materials. Thus, even a 10 percent rise in the cost of sugar can dramatically affect a factory's bottom line. Companies that can predict rising costs may be able to temper the effects of market volatility, but even the best forecasting cannot anticipate every change in the marketplace.

161. What is the article mainly about?

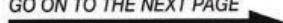
- (A) An improvement in manufacturing methods
- (B) A recent shift in consumer preferences
- (C) The introduction of environmental regulations
- (D) The changes in costs faced by producers

162. Why does the writer mention electronics manufacturers?

- (A) To illustrate innovation over ten years
- (B) To show the impact of global trade
- (C) To explain recent staffing difficulties
- (D) To make a comparison between industries

163. The word “temper” in paragraph 2, line 9, is closest in meaning to

- (A) set
- (B) toughen
- (C) moderate
- (D) combine

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Questions 164-167 refer to the following announcement.

The Lowenstein Bookstore in Mission Bay invites you to this month's book discussion featuring author Hilda Flores. The event will be held on Thursday, April 10, from 7:00 P.M. to 8:30 P.M. Ms. Flores will talk about her new novel, *Grinding the Gears*. — [1] —. The latest adventure in the popular Inspector Svensson series, *Grinding the Gears* finds the beloved inspector investigating strange equipment malfunctions at a national physics research laboratory. — [2] —.

Ms. Flores will discuss the background research she performed while writing the book. — [3] —. A question and answer session will follow the presentation. The event is free for all to attend. — [4] —. The bookstore requires that attendees register at least one day in advance.

- 164.** What is being announced?
- (A) The opening of a new bookstore
 - (B) A presentation by a book author
 - (C) A book describing a research project
 - (D) An upcoming movie based on a book
- 165.** What type of book is *Grinding the Gears* ?
- (A) A nonfiction story
 - (B) A biography of a scientist
 - (C) A collection of short stories
 - (D) A mystery novel
- 166.** What is indicated about registration?
- (A) It closes on April 9.
 - (B) It requires payment of a fee.
 - (C) It is optional but encouraged.
 - (D) It cannot be completed online.
- 167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Part of her fact-finding involved interviewing government scientists."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]