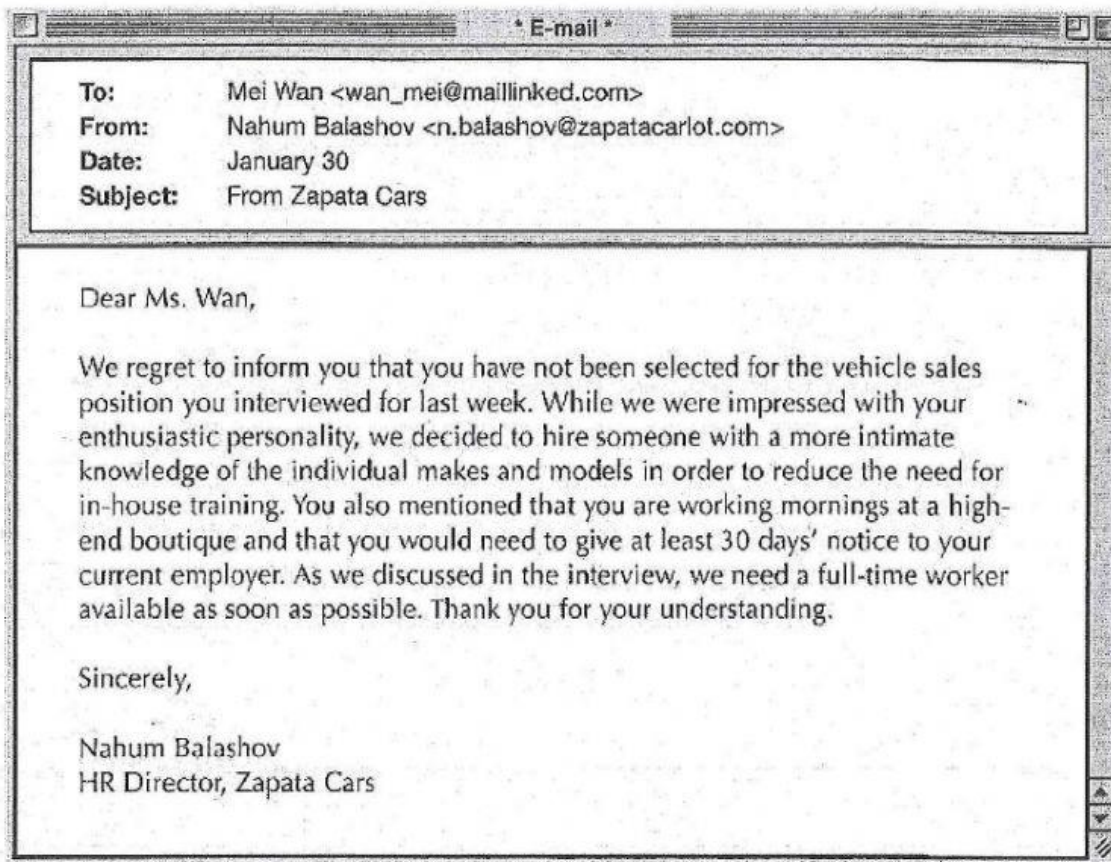


Questions 149 – 150 refer to the following e-mail



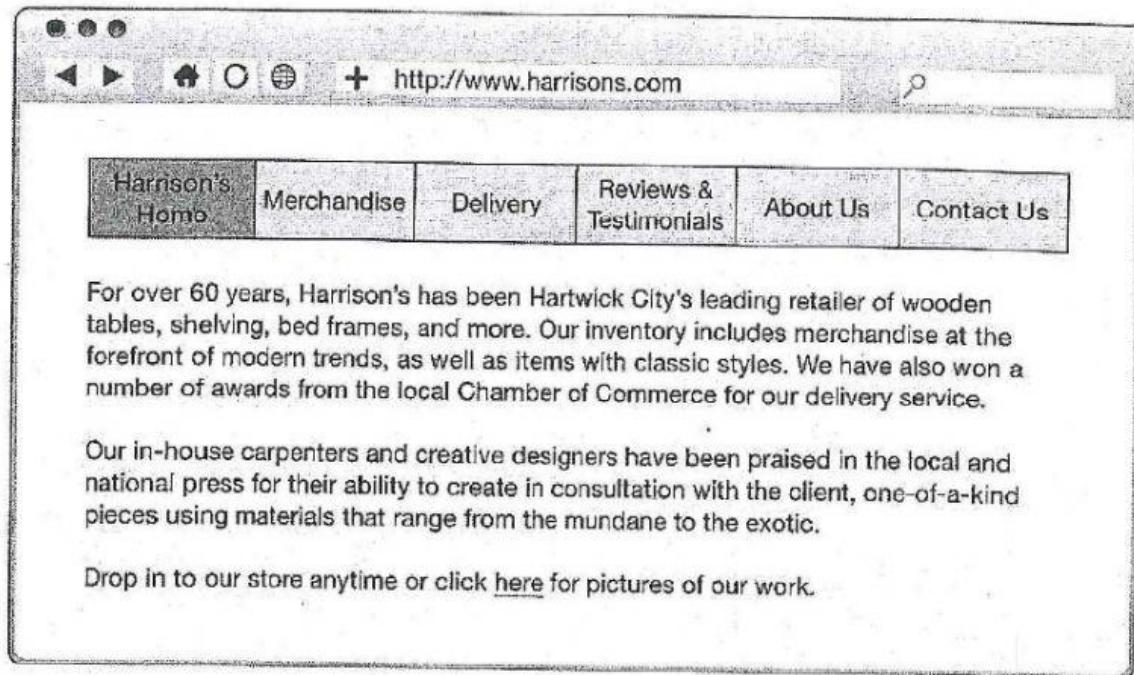
149. What is the purpose of the e-mail?

- (A) To report a problem with some paperwork
- (B) To invite an applicant for an interview
- (C) To request further information
- (D) To explain a hiring decision

150. What is indicated about Ms. Wan?

- (A) She had an impressive résumé
- (B) She is currently working part-time
- (C) She missed an important deadline
- (D) She scored poorly on a skills test

Questions 151-152 refer to the following Web site



151. What kind of business is Harrison's?

- (A) A construction firm
- (B) An interior design company
- (C) A furniture maker
- (D) A clothing store

152. What does the Web site indicate about Harrison's?

- (A) It delivers for free locally
- (B) Its orders can be customized
- (C) It is environmentally responsible
- (D) It was featured in a publication

Questions 153-155 refer to the following e-mail

**To:** Undisclosed recipients  
**From:** Dean Glover <d.glover@emperorind.net>  
**Date:** March 5  
**Subject:** Connection problems

Greetings everyone,

This morning, we have received reports from various departments stating that the phone lines are down. We believe this has been caused by the lightning storm that occurred overnight. It seems that only the customer service, personnel, and marketing departments have been affected by this fault, with your phone lines in the sales department remaining unaffected. At this very moment, Terrence Preece from the IT department is working hard to restore full service to our phone network, and he is optimistic that this will be achieved by 6 P.M. today.

In the meantime, we ask that even those who are able to use your phones, please communicate with the affected departments using e-mail only. We understand the impact that this disruption will have on your productivity rates, but we are hopeful that you will do your best to work within the limitations presented.

Thank you for understanding.

Dean Glover  
Network Manager

**153.** Who most likely was the e-mail sent to?

- (A) Managers at company headquarters
- (B) Staff in the sales department
- (C) Technicians in the IT department
- (D) Supervisors in the marketing department

**154.** What is indicated about Mr. Preece?

- (A) He will visit each department in person
- (B) He has called to request help with an office issue
- (C) He cannot currently be contacted by telephone
- (D) He expects to finish the repairs by the end of the day

**155.** What does Mr. Glover advise recipients to do?

- (A) Encourage staff to be more productive
- (B) Avoid using computers for the rest of the day
- (C) Use an alternative means of communication
- (D) Bring broken equipment to Mr. Preece for repairs



Questions 156-157 refer to the following text message chain

The image shows a smartphone screen with a text message thread. The messages are as follows:

- ELIZABETH TANNER** 13:11  
I'm setting up the conference room for the board meeting, but can't find the the cable for the laptop.
- DANNY OLSEN** 13:12  
I'm not sure which cable you mean.
- ELIZABETH TANNER** 13:13  
The one that hooks up a computer to the projector for videos and slideshows. I need one of those but it's missing.
- DANNY OLSEN** 13:14  
Oh, that's happened before. I'll bring one down in a few minutes.
- DANNY OLSEN** 13:15  
Should I take anything else with me?
- ELIZABETH TANNER** 13:19  
I think there's also a remote for the projector. I can't find that either.
- DANNY OLSEN** 13:20  
I'll grab that as well.
- ELIZABETH TANNER** 13:21  
I really appreciate it!

At the bottom of the screen is a text input field with a cursor and a "Send" button.

156. What is one thing that Ms. Tanner is missing?

- (A) A projector
- (B) A laptop computer
- (C) A slide show file
- (D) A connection device

157. At 13:14, what does Mr. Olsen mean when he writes, "Oh, that's happened before"?

- (A) He understands why a piece of equipment has malfunctioned
- (B) He anticipates that a coworker will be late for a board meeting
- (C) He knows which item Ms. Tanner needs
- (D) He is contacting the IT department to fix a common problem

Questions 158-160 refer to the following advertisement

### **Truck for sale: Lunetta Silverback**

This truck is 3 years old and in excellent condition for its age. With less than 15,000 miles on the odometer, it has had quite an easy life transporting animals for an animal sanctuary, and it has been used by only one very careful owner. This vehicle averages around 18 miles per gallon on the highway and 13 miles per gallon in the city, which makes its fuel efficiency quite competitive. Price reduced for quick sale to \$19,000 (or nearest offer).

Features: The truck is fitted with seat heaters for both the driver and front passenger. It also features dual and side airbags, satellite navigation, and a USB jack for any second-generation or higher smartphone. Finally, the warranty expires in just under two years.

The owner will arrange a test drive in the New Jersey area for serious buyers. Please call (201) 555-7586 and leave a message for Geraldine. All calls will be returned within 24 hours.

1

158. What is suggested about the vehicle in the advertisement?
- (A) It is the most fuel-efficient model available
  - (B) Its price is subject to negotiation
  - (C) It comes with a roof rack
  - (D) It requires some minor repairs
159. What is NOT indicated as a feature of the Lunetta Silverback?
- (A) Cell phone connectivity
  - (B) A navigation system
  - (C) A high-tech audio system
  - (D) Heated seats in front
160. What can be inferred about Geraldine?
- (A) She installed new features in the vehicle
  - (B) She is the original owner of the truck
  - (C) She works as a professional mechanic
  - (D) She will answer all e-mails within 24 hours



Questions 161-164 refer to the following e-mail

To: Clarence Tyson <c.tyson@boxgraphics.com>  
From: Andrew Gibson <a.gibson@acehrconsultinginc.com>  
Date: January 15  
Subject: RE: Consulting Services

Dear Mr. Tyson,

Thank you for your interest in our services. Ace HR Consulting, Inc., provides reliable human resource solutions and works closely with large companies, domestically and abroad, to develop effective work systems.

— [1] — We understand that you are looking for an HR consulting firm to help you establish a branch office here in the U.A.E. We have assisted other U.K.-based graphic design firms like yours with their expansion into Dubai and Abu Dhabi before, and we can say that they are fully satisfied with the outcome. The booming entertainment and tourism industries in the country have contributed much to their growth. — [2] —

Our experience in the field has allowed us to successfully meet the needs of our clients. We assure you that if you decide to enter into a partnership with us, we will provide you with quality services to help you achieve your goals. — [3] — Should you wish to discuss your expansion plan with us, please reply to this e-mail.

We look forward to doing business with you, and we hope to hear from you soon. — [4] —

Respectfully yours,

Andrew Gibson  
Director of Corporate Relations  
Ace HR Consulting, Inc.

161. What is the purpose of Mr. Gibson's email?

- (A) To schedule a management seminar
- (B) To respond to an inquiry from a potential client
- (C) To announce the new services of a company
- (D) To give advice on employee recruitment

162. What is indicated about Ace HR Consulting, Inc.?

- (A) It will merge with a well-established company
- (B) It has moved its main office to the U.K
- (C) It serves customers in more than one country

163. The word "assure" in paragraph 3, line 2, is closest in meaning to

- (A) promote
- (B) promise
- (C) secure
- (D) convince

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

"Therefore, choosing Dubai as the location for your satellite office is definitely a smart move. "

- (A) [1]
- (B) [2]

- (D) It has purchased several graphic design firms (C) [3]  
(D) [4]

Questions 165-168 refer to the following article

**The New York Gazette**  
**Lagrange Clothing to open European stores**

November 7—Peter Radcliffe, CEO of Lagrange Clothing, today announced his intention to take the thriving clothing retail business into international markets, with flagship European retail stores set to open in London, Paris, and Berlin. Construction has already begun on a new manufacturing plant and distribution warehouse in Brussels, Belgium, and these are expected to begin operations in early February, just one month before the opening of the flagship stores. — [1] —

This year has proven to be a banner year for Lagrange Clothing and saw Mr. Radcliffe attend the opening of the company's newest retail location in downtown Houston. "We've enjoyed unprecedented growth over the last few years," he told gathered journalists today. — [2] — "By moving operations into foreign markets for the first time, we aim to establish ourselves as one of the world's leading clothing manufacturers." — [3] —

Today's announcement will likely see a boost to the company's share price, with financial analysts forecasting a 50% increase by the end of next week. This will undoubtedly bring even more attention to the firm, and it is expected that sales will continue to soar over the coming year. — [4] —

165. What is indicated about Lagrange Clothing?

- (A) Its global sales have improved considerably
- (B) It was originally founded in Brussels
- (C) It has previously focused on domestic sales
- (D) It intends to open a manufacturing plant in London

166. What is suggested about Lagrange Clothing's European stores?

- (A) They will primarily sell world-famous clothing brands
- (B) They will be the largest of the company's locations
- (C) They have recently been visited by Peter Radcliffe
- (D) They are scheduled to open for business next March



167. According to the article, what has Lagrange Clothing accomplished this year?

- (A) It achieved more sales than its competitors
- (B) It made a business deal with a foreign firm
- (C) It opened its latest fashion store
- (D) It released a new line of clothing

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

"If Lagrange Clothing continues to expand so quickly, Mr. Radcliffe's goal may become a reality. "

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

Questions 169-171 refer to the following notice

To All Tenants,

Please be advised that the water supply to the entire apartment complex will be shut off between the hours of 10 A.M. and 3 P.M. tomorrow. This is to enable the replacement of some old pipes, which have become corroded and fallen into a dangerous state of disrepair.

The plumbing company has requested that all tenants take precautions prior to tomorrow's start time, as changes in water pressure can cause problems when the water supply is reactivated. To avoid any such problems from affecting you or your apartment, please ensure that:

- All faucets are switched firmly to the 'off' position.
- Plugs are removed from all sinks and baths to prevent flooding in the event of high water pressure.
- Toilets in your unit are not used throughout these hours. Toilets in the lobby will be available as normal.

We apologize for any inconvenience that this may cause and appreciate your understanding while this essential work is carried out.

Regards,

Trevor Francis  
Superintendent  
Everlove Apartments