

Questions 164-167 refer to the following memo.

To: Department of Sanitation Employees
From: Larry Bozeman, Department Head
Date: September 3
Re: Update

Earlier this week, I visited the Brookville landfill to carry out an evaluation and determine the time left before space in the landfill runs out. — [1] —. The last estimate was made a decade ago, and at that time it was projected that the landfill would be able to meet Brookville's needs for another fifty years. Therefore, at this point, we would expect to have forty years left before having to make alternative plans for the management of solid waste. Unfortunately, as the number of residents in our community has nearly doubled in size in just a few short years, the landfill is getting used much more than originally anticipated. At the current rate, the remaining space at the site would only last for eighteen to twenty more years. — [2] —.

In order to curb overuse of the landfill and delay the date when the site will run out of space, I have already obtained approval to begin a food waste recycling program, which will be called the Brookville Compost Collection Program, or the BCC Program for short. — [3] —. This will involve collecting food scraps in special containers, to be picked up on the normal recycling collection days and used to create fertilizer. We will run a trial program in Warren Park, Oak Grove, and Rocklane beginning from next month. Once we work out the logistics, the program will be expanded to all neighborhoods in Brookville.

We will heavily promote recycling throughout Brookville, especially targeting businesses, whose commercial waste makes up approximately thirty percent of what is collected. — [4] —. This action alone could save tens of thousands of tons of waste. Homeowners and businesses would be encouraged to compost their yard waste on site instead.

164. What has Mr. Bozeman recently done?

- (A) Trained new sanitation department staff
- (B) Assessed a garbage disposal site
- (C) Gathered feedback from Brookville residents
- (D) Carried out employee evaluations

165. According to Mr. Bozeman, what has contributed to the problem?

- (A) Complex regulations
- (B) Rising recycling costs
- (C) Lack of public interest
- (D) Rapid population growth

166. What is indicated about the BCC Program?

- (A) It will be tested in a few neighborhoods initially.
- (B) It is aimed at teaching people how to prepare recyclables.
- (C) It may fail to be approved due to budget cuts.
- (D) It will be partially funded by the sale of fertilizer.

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

"Another possibility is not to allow grass clippings in the landfill."

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

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

Yorkie Furniture Customer Assistance	
	Gloria Cox (Staff ID: 413) [3:09 P.M.]
Hello, I am a customer service agent for Yorkie Furniture. Are you writing about an old order or a pending order?	
Sherman Holcomb [3:10 P.M.]	
An old order. I have already received the product.	
Gloria Cox (Staff ID: 413) [3:11 P.M.]	
All right. What seems to be the problem?	
Sherman Holcomb [3:12 P.M.]	
I'm having trouble assembling the shelves I ordered from you. In the past, I've paid for your pre-assembled goods, but this time I thought I'd try it myself.	
Gloria Cox (Staff ID: 413) [3:13 P.M.]	
Please tell me the product name and whether there are any parts missing.	
Sherman Holcomb [3:16 P.M.]	
It's the Rustic Beach Set shelving unit model. I'm not sure if anything is missing because it didn't come with any assembly instructions.	
Gloria Cox (Staff ID: 413) [3:17 P.M.]	
I'm sorry about that. We've had numerous complaints about that model. During the packing process, the workers didn't put in the instructions or the product brochure.	
Sherman Holcomb [3:18 P.M.]	
Could you mail the instructions to me?	
Gloria Cox (Staff ID: 413) [3:19 P.M.]	
Of course, but if you have a printer at home, you can download them from our Web site instead and print them yourself.	
Sherman Holcomb [3:21 P.M.]	
Are they the same instructions that would be shipped in the mail?	
Gloria Cox (Staff ID: 413) [3:22 P.M.]	
Yes, and it's a lot easier.	
Sherman Holcomb [3:24 P.M.]	
Okay, I'll do that now.	
Gloria Cox (Staff ID: 413) [3:25 P.M.]	
I won't terminate this conversation until I know that you were able to get the document you need.	
Sherman Holcomb [3:26 P.M.]	
Thank you.	

168. What does Mr. Holcomb indicate about Yorkie Furniture?

- (A) He thinks its prices are reasonable.
- (B) Its selection has recently expanded.
- (C) He has used its services before.
- (D) It has a reputation for high-quality goods.

169. What does Ms. Cox suggest about the Rustic Beach Set?

- (A) It is one of the company's most popular products.
- (B) It is no longer being manufactured by the company.
- (C) It was sent without all the necessary paperwork.
- (D) It can be returned directly to the warehouse.

170. At 3:22 P.M., what does Ms. Cox mean when she writes, "it's a lot easier"?

- (A) She recommends getting some information online.
- (B) She wants Mr. Holcomb to set up an account.
- (C) She plans to send an item by express mail.
- (D) She thinks a different shelving unit would be better.

171. Why will Ms. Cox keep the chat open?

- (A) To allow time to check an inventory list
- (B) To wait for an order number
- (C) To provide Mr. Holcomb with a progress update
- (D) To confirm that Mr. Holcomb has received some paperwork

Questions 172-175 refer to the following article.

Glass Containers to Be Banned

March 23—The Wynnendale City Council voted to enact a proposal that would ban glass containers at public beaches and parks. —[1]—. The measure, brought forward by Andrew McDowell, seeks to reduce injuries from broken glass, and it contained recommendations to fine those who disobey the ban up to \$500 for the first violation. This original fine was considered excessive by many council members and was reduced to \$100 before the final vote was taken.

Although the proposal received widespread support, it is not without its opponents. —[2]—. Ellen Jacobs voted against the proposal because she believed that it could disproportionately affect those living on the streets. Others raised concerns that the local police force does not have the manpower to make sure that people are following the regulation. This is because most discarded glass containers come from individuals or very small groups. Large-scale events such as concerts and festivals do not usually contribute to the litter problem. —[3]—.

The council plans to launch a public awareness campaign on April 3 to inform residents about the new regulation, which will go into effect the following month. —[4]—. It will include posting notices on the city's Web site, running public service announcements on the radio, and putting up signs in public places to spread the news.

172. What is indicated about Mr. McDowell's proposal?

- (A) It will mainly apply to businesses.
- (B) It will go into effect sometime in April.
- (C) It was altered before receiving approval.
- (D) It was unanimously supported by the city council.

173. What problem did Ms. Jacobs anticipate regarding the proposal?

- (A) It could be applied unfairly to the homeless.
- (B) It will cost too much to publicize the change.
- (C) It would not result in cleaner public streets.
- (D) It will be difficult for the local police to enforce it.

174. What is NOT a method that will be used in the public awareness campaign?

- (A) Radio announcements
- (B) Newspaper advertisements
- (C) Online messages
- (D) Publicly posted signs

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

"These require a detailed cleanup plan before a permit is issued."

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

Questions 176-180 refer to the following advertisement and review.

Rest and refresh with help from the Luna pillow from Odessa Housewares!

With the accelerated pace of modern life, getting enough sleep is more important than ever. Many people fail to realize that better sleep can result from keeping the body in the right position. Our team has meticulously researched sleeping habits to create a one-of-a-kind pillow that eliminates the most common sleeping problems. The Luna pillow is a memory foam pillow that is thinner in the middle for back sleepers and has high sides for side sleepers. This unique shape ensures that your head and neck are fully supported, and this also serves to ease discomfort and aching in your shoulders.

Each Luna pillow comes with an anti-bacterial cover that perfectly fits the pillow. The cover is made from a cotton and cashmere blend to maximize sweat absorption. Owing to the cover's patented Air-Flo technology, it keeps your head cool on hot nights and warm on cold nights, ensuring maximum comfort for hours. Visit www.odessahousewares.com for more information.

www.ratehomefurnishings.com

Bedding >> Odessa Housewares >> Luna Pillow

Review posted by Jeff Payton

I made a purchase from Odessa Housewares before, so I opted into their monthly e-mail newsletter system. The most recent newsletter included advertisements for the Luna pillow, so I thought I'd give it a try. It took a few nights to get used to the firmness of the memory foam, but after the adjustment period, I started falling asleep more quickly and sleeping more soundly. The gentle touch of the cashmere and cotton case against my skin feels elegant and luxurious. I would highly recommend this pillow to anyone who has difficulty sleeping. I'm such a big fan of this pillow that I plan to purchase it as a gift for several of my family members.

176. According to the advertisement, what can help to improve sleep?

- (A) Sleeping on a set schedule
- (B) Positioning the body correctly
- (C) Relaxing before bedtime
- (D) Maintaining the right temperature

177. What benefit of the Luna pillow is mentioned in the advertisement?

- (A) Building neck muscles
- (B) Relieving joint pain
- (C) Improving posture
- (D) Reducing noise disturbances

178. What is NOT indicated about the Luna pillow's cover?

- (A) It regulates body heat.
- (B) It absorbs moisture.
- (C) It can be machine washable.
- (D) It is resistant to bacteria.

179. Which feature mentioned in the advertisement does Mr. Payton neglect to address?

- (A) The pillow's shape
- (B) The shipping process
- (C) The pillow's material
- (D) The cover's fabric

180. How did Mr. Payton originally find out about the Luna pillow?

- (A) He was given the item as a gift from a family member.
- (B) He saw an advertisement in a newspaper.
- (C) He watched a demonstration in a store.
- (D) He was e-mailed some promotional materials.