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Questions 181-185 refer to the following news article and email.

Gearing Up for Internet Media Conference

BRUSSELS - Entrepreneurs, investors, and technology analysts are eagerly awaiting the 4th annual European Internet Technology Forum (EITF) here next week. In the last three years, it has become the most important showcase for groundbreaking Internet technologies on the continent.

This year, everyone will be watching Enrique del Alamo, founder of the Spanish company Phone Online. Its services include free international long-distance calls over the Internet. Mr. del Alamo says the company already handles over 3% of all such calls worldwide. Now, he is expected to announce the introduction of a new service. Analysts have not been given much information about it, but Phone Online spokesperson Staci Kim has suggested it will allow users to place calls to cell phones around the world in addition to land lines.

Other participants at this year's forum will include the president of the Internet software producer Netwise, Mariska Olin, and American technology expert Dennis Aldrich. Over 1,000 representatives from European technology journals are also on the guest list. Investors in attendance will have great opportunities to conduct research on the countless startup firms that will be there.

Some see the EITF as evidence of a European surge with the potential of overtaking the US's leading position in this industry. Others feel that even if this happens, it will not be for many years. But one thing is sure: the EITF has become the place to be for investors interested in discovering the next super-company.

Harris Venture Capital Email System

From: Jennifer Chapman
To: Paul Stabler
Subject: Investment opportunities

Hi Paul,

I'm forwarding you an article from this week's Business News Magazine entitled "Gearing Up for Internet Media Conference." It talks about an event taking place in Belgium next week.

We've been looking for some new startup companies to invest in, and I think the EITF will be a great place to find them. Can you have someone from your team fly over to Brussels and do research for us? The financial department will cover all the expenses.

Thanks a lot,

Jennifer

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181. What does the article mainly discuss?
(A) The services provided by several companies
(B) The differences between European and US firms
(C) The features of an upcoming business gathering
(D) The process of starting a technology company

182. Who heads a software company?
(A) Jennifer Chapman
(B) Dennis Aldrich
(C) Staci Kim
(D) Mariska Olin

183. Which group will NOT be represented at the forum?
(A) Cell phone owners
(B) Industry experts
(C) Technology professionals
(D) Investment agents

184. What would Harris Venture Capital like to do?
(A) Run the EITF
(B) Buy shares in Phone Online
(C) Plan an American technology forum
(D) Fund a promising new business

185. What should Paul Stabler do next?
(A) Order a subscription to Business News Magazine
(B) Assign an employee to participate in the forum
(C) Contact the president of Netwise
(D) Send his team's budget report to the financial department

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Questions 186-190 refer to the following letters.

Sandra Lacey
716 Johnson Ave.
Elmer, IL

World Travel Journal

Dear Ms. Lacey,

Thank you for being a subscriber to *World Travel Journal* for the past 12 months. We're sure you've enjoyed all of the wonderful features of our publication. That's why we wanted to remind you that your subscription to our magazine will expire next month. Unless you act now, you will no longer receive *World Travel Journal*.

Let us tell you what you can expect from the journal in upcoming issues. Next month, we'll be interviewing travel experts from around the country to learn about their favorite vacation destinations for travelers. And in a few months, in December, we're going to start a new section with tips on how to get the best deals on airline tickets.

You won't want to miss any of these exciting issues, so contact us today to renew your subscription. It's simple! Just call us at 1-888-555-9232, or send a letter stating your intention to renew, along with a check for the amount of $99.50 for another 12 months, to:

World Travel Journal
Subscriptions and Promotions Department
Attn.: Elliot Hayes
11559 Sprucewood, Caulder, CA

Elliot Hayes

World Travel Journal
Subscriptions and Promotions Department
Attn.: Elliot Hayes
11559 Sprucewood, Caulder, CA

Dear Mr. Hayes:

I recently received notification that my subscription to *World Travel Journal* will soon expire. Having considered the matter carefully, I have decided that I would like to renew my subscription. However, I want to take this opportunity to outline a concern I have with the magazine.

When I first began reading *World Travel Journal*, I enjoyed the practical travel information included in each issue. Lately, however, many of the articles have focused on luxury resorts and expensive travel options. I hope the magazine can go back to being more accessible for those of us who cannot afford fancy package tours overseas.

I have enclosed my check for $99.50. Please send me a receipt for this amount once the check has cleared.

Sandra Lacey

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186. What is the purpose of Mr. Hayes's letter?
(A) To inform a customer of a subscription rate change
(B) To advertise his company's journal
(C) To notify a customer of her account status
(D) To apologize for a billing error

187. When will readers first see a feature on plane tickets?
(A) This month
(B) Next month
(C) Later this year
(D) Next year

188. Why does Ms. Lacey write to Mr. Hayes?
(A) To ensure she continues receiving the magazine
(B) To report a missed issue
(C) To cancel her subscription to a periodical
(D) To inquire about his letter

189. What is Ms. Lacey concerned about?
(A) The decision to raise the annual subscription fee
(B) The lack of content aimed at budget travelers
(C) The feature articles about travel experts
(D) The shortage of articles on overseas travel packages

190. What will accompany Ms. Lacey's letter?
(A) Copies of bills she has received
(B) A check for an airline ticket
(C) Payment for her subscription renewal
(D) A receipt for *World Travel Journal*

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Questions 191-195 refer to the following letters.

Suzanne Woodward
Elroy's Burgers Head Office
Wigham Building
Toronto

June 5, 2008

Dear Ms. Woodward:

The Springfield Consumers' Association recently received numerous complaints about food safety at Elroy's Burgers' Johnson Street outlet. Individual diners reported several incidents of possible food poisoning after eating at this location last week. We recommend that you investigate these claims in a prompt and efficient manner.

Because this is the first time Elroy's Burgers has been implicated in a food safety problem, we have decided to issue you a warning. However, if there is a recurrence of this incident, we will contact the Regional Health Board immediately and inform them of our concerns.

Betty Windsor
Chairperson, Toronto Consumers' Association

Toronto Consumers' Association
112 Millhouse Lane
Springfield, Toronto

June 10, 2008

Dear Ms. Windsor:

We would like to thank you for your concern about the recent food safety issues at Elroy's, and for the appropriate way in which you handled the situation. We are pleased that you exercised good judgment by not involving the health board in this issue.

Of course, the food poisoning incident in question was very unfortunate, and we have generously compensated the customers who were affected. Customer's health is our primary concern, so we can assure you that this was a one-off incident.

We conducted an investigation into the problem and established that it was a case of employee error. On Tuesday, June 1, the workers in the distribution warehouse were negligent, leaving two boxes of beef out of the refrigerator for too long. This meat was then distributed to Elroy's Burgers on Johnson Street, where the customers were affected.

We are taking action to make sure this type of error is never repeated. From now on, we will monitor all our ingredients from the supplier's processing plant through to the restaurant, ensuring that it remains refrigerated and fresh at all times. We will also introduce our own new food safety inspections which will be implemented in all our outlets across the country.

We are fully committed to providing our customers with delicious, fresh, healthy and safe food. With our new policies in operation, our customers and the Consumers' Association should have no more cause for concern.

Suzanne Woodward
Head of Public Relations
Elroy's Burgers

www.nhantriviet.com

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191. What is the main purpose of the first letter?
(A) To provide results from a recent consumer poll
(B) To warn a company about important safety concerns
(C) To inform the health board of an unhygienic store
(D) To demand compensation on behalf of customers

192. The word "implicated" in paragraph 2, line 1 of the first letter is closest in meaning to
(A) contributed
(B) involved
(C) supposed
(D) confused

193. What can be inferred from Ms. Woodward's response?
(A) She does not think the issue is significant.
(B) She regularly deals with food safety incidents.
(C) She doubts that Elroy's was responsible.
(D) She is relieved the health board wasn't contacted.

194. Where did the problem stem from?
(A) The distribution warehouse
(B) The processing plant
(C) Elroy's Burgers Head Office
(D) The supplier's delivery truck

195. What change is being implemented?
(A) The negligent employees will be fired.
(B) The company will contract a new meat supplier.
(C) The Health Board will monitor company systems.
(D) There will be new in-house food safety checks.

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Questions 196-200 refer to the following email and document.

GTS Advertising Intra-Office Email

To: Joshua Gannon
CC: Anastasia Wilson
Subject: A favor

Dear Mr. Gannon,

I'm sorry to ask you at the last minute, but would you be able to help me out on Friday?

I'm registered for a seminar about Darby Inc.'s new marketing concept. Unfortunately I won't be able to attend because the executives at United Sports Equipment have scheduled an urgent meeting with me on Friday. The United contract is extremely important for our company so I cannot afford to miss this meeting. I was wondering if you might be able to go to the seminar instead of me. I've already checked with your manager, Ms. Wilson, and she says that you should be available on Friday.

All you would have to do at the seminar would be to collect any handouts and take a few notes. Darby Inc. has recently adopted a very innovative strategy which we are considering implementing.

It is going to be held downtown in the Compton Building on Friday, November 17, starting at 9 a.m. If you're happy to fill in for me, I'll call the coordinators and let them know you will be there on my behalf.

I would really appreciate your help.

James Sandoval

Date: Friday, November 17
Note taker: Joshua Gannon
Event: Darby Inc. Marketing Strategy Seminar

Notes:
* Host speaker - Deborah Kelly, Senior Marketing Analyst, Darby Inc.
* Ms. Kelly began with an introduction of Darby's traditional marketing strategy.
* She outlined the successes and failures of the traditional strategy.
* Next, Ms. Kelly moved on to Darby's innovative new marketing concept.
* The new strategy involves targeting groups of consumers by first researching the types of websites they visit most frequently. This data is then analyzed to compile a comprehensive description of the group.
* Please note that I have attached the handouts which Ms. Kelly distributed at the event. I have highlighted and annotated some of the most important parts for your interest.
* For more information, check out Darby's website: www.darby.com/marketing.

www.nhantriviet.com

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196. What is the main purpose of Mr. Sandoval's email?
(A) To inquire about an upcoming training event
(B) To report the results of a meeting
(C) To discuss the company's marketing strategy
(D) To request a favor from a coworker

197. What will Mr. Sandoval be doing during the seminar?
(A) Seeing important clients
(B) Taking a few notes
(C) Collecting handouts
(D) Going to the Compton Building

198. What does Mr. Sandoval offer to do?
(A) Cover the cost of Mr. Gannon's seminar registration
(B) Get permission from Mr. Gannon's boss
(C) Inform the organizers about Mr. Gannon's attendance
(D) Fill in for Mr. Gannon at an important appointment

199. Who led the seminar?
(A) Joshua Gannon
(B) James Sandoval
(C) Deborah Kelly
(D) Anastasia Wilson

200. Which topic was NOT addressed at the event?
(A) An innovation involving consumer research
(B) Darby's old marketing plan
(C) The layout of Darby's website
(D) Darby's new approach to marketing

Stop! This is the end of the test. If you finish before time is called, you may go back to Part 5, 6, and 7 and check your work.

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