

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

<http://www.mountainandforest.ca/custserv/shippinginfo>

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|----------|------|-------------------------|----------|
| Clothing | Gear | Customer Service | About Us |
|----------|------|-------------------------|----------|

Mountain and Forest Company
The Leader in Quality Camping and Hiking Gear

Please note that most regular electronic or phone orders can be processed and made ready for shipping almost immediately. Custom and personalized orders may take up to five days for processing before they are shipped.

Please direct any questions or concerns to our customer service department at service@mountainandforest.ca. We will respond within 24 hours.

Our shipping rates:

| Order cost with tax | Overnight shipping (1 day) | Express shipping (3 days) | Standard (6-8 days) |
|---------------------|-------------------------------|------------------------------|------------------------|
| Under \$25 | \$8 | \$5 | \$3 |
| \$25 to \$100 | \$13 | \$7 | \$5 |
| Over \$100 | \$18 | \$15 | FREE |

To:
From:
Date:
Subject:

I recently placed an order for \$135 for hiking boots and a thermal jacket intended for a camping trip this weekend. According to the confirmation I received at the time of my purchase, my order should have arrived yesterday. Since I paid an additional fee for three-day shipping, I was expecting that my order would arrive in a timely fashion. As it has not, I am requesting a refund of the shipping cost. Additionally, if my order has not been delivered by tomorrow, please cancel my order as I will have to purchase similar items at a local shop.

Sincerely,
Jin-Hee Shin

176. In the Web page, what is indicated about Mountain and Forest's shipping?

- (A) Standard shipping is free for orders under \$25.
- (B) Some shipped orders may take up to eight days to arrive.
- (C) The shipping cost depends on the total weight of an order.
- (D) Custom orders are not eligible for standard delivery.

177. In the Web page, the word "direct" in paragraph 2, line 1, is closest in meaning to

- (A) address
- (B) supervise
- (C) prescribe
- (D) handle

178. What is the purpose of the e-mail?

- (A) To suggest a new service policy
- (B) To inquire about an order packing error
- (C) To request a personalized item
- (D) To report a delivery problem

179. How much did Ms. Shin pay for shipping?

- (A) \$5
- (B) \$8
- (C) \$15
- (D) \$18

180. According to the e-mail, why might Ms. Shin decide to visit a local shop?

- (A) She expects to purchase her items for a lower price.
- (B) She wants to support businesses in her town.
- (C) She needs to have her items before a certain date.
- (D) She hopes to find a greater selection of sportswear.

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

| Society for Trade and Industry (STI) "The Role of Distance Education in Professional Training" City University of Abu Dhabi, 11-13 October DRAFT: Schedule for Wednesday, 11 October | |
|---|--|
| 7:30 A.M.-9:00 A.M. | Conference Registration |
| 9:00 A.M.-9:10 A.M. | Welcome and Opening Remarks: Yasmin Al Gaood, Conference Chair |
| 9:15 A.M.-10:00 A.M. | Opening Keynote Address: Ayumi Murakami, STI President |
| 10:05 A.M.-10:50 A.M. | Title of presentation unknown: representative to be selected, Yaoundé College of Agriculture, Cameroon |
| 10:55 A.M.-11:40 A.M. | Innovative Online Resources: Chia Po Cheng, Taipei Business Management Institute, Taiwan |
| 11:45 A.M.-1:20 P.M. | Lunch (Turquoise Center, central campus) |
| 1:30 P.M.-2:15 P.M. | Distance Education in the Film Industry: representative from Scotland to be selected |
| 2:20 P.M.-3:05 P.M. | Improving Course Content Quality: Andrei Duchenko, Moscow Journalism Academy, Russia |
| 3:10 P.M.-4:00 P.M. | Learner Support Systems: Marcel Peralta, School of Pediatric Dentistry, Asunción, Paraguay |

| | |
|-----------------|---|
| From: | Ayumi Murakami <amurakami@sti.org> |
| To: | Yasmin Al Gaood <yasmin.algaood@cuad.ac.ae> |
| Subject: | Re: Draft conference schedule for Wednesday |
| Date: | 25 August |

Hello, Yasmin,

As per your request, I have filled the slots that were listed as still available on the tentative conference schedule for Wednesday. Dr. Alban Buchanan in Scotland says that he is eager to talk about distance education as it is practiced within the film academies in his country. Also, my contact in Yaoundé wrote to let me know that Ms. Marie-Thérèse Tchangou will be the school's representative.

Mr. Andrei Duchenko has informed me that he is withdrawing from the conference. His replacement from the same school, Ms. Melina Vakhitova, will submit the title of her presentation shortly.

I also wanted to add that I will be arriving in Abu Dhabi at 6:00 A.M. on Wednesday. That should give me plenty of time to set up for my presentation.

Regards,

Ayumi

TOEIC TRAINING GROUP

181. What is indicated about Ms. Murakami?

- (A) She will speak on the first day of the conference.
- (B) She was recently elected STI president.
- (C) She will be available to answer questions.
- (D) She is scheduled to present in the afternoon.

182. When will a specialist in business management be speaking?

- (A) At 10:05 A.M.
- (B) At 10:55 A.M.
- (C) At 2:20 P.M.
- (D) At 3:10 P.M.

183. In the e-mail, in paragraph 1, line 1, the word "slots" is closest in meaning to

- (A) reservations
- (B) machines
- (C) openings
- (D) buildings

184. What presentation will have to be canceled?

- (A) Innovative Online Resources
- (B) Distance Education in the Film Industry
- (C) Improving Course Content Quality
- (D) Learner Support Systems

185. According to the e-mail, what information is Ms. Murakami expecting to receive?

- (A) The title of a presentation
- (B) The name of a replacement speaker
- (C) The conference schedule for Thursday
- (D) The contact information for Mr. Buchanan

Questions 186-190 refer to the following e-mail, list, and article.

| | |
|-----------------|--|
| From: | mstoch@hesidionclinic.com |
| To: | Istawinski @nostilde.com |
| Date: | March 20 |
| Subject: | Hesidion Clinic's Health Awareness Day |

Dear Ms. Stawinski,

In appreciation of your loyalty as a long-time patient of Hesidion Clinic, we are pleased to invite you to our clinic's Health Awareness Day to be held at the clinic on Saturday, April 10. We would be delighted to see you attend, as we will offer a number of activities designed to promote health awareness in our community. If you sign up for this special event by responding to this e-mail by March 31, you will receive a code to present at the clinic for a surprise benefit.

Martin Stoch, Communications Director, Hesidion Clinic

Hesidion Clinic Health Awareness Day, April 10 Tasks and Responsibilities

- Communications: Martin Stoch
- Advertising: Adilene Walker
- Presentations: Jillian Opala (Nutrition), Lance Verhoeven (Fitness)
- Kids' Health Game: Susan Hayashi
- Health Checkups/Talks: Anne Spillane, Rami Al-Araj, Kurt Yin, Thierry Daumas

Health Day at Hesidion Clinic

by Shai Herzog on April 14

Hesidion Clinic hosted a successful Health Awareness Day this past Saturday. The event was held as a way to thank the community for supporting the clinic over the past 15 years. It was well attended by both Hesidion Clinic patients and members of the general public.

Attendees participated in a variety of presentations and everyone received free water bottles, notepads, and other items from event sponsors. Participants who provided a special code were offered a complimentary physical checkup from the team of clinic physicians.

During the event, a sizable line formed at Dr. Thierry Daumas' table. "I came out today to learn about skin care and advances in eye-care technology. But Dr. Daumas' talk about how to prevent cavities and improve

oral health provided me with the most helpful information," said attendee Liana Stawinski.

By far the most popular event was nutritionist Jillian Opala's presentation on healthy eating habits. More than 100 people, many of them retirees, flocked to hear the latest on super foods. The event took nearly twice as long as expected, as Ms. Opala answered a steady stream of participant questions.

Children were delighted to take part in a health contest involving questions about general health and hygiene. The winners received toys and certificates from the game host. The day was such a success that Hesidion Clinic director, Lance Verhoeven, is already considering making it an annual event.

186. What is Ms. Stawinski encouraged to do?

- (A) Complete a survey
- (B) Go to an event
- (C) Organize some activities
- (D) Meet with Mr. Stoch

187. How did some attendees get a free health checkup?

- (A) By arriving when the clinic opened
- (B) By attending Dr. Daumas' talk
- (C) By responding to an e-mail from Mr. Stoch
- (D) By winning a competition

188. What does Dr. Daumas most likely specialize in?

- (A) Skin
- (B) Ears
- (C) Eyes
- (D) Teeth

189. What is indicated about the presentation on food?

- (A) It was filmed.
- (B) It was postponed.
- (C) It attracted a lot of attention.
- (D) It was given by a retired clinic employee.

190. Who most likely distributed certificates?

- (A) Mr. Stoch
- (B) Ms. Hayashi
- (C) Ms. Spillane
- (D) Mr. Verhoeven