

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 e-mail.

TO: Joan Jackson <jjackson1@gumpers.com>
FROM: Marvin White <mwhite@gumpers.com>
SUBJECT: Reimbursement
DATE: February 16

Dear Ms. Jackson,

It has come to my attention that your request for reimbursement for your latest sales trip is incomplete. You failed to submit several receipts along with your reimbursement claim form. For one, you wrote that you stayed at the Old Country Inn in Davenport for three nights, but you turned in a receipt for a two-night stay. You are also missing receipts for several meal claims at restaurants and for a visit to a gas station you said you made. The company's policy regarding reimbursements is clear. All receipts must be included in the request. You must give me the missing receipts by the end of the week in order to receive the full amount you are requesting. Please drop by my office (room 509) anytime if you have any questions regarding this matter.

Sincerely,

Marvin White
Senior Accountant
Gumpers, Inc.

147. What is indicated about Ms. Jackson?

- (A) She will turn in a form this Friday.
- (B) She is moving to Davenport soon.
- (C) She went on a sales trip recently.
- (D) She rented a car while on a trip.

148. How can Ms. Jackson solve her problem?

- (A) By submitting some missing receipts
- (B) By filling out a form correctly
- (C) By adjusting the claims that she is making
- (D) By providing her bank account information

Questions 149–150 refer to the following instructions.

Grasshopper 350 Laptop Computer Warranty

The warranty for this item is valid for two years after the date of purchase on your receipt. Please read the instructions on this warranty carefully. Failure to follow any of the instructions will instantly invalidate the warranty.

- * Do not open the computer's casing at any time.
- * Do not attempt to repair this machine or to replace any part of it by yourself.
- * Do not connect the computer with a power cable made by any company other than Grasshopper.
- * Do not immerse the product in water or other liquids.
- * Do not place the computer near sources of high heat, such as an oven, or extreme cold, such as a refrigerator.
- * Do not use software that has been illegally downloaded.

For questions regarding this warranty, visit www.grasshopper.com/350laptopwarranty or contact the nearest Grasshopper dealer.

149. Who are these instructions for?

- (A) Computer designers
- (B) Computer dealers
- (C) Computer owners
- (D) Computer repairpeople

150. What is NOT mentioned in the instructions?

- (A) The computer should not be put near places with low temperatures.
- (B) Only software made by Grasshopper should be used on the computer.
- (C) More information about the warranty can be found at a website.
- (D) There should be no attempt to fix any problems with the computer.

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Questions 151–152 refer to the following text message chain.

Treadway, Peter	1:24 P.M.
Thanks for accepting our offer. We at the Trueheart Clinic are looking forward to working with you.	
Grant, Marcus	1:26 P.M.
I'm glad we're going to be colleagues soon.	
Treadway, Peter	1:29 P.M.
So do you have any questions about your compensation package? The salary and benefits are fine, right?	
Grant, Marcus	1:31 P.M.
Correct. I'm pleased with everything you offered me at today's meeting. Do I need to sign a contract or something?	
Treadway, Peter	1:32 P.M.
Yes. I'll e-mail it to you sometime later in the day.	
Grant, Marcus	1:35 P.M.
Sounds good. You know, you mentioned that you wanted me to start working on April 28, but I can start anytime beginning on April 20 if you need me to.	
Treadway, Peter	1:38 P.M.
I'll have to get back to you on that. But I'll let Dr. Hearst know what you just told me.	

151. What is mainly being discussed?

- (A) A contract negotiation
- (B) The terms of a new job
- (C) An upcoming promotion
- (D) A transfer to a new branch

152. At 1:38 P.M., why does Mr. Treadway write, "I'll have to get back to you on that"?

- (A) He is unable to tell Mr. Grant when to start working.
- (B) He does not want to give Mr. Grant a negative response.
- (C) He cannot offer Mr. Grant a higher salary or more benefits.
- (D) He is going to provide a date for the meeting later.

Questions 153–155 refer to the following advertisement.

Good Times Studio



Good Times Studio is a family-owned photography studio specializing in capturing the monumental moments of people's lives. Our photographers understand the minute details of outdoor photography, so they can record precious moments at events such as birthdays, graduations, weddings, and anniversaries. The pictures they take will provide you with memories that will last a lifetime. Our hard work starts even before the event begins. Good Times specialists will provide advice on where to stage your events to ensure that the sun, weather, and background will contribute to taking the best shots possible. Our objective is for everyone to see you at your best. For those individuals who come to our studio for photographs, we can provide you with everything you need, from photographs for passports and identification cards to family portraits. While walks-in are accepted at the studio, we typically require a week's notice for special events. Earlier booking, however, is recommended. Call 737-3921 for more reservations and pricing information.

153. Who most likely would need the services of Good Times Studio?
- (A) A family that wants their picture painted
 - (B) A photographer who is looking for a job
 - (C) A student who needs to make an ID card
 - (D) Newlyweds that are going on their honeymoon
154. According to the advertisement, what do the specialists at Good Times Studio do?
- (A) Choose the locations of events
 - (B) Decide what time events will be held
 - (C) Discuss weather conditions with clients
 - (D) Tell people what to wear to events
155. What is NOT indicated about Good Times Studio?
- (A) It accepts reservations over the telephone.
 - (B) It takes pictures in the studio and in other places.
 - (C) It requires some events to be reserved in advance.
 - (D) It charges extra for pictures taken outside the studio.

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Questions 156–158 refer to the following notice.

Transfer Applications

Due to the high number of overseas transfer requests made in recent months, the Human Resources (HR) Department has decided to implement some rules regarding future requests that are effective immediately. First, all requests must be submitted on the proper form. It can be found on the HR Department intranet site. From now on, informal requests submitted by e-mail will no longer be accepted and will simply be disregarded. Second, the transfer request form must be properly filled out in its entirety, or it will be rejected. —[1]— Third, a decision has been made to limit the number of transfers made by employees in each department. In any six-month period, no more than two employees from the same department may transfer abroad. —[2]— The final rule is only being implemented for the remainder of the calendar year. No more employees may transfer to Mexico or Italy as both places are fully staffed. However, the branches in Sweden, Poland, and Germany are still undermanned and could use some assistance. —[3]— Please note that facility in the language spoken in the country you are applying to be transferred to will greatly improve your chances of being selected for a position. As always, please remember that the head of your department and the company president must give their final approval for your transfer request for it to go into effect. —[4]—

156. How can employees apply for a transfer?
- (A) By submitting an e-mailed request
 - (B) By speaking with their department head
 - (C) By visiting the Human Resources Department
 - (D) By downloading a form on their computers

157. Which rule is in effect for a limited amount of time?
- (A) Employees cannot apply to transfer to certain company offices.
 - (B) The head of a department must approve an employee transfer.
 - (C) Only two employees may transfer from a department every two months.
 - (D) Employees transferring must be able to speak a foreign language.

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

"If any part of the form happens to be left blank or is filled in improperly, it will be discarded."

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

Questions 159–161 refer to the following schedule.

Columbus Weekly Newsletter

The following events are scheduled in Columbus for the week beginning on June 15.

Monday, June 16

The Columbus Public Swimming Pool will offer swimming lessons between the hours of 8 A.M. and 10 A.M. Children ages four to thirteen are eligible for the lessons, which are free of charge. Those families wishing to become members of the pool will receive 30% discounts on an annual membership if they sign up on that day.

Thursday, June 19

A book reading will be held at the West Street Library at 1:00 P.M. Noted children's author Dee Matthews will read from her latest book, *My Pet Dragon*. Both children and their parents are welcome to attend. The reading will take place in the children's section on the first floor. Some light refreshments will be served.

Saturday, June 21

The annual 10-kilometer summer road race will start at city hall at 9 A.M. The course will take runners through historic downtown Columbus and will end at Broadway Park. Call 495-3939 for more information or to register to run in the race. At 11:00 A.M., the first annual summer picnic will be held in Broadway Park. There will be games, live music, and other entertainment. Hamburgers, hotdogs, and chicken, as well as numerous side dishes, will be served. Adults must pay \$5 and children \$3 for lunch.

159. For whom is the schedule most likely intended?

- (A) Local high school students
- (B) Residents of Columbus
- (C) Shopkeepers in Columbus
- (D) Students on summer vacation

160. What will participants at the June 19 event do?

- (A) Ask an author questions
- (B) Listen to a writer read a book
- (C) Get a person's autograph
- (D) Learn how to write a book

161. According to the schedule, what will attendees at the June 21 event NOT be able to do?

- (A) Attend a baseball game
- (B) Listen to music being performed
- (C) Participate in a running race
- (D) Purchase some food

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Questions 162–164 refer to the following memo.

TO: Stan Erickson, Accounting Department
FROM: Mika Oh, Sales Department
RE: Training
DATE: March 14

The Sales Department officially requests extra funding to be able to train some of our sales staff. To be specific, we would like funds so that three individuals can attend the special event being hosted by Walter Perkins in Los Angeles on April 5 and 6. I have attached a brochure for the two-day seminar for you to examine. Mr. Perkins is an expert in sales strategies and on the art of closing deals. Those individuals who have attended his seminars in the past have attested to the value of the information they acquired. We believe that by sending three members of our sales team (Jodie Welch, Alana Monroe, and Jeff Stevens), they will personally benefit. In addition, those three members, who are among the top people in the department, have agreed to provide training based on what they learn about Mr. Perkins's methods to the other staff members. The cost for all three people, including transportation, accommodations, food, and registration fees, should not exceed \$5,000. We require a response no later than March 22 since it is the last day that registration for the event is possible. Please call me at extension 798 if you need more information.

162. Why did Ms. Oh write the memo?

- (A) To describe the benefits of an upcoming seminar
- (B) To encourage employees to register for an event
- (C) To give permission to some employees to go to a seminar
- (D) To request money for people to attend an event

164. What is NOT indicated about the seminar?

- (A) A brochure describing it has been published.
- (B) It will be held in Los Angeles for two days.
- (C) Discounts are given to those registering in groups.
- (D) There is a deadline for signing up for it.

163. Who is Alana Monroe?

- (A) A special lecturer
- (B) A member of the Sales Department
- (C) An accountant
- (D) A trainer in sales methods

Questions 165–167 refer to the following article.

Economy Showing Signs of Life

Lakeland Hills (October 25) – All across the country, countless cities and states are raising the minimum wage in an effort to improve their struggling economies. However, here in Lakeland Hills, Mayor Rush Nelson and the city council have been attempting another strategy, and it appears to be paying off as the city is showing signs of emerging from the lengthy recession that began when Mark Sanders was mayor.

Mr. Nelson encouraged the city council to slash local taxes, including both the city's sales tax and property tax, around half a year ago. While some council members and local residents protested the decision, it appears as though Mr. Nelson's move was the right one. Not only have several local companies started hiring new employees,

but a few businesses in nearby places have also shuttered their doors and moved to the business-friendly confines of Lakeland Hills. The owners of these companies specifically mentioned the city's low tax rate as the primary reason for moving.

In the past four months, unemployment has dropped steadily and now stands at only 4.2%. That is much better than the 7.4% rate for the entire state. Thanks to the city's booming economy, tax revenues have gone up despite the decrease in tax rates. This is enabling the city to pay for improvements in infrastructure that have long been needed. Among these projects are the repaving of parts of Main Street and Oak Avenue and the construction of another bridge across the Golden River.

165. What happened when Mr. Sanders was the mayor?
- (A) The unemployment rate in Lakeland Hills improved.
 - (B) The economy of Lakeland Hills got worse.
 - (C) Many residents of Lakeland Hills moved away.
 - (D) Taxes were raised higher than normal.
166. What did Mr. Nelson do six months ago?
- (A) Requested that taxes in the city be lowered
 - (B) Won an election against Mr. Sanders
 - (C) Opened his own business in Lakeland Hills
 - (D) Decided to stop collecting property taxes
167. What is stated about Lakeland Hills's current economic situation?
- (A) Businesses are departing the region for nearby cities.
 - (B) The unemployment rate in the local area is 7.4%.
 - (C) It is good enough to pay to improve some streets.
 - (D) Less tax revenue than normal is being collected.

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