

We are delighted that you are joining us for today's event. — [1] —. We ask that you adhere to the following guidelines to ensure that all attendees have an enjoyable experience.

Upon entering the venue, please put any and all electronic devices in silent mode. Ringtones and lit screens are very distracting to both the performers and your fellow audience members. — [2] —. Moreover, audience members are not allowed to make an audio or visual recording of the performance.

Bags and other items in the aisles pose a safety concern. — [3] —. If your bag is too big to fit properly under a seat, consider storing it in a locker for just \$2. — [4] —. One of our attendants will gladly assist you with that.

Thank you for your cooperation.

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Where most likely is the notice posted?

- A. In an airplane
- B. In a concert hall
- C. At a restaurant
- D. At a post office

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What is stated about large bags?

- A. They can be put in a locked box for a fee.
- B. They must be left outside the building.
- C. They will be inspected by an attendant.
- D. They must be stored under a seat.

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In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Please refrain from making phone calls or texting at all times."

- A. [1]
- B. [2]
- C. [3]
- D. [4]

E-mail	
To:	Camille Ayala <ayala@esplinelectronics.com>
From:	Masae Adachi <madachi@sweeterspecialties.com>
Date:	February 12
Subject:	Event order
Attachment:	 Sweeter Specialties Request Form

Dear Ms. Ayala,

Thank you for selecting our business to provide baked goods for the Esplin Electronics conference event in March. We are honored that you chose us for a fourth year in a row! On March 29, we will provide a large vanilla cake for each of the ten venues you indicated, and we will deliver a custom-baked multilayer cake on the following day. You will be billed on March 28. Please review the attached order form and return it to me within seven days.

Regarding the cake you ordered for March 30, our head pastry chef will produce it according to your specifications. In fact, he created a sample of the complete recipe earlier today—almond crème cake with fresh raspberry filling. We have judged it to be a delectable treat, and we are sure that you will be pleased.

If you have any concerns, just send me an e-mail. As always, we value your business.

Masae Adachi, Owner
Sweeter Specialties

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What is the main purpose of the e-mail?

- A. To request confirmation of an order
- B. To adjust some delivery dates
- C. To announce the expansion of a business
- D. To promote new dessert products

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What is suggested about Ms. Ayala?

- A. She is receiving a professional award
- B. She has worked as a pastry chef.
- C. She has been a Sweeter Specialties client in the past.
- D. She received a positive recommendation about a chef.

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What is indicated about the multilayer cake?

- A. It has been a best-selling product with clients.
- B. It is the most expensive cake at Sweeter Specialties.
- C. It is baked for Esplin Electronics annually.

D. It is a new flavor combination for Sweeter Spactaliias.

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The word “judged” in paragraph 2, line 3, is closest in meaning to

- A. criticized
- B. settled
- C. determined
- D. described

Great Dishwasher!

I never had a dishwasher before. After remodeling my kitchen, I finally had room for a compact dishwasher. I did a lot of research, and the Dish Magic 300 seemed to be the best choice. It was pricier than other models, but all of the reviews were excellent. So, I decided to spend the extra money. I have had the dishwasher for one month now, and I could not be happier with my decision. Most importantly, the dishes come out sparkling clean, no matter how dirty they were going in. Also, the machine is so quiet, you do not even know it is running. Lastly, it is designed to use water efficiently, which is very important to me. Overall, I am very pleased with this dishwasher.

– Anna Yakovleva

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Why did Ms. Yakovleva choose the Dish Magic 300 dishwasher?

- A. It was less expensive than most models.
- B. It was the largest model available.
- C. It was rated very highly.
- D. It was the same brand as her other appliances.

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The word “running” in paragraph 1, line 7, is closest in meaning to

- A. adjusting
- B. controlling
- C. moving
- D. operating

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What is indicated about Ms. Yakovleva?

- A. She cares about saving water.
- B. She recently moved to a new home.
- C. She bought the dishwasher a year ago.
- D. She remodels kitchens professionally.

Skyler Airlines employs more than 20,000 people from all over the world. We're growing fast and have many positions available. — [1] —. So regardless of your background, there's probably a place for you on our team. Skyler employees enjoy many perks. — [2] —. For example, our discount program enables them to fly to any of our destinations for a fraction of the average ticket price. — [3] —. We offer upward and global mobility, tuition reimbursement, a mentorship program, and a generous compensation package. — [4] —. Annual paid vacations enable a comfortable work-life balance. It's no wonder that Skyler Airlines was named "Best Airline to Work For" by *Travel Vista Journal* three years in a row.

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For whom is the information intended?

- A. Skyler Airlines employees
- B. Skyler Airlines customers
- C. Potential journal subscribers
- D. Current job seekers

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In the information, what is NOT mentioned as being offered to employees?

- A. Payment for educational expenses
- B. Free airline tickets
- C. Opportunities for mentoring
- D. Paid days off

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What is mentioned about Skyler Airlines?

- A. It flies to the most destinations around the world.
- B. It is planning to merge with another airline.
- C. It has been praised by a trade publication.
- D. It has replaced its seats with more comfortable ones.

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In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Our openings cover a broad range of skill sets."

- A. [1]
- B. [2]
- C. [3]
- D. [4]



Susan Gowan 9:16 A.M.

Good morning. The presentation slides about the new line of headphones are almost ready for distribution to our many partner stores. We are on track to send them out next Monday.

Maggie Lorenz 9:17 A.M.

How do they look?

Susan Gowan 9:20 A.M.

There are still some missing elements.

Alan Woodson 9:21 A.M.

We mainly need the information from the user studies that reviewed the headphones for sport use. We should have that report from the research and development office by Wednesday.

Maggie Lorenz 9:22 A.M.

Yes, let's not overlook that. And if you're concerned about the report not arriving by Wednesday, please contact Matt Harven and remind him to expedite a summary to us.

Susan Gowan 9:23 A.M.

Assuming we receive that summary soon enough to incorporate its findings into the slides, should the three of us schedule a trial run through the presentation on Thursday or Friday?

Maggie Lorenz 9:24 A.M.

Let's try for Thursday afternoon. Then we will still have Friday to make any necessary changes.

Alan Woodson 9:25 A.M.

Fine by me. I'm free after 2 P.M.

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What is indicated about a presentation?

- A. It will be expensive to produce.
- B. It will highlight some best-selling products.
- C. It will be Ms. Gowan's first project.
- D. It will be sent to multiple locations.

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At 9:22 a.m., what does Ms. Lorenz imply when she writes, "let's not overlook that"?

- A. More staff should attend a meeting.
- B. Information from the user studies is important.

- C. The presentation must run smoothly.
- D. Partner stores must be notified about an upcoming report.

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Who most likely is Mr. Harven?

- A. A store manager
- B. An amateur athlete
- C. A product researcher
- D. An advertising executive

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When do the writers plan to meet to review a slide presentation?

- A. On Monday
- B. On Wednesday
- C. On Thursday
- D. On Friday