

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

www.bernlakeoutfitters.com

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Bern Lake Outfitters



Welcome to the online home of Bern Lake Outfitters! Paolo Gaspar opened Bern Lake Outfitters ten years ago when he began renting his personal kayak, Little Rush, to friends for the weekend. Now, with the purchase of a 50-meter yacht we call "The Spirit of the Lake" earlier this year, we have the most watercraft of any company in the area. We can satisfy the needs of all customers, whether they want to participate in fast-paced aquatic sports with one of our Golden Blaze speedboats, or spend an afternoon fishing with a few friends in a Quiet Ripple rowboat.

****If you're staying in the area, let us help you with your lodgings. We can get you a discounted rate at our longtime partner hotel, the Laguna Lodge.*

E-Mail message

From:	<chloeblosser@sod.ch>
To:	<paolo@bernlakeoutfitters.com>
Subject:	Inquiry
Date:	January 15

Hello,

I'm writing on behalf of the Swiss Organization of Dentists. Our annual conference will be held close to Bern Lake in June, and I'm in charge of organizing the closing dinner. It will be an informal event for us to unwind at and have fun together, so I thought it would be nice to have it on the lake. There will be about 40 of us. Do you have a boat big enough to handle that many people?

I would also welcome any tips you have about accommodations.

Thank you,

Chloe Blosser
Swiss Organization of Dentists

E-Mail message

From: <paolo@bernlakeoutfitters.com>
To: <chloeblosser@sod.ch>
Subject: RE: Inquiry
Date: January 15

Dear Ms. Blosser,

Thanks for getting in touch!

Our operation certainly has a boat that can suit your needs. Could you let me know the exact date in June you'll need it?

As far as your inquiry about accommodations goes—I know that the Laguna Lodge has some openings for that time frame, while the Brand New Sunset Hotel may be a less pricey option, if it's not fully booked already. Let me know what you decide, because depending on which one you choose, we may be able to make bookings for you at a discounted rate.

Sincerely,

Paolo Gaspar

186. What is mentioned as a special characteristic of Bern Lake Outfitters?

- (A) The length of its history
- (B) The rental price of its boats
- (C) The convenience of its locations
- (D) The number of boats it owns

187. Why is Ms. Blosser visiting the Bern Lake area?

- (A) To attend a professional gathering
- (B) To take an overseas vacation
- (C) To watch a series of sporting events
- (D) To conduct scientific research

188. Which boat will most likely be recommended to Ms. Blosser?

- (A) The Little Rush
- (B) The Spirit of the Lake
- (C) The Golden Blaze
- (D) The Quiet Ripple

189. In the second e-mail, the word “goes” in paragraph 3, line 1, is closest in meaning to

- (A) is available
- (B) is concerned
- (C) functions
- (D) departs

190. What does Mr. Gaspar indicate about Bern Lake Outfitters' partner hotel?

- (A) It is relatively inexpensive.
- (B) It recently reopened.
- (C) It currently has vacancies for June.
- (D) There is a dining establishment in it.

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Questions 191-195 refer to the following article, e-mail, and order form.

Making the World a Better Place

(August 4)—Though corporate social responsibility is becoming more important to consumers around the world, some companies are finding that giving back can be tricky.

Pinflash was embarrassed last year when a Charity Monitor report gave its main charitable partner a “D” rating because of its lack of impact. Similarly, Dunne Galloway recently ended its relationship with an arts nonprofit because of a disagreement over accounting processes.

This is why Peter Gandy started Giveler, a for-profit company that tries to make corporate giving as easy and efficient as possible.

“We do it all,” says Mr. Gandy. “We help

businesses choose a cause to support, connect them with a reputable charity or nonprofit organization, handle the donation logistics, and supply publicity tools.”

In the two years it has been in business, Giveler has served over one hundred corporations and estimates that its clients have donated roughly three million dollars to various causes.

Among these successes, Mr. Gandy says he is most proud of Rickard Paper Co.: “We set up a program in which a tree is planted for almost every stationery product they sell. Not only have 56,000 trees been planted so far, but the publicity from the program has led to a 10% bump in Rickard’s sales. That’s the kind of mutually beneficial relationship we want for all of our clients and their partner organizations.”

From:	Samuel Akagi <samuel.akagi@giveler.com>
To:	Janelle Hawn <janelle.hawn@weatherfordpro.com>
Subject:	Potential partners
Date:	August 24
Attachment:	 Nonprofit Review

Dear Janelle,

It was a pleasure to meet you yesterday. As I promised then, I’m now sending you an overview of our process for connecting corporations with partner charities and nonprofits. I believe it will relieve the concerns you mentioned about experiencing the same setback as Dunne Galloway.

In addition, here are some organizations that we think might be a good fit for Weatherford Pro:

- Kirchner Foundation - Operates free rural summer camp for kids
- Green Now! - Lobbies government to expand national parks
- Withrow Society - Protects endangered animals in a variety of habitats
- Mission Clean - Removes garbage from beaches and oceans

The Web site of each one is linked in its name so that you can learn a little more about them. If some questions come up or you feel ready to make a selection, just e-mail or give me a call at 555-0186.

Sincerely,

Samuel Akagi
Client Account Manager

Weatherford Pro

Shipping Information: Victoria Cole
340 Griffin St.
Pueblo, CO 81008

Billing Address: Same as shipping
Payment Method: PayRight
Account: vicky100@efr-mail.com

Product No.	Description	Quantity	Price
H2420	Trail Master Backpack – Navy	1	\$59.99
R4371	Onivin Trekking Shoes – Size 10	1	\$89.99
		Subtotal	\$149.98
		Taxes	\$10.50
		Total	\$160.48

Did you know? Weatherford Pro passes on 5% of each pre-tax sale to the Withrow Society! Click "Complete My Order" to help us donate \$7.50 right now.

Complete My Order

191. What is the purpose of the article?

(A) To examine some corporations' mistakes
(B) To profile a local entrepreneur
(C) To promote a company's services
(D) To urge consumers to make certain choices

192. In the article, the word "bump" in paragraph 6, line 7, is closest in meaning to

(A) difficulty
(B) collision
(C) opportunity
(D) increase

193. What is implied about Ms. Hawn?

(A) She thinks that publicity methods should be simple.
(B) She hopes to avoid becoming engaged in a financial dispute.
(C) She is worried about the effectiveness of potential partner organizations.
(D) She is concerned about accidentally breaking a law.

194. What is Ms. Cole ordering from Weatherford Pro?

(A) Bicycling gear
(B) Camping supplies
(C) Fishing equipment
(D) Hiking accessories

195. What cause did Weatherford Pro choose to support?

(A) Saving rare animals from extinction
(B) Enabling children to spend time outdoors
(C) Affecting government policy on nature areas
(D) Clearing waste from coastal habitats

GO ON TO THE NEXT PAGE

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

(<http://www.kurgess.com/packages>)

HOME	ABOUT	<u>PACKAGES</u>	CONTACT
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Kurgess Property Management offers a range of packages representing different levels of involvement in the management of your house, apartment, or condominium. Whichever you choose, you can be certain that all services will be performed by dedicated specialists committed to taking care of your property.

- Bronze – Services include property showings, rental application processing, credit and background checks, tenancy agreement signing, and deposit collection.
Cost: 100% of the monthly rental fee (one time).
- Silver – All services in the bronze package plus collection of monthly rent.
Cost: 4% of the monthly rental fee (monthly).
- Gold – All services in the silver package plus maintenance and repair services.
Cost: 6% of the monthly rental fee (monthly).
- Gold Plus – All services in the gold package but offered at a discount for those who hire Kurgess to manage three or more properties.
Cost: For each property, 5% of the monthly rental fee (monthly).

E-Mail message

From: Rex Campbell <rex@kurgess.com>
To: Dora McLaughlin <d.mclaughlin@rui-mail.com>
Subject: Good news
Date: March 21
Attachment: [Application](#), [Background Check](#), [Credit Check](#), [Contract](#)

Dear Ms. McLaughlin,

I am pleased to notify you that we have found a suitable tenant for your property located at 682 Perry Road in Hennisberg. We have carried out his credit and background checks with a high degree of thoroughness; the results are attached for your perusal. As you can see, Isaiah Pritchard has a steady job as a high school teacher and a history of financial responsibility. Also, of course, he is willing to agree to all of the property usage terms you specified.

Mr. Pritchard would like to begin his one-year lease on Saturday, April 14. If you are satisfied with the information we have provided, please print out the contract, sign it, and send it to my office by certified mail as soon as possible. Thank you.

Regards,

Rex Campbell
Account Manager
Kurgess Property Management
Hennisberg Branch

E-Mail message

From: Dora McLaughlin <d.mclaughlin@rui-mail.com>
To: Rex Campbell <rex@kurgess.com>
Subject: Re: Good news
Date: March 22

Dear Mr. Campbell,

I think Mr. Pritchard will be a great tenant. I will do as you asked. Once the contract is signed, what else needs to happen before Mr. Pritchard can move in?

And thank you so much for your hard work in showing the house and screening candidates. You know, when I moved to Sillannon, I was nervous about leaving my old house in the hands of a property management company. I nearly decided to sell it instead. So far, though, your services have made me glad I didn't. I will be more than happy to pay your company the promised 6% of Mr. Pritchard's monthly fee for the peace of mind that it affords me.

Thanks,

Dora McLaughlin

196. What is suggested about Kurgess Property Management?
(A) It outsources some of its maintenance services.
(B) It handles only residential properties.
(C) It requires an advance deposit.
(D) It offers a discount to clients after three years.

197. What is mentioned as a positive characteristic of Mr. Pritchard?
(A) A history of home ownership
(B) A flexible move-in date
(C) A stable career
(D) A lack of pet animals

198. What service package did Ms. McLaughlin most likely choose?
(A) Bronze
(B) Silver
(C) Gold
(D) Gold Plus

199. What does Ms. McLaughlin ask about?
(A) Some steps in a process
(B) Some changes to an agreement
(C) The reason for a recommendation
(D) The person responsible for a task

200. What is implied about Ms. McLaughlin?
(A) She will visit Kurgess Property Management's offices.
(B) She will move out of her current house by April 14.
(C) She will call Mr. Campbell's work phone.
(D) She will send some paperwork to Hennisberg.

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.