

Questions 161 – 163 refer to the following letter.

Bugs and Beans Coffee Shop

Museum of Natural Sciences
401 E. Rosser Ave., Columbus, OH 45021
Tel: (502) 235-5555
coffe@mofns.com

Mr. Tomi Galoob
Galoob Ceramics,
P.O. Box 356,
Frisbee, NY 02165

Dear Mr. Galoob,

Thank you for sending me a copy of your latest ceramics catalog. You have been sending us your catalog here at the museum for several years now, and I always look forward to reading it. I was amazed yet again at the variety and creativity that you have displayed in your work. Your vases and bowls are quite exquisite! They really do resemble the plants and animals that they are modeled after. I will probably purchase 50 or more of the ladybug bowls. They are perfect for holding sugar cubes. However, it was the scorpion cups that really grabbed my attention. According to the catalog, they are available in small, medium, and extra-large sizes. I am interested in purchasing approximately 25 of the extra-large scorpion cups. Please send me information on your available stock. I would appreciate receiving the information by e-mail. I look forward to hearing from you.

Sincerely,

Linda Trent

161. What does Linda Trent request?

- (A) A copy of the catalog
- (B) A reply by e-mail
- (C) A set of bowls
- (D) A large cup

163. What will the coffee shop use to hold sugar?

- (A) Scorpion cups
- (B) Ceramic vases
- (C) Ladybug bowls
- (D) Small cups

162. What is Linda Trent's opinion of Galoob Ceramics?

- (A) Their products have become expensive.
- (B) Their products are very attractive.
- (C) Their products used to be better.
- (D) Their products lack any variety.

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Questions 164 – 167 refer to the following instant message chain.

☐ ☒

Sam Kliff: 9:41 a.m.
Hi, Rob & Tina. Sorry to bother you on a Saturday, but it's kind of an emergency. I've been looking over the brochures for the trade fair, and there are some serious errors in them. Some photos are wrong, and two of the pages are out of order.

Rob Martin: 9:44 a.m.
And we need those for the trade fair by the 16th! This isn't good.

Tina Zakaria: 9:44 a.m.
It's strange—somebody must have checked the proofs before they were printed. What happened?

Sam Kliff: 9:45 a.m.
I haven't been able to trace the error yet because I can't get ahold of the people in charge. But my main concern is what to do now. Do we order 400 new copies?

Tina Zakaria: 9:46 a.m.
I think we have to. We can't go to the fair without them.

Sam Kliff: 9:55 a.m.
I just got off the phone with the printer. The only way to get the corrected brochures done in time is to pay for their rush service, which isn't cheap. But I can't do that without approval from someone higher up.

Rob Martin: 9:56 a.m.
Yeah, we have to get approval from Peter. I'll call him. He's probably working from home today anyway.

Tina Zakaria: 9:57 a.m.
Exactly, he almost never takes a day off. And I'm sure he'll OK it. It's our only option at this point.

Sam Kliff: 9:58 a.m.
Thanks, guys. I appreciate your help. I'm checking over the digital file now, and I'll e-mail it to you both so you can look at it before I send it to the printer.

Tina Zakaria: 9:59 a.m.
OK. You were right to let us know. And nice job catching those mistakes.

Rob Martin: 10:00 a.m.
Yep. Sam, I'll call you when I get confirmation.

164. What does Sam Kliff apologize for?

- (A) Spending too much money
- (B) Forgetting to check the brochures
- (C) Texting his coworkers on the weekend
- (D) Making mistakes on the brochures

165. What is suggested about Peter?

- (A) He is new to the company.
- (B) He often works on weekends.
- (C) He has a low-level position.
- (D) He worked on the brochures.

166. What will Rob Martin most likely do next?

- (A) Call Peter
- (B) Call the printer
- (C) Correct the brochures
- (D) Send the digital file

167. At 9:57 a.m., what does Tina Zakaria imply when she writes, "It's our only option at this point"?

- (A) They have to ask for approval.
- (B) They have to call another printer.
- (C) The company has to go to the trade fair.
- (D) The company has to pay the extra cost.

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Questions 168 – 171 refer to the following advertisement.

Dream Vacation



Golden sandy beaches, deep blue seas, peace and quiet, and delicious food.

Would you like to take the vacation of a lifetime? [1] Have you always thought about getting away on a romantic cruise but could never afford it? Now your dream can become a reality.

[2] Get away with Dazzle Tours! [3] Why not take one of our mini-breaks? You will find that a seven-day break costs a lot less than you thought. [4] For a limited time, we are offering a Caribbean cruise with stops in Jamaica, Aruba, and Puerto Rico for only \$799 (plus taxes). Service charges and visa fees are included.

Your Dazzle Tour includes:

- Round-trip airfare from Palm Beach to Belize
- All meals and on-board entertainment
- Choice of breakfasts, a buffet lunch, and a three-course dinner menu
- Full use of our sports center, sauna, and casino
- Jet-skiing and scuba diving
- Savings on shopping
- Book of discount coupons given to each passenger—can be used in any of our on-board shops and boutiques (excluding alcohol and tobacco)
- Guided tours at destination cities with one of our expert local guides. All guides are fluent in English and extremely knowledgeable about their city.

With Dazzle Tours, every day is a new adventure! All tours last seven days and six nights. Departures are every Sunday until August 31. Reservations must be made two weeks in advance. Call one of our agents to reserve your place now!

Dazzle Tours: 1-800-455-2222



168. What is the purpose of this advertisement?

- (A) To advertise a buffet
- (B) To offer store discounts
- (C) To promote a cruise
- (D) To introduce a casino

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

"If you book now, you can get away for even less."

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

170. How can reservations be made?

- (A) By e-mailing Dazzle Tours
- (B) By visiting the airport
- (C) By telephoning an agent
- (D) By faxing the company

171. How long does a Dazzle Tour last?

- (A) Six days
- (B) One week
- (C) Two weeks
- (D) One month

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Questions 172 – 175 refer to the following article.

Tips for Shopping Online



Shopping online gives you access to thousands of goods from companies around the world. However, some more unfortunate individuals find that the goods they ordered look nothing like the pictures, arrive damaged, or don't arrive at all. Here are some tips to help protect yourself when you shop on the Web.

- Before placing your first order, research other people's opinions of the company. There are many websites dedicated to reviewing online companies with satisfaction surveys, and customer reviews and comments.
- Next, read all the available information the company provides, including the fine print. Make sure you read and understand the return policy. Check whether you will have to pay for shipping if you need to return the goods.
- Always include shipping costs and sales tax in the final price when comparing costs. If the cheapest item has the most expensive shipping fees, it might not be the bargain it seems to be.
- Keep records of your order. Print out your e-receipt, or save it to a file on your hard drive. This proof-of-purchase will help you in the event that your item is damaged or not what you ordered.

If you encounter any problems with an online company, contact a consumer advocacy group. You can easily find telephone numbers for such groups on the Internet.

172. What should you do before making an online purchase?

- (A) Ask about discounts
- (B) Compare similar websites
- (C) Check the pictures of the item
- (D) Find out about shipping costs

173. Why should an online shopper keep the receipts?

- (A) For recycling purposes
- (B) In case there are disputes
- (C) To show for the shipping
- (D) To prove his or her identity

174. The word "encounter" in paragraph 6, line 1, is closest in meaning to

- (A) face
- (B) solve
- (C) cause
- (D) dislike

175. Whom should you contact if you have problems?

- (A) The review websites
- (B) The shipping company
- (C) A customer watchdog
- (D) Your Internet provider

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