Part 5
Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Please e-mail Ms. Matthews to let ——- know when you arrive in Birmingham.
(A) She
(B) Her
(C) Herself
(D) her own

102. Attendees who participate in this year's trade fair will be asked ——- a survey.
(A) be completed
(B) completion
(C) completing
(D) to complete

103. The position offered to Mr. Abraham includes attractive ——- such as stock options and flexible hours.
(A) Benefit
(B) Benefits
(C) Beneficial
(D) beneficially

104. Employees hired this year are invited to a luncheon ——- the president of the company on this upcoming Friday.
(A) Off
(B) Throughout
(C) With
(D) among

105. Due to a computer malfunction, financial statements issued ——- the week of March first to seventh may contain errors.
(A) Among
(B) During
(C) Under
(D) Above

106. Christie Corporation shareholders have been pleased with the——- rate of return on their investment over the past ten years.
(A) Steady
(B) Steadily
(C) Steadies
(D) steadiness

107. Giamatti's presentation lasted ——- three hours, so he was unable to answer any questions.
(A) Variously
(B) Nearly
(C) Finely
(D) openly

108. Mr. Liu will achieve his goal of utilizing Field Data technology, ——- will revolutionize the measurement programs.
(A) What
(B) Where
(C) Who
(D) which

109. All employees are ——- that the payment of union dues may be submitted at any time.
(A) Recognized
(B) Respected
(C) Reacted
(D) reminded

110. We are pleased to have you as a member and look forward to a ——- beneficial relationship.
(A) Punctually
(B) Lately
(C) Precisely
(D) mutually

111. Without Helen Mirren's strong leadership, Fanning Industries' expansion into the Asian market would have been ——-.
(A) Comparable
(B) Eligible
(C) Impossible
(D) unable

112. To enter the laboratory for any reason, you must ——- your identification badge to the security guard at the door.
(A) Place
(B) Inspect
(C) Present
(D) state

113. The main goal of the association is to ——- support quality academic advising to enhance the educational development of students.
(A) Very
(B) Highly
(C) Roughly
(D) fully

114. The Melissa Manufacturing Company's management team has noticed a dramatic increase in productivity ——- workers began using the new machinery.

LIVEWORKSHEETS

(A) Despite
(B) Since
(C) Even
(D) besides

115. If an order for our products is placed after 6 P.M., the——— will not appear on our computer records for one day.
(A) Lateness
(B) Disturbance
(C) Transaction
(D) registration

116. Financial analysts at Yorkshire, Inc. in Toronto———- the effects on shareholder value when a company sells a part of its assets.
(A) Researches
(B) have researched
(C) researching
(D) will be researched

117. This summer, Diogo Airlines is offering a ———- that allows passengers to fly to Frankfurt at a twenty percent discount.
(A) Realization
(B) Destination
(C) Contribution
(D) promotion

118. The Gordon Museum will be closed until noon on Wednesday, November 17, ———- necessary building maintenance.
(A) due to
(B) instead of
(C) even though
(D) now that

119. The new strategy implemented by the government is intended ———- local economic growth.
(A) Facilitate
(B) Facilitation
(C) to facilitate
(D) to be facilitated

120. Sign up for Times Mirror Cable Television by April 5 to get five sports channels ———- your choice of three movie channels at no extra charge.
(A) in addition
(B) whichever
(C) Plus
(D) whenever

121. The newly launched mobile services will encourage our customers to check their purchase information ———-.
(A) They
(B) Them
(C) Theirs
(D) themselves

122. Returns of any clothing ordered from Laza Fashions online store must be made ———- 7 days of purchase for a full refund.
(A) Every
(B) Within
(C) Whenever
(D) notwithstanding

123. Despite the early problems of ———- the project, the construction on the new stadium is currently ahead of schedule and on budget.
(A) Fund
(B) Funds
(C) to fund
(D) funding

124. In his speech, the dean recognized the ———- that the professors had made in enhancing the quality of the courses being offered by the university.
(A) Répétitions
(B) Terminations
(C) Contributions
(D) acquisitions

125. The launch of the new MP3 player was far more successful than originally ———-.
(A) Anticipated
(B) Anticipates
(C) Anticipating
(D) anticipation

126. The board of directors agreed ———- to adopt the new marketing plan at the meeting yesterday.
(A) Miscellaneously
(B) Unanimously
(C) Currently
(D) Beneficially

127. Research articles intended for publication must include descriptive statistics ———- an informed reader may accurately interpret and evaluate the findings.
(A) in order
(B) therefore
(C) so that
(D) whereas

128. ———- the new agreement, 10 percent of the profits generated by the book will go to the author.
(A) According to
(B) In case of
(C) Resulting in
(D) Away from

129. The minimum hourly wage approved by the board of directors ———- as planned starting on September 1.
(A) has been implementing
(B) to implement
(C) had implemented
(D) will be implemented

130. Unless———- instructed, take this medicine three times daily after meals.
(A) Instead
(B) Somewhat
(C) Otherwise
(D) rather

LIVEWORKSHEETS

Part 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet. **Questions 131-134** refer to the following letter.

Mr. Mack Goodman
125 Piccadilly St.
London NE4
Dear Mr. Goodman:
Congratulations!
The admissions committee has listened to your tape, and I am pleased —-131.— that you have been selected to compete in our international piano competition.
It will be held at the Hong Kong Music School from July 9 to 12. If you wish to participate in this event, please fill out the enclosed acceptance form and return it to our office. On receipt of your form, we will send you the —-132.— information you will need regarding performance requirements.
—-133.—. If accommodations are a problem, we have several faculty members who have offered to have contestants as house guests. If you would like to stay with a faculty member during the competition, please let our office know as soon as possible. —-134.—, simply fill out the acceptance form and return it to us.
Sincerely,
Young Li, International Piano Competition Chairman. Hong Kong Music School.

131. (A) confirm (B) confirming
(C) to confirm (D) to be confirmed

132. (A) substitute (B) promising
(C) makeshift (D) specific

133.
(A) About 300 contestants representing 6 different countries attended the competition.
(B) Our brochure clearly explains the travel, accommodations available to your families.
(C) We also provide classes for people who are not good at playing the piano.
(D) Practice rooms with pianos will be made available to all contestants.

134. (A) Therefore (B) Otherwise
(C) Likewise (D) Similarly

Questions 135-138 refer to the following letter.

October 15
Ms. Paula Dunn
248 Woodford Ave. Plainville, Connecticut 06062
Dear Ms. Dunn,
Duratonic Heating and Cooling's customer service team has received your request concerning the —-**135.**— of the hot water heater, a product which you purchased in the previous month. —-**136.**—
Accordingly, we are pleased to inform you that we are willing to offer you a new heater. —-**137.**—, according to the conditions of the warranty, you have to forward the original receipt of your purchase.
As soon as —-**138.**— reaches us, we will immediately contact you so that we can set up a time as to when our technician can go to see you.
We thank you for choosing Duratonic Heating and Cooling.
Alan Long, Customer Service Representative

135. (A) Installation (B) Preservation
(C) Replacement (D) assessment

136. (A) We are not responsible for any damage caused by misuse.
(B) We would like to express our apologies for any difficulties that the broken heater has given you.
(C) I am sorry to inform you that your request will not be accepted.
(D) Let us begin by saying that we appreciate your patronage of our products.

137. (A) However (B) Moreover
(C) Otherwise (D) Namely

138. (A) It (B) they (C) he (D) some

LIVEWORKSHEETS

Questions 139-142 refer to the following information.

ORDER INFORMATION

Prices —-**139.**— in this catalog are in effect at the time of publication and are subject to change without notice.
■ Payment: All orders must be prepaid. Credit cards are accepted. Shipping and handling charges will be added to all invoices —-**140.**— taxes.
■ Returns: Any request for a return of merchandise must be submitted in writing. Include your invoice number and the reason for the return. —-**141.**—.
—-**142.**— merchandise can be exchanged for the same product. Merchandise that is not defective and is accepted for return must be received by us in new condition.

139. (A) printed (B) manufactured
(C) aimed (D) designated

140. (A) on behalf of (B) except for
(C) in spite of (D) in addition to

141.
(A) So please stop by or browse our selection online.
(B) The instructor will be handing out receipts for the class on the first day.
(C) No returns will be accepted three months after the date of the receipt of the order.
(D) Admittance is free, and you don't even have to register to attend!

142. (A) Underlying (B) Untrue
(C) Deliberate (D) Defective

Questions 143-146 refer to the following notice.

—-**143.**— Please fill in the attached online form —-**144.**— your six-month limited membership and to continue to get the best quality music files in the country.
To be sure that your service continues without—-**145.**— in the future, we also recommend that you register for our automatic billing program. Once you are registered, you won't have to experience the inconvenience of renewing your membership again. Customers who —-**146.**— in the program can download additional 20 music files for free.
For more information, please visit our Web site at www.lunamusic.com.

143.
(A) An invoice for your subscription renewal is attached to this e-mail.
(B) As you may have noticed, your Runa music download service will expire on May 20.
(C) The renewal term will not start until your present subscription is finished.
(D) Our premium services are available to those with a paid one-year membership.

144. (A) renews (B) renewed
(C) renew (D) to renew

145. (A) division (B) function
(C) interruption (D) attraction

146. (A) enroll (B)succeed
(C) invest (D) train

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 advertisement.

Blue Ridge Mountain Sports
458 Kensington Avenue, Harrisburg, Pennsylvania
Harrisburg's number one source for hiking gear is relocating to the new Somerset Plaza next month. To prepare for the move , we're offering huge discounts throughout the store. All items will be marked down 20-40% off. Bring in this advertisement to save an additional 5 percent on sale prices.
Hurry in! Sale ends on May 31st. Current location: 458 Kensington Avenue. New location : 120 Somerset Plaza, opens June 1
For directions to our current and new location, visit our online website www.blueridgesports.com or call us at (617)240-2568

LIVEWORKSHEETS

147. What is mentioned about Blue Ridge Mountain Sports?

(A) It regularly holds sales.
(B) It is changing locations.
(C) It hosts sporting events.
(D) It is going out of business.

148. What is indicated in the advertisement?

(A) The sale will end before the new store opens.
(B) Blue Ridge Mountain Sports will open several new stores next year.
(C) The five-percent discount will be available only to items that are not on sale.
(D) Many shoppers visit the store on Kensington Avenue.

Questions 149-150 refer to the following text message chain.

Gallow I finished typing all the letters you asked me to type the other day, Ms. Wright. Do you want me to do anything else? 11:39 A.M.
Wright Not really, it's already 1:30, you can have your lunch now. By the way, can you take the letters to the mail room on your way to the cafeteria? 11:43 A.M.
Gallow Sure, but I think it will take quite a long time at the mail room during the lunch break. Do you mind if I return back to the office at about 4 o'clock? 11:45 A.M.
Wright Not at all. I've got some paper work that I have to do now but I don't think I will need your help. Just don't forget to call Ms. Green at the Boston branch to make sure of the schedule for tomorrow. 11:47 A.M.

149. At 11 :47, what does Ms. Wright mean when she writes, "Not at all"?

(A) She doesn't need any help from Mr. Gallow.
(B) She allows Mr. Gallow to get back to work later than usual.
(C) She doesn't want to contact Ms. Green.
(D) She thinks that she has to go to the cafeteria by herself.

150. What does Ms. Wright ask Mr. Gallow to make sure to do for tomorrow?

(A) Finish the paper work for the meeting
(B) Make a phone call to Ms. Green at Boston branch
(C) Call the applicants for a new job opening
(D) Leave a note for other workers

Questions 151-152 refer to the following business card.

Draper & Wells **Attorneys at Law** Paula McMichael. Senior Attorney, Toronto Office Specializing in Labor and Employment Litigation We help our clients keep their workforce and their businesses running smoothly. 525 Village Center Place Toronto, Ontario Tel (905) 360-1500

151. Who most likely is Ms. McMichael?

(A) A lawyer
(B) An accountant
(C) A travel agent
(D) A real estate agent

152. What is indicated about Ms. McMichael?

(A) She practices criminal law.
(B) She works in Ontario.
(C) She can be reached by e-mail.
(D) She is a partner at the law firm.

LIVEWORKSHEETS

Questions 153-154 refer to the following memo.

To: Music Teachers
From: Principal Caldwell
Date: April 27
Subject: Change of classrooms
Because the regional principal's conference has been moved from Hermitage High School to our school on short notice, the auditorium will be unavailable during the second week of May. If you had planned for your band or chorus class to use the auditorium during this time, Ms. Willis will assist you in finding an alternative room. There are a few empty classrooms on the second floor that are available. If you have a larger class and need more space, Ms. Willis is in the process of working out an arrangement with the gym teachers to use the gym since the physical education classes can meet outdoors. Details will follow shortly.

153. What is the purpose of the memo?
(A) To announce a conference at Hermitage High School
(B) To describe a change in the auditorium availability
(C) To invite staff to a chorus concert
(D) To introduce a new gym teacher

154. What is the course of action suggested in the memo?
(A) Exercising outdoors
(B) Rescheduling the principal's meeting
(C) Booking the auditorium
(D) Contacting Ms. Willis

Questions 155-157 refer to the following advertisement.

Stockyard Building Supply, Inc. Weekend shifts required where indicated. **Loss Prevention Manager**
Must have a university degree, good communication, leadership, and people skills. Prefer at least 2 years of loss prevention experience. Basic working knowledge of retail policies and procedures is required. Some weekend work is required for this position.
Delivery Driver
Must have a Commercial Driver's License, be able to read maps and follow specific directions and delivery instructions. Must be able to handle and move items weighing up to 30 kg without assistance. Require availability 7 days a week.
Customer Service Coordinator
Must have at least one year of call center or customer service experience. Associate's degree is preferred. Computer knowledge and proficiency is required. Weekend work is required.
Administrative Assistants
Must have strong written and verbal communication skills, organizational skills and abilities to multi-task. Computer knowledge and proficiency is required. Please send resume to: Human resources
Stockyard Building Supply, Inc 655 Bremo Road Marietta, GA 78240.
No phone calls or e-mails, please.

155. What is a requirement for Loss Prevention Manager position?
(A) Excellent accounting experience
(B) A willingness to work at night
(C) A degree in communication
(D) Some knowledge of retail procedures

156. What position does NOT involve weekend shifts?
(A) Administrative Assistant
(B) Loss Prevention Manager
(C) Delivery Driver
(D) Customer Service Coordinator

157. How will candidates apply for the positions?
(A) Online
(B) By telephone
(C) By mail
(D) In person

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Questions 158-160 refer to the following brochure.

Experience the Shenandoah Valley with Appalachian Tours

Enjoy the beauty of the state park and charming sight of downtown Shenandoah during a four-hour tour by Appalachian Tours. The 75-acre park features majestic forests, a natural waterfall, giant meadows, and great hiking trails. In the morning, you can explore the park on your own or join a guided tour led by one of our professional guides. At noon, we will visit the historic business district. After a delicious lunch at the famous Valley Dinner, the tour concludes with a visit to the Farmers' Market, which offers a wide assortment of fresh fruits and vegetables.

The tour buses depart at 10:00 A.M. from Shenandoah Station, and return at 2:00 P.M., Friday through Sunday. Tickets are $25 for adults, $15 for students with a valid student ID, and $10 for children under the age of 10.

For details and reservations, call Appalachian Tours at 540-619-1 877 or visit our website at www.appalachiantours.com

Appalachian Tours

158. For whom is the brochure most likely intended?
- (A) Local farmers
- (B) Tourists
- (C) Historians
- (D) Teachers

159. According to the brochure, where will people first board the bus?
- (A) At Shenandoah Station
- (B) At Appalachian Tours' office
- (C) At the Valley Diner
- (D) At the farmers' market

160. How much is a fee for an 8-year-old?
- (A) $10
- (B) $15
- (C) $20
- (D) $25

Question 161-164 refer to the following online chat discussion.

Leanne 2:15 P.M.	Dayton Paper and Box Company is offering a 15% discount on large orders. That's a great discount, but do you know if our orders are large enough to qualify for it?
Scott 2:20 P.M.	That's a good question, Leanne. I assume it requires a pretty large shipment, so if we increase the size of our orders, we might get the lower price.
Leanne 2:25 P.M.	I'm all for it. We could buy a few months' worth of paper all at once. Why don't you give Dayton to call and find out what their minimum bulk order is?
Scott 2:26 P.M.	I'll do that right away. If it turns out that we'll save money, should I place an order immediately?

161. Why is Leanne doubtful?
- (A) Scott works too slowly.
- (B) Dayton's prices are too high.
- (C) They cannot receive a large shipment.
- (D) Their orders may be too small.

162. What does Scott hope to do?
- (A) Ship an order of paper
- (B) Receive a different offer
- (C) Place the next order
- (D) Save the company money

163. At 2:25, what does Leanne mean when she writes, "I'm all for it"?
- (A) Dayton Paper is organizing a big deal.
- (B) Bulk orders are necessary for discounts.
- (C) If meeting the needs, her company can save the expenditures.
- (D) Maximum bulk orders are ideal for benefits.

164. What will Scott probably do next?
- (A) Send a large shipment
- (B) Call the paper company
- (C) Accept the offer
- (D) Place an order

Questions 165-167 refer to the following letter.

LIVEWORKSHEETS

In-Shape Fitness Center
1450 Lexington Parkway. Tucson, Arizona 85701
A Fitness and Weight Loss Center designed for Women

December 14
Ms. Heather Blankenship, 704 Weldon Drive. Tucson, Arizona 85708.
Dear Ms. Blankenship,
I enjoyed speaking with you about a fitness instructor position at In-Shape Fitness Center. I would like to offer you a full-time position beginning in March. Currently, we offer aerobics, yoga, and cycling classes. Since your specialty is pilates, we want to feature some new pilates classes taught by you in the spring. I would also like to see if you would be interested in substitute-teaching in the meantime to fill in for our yoga instructor who is scheduled to be on vacation in February. This will help you familiarize yourself with our facility before your classes begin in March.
I am looking forward to working with you. We feel that your teaching experience will be a valuable addition to our center. Please contact me at 387-423-7769 by the end of January so that we can set up a time to finalize your paperwork and make your spring class schedule.
Sincerely,
Julie Hawthorne. Director

165. What is the purpose of the letter?
(A) To make an offer of employment
(B) To announce the opening of a new gym
(C) To schedule a job interview
(D) To advertise fitness classes

166. According to the letter, what is true about Ms. Blankenship?
(A) She has experience of teaching fitness classes.
(B) She is a cyclist.
(C) She is currently a substitute teacher.
(D) She will be on vacation in February.

167. What fitness classes are not currently offered at In-Shape Fitness Center?
(A) Yoga
(B) Pilates
(C) Cycling
(D) Aerobics

Questions 168-171 refer to the following article.

Workplace Etiquette Essentials
In David Tanner's book, *Office Etiquette Do's and Don'ts*, Tanner offers great advice on how individuals can avoid conflicts in the workplace by following some simple guidelines. – [1] -. Mr. Tanner argues that many employees have their bleak future and eliminate themselves from considerations for their promotion because of their inability to manage their office behavior effectively.
For instance, whenever you have issues in the workplace, you're better off thinking through your words before you voice complaints, thoughts, or suggestions. Assess the situation carefully. – [2] – . If the gains outweigh the losses, proceed in a professional and polite manner. In the instance, you do find yourself in a workplace conflict, be sure to protect yourself with thorough documentation. – [3] – . A smart employee will document issues that relate to self-preservation and protection of job security.
Mr. Tanner is a workplace psychologist and bestselling author who has won numerous awards for his research and writings on workplace issues. – [4] – . Two of his earlier books have sold more than one million copies worldwide. Office Etiquette Do's and Don'ts has already sold 20,000 copies since being released by 8ramberton Press only five months ago. It is available in bookstores and on the company's website, www. brambertonpress.com.

168. What does the article primarily discuss?
(A) A brochure about solving problems among employees
(B) A publication about how to avoid being laid off
(C) A report about company's employee training program
(D) A book about appropriate behavior for employees

169. According to the article, what does Mr. Tanner recommend to an employee who has a dispute at work?
(A) The employee should keep detailed records in writing.
(B) The employee should complain to their boss.
(C) The employee should call security.
(D) The employee should file a lawsuit.

170. What does the article suggest about Mr. Tanner?
(A) He owns Bramberton Press.
(B) He is a very a successful writer.
(C) He represents employees in lawsuits.
(D) He wrote his latest book in five months.

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

"Strategize and assess your gains and losses."

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

Questions 172-175 refer to the following letter.

Costen Floors, Inc. February 11

Dear Ms. Rodriguez,

I am writing to inform all our valued customers about some exciting news at Costen Floors, Inc., your premier flooring store. – [1] -. Next month, we will be relocating our Seven Springs store to a larger space in nearby Hanover, at 508 Idlewood Road. We have posted directions to our new location on our website at www.costenfloors.com. – [2] -. The move will allow us to carry more products and keep our prices low since we will be closer to our suppliers. We look forward to seeing you again at our new Hanover location soon.

As aforementioned, we will be adding some new flooring products to our inventory. Beginning in April, we will stock some exotic hardwood flooring, including Brazilian Cherry, Australian Cypress, and American Walnut. – [3] -. To celebrate the grand opening of our new location, all vinyl and tile flooring purchased during the month of April will be 10% off.

– [4] -. We hope you will keep Costen Floors in mind for all of your flooring needs. Don't forget, we also offer installation for all of our products.

Sincerely,

Winston Reed, Manager, Costen Floors

172. What is implied about Ms. Rodriguez?

(A) She lives in Seven Springs.
(B) She has purchased flooring before.
(C) She works in the flooring business.
(D) She prefers imported flooring.

173. What does the letter say about the Hanover location?

(A) It is closer to Costen Floors' suppliers.
(B) It opened in February.
(C) It is a brand new building.
(D) It has no other flooring stores nearby.

174. According to the letter, what is NOT going to happen at Costen Floors in April?

(A) More employees will be in the store.
(B) Some flooring materials will go on sale.
(C) New flooring products will be available.
(D) Prices for exotic flooring will be discounted.

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

"We will also be increasing the size of our staff to better serve you."

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

Questions 176-180 refer to the following invitation and e-mail.

Quest Laboratories, Inc. cordially invites you to attend the annual Research and Development Awards Ceremony to honor outstanding achievement in our research and development departments over the past year.

Where : Lincoln Events Center, Portland, Oregon
When : Wednesday, May 15
Program
7:00 p.m.: Welcome Reception
8:oo p.m.: Presentation of Awards to developers
8:30 p.m.: Presentation of Awards to researchers
9:15 p.m. : Dinner and Musical Entertainment
Awards Recipients
Ms. Gwyneth Hopkins, Director of Product Development, Portland
Dr. Mari Tanaka, Senior Researcher, Tokyo
Dr. Duane Purdue, Senior Researcher, Portland
Dr. Ryo Kobayashi, Senior Researcher, Osaka
Please respond to this invitation by returning this enclosed form by March 30.

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To: Teresa Reed

From: Curtis Norwood

Date: March 17 03:28

Re: Awards ceremony gifts

Dear Teresa,

I just placed the order for the awards and I am sending you the details, as requested. I ordered a platinum crystal trophy engraved with the company logo, recipient's name, and a personal inscription for the developer award. For the researchers, I ordered three plaques engraved with the company logo, recipient's name, and a personal inscription.

The awards come individually wrapped, and they are due to arrive by the end of next week. I am sending over a copy of the order confirmation to your office for your records. As we discussed previously, the developer award will be accompanied with a $1,000 bonus check, which will be included in an envelope containing a letter from the company president.

Regards,
Curtis

176. Who will receive a trophy at the ceremony?
(A) Ryo
(B) Gwyneth
(C) Mari
(D) Duane

177. What is suggested about Quest Laboratories?
(A) It will open a new office in Japan.
(B) It will soon merge with another company.
(C) It only has offices in Portland.
(D) It holds an awards ceremony each year.

178. At what time will the plaques be presented at the ceremony?
(A) 7:00 p.m.
(B) 8:00 p.m.
(C) 8:30 p.m.
(D) 9:15 p.m.

179. In the e-mail, what does Curtis Norwood offer to do?
(A) Provide a copy of the order confirmation
(B) Choose the award presenters
(C) Write the bonus check
(D) Ask the president to write a letter to the award winner

180. What is NOT stated about the gifts?
(A) They will be inscribed for each award winner.
(B) They will be engraved with the company logo.
(C) They will be presented by the company president.
(D) They will be wrapped individually.

Questions 181-185 refer to the following e-mails.

To:	Timothy Rinaldi <trinaldi@vistatelecom.net>
From:	Courtney Lee <clee2@vistatelecom.net>
Subject:	Vista Screen Touch Phones
Date:	March 3

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Dear Tim,

It has been brought to my attention that several negative reviews about our new Screen Touch Phones have been posted on popular electronics product review websites. Two of those websites are www. electronicreviews.com and www.productinfo .com. The complaints seem to be about the battery life of the phones.

We need to move quickly to address this problem because the Screen Touch phones are a very important part of this year' s marketing campaign. To adequately address this matter, however, we need more details. Can you have your team do some research for us on this issue?

Also, please find out if our customers have any other concerns about the Screen Touch product line. I'd appreciate it if you could get back to me with an initial assessment by the end of next week.

Thanks for your help. Courtney

To:	Courtney Lee <clee2@vistatelecom.net>
From:	Timothy Rinaldi <trinaldi@vistatelecom.net>
Subject:	Vista Screen Touch Phones
Date:	March 9

Dear Courtney,

We've done some research into the problem you mentioned in your e-mail on March 3. We have found that customers indeed are not satisfied with the battery life of the Screen Touch phones compared with other models. The battery seems to be running out in less than two hours of talk time. Fortunately, it seems that the problem is mostly restricted to the ST 750 model. So, you and other managers in product development need to address this problem.

In addition, there seems to be some dissatisfaction among buyers with the Screen Touch ST 1000 model. Customers are not happy with the antenna's signal strength; they are reporting a higher rate of dropped calls than a normal one. I'll send you a more detailed report of our findings within a week. There is some good news, however. Our market research indicates that customers are quite satisfied with the price and features of both of these models. So if your teams can solve the problems we have indicated, I think things will be just fine.

Tim

181. Why does Ms. Lee write to Mr. Rinaldi?
- (A) To discuss the marketing campaign
- (B) To promote the two websites
- (C) To ask him to research the complaint
- (D) To propose a solution to the problem

182. In what field does Ms. Lee work?
- (A) Advertising
- (B) Distribution
- (C) Customer relations
- (D) Product Development

183. What is NOT stated about Vista Telecom?
- (A) It also manufactures computers.
- (B) Its product is reviewed on two electronics websites.
- (C) It researches customer complaints.
- (D) It produces mobile phones.

184. What does Mr. Rinaldi note about the ST 1000 model?
- (A) The price that the stores are charging is too high.
- (B) The antenna is not as powerful as the manufacturer would like.
- (C) The customers are disappointed with the features.
- (D) The battery life is too short.

185. In the second e-mail, the word "restricted" in paragraph 1, line 4 is closest in meaning to
- (A) Reduced
- (B) Limited
- (C) Unauthorized
- (D) prohibited

LIVEWORKSHEETS

Questions 186-190 refer to the following advertisement and web pages.

Make your business successful!
How efficiently is your business operating? Trying to maximize your income?
Join Bains Small Business Resource (BSBR) and receive comprehensive training and resources to manage your business in the financial aspects and others! We have specialized in helping small business owners nationwide achieve financial success for the last eleven years. If you want to seize the unique opportunity, you can find out the information about what a business owner can learn from BSBR on our website, http://www.bsbr.com, right now.
Also, receive immediate access to BSBR now for a one-time registration of just $49.90 plus a monthly membership fee of $22 (Professional) or $30 (Exclusive).

http://www.bsbr.com/service

Home **SERVICE** Register Community

Informational Resources? Access to a wide variety of articles, reports, and reviews written by industry experts and aimed at helping business owners achieve long-term profitability. They are updated every week to provide members with the most up-to-date information available.
Templates &Training Manual? A very large database of free downloadable worksheets, forms, and reporting templates is available. Just click and download the templates that best suit your needs. Training manuals will be provided by mail.
Online Community Service? Participate in our online community to share ideas and insights from thousands of members who operate their own business.
Specialized workshops? Join our new series of online classes covering-business plans, strategies for marketing and personnel management for small businesses and start-ups. This program is available only to exclusive members.

http://www.bsbr.com/register

Home Service **REGISTER** Community

BSBR's Application
First Name: *Jane* Street: *1958 Deer Hollow Dr*
Last Name: *Meyer* City: *Fort Worth*
Company Name: *Columbus Wear* State: *Texas*
Phone Number: *817-552-5034* Postal Code: *76051*
E-mail Address: *jmeyer@columbuswear.com*
Create Username: *Jmeyer*
Create Password: *******
Verify Password: *******
Select Payment Type: $49 registration plus:
$22 a month ✓$30 a month
If you are not satisfied with the BSBR training manual or benefits of membership, you may return the training manual to us within 7 days for a full refund of your membership fee.
Submit

186. What is the purpose of the service page information?

(A) To promote a new product
(B) To describe the benefits of a membership
(C) To explain how to make attractive web pages
(D) To provide a guideline for working with a small company

187. What is true about BSBR?

(A) It has multiple locations.
(B) It is based in Fort Worth, Texas.
(C) It has operated its business for over a decade.
(D) Its services are available to small business owners for free.

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188. According to the service page information, what changes weekly?

(A) The informational resources
(B) The worksheet templates
(C) The location of BSBR's training workshop
(D) The consultants for BSBR's members

189. What is suggested about Ms. Meyer?

(A) She plans to relocate her business.
(B) She would like to take online classes.
(C) She wants to find a less expensive shipping company.
(D) She is interested in joining as a professional member.

190. When does BSBR provide a full refund?

(A) When a workshop is canceled
(B) When a shipment is damaged
(C) When the wrong manuals are given
(D) When a member returns the training manual within a week

Questions 191-195 refer to the following e-mail, schedule, and form.

From:	Kathryn Perez
To:	All department managers
Subject:	Leadership Training Courses and Seminars
Date:	August 11

Annually, all the department managers here at Boardex Inc. are required to attend a series of training courses and seminars for them to attain proficiency in directing their responsible groups. This year, we have invited renowned speakers from outside our company. Attendance of two or more sessions is mandatory for all managers, and those who fail to follow through will have to be present at a make-up session on August 30. A feedback form is attached to this mail that you need to complete and tum in to Kevin Jacobs at the end of all sessions.
Additionally, enclosed is the complete schedule of all sessions in this e-mail. Please consult the information and I hope that this session will be informative and helpful for your management.
See you that day.
Thank you,
Kathryn Perez. Human Resources

Leadership Training Courses and Seminars

Session	Presenter	Date and Time
Critical Thinking	Steve Uejio	August 17, 12:30 P.M.-1:15 P.M.
Situational Leadership	Jerry Hoffman	August 23, 11 :50 A.M.-12:45 P.M.
Collaborative Leadership	Tanner James	August 19, 1:15 P.M.-2:10 P.M.
Leadership for Women	Lindsay Parks	August 25, 11 :50 A.M.-12:3O P.M.

Note that the time listed may change within the range of five minutes, so please plan accordingly.
All the sessions will take place in Marcus Hall.
Refreshments will be provided at courses that begin in the afternoon.

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Leadership Training Feedback Form
Name: Dane Green
Sessions attended:
✓Critical Thinking __Situational Leadership ✓Collaborative Leadership __Leadership for Women
Which session did you find the most helpful? Why?
Not only the critical thinking was the most effective of all sessions but it was also very entertaining as the speaker allowed me to think out of the box with the lateral thinking questions listed on the sheet he gave us. This session was especially helpful for me since creative thinking is an essential skill in advertising, and I also learned about new ways to approach problems that may occur in my department.
How could the courses be improved?
It was mentioned in the schedule that we may be let go just a bit past the scheduled time, but the session on August 19 ended fifteen minutes late. I ended up showing up late at a meeting I scheduled for 2:20. If the speaker does not exceed their given time, it would be much more helpful.

191. Why was the email written?
(A) To invite all employees to leadership training courses
(B) To recommend the managers to participate in an annual event
(C) To notify the schedule of a series of informative sessions
(D) To announce the change in a meeting location

192. What is true about the sessions?
(A) Employees who attend them will receive snacks.
(B) Department managers are required to attend all of them .
(C) They will begin in the afternoon.
(D) Their schedules is subject to change.

193. What is suggested about Mr. Green?
(A) He works under the supervision of Kathryn Perez.
(B) He left a session early to attend a meeting.
(C) He is the manager of the advertising department.
(D) He was able to show up to all the courses.

194. Who distributed a sheet of paper during a session?
(A) Steve Uejio
(B) Jerry Hoffman
(C) Tanner James
(D) Lindsay Parks

195. From what session did Mr. Green leave late?
(A) The critical thinking session
(B) The leadership for women session
(C) The situational leadership session
(D) The collaborative leadership session

Questions 196-200 refer to the following notice, information, and letter.

Renew your Augusta Science Museum Membership Now
If you haven't been to the Augusta Science Museum recently, you will notice some upgrades to our facility upon your next visit: our lobby has been renovated, new seats have been installed in the dome theater, and we've added a cafe. As a past member of the museum, you know that our memberships offer great benefits. So if you want to enjoy the more newly upgraded experiences, please renew your membership at this moment. Basic benefits of membership include a year of unlimited free admission, the opportunity to purchase tickets in advance for special exhibitions, a 20% discount at the gift shop, and subscription to our Science and Technology Magazine. For more details, you can visit our website and sign up for this service.

Membership Level

Individual – $60
Includes all basic benefits for one person.

Individual Plus – $100
Includes all basic benefits and free admission for all lectures for one person. Also includes 2 guest passes for museum admission.

Family – $120
Includes all basic benefits and free admission for all lectures for 4 people. Also includes 4 guest passes for museum admission.

Family Plus – $200
Includes all benefits of the family membership plus 6 guest passes. Also, Basic benefits of membership include a 20% discount at the gift shop, the opportunity to purchase tickets in advance for

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special exhibitions, and a private tour of one special exhibition of your choice.

Note:
Next year's first special exhibition "Inventions of Benjamin Franklin" will run from Jan. 5 to Feb. 28. Tickets go on sale for members beginning on Nov 15 and for non-members beginning on Dec. 1.

Augusta Science Museum
Mr. Todd Pollard
725 Lauderdale Drive
Augusta, GA 47816

Dear Mr. Pollard:

Thank you for renewing your Augusta Science Museum membership. Your membership helps to support the museum and its programs. Your new membership card and six guest passes are enclosed.

Please note that there is an update to the information that was included in the membership renewal notice that was sent to you. The opening date of the special exhibition "Inventions of Benjamin Franklin" has been changed to January 15. We apologize for any inconvenience that this may cause.

We hope you enjoy your membership, and we look forward to seeing you at the museum soon.

Sincerely,
Beth Lennon

196. What is indicated about Augusta Science Museum?

(A) It was closed to public for its renovations.
(B) It has a special exhibition every month.
(C) It has a cafe exclusively for members.
(D) It publishes a magazine.

197. What is NOT mentioned about benefits of Family Plus membership?

(A) Members will receive a discount when they make a purchase at the gift shop.
(B) Members receive six tickets to the dome theater.
(C) Members receive a private tour of a special exhibition.
(D) Members can have a chance to purchase tickets in advance.

198. When will the Benjamin Franklin exhibition open?

(A) November 15
(B) December 1
(C) January 5
(D) January 15

199. What is stated in the letter?

(A) The beginning date of the exhibition has been changed.
(B) The membership Mr. Pollard was going to renew is no longer available.
(C) The membership fee should be paid by January 15.
(D) The guest passes should be picked up at the museum membership office.

200. At which level did Mr. Pollard renew his membership?

(A) Individual
(B) Individual Plus
(C) Family
(D) Family Plus

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