

Questions 168-171 refer to the following advertisement.



Satisfy your Craving for Sweets at Katie's Cupcakes!



For the most delicious cupcakes you'll ever taste, head to Katie's Cupcakes at 637 Elm Street in downtown Lavington! — [1] —. We can make over 50 flavor combinations of cake, filling, and frosting. Whether you like more traditional cupcake flavors or more exotic kinds, like mint and pumpkin, Katie's Cupcakes can fulfill your craving without ruining your diet. Nearly half of our items are low in both sugar and fat, making them great for those limiting their caloric intake. — [2] —. We promise that, upon your request, any of our delicious treats can be baked free of sugar, gluten, lactose, or nuts or can be made specially for diabetics.

These days, many people use cupcake arrangements instead of traditional cakes for weddings, birthdays, and other celebrations. — [3] —. Katie's Cupcakes can customize an arrangement in any color and flavor, for any occasion. Stop by any time to check out examples of our work. Those placing an order for a cupcake arrangement in June will receive a 10 percent discount!

Katie's Cupcakes is open Monday through Saturday from 8 A.M. to 4 P.M. Samples are always available, so drop by soon and satisfy your taste buds. — [4] —.

168. What is NOT indicated about Katie's Cupcakes' products?

- (A) They were promoted in a magazine article.
- (B) Some of them come in low calorie varieties.
- (C) They can be tailored to customers' preferences.
- (D) Some of them are appropriate for diabetics.

169. According to the advertisement, what does Katie's Cupcakes do for its customers?

- (A) Provides delivery to them for a small fee
- (B) Allows them to taste products for free
- (C) Prints ingredients on packaging materials
- (D) Transports special arrangements to event venues

170. How can customers get a discount on cupcake arrangements?

- (A) By attending a sampling session
- (B) By ordering during a specific period
- (C) By submitting a coupon at an establishment
- (D) By answering a customer questionnaire

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

"And for those with dietary restrictions, we offer an array of options."

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

GO ON TO THE NEXT PAGE ➔

Questions 172-175 refer to the following article.

Everything Video Opens Store

By Kelly Warren

Everything Video, a pioneer in the used electronics marketplace, recently opened its fourth store, this time in San Diego. With popular branches in Anaheim, Los Angeles, and San Bernardino, the chain's new store, located in the Seaside Mall, is its largest location yet. The space boasts an incredible variety of thousands of games for multiple platforms that date back to the 1980s. There is also a smaller section of game consoles, handheld players, and an assortment of other vintage video game devices. Used movies on videotape or DVD are also available.

Kendra Brown, founder of Everything Video, says, "A lot of people miss owning physical objects." She explained that the shift in recent years to playing games and watching movies online has indirectly created a demand for physical products. "Often, our customers buy these items for sentimental reasons."

Not only can customers do some shopping, but Everything Video buys stock as well. If you have games, movies, or devices they're interested in, staff offer cash payments or store credit to use at any of their locations in exchange for them.

According to branch manager Dane Cruz, as an introductory special, shoppers who buy three games or more will receive a 20 percent discount off their total purchase amount. The offer is valid until August 1 and is only available at the San Diego branch.

172. What is the article mainly about?

- (A) The launch of a software development firm
- (B) A sale on new video games
- (C) An expansion of a retail chain
- (D) The release of a gaming device

173. What is NOT mentioned as a product type that will be sold at the new store?

- (A) Secondhand movie DVDs
- (B) Videotaped television series
- (C) Classic video games
- (D) Handheld game consoles

174. What is NOT indicated about Everything Video?

- (A) It has a Web site where customers can rent games and videos.
- (B) It purchases some items from its customers.
- (C) It is offering a special promotion at its San Diego store.
- (D) It provides store credit for use at various branches.

175. The word "shift" in paragraph 2, line 3, is closest in meaning to

- (A) period
- (B) relocation
- (C) swipe
- (D) change

GO ON TO THE NEXT PAGE 

Questions 176-180 refer to the following online contact form and e-mail.

Cyprus Software

If you experience any difficulty with our products, let us know! Simply fill in your contact details below, write us a short message, and then click "send." One of our staff will send you an answer as soon as possible. You may also go to www.cyprussoftware.com/help to get live online assistance or to check out our troubleshooting forum to find answers for your questions from our staff or other users.

NAME	Amos Polson
E-MAIL	ampol@digimail.com
PHONE	(509)555-3984

I recently purchased and downloaded a photo-editing program from your site called Picto-Master. I have tried installing the software, but at the end of the process, a window popped up informing me of an error. I was not notified this might happen when I purchased the software, so I am unsure how to proceed with the installation.

I checked the online forum to find a possible solution, but I was unable to find any post in regard to this specific issue.

Please contact me about this issue as soon as possible, as I need the program for a photography project I'm working on.

Thank you.

SEND

TO: Amos Polson <ampol@digimail.com>
FROM: Client services <clientserv@cyprussoftware.com>
SUBJECT: Your inquiry
DATE: September 17

Dear Mr. Polson,

Thank you for your message and for purchasing one of Cyprus Software's products. First, I would like to apologize for any inconvenience.

Generally, the problem you described only occurs when the user's operating system is incompatible with our software. Please check the list of supported operating systems on our Web site. If your operating system isn't listed, you will need to run a separate repair program in order to install Picto-Master. After you have run the program, you may try downloading Picto-Master again. The repair program may be downloaded from our Web site as well.

If you experience the same problem, make sure that you have downloaded the correct file from our site, and not the business or trial versions of the photo-editing software.

Should you require further assistance, please don't hesitate to respond to this e-mail or call our 24-hour hotline at 1-800-555-3300.

176. Why did Mr. Polson fill in the online contact form?
- (A) To purchase a computer program
 - (B) To request installation assistance
 - (C) To put in a work order for photography
 - (D) To ask about a home security system
177. What is NOT mentioned as a way clients can get assistance from Cyprus Software?
- (A) Browsing an online forum
 - (B) Submitting an online form
 - (C) Visiting a branch office
 - (D) Using a chat service
178. What is mentioned about Cyprus Software's Web site?
- (A) A repair program to assist with installation is available there.
 - (B) It includes instructional manuals for its products.
 - (C) It promotes a number of items currently being offered at a discount.
 - (D) Some of Cyprus Software's older products can be found there.
179. Why did the pop-up window probably appear on Mr. Polson's computer?
- (A) His payment was not accepted by the vendor.
 - (B) His operating system is not compatible with the software.
 - (C) He typed in a required access code incorrectly.
 - (D) He is using an unauthorized version of a program.
180. What is NOT indicated about Cyprus Software?
- (A) Its programs can be downloaded multiple times.
 - (B) It offers on-site service visits via online request.
 - (C) Its photo-editing program comes in different versions.
 - (D) It can be contacted for assistance 24 hours a day.

GO ON TO THE NEXT PAGE ➔

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

Swimming lesson schedule

Beginning on July 16, the Cornwood Condominium Homeowners Association, in partnership with the Irwindale Athletics Club (IAC), is hosting a series of swimming lessons for the summer, the details of which are below.

Age and Skill Level	Instructor	Schedule	*Course fee (10 sessions)
Beginners 6-12 years	Coach Eric Moss	Mondays and Thursdays 2 to 6 P.M.	\$100
Advanced 6-12 years	Coach Ty Warren	Wednesdays and Fridays 8 to 10 A.M.	\$150
Beginners 12-17 years	Coach Eric Moss	Wednesdays and Fridays 2 to 6 P.M.	\$150
Advanced 12-17 years	Coach Kay Sanders	Saturdays 2 to 6 P.M.	\$200
Adult 18 years and older	Coach Liza Simmons	Saturdays 9 to 11 A.M.	\$250

*A \$20 monthly fee for using the pool is included in the fees.

Notes: To join a class, please complete a registration form at the administration office and pay the corresponding fees. IAC members or groups of four or more are eligible for a course fee discount of 15 percent. For inquiries about the swimming lessons or other activities for residents this season, contact Stan Macaulay at s.macaulay@cornwoodhoa.org.

To: Stan Macaulay <s.macaulay@cornwoodhoa.org>
 From: Allan Carpenter <alcarp@diamondmail.com>
 Subject: Swimming classes
 Date: July 9

Dear Mr. Macaulay,

My name is Allan Carpenter, and I just recently moved into the Cornwood Condominium. I have two teenage daughters, Tamara and Kristin, who are interested in signing up for the swim lessons being offered this summer. Tamara is 13 and is already quite an accomplished swimmer, having been a varsity member at her previous school for two years. The younger one, who is 11, has had less experience as a swimmer, but she is certainly not a beginner.

I am planning to visit administration office this week with my daughters to sign them up, but I wanted to find out whether you accept credit cards as a method of payment. Please let me know as soon as it is convenient. Thank you!

Allan Carpenter

181. What is suggested about the Cornwood Condominium Homeowners Association?
- (A) Its members do not have to pay course fees.
 - (B) It is raising funds to build a new pool.
 - (C) Its office is located in another building.
 - (D) It has arranged several summer activities.
182. What is NOT indicated about the swimming lessons?
- (A) They may sometimes take place at an outdoor pool.
 - (B) They are a joint effort of two organizations.
 - (C) They include a fee for using the pool.
 - (D) They are discounted for members of an athletics club.
183. What does Mr. Carpenter mention about his eldest daughter?
- (A) She already signed up for class.
 - (B) She recently graduated from school.
 - (C) She joined a swim team in the past.
 - (D) She plans to become an IAC member.

184. Which coach will most likely teach Kristin Carpenter's class?
- (A) Eric Moss
 - (B) Ty Warren
 - (C) Kay Sanders
 - (D) Liza Simmons
185. What has Mr. Macaulay been asked to provide?
- (A) A complete schedule of activities
 - (B) Information about a payment method
 - (C) The contact details of an instructor
 - (D) Directions to a registration desk

GO ON TO THE NEXT PAGE →