

Questions 172-175 refer to the following online chat discussion.

Alice Myers [10:19 A.M.]

Hello. I've reserved a car for July 2-8. The reservation number is X102W. Can I pick up the car right at the airport terminal, or do I need to take a shuttle bus?

Jared Dubiel [10:20 A.M.]

Let me find your reservation. You are flying to Boa Vista Airport, correct?

Alice Myers [10:20 A.M.]

Yes.

Jared Dubiel [10:22 A.M.]

Here it is. Your car will be waiting for you at the parking area in front of the terminal. Go to the Allaire Rentals kiosk there and one of our representatives will give you the key.

Alice Myers [10:23 A.M.]

OK. One more question. Is it possible to upgrade to a larger car at this point? I'm not sure the one I've reserved will be comfortable enough with 4 people plus luggage.

Jared Dubiel [10:25 A.M.]

It looks like you reserved a compact car. That may be tight for your group. Let me check with our agent at that location and see if there is something larger available. Christine, can you tell me if you have a mid-size car available for the week of July 2-8?

Christine Lindquist [10:32 A.M.]

Afraid not. We're busy because of the holiday. But we do have a full-size car and a small van.

Alice Myers [10:34 A.M.]

Can you tell me how much the full-size car will cost?

Jared Dubiel [10:36 A.M.]

It would be an additional \$150 for the week.

Alice Myers [10:37 A.M.]

That's fine. I'll take it. Do I need a new reservation?

Jared Dubiel [10:40 A.M.]

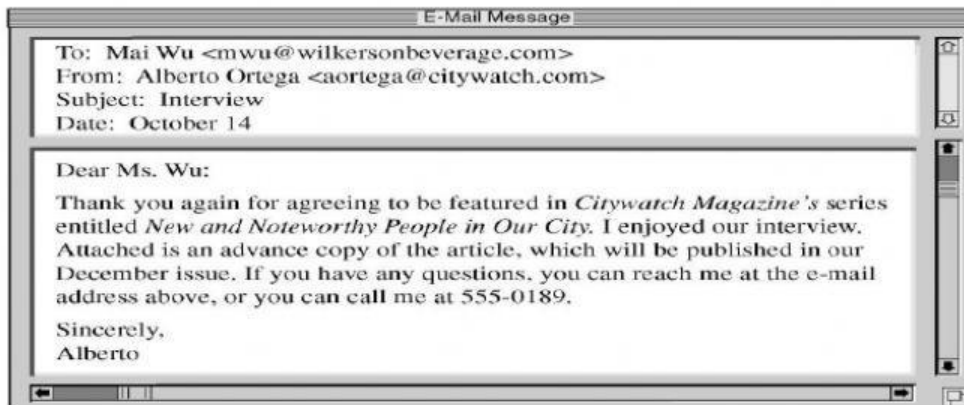
No. I've noted the change in the paperwork and added the additional amount to your card. You're all set.

Alice Myers [10:41 A.M.]

Wonderful. Thank you.

172. At 10:22 A.M., why does Mr. Dubiel write, "Here it is"?
- (A) He found Ms. Myers' booking information.
 - (B) He located the Allaire Rentals kiosk.
 - (C) He is marking the airport's location on a map.
 - (D) He is telling Ms. Myers where she can find a form.
173. What does Mr. Dubiel tell Ms. Myers to do when she gets to the kiosk?
- (A) Pay for her reservation
 - (B) Take a bus to the terminal
 - (C) Ask to speak to Mr. Dubiel
 - (D) Pick up the key to her vehicle
174. What is suggested about Ms. Lindquist?
- (A) She is traveling during a holiday.
 - (B) She is located at Boa Vista Airport.
 - (C) She wants to change her travel plans.
 - (D) She wants to reserve a car for a week.
175. What size vehicle will Ms. Myers rent?
- (A) A compact car
 - (B) A mid-size car
 - (C) A full-size car
 - (D) A small van

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



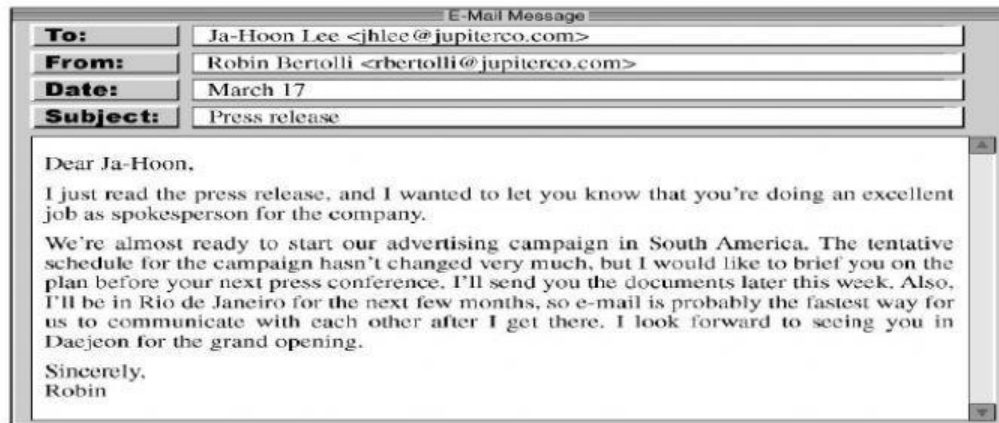
Mai Wu can often be seen sipping coffee early in the morning at a small café near her office in downtown Chicago. "I like to use the time to focus my thoughts before I start my day," says Wu. Recently appointed vice president of Wilkerson Beverage Company, this notable resident transferred from the firm's office in Amsterdam to its main headquarters in Chicago. While in Amsterdam, Wu was marketing director of Wilkerson's European division. Before that, Wu worked in Taipei. She graduated from a university in Sydney with a degree in business.

Routinely working 16-hour days, the confident entrepreneur savors her quiet moments in the coffee shop. "I love this job," she confesses, "even though it's sometimes very difficult, and I love this city. It's a beautiful city, and the people are friendly."

176. What city is the subject of *Citywatch Magazine*?
- (A) Sydney
 - (B) Amsterdam
 - (C) Chicago
 - (D) Taipei
177. What is the purpose of the article?
- (A) To profile a local businessperson
 - (B) To report on an increase in tourism
 - (C) To describe a local business event
 - (D) To discuss the opening of a new café
178. What is Ms. Wu's current position?
- (A) Coffee shop owner
 - (B) Marketing director
 - (C) Business journalist
 - (D) Corporate executive
179. What is indicated about the Wilkerson Beverage Company?
- (A) It plans to market new products in December.
 - (B) It operates offices in multiple cities.
 - (C) It has an opening for a vice president.
 - (D) It produces a line of coffee drinks.
180. What does Ms. Wu say about her job?
- (A) It is temporary.
 - (B) It is challenging.
 - (C) It requires a lot of travel.
 - (D) It pays well.

Questions 181-185 refer to the following press release and e-mail.

SEOUL, South Korea, March 15—On Monday, Seoul-based Jupiter Corporation announced it is opening a new automobile manufacturing plant in Daejeon. Sales of its newest four-door sedan, the Flame, have been increasing at a dramatic rate since the car model's release in February of last year. According to a Jupiter Corporation spokesperson, sales of other cars produced by Jupiter Corporation are also at an all-time high. Jupiter expects the new factory will be able to meet consumer demand without any difficulty. The plant is anticipated to be in operation by late June, and the grand opening celebration is scheduled for July 5.



181. What is the subject of the press release?
- (A) An increase in car advertisements
 - (B) A decline in consumer confidence
 - (C) The building of a car parking garage
 - (D) The planned opening of a new factory
182. What is indicated about Jupiter Corporation?
- (A) It will release a new car model next year.
 - (B) Its headquarters are in Seoul.
 - (C) It has received several customer complaints.
 - (D) Its sales have remained steady.
183. Who is Ja-Hoon Lee?
- (A) A corporate spokesperson
 - (B) A factory employee
 - (C) An advertising manager
 - (D) An automobile salesperson
184. What will Robin Bertolli probably send to Ja-Hoon Lee?
- (A) A schedule for the grand opening of a factory
 - (B) A report of the company's quarterly sales
 - (C) A summary of an advertising campaign
 - (D) A document containing construction plans
185. When does Robin Bertolli expect to see Ja-Hoon Lee?
- (A) In February
 - (B) In March
 - (C) In June
 - (D) In July

Questions 186-190 refer to the following e-mails and survey.

To:	Klara Wagner <kwagner@clearnet.net>
From:	Front Desk <reservations@persimmonroyal.com>
Subject:	Reservation Confirmation
Date:	September 25

Thank you for choosing the Persimmon Royal Hotel in Bangkok. This email is to confirm your reservation for November 15-22. Your confirmation number is KW27-40118.

While you stay with us, we hope that you will try Elan, our award-winning restaurant featuring the talents of chef Niwat Panpradub, and Waterworks, our poolside café. If you would like to explore Bangkok, our concierge service is more than happy to recommend tourist activities and book you a table at any restaurant.

After your stay, please fill out the customer satisfaction survey that is available in each room and on our website. We will send you a voucher for one free night at any of our locations, including Sapporo and Melbourne. For a complete listing of locations and information about our next grand opening, please visit our website.

If you have any questions or concerns, please contact us at +66 2 555 8657.

The Persimmon Royal Front Desk

Persimmon Royal Hotel
Customer Satisfaction Survey

Name: Klara Wagner

Where did you stay? Persimmon Royal Hotel, Bangkok

	Excellent	Good	Average	Below average	Poor
Menu variety				X	
Quality of service			X		
Quality of room			X		
Housekeeping staff		X			
Hospitality of staff	X				

Comments and Questions: This was my first visit to this hotel, though I've stayed at several of your other locations on business. This time, I was charged twice for poolside snacks that I didn't order. In fact, I didn't eat at the hotel at all; I only ate at Bai Makrut and Café Galanga, both restaurants outside of the hotel.

As for the voucher, will it be valid at your future location? I will be attending a conference there in March.

To:	Klara Wagner <kwagner@clearnet.net>
From:	Front Desk <reservations@persimmonroyal.com>
Subject:	Your recent stay
Date:	November 27
Attachment:	Voucher

Dear Ms. Wagner,

Thank you for your feedback on your stay with us. We have checked your information and are happy to see that the problem you reported was resolved before you checked out.

In answer to your question, yes, the voucher (please see attached) is valid at any of our hotels at any time. As you have noted on our website, our newest hotel will open in Macau. The grand opening will take place in early February. The voucher has no expiration date.

Warm wishes,

Raoul Fechter, Front Desk Manager

- 186.** What is the purpose of the first e-mail?
- (A) To reserve a table at a hotel restaurant
(B) To inquire about hotel rates
(C) To confirm a hotel reservation
(D) To inform a hotel employee of a problem
- 187.** What is NOT one of Ms. Wagner's opinions about the hotel?
- (A) The quality of the housekeeping is good.
(B) The variety of menu options is below average.
(C) The quality of service at the hotel is average.
(D) The hospitality of the staff is average.
- 188.** What is indicated about Ms. Wagner?
- (A) She has stayed at other Persimmon Royal hotels.
(B) She feels the hotel restaurants are expensive.
(C) She will soon travel to Bangkok for business.
(D) She received a bill in the mail from the hotel.
- 189.** What restaurant mistakenly charged Ms. Wagner?
- (A) Bai Makrut
(B) Café Galanga
(C) Waterworks
(D) Elan
- 190.** Where will Ms. Wagner attend a conference in March?
- (A) In Bangkok
(B) In Macau
(C) In Sapporo
(D) In Melbourne

Questions 191-195 refer to the following e-mails and schedule.

To:	All Staff
From:	Sandra Gomez, General Manager
Date:	April 15
Subject:	Fisk Hardware Workshops
Attachment	Workshop Schedule
Thanks to all the volunteers who have agreed to lead our first in-store workshops. By offering these mini-trainings, we hope to attract more regular customers and familiarize them with our store's various departments. I think the workshops will be a big hit! We have promoted these for several weeks now, and customers should understand that they can register through our website. Participation for each workshop is limited to fifteen people, a number that will ensure a safe and more interactive experience for everyone. Please review the attached schedule. Workshop facilitators, please confirm that you are available on the date you have been assigned.	

May Workshop Schedule

Workshops take place on Saturdays from 9:30 A.M. to 12 noon.

Date	Topic	Facilitator	Registered Participants
May 7	Selecting paint colors; techniques for achieving various visual effects	Candice Delaney	6
May 14	Learning to use a variety of tools for precise measuring and cutting. Each participant will construct a simple birdhouse.	Juan Faisal	10
May 21	Learning common electrical wiring tasks; installing power outlets and replacing light fixtures	Oliver Zimmer	5
May 28	Measuring, cutting, and installing floor tiles; selecting the right flooring materials for rooms	Nell Jimenez	14

To:	Paul Czerny
From:	Sandra Gomez, General Manager
Date:	May 6
Attachment:	Saturday workshop
Dear Mr. Czerny, I sincerely appreciate that you are stepping in to teach the electrical skills workshop after the original facilitator informed me of a scheduling conflict. This will be a good opportunity for you to demonstrate your expertise! Please keep in mind that our workshops are intended for beginners, so we should not assume that participants have any prior skill or experience using tools. Your task is to present an overview with some safety tips and to carefully watch over participants during any hands-on activities. This will be a bit longer than the classes you've been teaching at the high school, but I'm sure you will have plenty of activities to fill the time slot. You can address specific questions participants may have about their own personal projects at the end of the workshop session. Thanks again, Sandra Gomez	

191. What is indicated about the workshops?
- (A) They may be completed online.
 (B) They are on topics requested by customers.
 (C) They are a new initiative for the business.
 (D) They will be followed by workshops with advanced-level topics.
192. What is suggested about the workshop on tile flooring?
- (A) It is filled almost to capacity.
 (B) It requires a fee to cover materials.
 (C) It may have to be canceled.
 (D) It is led by a high-school teacher.
193. Which facilitator is Mr. Czerny replacing?
- (A) Ms. Delaney
 (B) Mr. Faisal
 (C) Mr. Zimmer
 (D) Ms. Jimenez
194. What does Ms. Gomez tell Mr. Czerny about his workshop participants?
- (A) They will require supervision.
 (B) They must bring their own supplies.
 (C) They are completing a work requirement.
 (D) They will receive training materials in advance.
195. In the second e-mail, the word "address" in paragraph 2, line 5, is closest in meaning to
- (A) lecture
 (B) label
 (C) send out
 (D) respond to

Questions 196-200 refer to the following letter, price list, and order form.

Wood Hollow Theatre

Dear Valued Member,

Thank you for your support of the Wood Hollow Theatre. Not only do your donations help us to provide the community with quality arts and music programs but they also make you eligible for discounts and special events.

Please join us as we proudly present the world premiere of *The Sun Princess*, a comic musical by Claude Jones. The delightful show is conducted by Akira Murata and stars England's most prominent vocalist, Margo Schmidt, in an entertaining role as the witty princess.

As a member and sponsor of the Wood Hollow Theatre, you are invited to a special performance for members only on Thursday, June 17, at 7:30 P.M. Members at the patron level and above can receive two free tickets.

Be the first to see what is sure to become a masterpiece. To reserve your tickets, fill out the order form below and send it to:

Wood Hollow Theatre
175 Marbury Drive
London EC5 3GP

We look forward to seeing you there.
Sincerely,
Mariam Abdulla
Mariam Abdulla
Wood Hollow Theatre President

<i>The Sun Princess</i>				
Show Date	Show Time	Ticket Prices		
		Regular Member	Nonmember	Student Member
June 17	7:30 P.M.	£12	na	na
June 18	8:00 P.M.	£18	£23	£12
June 19	8:00 P.M.	£20	£25	£12
June 20	7:00 P.M.	£18	£23	£10

Wood Hollow Theatre
The Sun Princess
Order Form

Membership account number: 6549/B

Performance date: ☒ June 17 ☐ June 18 ☐ June 19 ☐ June 20

Price per ticket: no payment necessary

Number of tickets: 2

Total: -----

Name: Hemant Bhatia

Address: 13 Kings Road, London, SE23 2NW

E-mail: hbhatia@biginternet.com

196. What is suggested about *The Sun Princess*?
- (A) It was written by Akira Murata.
(B) It will be Margo Schmidt's first role.
(C) It has received positive reviews from critics.
(D) It will be performed for the first time on June 17.
197. What is NOT suggested about the Wood Hollow Theatre in the letter?
- (A) It accepts donations from people in the community.
(B) It offers reduced ticket prices to members.
(C) It organizes lecture tours on the arts.
(D) It hosts special performances for members.
198. In the letter, the word "prominent" in paragraph 2, line 3, is closest in meaning to
- (A) talented
(B) famous
(C) protruding
(D) obvious
199. On what day will Mr. Bhatia attend the performance?
- (A) Thursday
(B) Friday
(C) Saturday
(D) Sunday
200. What type of ticket is Mr. Bhatia ordering?
- (A) Nonmember
(B) Student member
(C) Regular member
(D) Patron member

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