

Questions 165-167 refer to the following e-mail.

To:	Sid Shepard
From:	Corporate Security
Date:	July 2
Subject:	Your ID badge

Dear Mr. Shepard:

We received your request this morning for assistance in acquiring a new physical identification badge. As your current badge was misplaced, it has been deactivated. To receive a replacement, visit the corporate security office in Paulsen Hall between 7 a.m. and 5:30 p.m. You will be required to show a form of government-issued identification.

In the meantime, you can take advantage of a new corporate initiative. The company app installed on all employees' mobile devices now includes a digital identification card that can be used to gain entry to the corporate parking garage and campus buildings. To access the digital ID card in the app, look for the "ID Card" tab. You can then scan your digital ID to enter all secure areas.

If you have questions or need additional help, please call corporate security at 863-555-0171.

Thank you,

Hopper Technology Corporate Security

165. What is the purpose of the e-mail?
- (A) To respond to a request for help
 - (B) To promote the sale of a new product
 - (C) To alert authorities to a security problem
 - (D) To announce a new company policy
166. What is suggested about Mr. Shepard?
- (A) He first contacted corporate security two days ago.
 - (B) He does not use the corporate parking garage.
 - (C) He does not know where Paulsen Hall is located.
 - (D) He has the company app installed on his mobile device.
167. The word "gain" in paragraph 2, line 3, is closest in meaning to
- (A) win
 - (B) obtain
 - (C) collect
 - (D) increase

Questions 168-171 refer to the following online chat discussion.

Margo Basset [9:16 A.M.] Hi, All. Where are we with the schedule for the weekly New Assets lunch series for our new hires?

Stephan Ruess [9:18 A.M.] We've finalized the session topics. I believe we have confirmed one speaker.

Alban Mithat [9:20 A.M.] That is correct. Salima Abubakar from our north suburban office agreed to take on the first session of the series.

Margo Basset [9:24 A.M.] Fantastic. Is she able to present on June 10 as we planned?

Alban Mithat [9:26 A.M.] She is, and she suggested that a panel discussion might be more engaging for her topic, renewable resources. She will moderate the discussion. I've e-mailed the three employees she suggested as panelists.

Margo Basset [9:27 A.M.] That sounds good. And the other sessions?

Stephan Ruess [9:28 A.M.] So, the topics for the other six sessions will be cryptocurrencies, commodities, investments, start-ups, real estate, and virtual interfaces. I hope to have speakers for those sessions lined up by the end of this week.

Margo Basset [9:31 A.M.] And they'll all be held at the midtown office.

Stephan Ruess [9:32 A.M.] Correct. Four of our seven new hires are permanently assigned to the midtown office. The other new hires will be there on session days for required training.

168. What is suggested about the New Assets lunch session on June 10 ?
- (A) It will be led by Ms. Abubakar.
 - (B) It will be introduced by Mr. Mithat.
 - (C) It will feature Ms. Basset.
 - (D) It will include information about cryptocurrencies.
169. At 9:27 A.M., what does Ms. Basset mean when she writes, "That sounds good"?
- (A) She is eager to attend the New Assets lunch series.
 - (B) She approves of Ms. Abubakar's idea.
 - (C) She is pleased with all the session topics.
 - (D) She looks forward to meeting the recently hired employees.
170. How many sessions still need speakers?
- (A) One
 - (B) Three
 - (C) Four
 - (D) Six
171. What is true about the New Assets lunch series?
- (A) It is the main component of employee training.
 - (B) It will be held in the same location every week.
 - (C) It will consist exclusively of panel discussions.
 - (D) It will include presenters from outside the company.

Questions 172-175 refer to the following article.

Research Findings Presented

GALWAY (1 July)—Eva Urban and her research team at the Ireland Agronomy Association presented their findings to the Galway Department of Transportation on Thursday. During their three-year study, the team was tasked with researching ways to improve the success of tree and shrub plantings along roadways. — [1] —.

“The ground next to newly paved roads is often compacted by heavy machinery associated with construction,” Ms. Urban said. “As a result, the soil can’t absorb water or nutrients well, which makes it difficult for new growth to establish itself. — [2] —. My team set up different experimental plots alongside highways and tried various combinations of planting, tilling, and amending soils to determine what worked.”

The final results of the government-sponsored research project were compiled into a 50-page handbook. Although the

handbook was written specifically for the Galway Department of Transportation, its recommendations can be applied by municipal agencies throughout the country. — [3] —.

“Each chapter explores one of the ten best practices identified by the team,” said Ms. Urban. “These basic techniques are relevant regardless of where they are implemented. The only site-specific variable is plant selection, as that will depend upon the particular geographic region.”

Another point conveyed by the study is that successful plant establishment requires an integrated approach. — [4] —. Improving roadside planting requires a thorough assessment of a site’s existing conditions as well as a wide variety of management practices to address the specific issues involved.

172. What is the subject of the research discussed in the article?
- (A) Keeping vegetation alive along roadways
 - (B) Preventing damage to highway surfaces
 - (C) Advocating for the use of native plants
 - (D) Improving roadside visibility for drivers
173. Why does Ms. Urban mention heavy machinery?
- (A) To explain why plants may grow poorly in some soil
 - (B) To argue that roads can be built more efficiently
 - (C) To suggest that road maintenance crews should be careful with young plants
 - (D) To describe equipment used by her research team
174. In the article, what is indicated about a handbook?
- (A) It is only ten pages long.
 - (B) It will be distributed to the public.
 - (C) It was the subject of a local dispute.
 - (D) It is appropriate for use in other parts of the country.
175. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "In other words, one action is not enough."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 176-180 refer to the following invoice and article.

Dawn Sky Catering 525 Horseshoe Lane Gardendale, PA 19061			
Invoice date: December 6		Invoice number: 5688	
Customer name	Maureen Shibata		
Company	Gardendale Neighborhood Association (GNA)		
Address	4069 Strother Street, Gardendale, PA 19061		
Phone number	484-555-0152	E-mail	mshibata@gardendalena.org
Event date	December 15	Balance due date	December 13
Description	Quantity	Price	
Platter of assorted raw vegetables with dips	5	\$125.00	
Grilled chicken skewers (tray)	5	\$150.00	
Quiche tarts (tray)	5	\$175.00	
Small chocolate cakes (custom decorated)	50	\$250.00	
SUBTOTAL		\$700.00	
Deposit (received November 25)		-\$200.00	
BALANCE DUE		\$500.00	
Comments or special instructions:			
See November 30 e-mail from Ms. Shibata about cake design. This will be for the GNA's annual reception.			

GARDENDALE (December 20)—The Gardendale Neighborhood Association (GNA) honored Mayor Karla Fugate at its annual reception last Saturday. Mayor Fugate had been asked to give a short speech about the city's plans to build a new recreational center, after which she was presented with a special plaque to thank her for her role in the Westside Park project. According to GNA president Manuel Yuen, "Mayor Fugate was instrumental in making last year's fund-raising festival for the park a huge success." The festival raised thousands of

dollars more than the GNA expected.

"It was a delightful surprise," said Mayor Fugate. "We set ourselves a difficult mission with the park project, but everybody in the GNA and the community at large came through admirably," the mayor continued.

The GNA reception was held in the Gardendale Botanical Garden, which offered a beautiful setting. The food was provided by Dawn Sky Catering, which included an individual chocolate cake for each guest decorated with the GNA logo.

176. What does the invoice suggest about Ms. Shibata?
- (A) She will be the guest of honor at an event.
 - (B) She charged the GNA for its catering order.
 - (C) She is the organizer of the GNA's reception.
 - (D) She will be decorating some cakes herself.
177. When was the GNA required to pay \$500 to Dawn Sky Catering?
- (A) On November 30
 - (B) On December 6
 - (C) On December 13
 - (D) On December 15
178. According to the article, what happened at the reception?
- (A) Mayor Fugate was given an award.
 - (B) Mayor Fugate was asked to reduce her speech.
 - (C) Mayor Fugate took questions from the audience.
 - (D) Mayor Fugate was invited to join the GNA.
179. In the article, the word "instrumental" in paragraph 1, line 12, is closest in meaning to
- (A) mechanical
 - (B) informal
 - (C) musical
 - (D) essential
180. How many people most likely attended the GNA reception?
- (A) 5
 - (B) 50
 - (C) 100
 - (D) 200

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

Chisaka Gaming Systems
410-1109, Nijo Dencho, Nakagyo-ku Kyoto-shi
Kyoto, Japan

Toby Heisenberger
1226 Lark Street
Albany, New York 12210
USA

May 7

**Product Recall:
CGS-P27 High-Speed Gaming Computer**

Dear Mr. Heisenberger,

This is to inform you that the CGS-P27 High-Speed Gaming Computer has been recalled. We have received reports of units overheating and becoming unusable. To address this issue, an additional fan needs to be installed in your computer. Please return the gaming system to the store in which it was purchased, using your personal customer identification number, PCI-70734. Your system will then be sent back to the manufacturer and repaired at no expense to you.

We apologize for any inconvenience.

Sincerely,
Kobu Matsui
Kobu Matsui, Vice President
Chisaka Gaming Systems

To:	Virginia Granger <v.granger@chisakagamingsystems.jp>
From:	Jennifer Kinkaid <jkinkaid@albancgm.com>
Date:	June 12
Subject:	Product recall

Dear Ms. Granger,

Our retail stores have been accepting your CGS-P27 High-Speed Gaming Computers for repairs as arranged. As you may know, owners of your gaming system are reluctant to give up their devices for repair once they find that they will be without the system for two to three weeks. Today alone, three customers (PCI-70734, PCI-17503, and PCI-90022) declined to have their systems repaired.

The good news is that users of your gaming system are very loyal. However, to increase compliance with the recall and as a public relations gesture, you could provide us with several devices as part of a loaner program. Let me know how I can assist with this arrangement.

Thank you!

Jennifer Kinkaid
Alban Computers, Games, and More

181. Why did Mr. Matsui send the letter?
- (A) To advertise a new product
 - (B) To alert a customer to a problem
 - (C) To confirm that a refund had been issued
 - (D) To offer a customer an upgrade
182. What type of company does Ms. Granger work for?
- (A) A computer manufacturer
 - (B) A retail store
 - (C) A repair company
 - (D) A game rental service
183. In the e-mail, the word "program" in paragraph 2, line 3, is closest in meaning to
- (A) schedule
 - (B) plan
 - (C) broadcast
 - (D) software
184. What can be concluded about Mr. Heisenberger?
- (A) He was not satisfied with his purchase.
 - (B) He called Ms. Granger to discuss options.
 - (C) He did not bring his system in for repair.
 - (D) He requested a two-week turnaround.
185. What does Ms. Kinkaid request in her e-mail?
- (A) Free products
 - (B) System upgrades
 - (C) Computer monitors
 - (D) Temporary replacements

Questions 186-190 refer to the following e-mail and Web pages.

To:	Marcella Wairimu <m.wairimu@theushindigroup.co.ke>
From:	Henry Bunyasi <h.bunyasi@theushindigroup.co.ke>
Date:	3 February
Subject:	Survey

Dear Ms. Wairimu,

The management team has asked us to find out how satisfied our clients are with our digital marketing services. To that end, we will conduct a survey during the month of April.

Given your expertise in survey design and analysis, I would like you to develop a customer satisfaction survey that includes an evaluation of the digital marketing services we advertise on our Web site. It will be sent to each of our longtime clients here in Kenya. Please have a draft ready by 17 February and distribute it to the members of the management team for their review. You and I will present the draft at the management team's meeting on 23 February at 2:00 P.M.

Regards,

Henry Bunyasi

https://www.theushindigroup.co.ke/services_survey

About Us	Services	Plans and Pricing	Company News
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Satisfaction Survey

1 May

At The Ushindi Group, we strive to provide you with top-quality marketing services. That is why we are asking our longtime clients to complete this short survey about our digital marketing services. With the information you provide, we can identify areas for improvement. Please submit your responses on or before 19 May. Thank you for helping us to serve you better.

Please type one of the following values into the appropriate box for each service.
1 = very dissatisfied, 2 = dissatisfied, 3 = no opinion, 4 = satisfied, 5 = very satisfied

Digital Marketing Services

A. Advertising on social media	<input type="checkbox"/>
B. Content creation, including written content, photos, and videos	<input type="checkbox"/>
C. E-mail marketing to existing and potential customers	<input type="checkbox"/>
D. Web and mobile app development and design	<input type="checkbox"/>

Client name (optional):

<https://www.theushindigroup.co.ke/companynews>

About Us

Services

Plans and Pricing

Company News

Improvements to Our Services

In response to customer feedback, The Ushindi Group will introduce a new e-mail marketing strategy on 15 July.

Our new focus will be on triggered e-mails. Triggered e-mails are sent out automatically based on customer behaviour and have a much higher response rate than traditional marketing e-mails. Triggered e-mails help companies turn casual buyers into loyal customers.

We anticipate that this change will result in a noticeable increase in repeat customers for our clients. The price of our services will remain the same. For more information, you may contact your marketing account manager directly, call The Ushindi Group at 0800 205 555, or send an e-mail to info@theushindigroup.co.ke.

186. What is stated about Ms. Wairimu in the e-mail?
- (A) She resolved a complaint from one of her clients.
 - (B) She responded to an employee questionnaire.
 - (C) She is a member of the management team.
 - (D) She is highly skilled in survey development.
187. What will most likely happen on February 23 ?
- (A) The Ushindi Group's Web site will be updated.
 - (B) Mr. Bunyasi will review the advertising budget.
 - (C) Ms. Wairimu will attend a meeting in the afternoon.
 - (D) The management team will vote on a policy revision.
188. What can be concluded about the satisfaction survey?
- (A) It was sent by mail.
 - (B) It was not distributed to clients according to the original timetable.
 - (C) It was revised after the management team's meeting.
 - (D) It was sent to clients around the world.
189. What news is reported on the second Web page?
- (A) Service rates will soon increase.
 - (B) A marketing manager has been replaced.
 - (C) Surveys will be conducted on a monthly basis.
 - (D) An automated customer contact system will launch.
190. What digital marketing service will The Ushindi Group change based on responses to its survey?
- (A) Service A
 - (B) Service B
 - (C) Service C
 - (D) Service D

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TEST 9 285

Questions 191-195 refer to the following article and Web pages.

Director Rubio Celebrated

MERRINGTON (July 20)—Although Pedro Rubio retired from directing ten years ago, his award-winning films still influence today's cinema.

Rubio's childhood home was near a movie house, where he fell in love with the art form. He saw several movies a week, sometimes watching the same movie multiple times.

His extensive familiarity with a range of genres is apparent in his work. Titles range from the romantic *Send Me Some Roses* to

the horror classic *That House*.

Rubio retired from filmmaking at age 65 after almost 40 years of directing, but he has kept busy. Most recently, he has been working as a guest lecturer at the nearby Weberton Film School.

Readers will be pleased to hear that our own Merrington Cinema will be showing Rubio's films throughout August. Whether you are a longtime fan or have never seen a Rubio film, you will surely enjoy this offering at Merrington Cinema.

<https://www.merringtoncinema.com>

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Choose Your Own Double Feature

In August, we will celebrate the acclaimed director Pedro Rubio's birthday by showing many of his movies. And you can purchase tickets to two movies for the price of one! Rubio made the films listed below at the beginning of his directing career. See the Schedule page for the complete list of films and their weekly viewing times.

Put a Roof on It, Comedy, 102 minutes
Construction workers do their best to build a wealthy man's dream home while his brother tries to take over the project.

Through a Diamond Rain, Science Fiction, 124 minutes
Two teams of researchers travel to Neptune and try to send their findings back to Earth.

Weekends and Memories, Drama, 115 minutes
A group of old friends gather at a country house and discover that much has changed since they were last together. This film won the Gold Dreamer Award.

The Strange Drive, Western, 107 minutes
Cowboys on a cattle drive encounter a series of interesting and unusual strangers.

https://www.merringtoncinema.com/reviews

Home Schedule **Reviews** Contact Us

I recently read a great article about director Pedro Rubio. It contained a lot of information about his work and life, including some surprising information about what he has been doing since he retired from filmmaking. The article also mentioned that Merrington Cinema would be showing his films. So I went to the cinema's Web site and saw the two-for-one deal. I thought this would be an excellent way to spend a Saturday, so I went! I saw two wonderful movies. One of the films I saw was new to me: it was about scientists on a mission in space. I loved it!

For a movie fan like me, Merrington Cinema's promotion was perfect. I understand there will be a similar promotion for Meredith Bui's films in October. I'll be sure to take advantage of great offers like this again.

—Talia Pak

191. According to the article, how did Mr. Rubio become interested in the cinema?
- (A) His family worked in the movie business.
 (B) He participated in a film club at school.
 (C) He visited a movie theater frequently in his youth.
 (D) He used to be a ticket seller in a movie theater.
192. According to the first Web page, why is Merrington Cinema offering a promotion?
- (A) It recently opened and wants to attract customers.
 (B) It is celebrating a director's birthday.
 (C) It has partnered with a movie studio to show certain movies.
 (D) It wants to advertise its new upgraded premises.
193. According to the first Web page, what do the four listed movies have in common?
- (A) They are all less than 120 minutes long.
 (B) They all focus on friendships.
 (C) They are all early films of Mr. Rubio's.
 (D) They have all received awards.
194. What did Ms. Pak find surprising about Mr. Rubio?
- (A) He is teaching at a local film school.
 (B) He directed movies for nearly 40 years.
 (C) He worked in many genres.
 (D) He has opened his own movie theater.
195. What movie did Ms. Pak see recently for the first time?
- (A) *Put a Roof on It*
 (B) *Through a Diamond Rain*
 (C) *Weekends and Memories*
 (D) *The Strange Drive*

Questions 196-200 refer to the following policy and e-mails.

Submission Policy

Undeniable is an ad-supported literary journal of short fiction and nonfiction by emerging writers. We waive our \$5 fee for first-time submitters.

- Stories must be between 250 and 1,000 words (no poetry, please).
- Do not include illustrations. All illustrations are produced in-house.
- Attach your story in an e-mail to: submissions@undeniable.com. Please include a brief synopsis of your piece, and tell us how you discovered *Undeniable*.
- We pay a \$50 honorarium upon acceptance for publication.
- If we accept your story, we will send you a contract and a form to set up an electronic money transfer.

E-mail	
To:	<input type="text" value="submissions@undeniable.com"/>
From:	<input type="text" value="len.sutherland@onyxmail.com"/>
Date:	<input type="text" value="March 15"/>
Subject:	<input type="text" value="Cover letter and submission"/>
Attachment:	<input type="text" value="📎 Ji's Journey"/>

Greetings!

My submission, "Ji's Journey," centers on a young dress designer, Toby Ji, who overcomes obstacles to realize her dreams in the fashion industry.

I was introduced to *Undeniable* last year by my writing instructor at the Artman Institute in Portland, Oregon, and have since become a subscriber. I particularly enjoy your Nonfiction Corner; one of my favorites was "Waygone Beach," which inspired me to write "Ji's Journey." I believe it would be an ideal fit for this section. Like "Waygone Beach," "Ji's Journey" is a true story of hope and perseverance.

Thank you for your consideration and for creating a forum for new writers like me.

Sincerely,

Len Sutherland

To:	len.sutherland@onyxmail.com
From:	jerrybuckman@undeniable.com
Date:	July 2
Subject:	Your submission

Dear Mr. Sutherland,

Your story, "Ji's Journey," generated a great deal of positive feedback about the June issue. Congratulations! And your instincts were correct regarding your story's placement. All this has us hoping you will submit more stories to *Undeniable*. As an added incentive, we will be increasing our honorarium to \$100 beginning next month.

As a subscriber, you are likely familiar with Stacy Jordan's question-and-answer column featuring a different writer each month. Would you be willing to answer a few questions about your literary training, writing method, and how you find story ideas? If so, I will forward your e-mail address to Ms. Jordan, who will reach out to you in the near future.

Sincerely,

Jerry Buckman
Associate Editor

196. What does the policy indicate about *Undeniable* ?
- (A) It does not accept poems.
 (B) It has no advertisements.
 (C) It requires writers to submit drawings.
 (D) It publishes the work of famous authors.
197. According to the first e-mail, where did Mr. Sutherland discover *Undeniable* ?
- (A) In a public library
 (B) In a school bookstore
 (C) In a writing class
 (D) In a clothing shop
198. What can be concluded about "Waygone Beach"?
- (A) It takes place in Portland, Oregon.
 (B) It was not accepted for publication.
 (C) It is Mr. Sutherland's first story.
 (D) It does not exceed 1,000 words.
199. How much did Mr. Sutherland receive for his story in the June issue of *Undeniable* ?
- (A) \$5
 (B) \$50
 (C) \$100
 (D) \$250
200. What does the second e-mail suggest about Ms. Jordan?
- (A) She plans to renew her subscription.
 (B) She writes a column for *Undeniable*.
 (C) She teaches writing classes.
 (D) She has an unusual writing method.

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.