

Questions 158-160 refer to the following memo.

To: All Prince & Earle Architects Staff
From: Edward Earle, President
Subject: New Development
Date: June 10

As I'm sure most of you already know, our company's lease for our current location in the Prescott Building is set to expire, and we have no intention of renewing it. We plan to hold a leaving party in the main meeting room at 3 p.m. on Friday, June 30, which will be our last day working on these premises. We hope to see all staff there.

It is also my pleasure to inform you all that a new work location has been found by our general operations manager, Ms. Arthurs. We will move all of our office equipment to the Cartwright Building on July 1 and July 2, and begin work on July 3rd. Our new space in the Cartwright Building will include five of the building's twelve floors, and its underground parking lot is spacious enough to accommodate all employee vehicles, free of charge. Permits will be distributed as you arrive on your first day of work. Non-drivers will be pleased to note that the Cartwright Building is conveniently located near stations on two subway lines as well as several major bus routes.

If you have any questions, please direct them to your department supervisor or Ms. Arthurs at Ext. 291.

158. What is the memo announcing?

- (A) A change in personnel
- (B) A successful business deal
- (C) A building renovation
- (D) A workplace relocation

159. According to the memo, what will happen on June 30?

- (A) Office equipment will be moved.
- (B) Employees will attend a social event.
- (C) Staff will start working in the Cartwright Building.
- (D) Parking permits will be handed out.

160. What is indicated about the Cartwright Building?

- (A) It has good access to public transport.
- (B) It is situated adjacent to a parking lot.
- (C) It does not currently house any businesses.
- (D) It was designed by Ms. Arthurs.

Questions 161-163 refer to the following letter.

Brendan Dawber
Dawber's
34 Rylen Street
Everett, WA

Dear Mr. Dawber,

We noticed that your account with us here at Goodman Supplies was unexpectedly closed yesterday. This was particularly surprising given the long and mutually profitable business relationship we have enjoyed with you. —[1]—. Over the past decade, Goodman Supplies has grown to become the foremost supplier in the state when it comes to nutritional supplements, vitamins, and organic snacks and beverages. —[2]—. We feel that your shop will have great difficulty finding these products at the same affordable rates that we can offer. —[3]—. I would be happy to move you up to a Premier account from a Standard account, which would provide you with extra privileges. This is possible if you re-open your account with us before the end of the month. —[4]—. And, we have new stock coming in that would be perfect for your business! Please don't hesitate to get in touch.

Best regards,

Anita Zelensky
Account Services

161. What type of business does Mr. Dawber most likely own?

- (A) A restaurant
- (B) A health food store
- (C) A medical clinic
- (D) A shipping company

162. What does Ms. Zelensky offer?

- (A) A product discount
- (B) A business consultation
- (C) A free trial period
- (D) An account upgrade

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

"In fact, you have been one of our most important customers for several years now."

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

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

From:	info@morganairportshuttle.com
To:	oelba@tivimail.com
Subject:	Phone in room
Date:	January 19

Dear Mr. Elba,

Thanks for getting in touch with us. A couple of phones were handed in to our front desk in the past few days, both of which were found in our guest bedrooms. I'd like you to call us at 555-3890 to discuss the matter and describe the phone that you're looking for. Please note that you will also be asked to confirm which room you stayed in and give us the credit card number you used when you made a booking. These are the measures we typically take in order to confirm an individual's identity.

I will be available between 9 A.M. and 7 P.M., Monday through Saturday. Please make sure you contact me at your next earliest convenience. It is our policy that all found items be disposed of if they are left unclaimed.

Regards,

Dina Gillette
Ferndale Travel Inn

164. Where does Ms. Gillette work?

- (A) At a hotel
- (B) At a travel agency
- (C) At an electronics store
- (D) At an apartment building

165. What did Mr. Elba most likely inquire about?

- (A) Room amenities
- (B) Payment options
- (C) Driving directions
- (D) Lost property

166. What information will Mr. Elba be asked to provide?

- (A) His meal preference
- (B) His home address
- (C) His room number
- (D) His preferred date

167. What is Mr. Elba encouraged to do?

- (A) Check his reservation information
- (B) Ensure a payment was processed
- (C) Make a call as soon as possible
- (D) Choose an alternative option

Questions 168-171 refer to the following online chat session.

Eva Becker [9:19 A.M.]	Hi, everyone. Let's talk about some ideas ahead of our department meeting this Wednesday. The number of new customers per month is falling. We should think about adopting a different approach.
Iris Kim [9:20 A.M.]	What are your thoughts on it?
Eva Becker [9:22 A.M.]	Well, considering the decline in both newspaper and magazine readership, moving away from print advertising to a more Web-based strategy would be good for us here at Orion.
Luis Santiago [9:24 A.M.]	That's a good way to show clips of our machines in use, too.
Cory Smits [9:27 A.M.]	I totally agree. Maybe we can utilize social media to generate more interest in our latest treadmills and exercise bikes.
Iris Kim [9:28 A.M.]	Definitely. It might also be a good idea to put ads for our weights on bodybuilding Web sites.
Eva Becker [9:34 A.M.]	Thanks, everyone. I like what you're coming up with. When we meet, I want to get an idea of the budget we'll need. So, identify some good places for our ads and compare the rates offered by them. Then we can pick the best site based on traffic, suitability, and rates.
Cory Smits [9:35 A.M.]	I'll get right on it.
Eva Becker [9:37 A.M.]	If you have any questions, get in touch. I'll e-mail you all a list of potential places to get you started.

168. At 9:19 A.M., what does Ms. Becker mean when she writes, "We should think about adopting a different approach"?

- (A) The company should stock a wider range of merchandise.
- (B) The meeting should include some other staff members.
- (C) The company should focus on online advertising.
- (D) The meeting should utilize some new technology.

169. What type of product does Orion sell?

- (A) Sports magazines
- (B) Fitness equipment
- (C) Kitchen appliances
- (D) Computer accessories

170. What will Mr. Smits most likely do next?

- (A) Review a budget
- (B) Compare some prices
- (C) Update a Web site
- (D) Create an advertisement

171. What will Ms. Becker probably send by e-mail?

- (A) A list of publications
- (B) A list of branch offices
- (C) A list of event locations
- (D) A list of Web sites

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