

ETS

TEST

Questions 1-5 refer to the following advertisement and e-mail.

Check out these vacation package deals from Canole Travel.

Lake Beauty, 6 days/5 nights: Explore England's famed Lake District. Enjoy some of the area's most picturesque lakes and walking trails. From \$499.

Nature Escape, 5 days/4 nights: Discover aquatic creatures and exotic animals with this Costa Rica package. Tour Monteverde Rainforest and relax on Jaco Beach. From \$499.

Scenic Heritage, 4 days/3 nights: Go back in time on this visit to Cape Breton Island, one of Canada's most beautiful spots. Enjoy scenic drives and visits to some of the area's historical sites. From \$399.

Southern Safari, 10 days/9 nights: Witness wildlife at Galana National Park in southern Kenya and see Grand Falon Falls. From \$1099.

Packages include lodging, daily breakfast, and sightseeing tours. Prices listed are per person and may vary based on date of travel and upgrades selected.

Call 907-555-0113 or visit www.canoletavel.com for details.

Canole Travel

To:	krosenthal@merinmar.org
From:	dee_wong@canoletavel.com
Date:	October 29
Subject:	Your inquiry
Attachment:	@Invoice_1029103.txt

Dear Mr. Rosenthal,

We are pleased that you have selected from among our exciting package offerings for your next vacation. In order to accommodate your request for a room with ocean views, your three-night stay has been reserved at Bild's Peak Hotel. For more information, I recommend that you go to the hotel's Web site directly (www.bildspeak.ca) or follow the links on Canole Travel's Web site (www.canoletavel.com/hotels).

I have updated your invoice to include the cost of the hotel upgrade; please see the attached file. The bill must be paid in full at least one week before your departure date. Feel free to contact me with any questions you may have.

Sincerely

Dee Wong, Canole Travel

1. According to the advertisement, where will travelers visit a waterfall?
 - (A) In England
 - (B) In Costa Rica
 - (C) In Canada
 - (D) In Kenya

2. What is NOT mentioned as included in the cost of the packages?
 - (A) Accommodations
 - (B) Sightseeing trips
 - (C) A meal
 - (D) Airfare

3. What package did Mr. Rosenthal most likely choose?
 - (A) Lake Beauty
 - (B) Nature Escape
 - (C) Scenic Heritage
 - (D) Southern Safari

4. What does Ms. Wong suggest that Mr. Rosenthal do?
 - (A) Call the hotel
 - (B) Visit a Web site
 - (C) Select a different package
 - (D) Book a future vacation

5. What is suggested about the invoice?
 - (A) It has been modified by Ms. Wong.
 - (B) It has been paid by Mr. Rosenthal.
 - (C) It will be sent along with the itinerary.
 - (D) It does not include service fees.

Questions 6-10 refer to the following advertisement and e-mail.

FILE
002

Sherwood Landscape and Gardening Service (SLGS)

4 Hemlock Lane, Chester CH2 3NL
Telephone: 07700 900 241

SLGS is a family-owned landscaping company serving residential and commercial clients. Licensed to operate throughout the county and fully insured with Communal Insurance UK, SLGS provides:

- Lawn maintenance
- Spring and autumn cleanup of plant beds
- Weeding and insect control
- Tree, shrub, and flower planting
- Leaf removal in autumn
- Tree and shrub removal

- First-time customers receive 15 percent off a job of £200 or more.
- Sign a year long maintenance contract and get your first two lawn cuttings for free.
- Refer a friend and receive £20 on your next bill.

To receive a free price quotation, call Jack Bratton or complete the online form at www.sherwoodlandscaping.co.uk.

To:	Jack Bratton <jbratton@sherwoodlandscaping.co.uk>
From:	Bao Chang <bchang@coremail.co.uk>
Date:	15 April
Subject:	Service

Mr. Bratton,

Thank you for all the work you and your team did at my home on 2 April. The shrubs and flowers you planted transformed the garden from just ordinary to highly attractive. I also appreciate the tips you provided for maintaining the garden; I expect the greenery will be thriving for some time.

There is one problem, though. I received your invoice today in the mail, and it did not reflect the 15 percent discount taken off the total price. Could you please provide me with a corrected invoice as soon as possible? The invoice number is S4385.

I am also interested in signing a yearlong lawn maintenance contract. How much would it cost to mow the lawn weekly in spring and biweekly in summer and autumn months? I would also like to include weed removal as part of that contract.

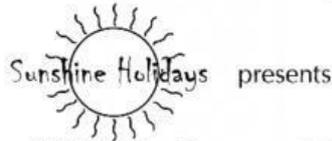
Thank you.

Bao Chang

6. What is true about SLGS?
- (A) Its services are limited to residential properties.
 - (B) It has a license to perform landscaping services.
 - (C) Its services are less expensive than those of other companies.
 - (D) It operates only during the spring and summer months.
7. According to the advertisement, what can be found on the SLGS Web site?
- (A) Photos of recent projects
 - (B) Online bill payment
 - (C) Reference letters from customers
 - (D) A form for potential customers
8. In the e-mail, the word "tips" in paragraph 1, line 3, is closest in meaning to
- (A) tools
 - (B) advice
 - (C) plants
 - (D) money
9. What is suggested about Ms. Chang?
- (A) She was billed at least £200 for landscaping by SLGS.
 - (B) She was not pleased with the work done by SLGS.
 - (C) She has been a longtime SLGS customer.
 - (D) She referred a friend to SLGS.
10. What does Ms. Chang ask Mr. Bratton to provide?
- (A) An invoice number
 - (B) A price for lawn cutting
 - (C) A schedule for yard work
 - (D) A copy of a contract

Questions 11-15 refer to the following advertisement and schedule.

반이도
☆☆



A Tour of Historic Freemont Province

You'll spend 7 days and 6 nights touring Monroe, Harbortown, and Oceanside, three of the most exciting and beautiful towns in historic Freemont province.

List price: £399 per person. Price includes:

- ✓ Round-trip airfare between London Heathrow and Freemont
- ✓ Transportation to and from airport
- ✓ First-class hotel accommodations in all three cities
- ✓ English-speaking tour guide

Price does not include:

- Tips for hotel and restaurant staff
- Optional water sports activities

Departures every Tuesday and Thursday in April; every Monday, Wednesday, and Friday in May; and every Monday and Wednesday in June. (June departures add 12% high-season supplement.)

For further information or to ask about special promotions, call Sunshine Holidays at 877-555-7515. £100 deposit per person required. Full payment plus £25 airport tax is due 30 days prior to departure date.

Freemont Province Calendar of Events

April 15 – 25	Royal Palace Open to Visitors	<i>Monroe</i>
April 20 – 30	Spring Garden Tours	<i>Harbortown and Oceanside</i>
May 3 – 21	Opera Festival	<i>Monroe</i>
June 15 – 30	Windsurf World Cup	<i>Harbortown and Oceanside</i>

Please note that hotel rooms in the coastal cities of *Harbortown and Oceanside* often sell out during the Windsurf World Cup. Those who do not have rooms booked through a tour agency can remain in Monroe and take shuttle buses out to the coast.

11. What does the advertisement say about the flights to Freemont?
- (A) Travelers pay extra for Saturday departures.
 - (B) Departures are scheduled three times a week in May.
 - (C) There are no direct flights from London to Freemont.
 - (D) Flights in June have sold out.
12. What is NOT included in the price of the tour?
- (A) Windsurfing lessons
 - (B) Hotel rooms in Harbortown
 - (C) Tour guides
 - (D) Transportation to the airport
13. In the advertisement, the word "promotions" in the last paragraph, line 1, is closest in meaning to
- (A) advancements
 - (B) vacations
 - (C) raises
 - (D) bargains
14. What is true about people who book a tour to see the Windsurf World Cup?
- (A) They have to stay in Monroe.
 - (B) They have to pay 60 days before departure.
 - (C) They have to pay an extra 12 percent.
 - (D) They have to leave London in April.
15. What is probably NOT true about Monroe?
- (A) It is the location of the Royal Palace.
 - (B) It is on the coast.
 - (C) It has a good hotel.
 - (D) It is in Freemont province.

Questions 16-20 refer to the following advertisements.

HELP WANTED

FRONT-DESK REPRESENTATIVE

Looking for Organized, Dependable, Computer-Proficient Representative

Winthrop Dental Office seeks a friendly, organized individual for a front-desk job at our brand-new suburban Franktown office. Excellent communication skills are vital to this position, particularly in dealings with patients. Representative must be pleasant and able to direct patients entering this busy office. Ability to multitask is essential for the many responsibilities included with this position.

Tasks include:

- Welcoming and directing patients
- Answering phones and directing calls to multiple extensions
- Entering patient information onto a computer spreadsheet
- Receiving payments from patients
- Filing documents

Computer literacy required. Some experience in handling customers is preferred, but not required. Representative may be required to assist dental staff on occasional weekends, so some previous experience in health care is preferred.

Part-time hours only.

To apply, call Benjamin Parker at 472-555-7611.

BILINGUAL RECEPTIONIST / SECRETARY

North Ridge Medical Group is looking for a dedicated, responsible full-time receptionist to replace our retiring secretary. Individual must be friendly and hardworking and able to project a sparkling personality in this lively medical center.

REQUIRED: Receptionist must be fluent in both Spanish and English. This is a bilingual office.

Day-to-day responsibilities would include collecting payments, answering phone calls, arranging appointment times, organizing patients' files, taking notes during meetings, and typing medical records.

Excellent phone and communication skills are musts. This job also requires an individual with close attention to detail as well as the ability to perform multiple tasks simultaneously. Previous experience with computers is a plus, but not absolutely necessary.

If interested, please e-mail your résumé to Patrice Franklin at pfrank@northridge.com.

16. According to the Winthrop Dental Office advertisement, why is a new receptionist needed?
- (A) The current receptionist is moving.
 - (B) The current secretary is retiring.
 - (C) A new office is being opened.
 - (D) More than one receptionist is needed.
17. How are candidates instructed to apply for the Winthrop Dental Office position?
- (A) By phone
 - (B) By e-mail
 - (C) By fax
 - (D) In person
18. What is a requirement for the North Ridge Medical Group position?
- (A) Completion of a university degree
 - (B) Knowledge of more than one language
 - (C) Past experience in the health-care industry
 - (D) Proficiency with specific computer programs
19. What are job candidates for the North Ridge position asked to provide?
- (A) A résumé
 - (B) A writing sample
 - (C) A list of references
 - (D) A completed application form
20. What is NOT mentioned as a responsibility for both of the advertised positions?
- (A) Answering telephones
 - (B) Organizing documents
 - (C) Collecting payments
 - (D) Scheduling appointments

Questions 21-25 refer to the following e-mail, advertisement, and list.

From:	Ted Munson (ted@altafinders.com)
To:	Dina Herrera (d-herrera@mail.com)
Subject:	Our services

Dear Ms. Herrera,

It was a pleasure meeting you and having the opportunity to show you some of our rental apartment listings. I'm sending you this e-mail just to mention a couple of important things as we move forward.

I have assigned a senior rental agent, Lisa Lepke (lisa@altafinders.com), to work with you on your search. Please feel free to contact her at 555-0143 if you have any questions at any time. I hope you've had the chance to look at the marketing flyer I gave you for the Sunmard Building. It currently has several vacant units. Thanks to an agreement with the building's property management company, my agency has exclusive authorization to lease their apartments. We can arrange viewings at any time.

I passed on your basic requirements to Ms. Lepke, noting that your maximum rental budget is \$1,700 a month and that you prefer the largest unit available with a view of Sidell Park.

Once again, we look forward to working with you.

Ted Munson
Owner/manager, Alta Finders Co.

Live in the Sunmard Building

☞ Located in the city's historical theater district, just north of the downtown core, the Sunmard Building offers a variety of great living options. Residents can take in panoramic views across the city in any of the building's affordable apartments. Amenities include:

- New refrigerators and electric ovens in all units
- Private on-site gym – free for all tenants
- Spacious balconies and large hall closets

☞ The Sunmard Building is managed by Bacci Property Ltd. Visit us at www.bacciproperty.com.

This list of vacancies in the Sunmard Building has been generated for: Ms. Dina Herrera

#1170	1 bedroom unit facing east (downtown view), \$1,675/month	Size: 677 square feet
#1432	Large studio facing south (riverside view), \$1,575/month	Size: 524 square feet
#1214	1-bedroom unit facing west (view of Sidell Park), \$1,775/month	Size: 636 square feet
#1502	1-bedroom unit facing west (view of Sidell Park), \$1,690/month	Size: 611 square feet

21. What is one purpose of the e-mail?
- (A) To thank a volunteer for assistance
 - (B) To follow up on a previous meeting
 - (C) To confirm a move-in date
 - (D) To welcome a new staff member
22. What most likely is true about Bacci Property Ltd.?
- (A) It rents spaces through Mr. Munson's company.
 - (B) It manages both commercial and residential properties.
 - (C) It was founded by Lisa Lepke.
 - (D) It plans to merge with another company.
23. What is indicated about the Sunmard Building?
- (A) It was previously a theater building.
 - (B) It is located in a downtown area.
 - (C) Its apartments have new appliances.
 - (D) Its gym charges a membership fee.
24. In the advertisement, the phrase "take in" in paragraph 1, line 2, is closest in meaning to
- (A) donate
 - (B) observe
 - (C) remove
 - (D) adjust
25. What unit most likely would fit Ms. Herrera's requirements?
- (A) #1170
 - (B) #1214
 - (C) #1432
 - (D) #1502