PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following information.

Howell Airlines

Howell Sky Lounge Guest Policy

Sky Lounge members are allowed to bring holders of tickets for same-day Howell Airlines flights into the lounge as guests. Platinum Membership holders may bring two guests or a spouse and any children under 21 years of age into the Sky Lounge at no cost; Gold Membership holders may do the same for a fee of $25 per person. Guests must be accompanied by the admitting member for the duration of their visit. They are also subject to Sky Lounge rules regarding attire, behavior, and use of lounge amenities.



147. According to the information, what is different between membership types?

(A) The amount of time guests can stay
(B) The number of guests allowed
(C) The cost of bringing a guest
(D) The qualifications required of guests

148. What must guests do after entering the Sky Lounge?

(A) Remain with an escort
(B) Wear a form of identification
(C) Leave baggage in a designated area
(D) Pay a fee for amenities

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LIVEWORKSHEETS

Questions 149-150 refer to the following e-mail.

E-Mail message

From:	Natasha Akers
To:	Satchelton Running Club
Subject:	March events
Date:	February 28

Hi runners! Isn't it great that the weather is starting to get warmer? Soon we'll have a lot of greenery to admire during our outings.

Here's what will be going on in the club in March:

- Nearby event alert: the Spratt City Marathon. Details are below. If you're interested in carpooling to the city the night before, contact me by the race registration deadline.
  - Date: March 30
  - Location: Spratt
  - Course length: 26.2 miles
  - Registration deadline: March 16
  - Web site: www.sprattcitymarathon.com
- We'll continue going on group runs every Sunday at 10 A.M. (seven-mile course) and Wednesday at 7 P.M. (five-mile course) at Cosmon Park. Remember to sign up in advance on the club Web site so I know to send you text message notifications about cancellations or other changes.

I hope to see you on the course!

-Natasha

149. By what date should Ms. Akers be contacted about sharing transportation to Spratt?

(A) February 28
(B) March 16
(C) March 29
(D) March 30

150. What does Ms. Akers remind recipients to do?

(A) Send her a text message on Sundays
(B) Warm up before going on a group run
(C) Register to receive updates about events
(D) Study course routes in advance

LIVEWORKSHEETS

Questions 151-153 refer to the following e-mail.

E-Mail message

From: <service@hildytea.com>
To: Rosalind Burke <roz.burke@pow-mail.com>
Subject: Alert
Date: December 8

Dear Ms. Burke,

Hildy Tea Boxes hopes you have been satisfied with your gift subscription to our service over the past year. — [1] —. To continue receiving a monthly package of high-quality loose leaf teas after December, please visit this page and enter your billing information. The price is just $14 per month for products and shipping, and you can choose a three-month, six-month, or one-year subscription. — [2] —. Plus, as an existing subscriber, you are eligible for a special renewal gift: a Preale-brand travel mug that can keep tea warm for up to 12 hours at a time. — [3] —. Note that this offer will become invalid once your current subscription runs out.

If you have any questions, simply reply to this e-mail. — [4] —.

Sincerely,

Elmore Stanley
Customer Service Department
Hildy Tea Boxes

151. Why was the e-mail sent to Ms. Burke?

(A) She complained about Hildy Tea Boxes.
(B) She referred a friend to Hildy Tea Boxes.
(C) A new product has become available.
(D) Her subscription period will end soon.

152. What does Mr. Stanley offer to Ms. Burke?

(A) A drinking container
(B) Some cold-weather apparel
(C) Free shipping for one year
(D) Advance notice of a sales promotion

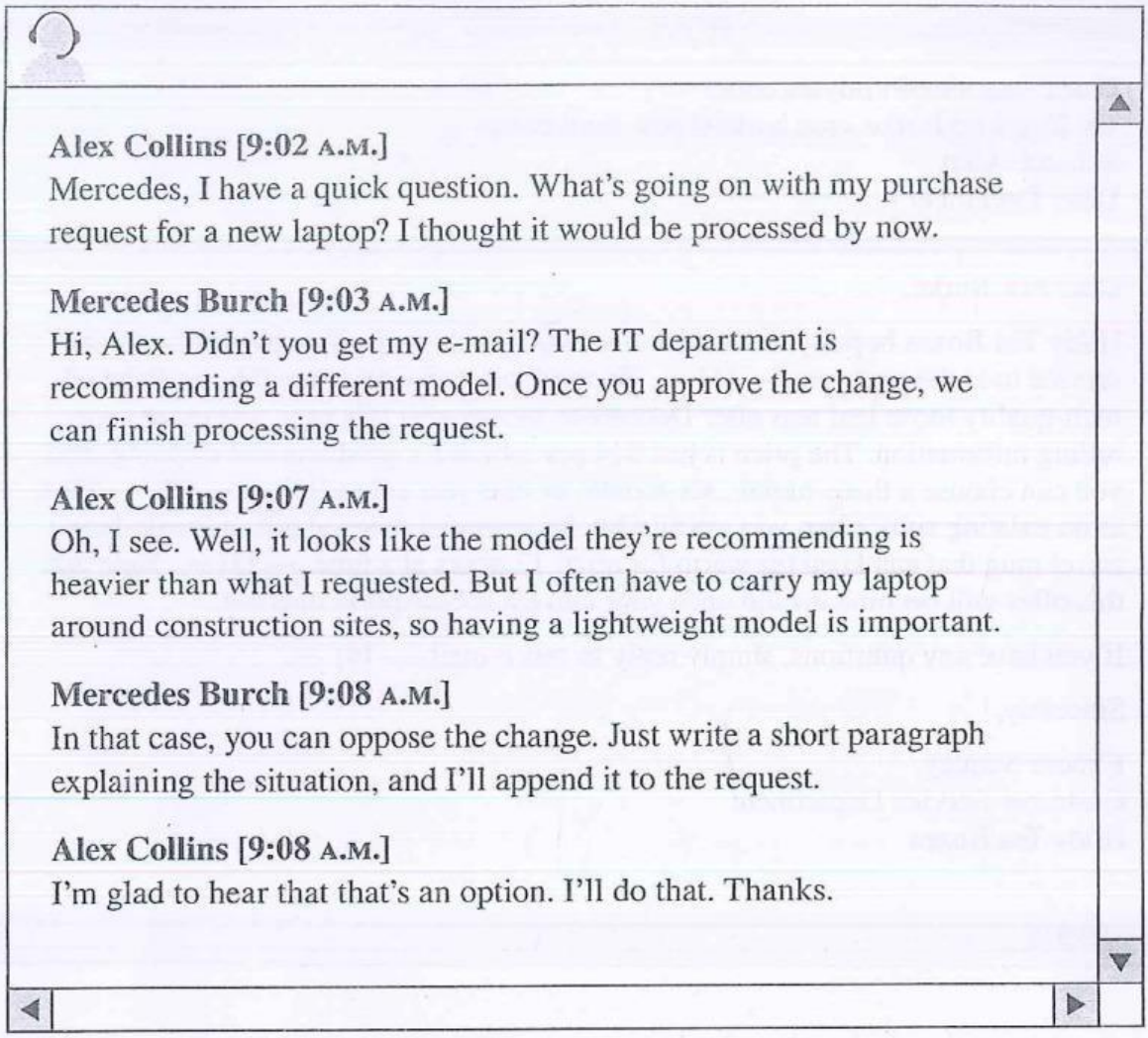
153. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"I or another representative will respond within 24 hours."

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

LIVEWORKSHEETS

Questions 154-155 refer to the following online chat discussion.



Alex Collins [9:02 A.M.]
Mercedes, I have a quick question. What's going on with my purchase request for a new laptop? I thought it would be processed by now.

Mercedes Burch [9:03 A.M.]
Hi, Alex. Didn't you get my e-mail? The IT department is recommending a different model. Once you approve the change, we can finish processing the request.

Alex Collins [9:07 A.M.]
Oh, I see. Well, it looks like the model they're recommending is heavier than what I requested. But I often have to carry my laptop around construction sites, so having a lightweight model is important.

Mercedes Burch [9:08 A.M.]
In that case, you can oppose the change. Just write a short paragraph explaining the situation, and I'll append it to the request.

Alex Collins [9:08 A.M.]
I'm glad to hear that that's an option. I'll do that. Thanks.

154. At 9:03 A.M., what does Ms. Burch imply when she writes, "Didn't you get my e-mail"?

(A) Her e-mail provides an explanation for a delay.
(B) Her e-mail gives notification of the conclusion of a process.
(C) Her e-mail describes a change to a policy.
(D) Her e-mail announces a staff transfer.

155. What does Mr. Collins state that his job frequently requires?

(A) Carrying out training
(B) Visiting work sites
(C) Doing persuasive writing
(D) Researching personal electronics

LIVEWORKSHEETS

Questions 156-157 refer to the following notice.

NOTICE FOR RESIDENTS OF SANDLING APARTMENTS

Over the past few months, the volume of tenants' packages being delivered to the apartment management office has grown beyond our capacity to handle them. The result has been an excessive amount of work for our employees, reduced space in our facility, and several incidents of packages being lost. Therefore, the office will no longer accept delivery of packages for tenants from Monday, October 1. Please take advantage of this ample advance notice to make other arrangements for any packages that will likely arrive on or after that date. These could be taking delivery at the door of your building or a third location like a post office box or your workplace.

- Sandling Apartments Management

156. What are apartment residents mainly being notified of?

(A) The holding of a tenant meeting
(B) The elimination of a receiving service
(C) The installation of a convenience facility
(D) The misplacement of some goods

157. What is suggested about Sandling Apartments?

(A) Its office is closed on weekends.
(B) It will soon be under new management.
(C) It recently reduced its number of employees.
(D) It occupies multiple buildings.

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LIVEWORKSHEETS

Questions 158-160 refer to the following memo.

From: Shane Maxwell
To: All employees
Re: Announcement
Date: May 8

It's the time of year when Goldwin Publishing gives all of its employees a chance to show their creativity. We are again seeking proposals for innovative additions to our range of Spanish language education solutions. Any type of product that is among those we already offer—books, flash cards, board games, etc.—or reasonably similar to them is welcome.

We believe that valuable contributions can come from unconventional sources, so employees in every area are encouraged to participate. Last year, Lois Edwards in the accounting department suggested a book that not only was published but ended up selling very well. If you have a fresh idea, we urge you to temporarily put aside your regular workload and write a proposal for it.

Each employee can submit up to two proposals. There is no specific format for proposals, but they should include a detailed description of the product and its target market. To keep submissions manageable, however, we do ask that they be no more than one page in length. Please send them to my assistant, Ivan Briggs, at ivan@goldwinpublishing.com by Friday, May 19.

158. What does Mr. Maxwell ask recipients of the memo to submit?

(A) Reviews of existing products
(B) Ideas for potential new products
(C) Applications for joining a product development team
(D) Proposals for improving the product development process

159. Who most likely was Ms. Edwards's book intended for?

(A) Board game fans
(B) Amateur cooks
(C) Language learners
(D) Accounting students

160. What is indicated about submissions?

(A) They should be sent to two people.
(B) They are accepted twice a year.
(C) They can be up to two pages long.
(D) They must include two pieces of information.

LIVEWORKSHEETS

Questions 161-164 refer to the following Web page.

www.shopslam.com/hiring/faq

Frequently Asked Questions about Hiring at Shopslam

Due to our exciting work environment and excellent employee benefits, thousands of people each year express interest in becoming part of the Shopslam team. Our recruiters cannot respond to all of the inquiries that we receive, so we have collected some common questions and their answers on this page.

1. Can I apply for more than one job?

This is permitted. However, we strongly recommend that you focus on the position for which you are best qualified.

2. Do you provide disability accommodations during the hiring process?

We are happy to offer accommodations such as sign language interpreters, wheelchair-accessible hotels for interviewees coming from out of town, etc. Simply fill out the optional "Accessibility Request Form" and include it with your other application materials.

3. Will you notify me if my application is rejected?

The high volume of applications means that we are only able to send updates about the hiring process to successful candidates.

4. After being rejected, can I reapply for the same job?

Yes, but if it is a technical position, we ask that you gain substantial additional experience before doing so.

161. What is most likely true about Shopslam?
(A) It hires thousands of people annually.
(B) It sends recruiters to university campuses.
(C) It has lower requirements for some technical jobs.
(D) It has a reputation for being a good employer.

162. What is mentioned as an example of a disability accommodation?
(A) Help with in-person communication
(B) Forms with large lettering
(C) An easily accessible interview site
(D) Additional time to fill out paperwork

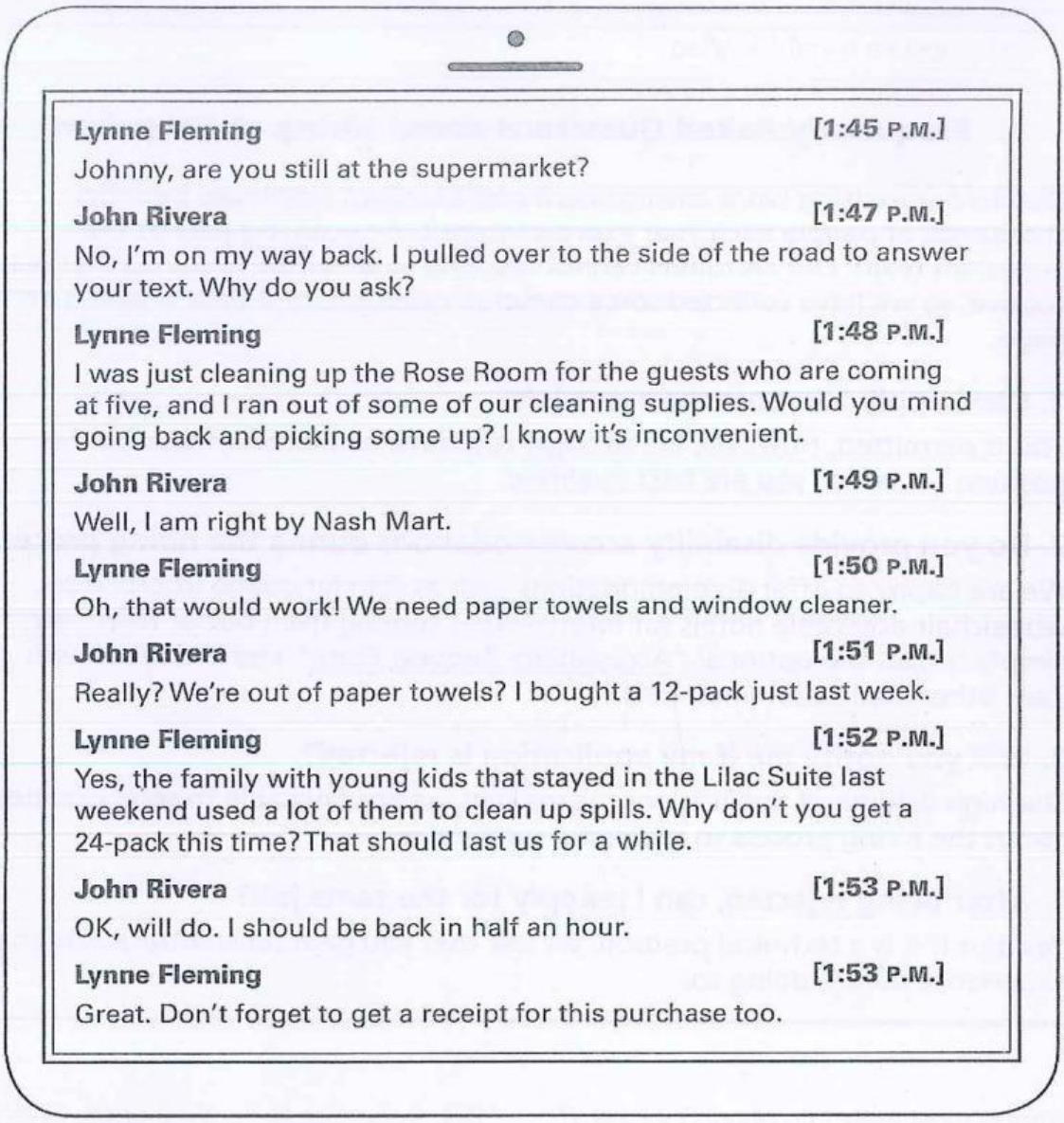
163. According to the Web page, what should job applicants do?
(A) Check a Web page for hiring updates
(B) Concentrate their efforts on a single opening
(C) Include work samples with their application materials
(D) Review a list of commonly asked interview questions

164. Which question does NOT receive an affirmative reply?
(A) 1
(B) 2
(C) 3
(D) 4

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LIVEWORKSHEETS

Questions 165-168 refer to the following text-message chain.



Lynne Fleming [1:45 P.M.]
Johnny, are you still at the supermarket?

John Rivera [1:47 P.M.]
No, I'm on my way back. I pulled over to the side of the road to answer your text. Why do you ask?

Lynne Fleming [1:48 P.M.]
I was just cleaning up the Rose Room for the guests who are coming at five, and I ran out of some of our cleaning supplies. Would you mind going back and picking some up? I know it's inconvenient.

John Rivera [1:49 P.M.]
Well, I am right by Nash Mart.

Lynne Fleming [1:50 P.M.]
Oh, that would work! We need paper towels and window cleaner.

John Rivera [1:51 P.M.]
Really? We're out of paper towels? I bought a 12-pack just last week.

Lynne Fleming [1:52 P.M.]
Yes, the family with young kids that stayed in the Lilac Suite last weekend used a lot of them to clean up spills. Why don't you get a 24-pack this time? That should last us for a while.

John Rivera [1:53 P.M.]
OK, will do. I should be back in half an hour.

Lynne Fleming [1:53 P.M.]
Great. Don't forget to get a receipt for this purchase too.

165. Where do the writers most likely work?
(A) At a small hotel
(B) At a landscaping firm
(C) At a cleaning company
(D) At an educational institution

166. At 1:49 P.M., what does Mr. Rivera mean when he writes, "I am right by Nash Mart"?
(A) His journey is progressing quickly.
(B) He might be able to shop at Nash Mart.
(C) He would like Ms. Fleming to pick him up.
(D) Ms. Fleming should be able to see him from her location.

167. What most likely surprises Mr. Rivera?
(A) That he has been chosen to do a task
(B) That Ms. Fleming is aware of a problem
(C) That it has been a full week since an event occurred
(D) That some supplies have been used up

168. What does Ms. Fleming remind Mr. Rivera to do?
(A) Put fuel in a vehicle
(B) Avoid spilling a liquid
(C) Receive proof of a payment
(D) Send a notification to a coworker

LIVEWORKSHEETS

Questions 169-171 refer to the following e-mail.

From:	Wally Barnes <w.barnes@mclerdon.com>
To:	Araceli Diaz <araceli@hevneymanufacturing.com>
Subject:	Request
Date:	April 28

Dear Ms. Diaz,

My name is Wally Barnes, and I am a marketing specialist at McLerdon, Inc. My department was established earlier this year thanks to growth fueled by the loyal patronage of clients like Hevney Manufacturing. Your account manager, Mr. Quinn, has told me that McLerdon staff have had the honor of guarding Hevney's factory premises for nearly five years now.

In addition to introducing myself, I am writing to make a request. I am currently adding client logos to McLerdon's Web site and would like to include your company's. This would normally be authorized by the service agreement between your company and ours, but our low level of marketing expertise at the time the contract was written meant that no such provision was included. If you agree to this request, all we need is a clear image of your current logo at a size of 150 pixels by 150 pixels. However, if you prefer that we do not display your logo, please do not hesitate to let me know.

McLerdon thanks you again for your business. We hope to hear from you soon.

Best regards,

Wally Barnes
McLerdon, Inc.

169. What is suggested about Mr. Barnes?

(A) Mr. Quinn is his manager.
(B) He helped draft an agreement.
(C) He holds a newly-created position.
(D) He has visited Hevney Manufacturing's Web site.

170. What most likely does McLerdon, Inc. do for its clients?

(A) Conduct marketing campaigns
(B) Provide security personnel
(C) Repair factory equipment
(D) Give legal advice

171. What does Mr. Barnes ask Ms. Diaz for?

(A) A client testimonial
(B) A signed copy of a contract
(C) Confirmation of a machine's dimensions
(D) Permission to use an image

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