Questions 168-171 refer to the following online chat discussion.
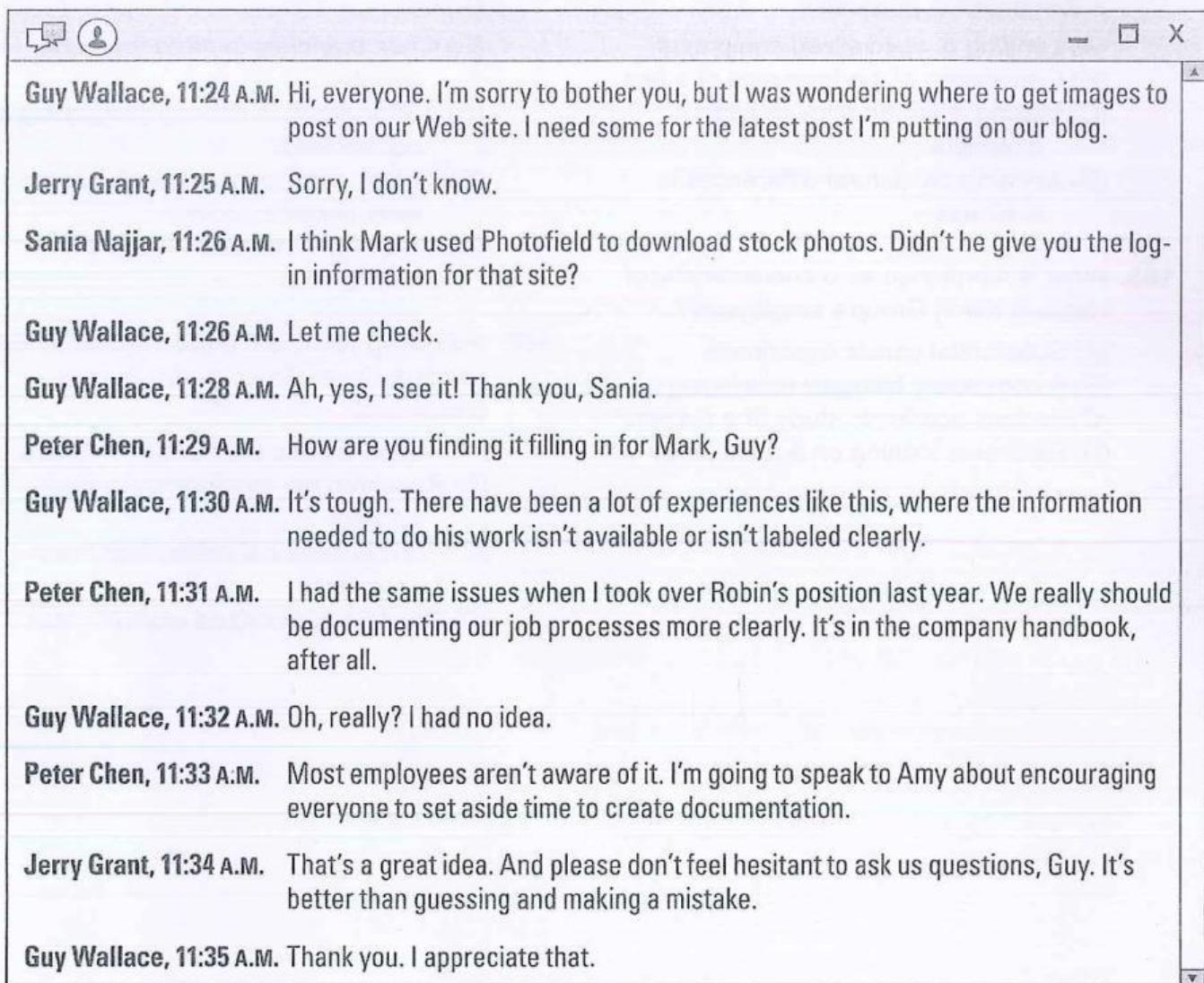
Guy Wallace, 11:24 A.M.	Hi, everyone. I'm sorry to bother you, but I was wondering where to get images to post on our Web site. I need some for the latest post I'm putting on our blog.
Jerry Grant, 11:25 A.M.	Sorry, I don't know.
Sania Najjar, 11:26 A.M.	I think Mark used Photofield to download stock photos. Didn't he give you the log-in information for that site?
Guy Wallace, 11:26 A.M.	Let me check.
Guy Wallace, 11:28 A.M.	Ah, yes, I see it! Thank you, Sania.
Peter Chen, 11:29 A.M.	How are you finding it filling in for Mark, Guy?
Guy Wallace, 11:30 A.M.	It's tough. There have been a lot of experiences like this, where the information needed to do his work isn't available or isn't labeled clearly.
Peter Chen, 11:31 A.M.	I had the same issues when I took over Robin's position last year. We really should be documenting our job processes more clearly. It's in the company handbook, after all.
Guy Wallace, 11:32 A.M.	Oh, really? I had no idea.
Peter Chen, 11:33 A.M.	Most employees aren't aware of it. I'm going to speak to Amy about encouraging everyone to set aside time to create documentation.
Jerry Grant, 11:34 A.M.	That's a great idea. And please don't feel hesitant to ask us questions, Guy. It's better than guessing and making a mistake.
Guy Wallace, 11:35 A.M.	Thank you. I appreciate that.

168. At 11:28 A.M., what does Mr. Wallace report finding?

(A) A file of digital images
(B) A draft of an online article
(C) A user name and password
(D) A comment under a blog post

169. What is suggested about Mr. Wallace?

(A) He is temporarily handling a colleague's duties.
(B) He is a newly hired employee.
(C) He recently returned from a leave of absence.
(D) He was not previously aware of an internal Web site.

170. At 11:31 A.M., what does Mr. Chen mean when he writes, "It's in the company handbook, after all"?

(A) He is instructing Mr. Wallace to seek out some information.
(B) He is explaining why he is not allowed to assist Mr. Wallace with a task.
(C) He is emphasizing the importance of a work responsibility.
(D) He is suggesting that a company policy is outdated.

171. What does Mr. Wallace thank Mr. Grant for?

(A) Confirming the accuracy of some directions
(B) Sharing the location of some documentation
(C) Forgiving him for misunderstanding an assignment
(D) Reassuring him about potentially causing inconvenience

LIVEWORKSHEETS

District News Tribune   *October 22*

Three businesses in the Vine Heights district—Barksdale Bakery, Triollo Grill, and Raley's Laundromat—have closed recently. Barksdale Bakery, a regional chain that also has a location in Balboa Shopping Mall, closed its Vine Heights location on October 9. Company spokesperson Brenda Chiu said it "had become difficult to compete" in the area, as a number of neighborhood coffee shops have been expanding their offerings of baked goods. — [1] —.

Triollo Grill, a Mexican-Japanese fusion restaurant, has been closed for two weeks, and a "space available" sign now hangs on its door. The popular eatery had been operating at 56 Dew Street. — [2] —. Its owner, Antonio Cruz, said he will reopen his establishment in a larger space near Alvin Park.

Raley's Laundromat closed last week. It offered customers self-service, coin-operated laundry machines, along with laundry soap vending machines. "With all the recent development, the neighborhood is changing," said owner Dolores Raley. "The new apartment buildings, such as the Deltonne, are equipped with in-unit washers and dryers. So demand for our services is decreasing." She added that, as part of a trend, several local laundromats are being converted into restaurants. — [3] —.

Ms. Raley moved her business to 17 Butler Avenue, where she has also started to offer commercial laundry services. — [4] —. Only one self-service laundry establishment, Laundry Breeze, still exists in the Vine Heights district.

The district is also left with only one eatery, Tampico Burrito, that serves Mexican food, while a food truck, Ivy's Quick Bites, offers its only Japanese food.

172. What is NOT suggested about the Vine Heights district?

(A) It is a competitive market for bakeries.
(B) It now has several coin-operated laundry services.
(C) It has newly-built housing.
(D) It is served by mobile food facilities.

173. What is indicated about Triollo Grill?

(A) It had recently changed ownership.
(B) It was famous for its coffee drinks.
(C) It has not gone completely out of business.
(D) It was a district's first fusion restaurant.

174. Which establishment is outside of the Vine Heights district?

(A) Balboa Shopping Mall
(B) Deltonne
(C) Laundry Breeze
(D) Tampico Burrito

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

"Indeed, an Italian bistro will soon move into her facility's empty space."

(A) [1]
(B) [2]
(C) [3]
(D) [4]
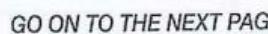
Autumn Classes at the Artesia Institute

Classes begin the week of September 25. Each class will meet on the same day each week for eight sessions. Class fees include all necessary materials. Students are charged 80% of the class fee for second/third/fourth classes within the autumn term.

Class/Price	Description	Day/Time of Sessions
Room Life Drawing ($285)	Recommended for intermediate artists, this class will have a different live model each week.	Tuesdays/6:30 P.M.–7:30 P.M. Wednesdays/7:00 P.M.–8:00 P.M. Thursdays/6:30 P.M.–7:30 P.M.
Pottery ($300)	Students will learn wheel-throwing techniques to make bowls, vases, and more. All levels welcome.	Mondays/6:30 P.M.–8:30 P.M. Thursdays/6:30 P.M.–8:30 P.M.
Watercolor Painting ($260)	Intended for beginners, this class teaches basic watercolor techniques with a focus on landscape painting.	Mondays/6:00 P.M.–7:00 P.M. Wednesdays/6:00 P.M.–7:00 P.M. Thursdays/7:00 P.M.–8:00 P.M.
Screen Printing ($280)	Learn the steps of screen printing to make your own T-shirts. Designed for beginners, this class has never been offered before.	Tuesdays/6:30 P.M.–8:00 P.M.

To register for classes, or for more detailed information, visit www.artesiainst.com/autumn. The registration deadline is September 12. Early registration is highly recommended.

To:	Cynthia Lopez <c.lopez@artesiainst.com>
From:	Tae-Woo Park <t.park@artesiainst.com>
Date:	November 22
Subject:	Feedback survey

Dear Cynthia,

I have finished compiling the answers from the feedback survey we distributed to students on the last day of class. We had overwhelmingly positive reviews for your class, and all of the students stated that they would recommend it to others. Because of the popularity of your teaching, I don't think two classes per term is enough. If possible, I'd like you to teach an additional class for the winter term, a matter we can discuss further at the staff dinner this Friday. It will be somewhere within walking distance to the institute, and it's tentatively scheduled for 7 P.M. Pablo is making the arrangements, so please let him know if you will attend alone or with your spouse.

Thanks for your hard work!

Tae-Woo

176. How can students get a discount?

(A) By recommending the institute to friends

(B) By paying the full fee in advance

(C) By meeting an early registration deadline

(D) By enrolling in more than one class

177. What is true about the autumn classes?

(A) Two are suitable for students with a moderate level of ability.

(B) Two are being held for the first time.

(C) One is taught by a different instructor each week.

(D) One has shorter single-day sessions than all of the others.

178. Which class does Ms. Lopez most likely teach?

(A) Room Life Drawing

(B) Pottery

(C) Watercolor Painting

(D) Screen Printing

179. What does Mr. Park want Ms. Lopez to do?

(A) Train a newly hired instructor

(B) Review some survey results

(C) Increase her working hours

(D) Request supplies for the next term

180. What information does Pablo need regarding a dinner?

(A) Whether attendees have food allergies

(B) Which time is most convenient

(C) Which restaurant is preferred

(D) Whether a guest will be brought
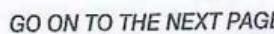
EyeChat

Mobile Version 3.0

Top User Reviews

Kerry Lucas ★★★★☆(4.5 stars)

Eyechat is great for keeping in touch with family and friends from anywhere. I've tried several of the video chat apps available on Allivanta, and this is the best one. I just wish that it would let you customize or hide the menu—its color hurts my eyes.

Dominick Frazier ★★★★☆(4 stars)

I'm glad that Eyechat is offering "invisible" status again, but the range of emoticons is still really limited. It should allow other companies to make emoticons for its platform, like Spangler does.

Chien Nguyen ★☆☆☆☆(1 star)

It doesn't let you use Mooth to add money to your account, even though that's much safer than handing over your credit card information. I will be uninstalling.

Yolanda Castillo ★★★★☆(4 stars)

Please let users stop this app from starting automatically! My Titus phone doesn't have great battery life, and EyeChat makes it run out even more quickly. Otherwise, I have no complaints. Reliable video and sound quality.

Platformula Releases EyeChat Version 3.1 for Mobile

By Adriana Russell, April 8, 10:35 A.M.

Earlier this week, Platformula launched the newest version of video chat app EyeChat for mobile devices. Version 3.1 features a simplified menu that can be hidden to allow more space for video. It also supports greater integration, allowing users to charge their account through Mooth and import contacts from StarMail. The update notice from Platformula even boasts that Eyechat now allows users to buy emoticons from third-party developers, though these do not seem to exist yet. In addition, one popular feature from the desktop version of EyeChat, screen-sharing, has finally been made available in the mobile version.

Platformula bought EyeChat's developer from its founder, Gus Danielson, three years ago. The first update that the company spearheaded, 2.0, was met with strong criticism from users. Several of the preexisting features that were removed from that version, such as the ability to set the user status to "invisible", were restored in 3.0.

Online reviews of version 3.1 have been positive so far. Platformula is expected to update the mobile version of EyeChat Business next.

181. What does Mr. Nguyen indicate that he is concerned about?

(A) The security of his financial information
(B) The unhealthfulness of an online activity
(C) The increasing cost of a chat service
(D) The difficulty of deleting a mobile app

182. What is mentioned as a competitor of EyeChat?

(A) Allivanta
(B) Spangler
(C) Mooth
(D) Titus

183. What is implied about Mr. Frazier?

(A) Part of his review refers to the desktop version of EyeChat.
(B) He has experience with version 2.0 of EyeChat.
(C) His work is the primary reason that he uses EyeChat.
(D) He paid to download EyeChat.

184. Whose suggestion was NOT adopted in the updated version of EyeChat?

(A) Ms. Lucas's
(B) Mr. Frazier's
(C) Mr. Ngyuen's
(D) Ms. Castillo's

185. What is mentioned about Platformula?

(A) It was founded three years ago.
(B) It used to be headed by Mr. Danielson.
(C) It is not the original creator of EyeChat.
(D) It outsourced some development work.