

Questions 168–171 refer to the following online message chain.

 Wright, Bruce [3:34 P.M.]	I just received the list of people HR wants us to interview for the open position.
Bannister, William [3:35 P.M.]	Who are they?
Wright, Bruce [3:36 P.M.]	There are four people on the list: Melissa Abercrombie, Shen Wu, Patrick Kennedy, and Molly Toole.
Houston, Jennifer [3:38 P.M.]	If I remember correctly, the second one on the list is the most qualified. I can't recall much about the other three though.
Bannister, William [3:40 P.M.]	I went to school with Patrick Kennedy six years ago. I remember him as a hardworking person, but I haven't kept up with him at all.
 Wright, Bruce [3:43 P.M.]	Well, we need to contact everybody today and inform them that we need to interview them for the position. Uh, if they're still interested in it, of course.
Houston, Jennifer [3:45 P.M.]	I'll do that if you want. I just finished a report and have some free time. What should I tell them if they have a problem with the interview date?
 Wright, Bruce [3:47 P.M.]	That's a good question. We're supposed to interview them on either January 10 or 11. I'll contact HR and ask them if any other dates are acceptable.
Houston, Jennifer [3:50 P.M.]	While you're doing that, find out if we'll pay for their travel expenses if they're going to be coming from out of town, too, please.
 Wright, Bruce [3:52 P.M.]	Sure. I'll get back to you in a bit. But check your e-mail now. I just sent the contact information for each person.

Send

168. What is mainly being discussed?

- (A) The need to interview candidates at once
- (B) A job that is going to be filled
- (C) Questions to ask the HR Department
- (D) Some applicants to be interviewed

169. What does Ms. Houston indicate about the applicants?

- (A) They all submitted excellent résumés.
- (B) She has already interviewed a couple of them.
- (C) None of them is very qualified for the job.
- (D) One person has better credentials than the others.

170. At 3:40 P.M., what does Mr. Bannister mean when he writes, "I haven't kept up with him at all"?

- (A) He does not remember Mr. Kennedy well.
- (B) He believes Mr. Kennedy is not qualified.
- (C) He has not spoken with Mr. Kennedy since school.
- (D) He never worked well with Mr. Kennedy.

171. What does Mr. Wright tell Ms. Houston to do?

- (A) Contact the HR Department
- (B) Read her e-mail
- (C) Make some phone calls
- (D) Look at some résumés

Questions 172–175 refer to the following e-mail.

FROM: Fred Stallings <fred_stallings@wprinters.com>
TO: Wanda Lancaster <wandal@familymail.com>
SUBJECT: Order 5AR-5594
DATE: November 12

Dear Ms. Lancaster,

We received the order you placed for a Wellington All-in-One 460 Printer this morning. Unfortunately, we no longer have that printer in stock, and my company has ceased the manufacture of them. I apologize for this inconvenience.

If you wish to cancel your order, please let me know, and I can process a refund on your credit card. But if you still wish to purchase a printer from my company, let me recommend the Wellington All-in-One 470 Printer. It belongs to the same line of printers you attempted to order. In fact, it is the same as the 460 except for the fact that it comes with a few extras. It is a printer, scanner, fax machine, and photocopier just like the 460. But it also has the ability to send scanned documents as e-mail attachments straight from the printer. On top of that, the ink cartridges used for it last longer since they are slightly larger than those used in the 460.

I have attached a file to this e-mail. It contains a brochure describing the specifications of the 470 model. While the 470 costs slightly more than the 460, I have been authorized to sell one to you for the same price you paid for the 460. So simply respond to me that you would like the 470, and I can have it sent to you at once.

Sincerely,

Fred Stallings

Customer Service Representative

Wellington Printers

172. Why was the e-mail written?

- (A) To suggest an alternative item
- (B) To apologize for a mistake
- (C) To promote a company's new product
- (D) To deal with a customer's complaint

173. According to the e-mail, how is the 470 model different from the 460 model?

- (A) It uses less electricity.
- (B) It can e-mail documents directly.
- (C) It prints pictures at high speeds.
- (D) It includes a fax machine.

174. What does Mr. Stallings send to Ms. Lancaster with the e-mail?

- (A) Some information
- (B) An invoice
- (C) An order form
- (D) A picture

175. What does Ms. Lancaster need to do to get the 470 model?

- (A) Pay some more money
- (B) Fill out an order form
- (C) Put her name on a waiting list
- (D) Send a response e-mail

Questions 176–180 refer to the following article and e-mail.

Carney Shipbuilding Hires New Sales Director

Norfolk (June 16) – Carney Shipbuilding, one of the country's largest ship manufacturers, just announced it has hired Jerod Morris to serve as the company's director of the Sales Department. Mr. Morris will assume his new position on July 1. The move was widely praised by experts in the industry, who cite Mr. Morris's record of success at his previous three places of employment. At his most recent position, which was at Gregory Manufacturing, Mr. Morris helped the company transform from being a

multimillion-dollar loser to earning a profit of more than \$50 million in a mere three years. He is expected to do the same for Carney, which has seen its revenues decline lately.

Darren Jackson, the CEO of Carney Shipbuilding, commented, "We're extremely pleased to have Mr. Morris on board. We're confident that with his contacts in the industry and his outstanding business mind, we'll be able to increase our sales and once again become the country's number-one shipbuilder." Carney had revenues of \$775 million last year and is projecting a slight increase in the coming year.

To: Jerod Morris <jmorris@carneyships.com>
From: Cindy Roman <cindyr@carneyships.com>
Subject: Meeting
Date: July 1

Dear Mr. Morris,

I hope you've finished your meetings with HR and CEO Jackson. All of us in the Sales Department are looking forward to meeting you and to working with you. I'd like you to know that you have a busy afternoon scheduled for today. As soon as lunch ends, you're going to be meeting with Rajiv Merhra and Scott Pulaski, both of whom are senior salesmen here. They need to speak to you about a potential deal with the firm you just departed. Since you were there for five years, they hope you can provide some invaluable insight as to how they should approach the negotiations.

Then, at 2:00, you're scheduled to have a meeting regarding deals we signed with the Wellman Corporation and CGR, Inc. in June. That should take an hour and a half to complete. At 4:00, you'll conduct your final meeting of the day. It's with Karen Chu and Dansby Burgess. This is mostly a chance for them to meet you and to get to know your management style. However, expect them to bring up the Sybax Corporation. There's a folder on your desk with the relevant information.

If you need anything from me, just respond to this e-mail or call me at extension 21.

Regards,

Cindy Roman

176. Where would the article most likely be found?

- (A) In a quarterly report
- (B) In a leisure magazine
- (C) In a business journal
- (D) On a travel website

177. What is mentioned about Carney Shipbuilding?

- (A) It earned a profit of \$50 million last year.
- (B) It recently hired Darren Jackson as its CEO.
- (C) It is expected to take in more revenue than last year.
- (D) It signed a multimillion-dollar deal last month.

178. Why did Ms. Roman write the e-mail?

- (A) To provide information about some meetings
- (B) To ask about the Sybax Corporation
- (C) To congratulate a person on his hiring
- (D) To request that Mr. Morris see her in person

179. Where does Ms. Roman work?

- (A) At the Sybax Corporation
- (B) At Gregory Manufacturing
- (C) At Carney Shipbuilding
- (D) At CGR, Inc.

180. What will Mr. Morris do right after lunch?

- (A) Sign a contract with the Sybax Corporation
- (B) Talk about the Wellman Corporation
- (C) Have a discussion about Gregory Manufacturing
- (D) Meet with some representatives from CGR, Inc.

Questions 181–185 refer to the following letter and sales chart.

August 3

Dear Mr. Jacoby,

We at Fifth Avenue Fashions are pleased to inform you that we have opted to hire your marketing firm to provide advertisements and commercials for us. While we considered several qualified companies for the contract, yours stood head and shoulders above the rest.

We have a new line of men's casual clothing coming out at the end of October, so we're eager to begin promoting it. In addition, sales for both men's and women's formal clothing have been lower than we had expected this year. We hope that Freeman, Inc. can come up with some ways to make those clothes more appealing to our customers in the last quarter of the year. Finally, we're also considering exporting our clothes to foreign markets, particularly Russia, Japan, and Sweden. We will be asking you to create ad campaigns for those countries.

Would it be possible for your representatives to meet with us next Monday, August 11? We would like to sign a contract with your firm to confirm our relationship. And we would additionally like to discuss the approach to the ads and commercials we would like your team to take. Please contact me at 852-5743 at the earliest convenient time.

Sincerely,

Kendrick Carpenter
Vice President of Marketing
Fifth Avenue Fashions

**Fifth Avenue Fashions
Annual Sales Figures**

The following are the sales figures by quarter for men's and women's clothes.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Men's Casual Clothes	\$16,494	\$18,549	\$21,392	\$19,594
Men's Formal Clothes	\$11,899	\$9,856	\$8,435	\$14,770
Women's Casual Clothes	\$26,667	\$30,321	\$33,568	\$37,948
Women's Formal Clothes	\$15,695	\$14,890	\$14,857	\$14,098

181. Which profession is Mr. Jacoby most likely involved in?
- (A) Sales
 - (B) Marketing
 - (C) Accounting
 - (D) Shipping
182. In the letter, the word "appealing" in paragraph 2, line 4 is closest in meaning to:
- (A) attractive
 - (B) apparent
 - (C) affordable
 - (D) accessible
183. According to the letter, what is NOT stated about Fifth Avenue Fashions?
- (A) It wants to sell its clothes in other countries.
 - (B) It is hiring Freeman, Inc. to do work for it.
 - (C) It will be selling some new clothes in October.
 - (D) It recorded a minor loss in the second quarter.
184. Which type of clothing had the lowest overall sales in the second quarter?
- (A) Women's casual clothes
 - (B) Women's formal clothes
 - (C) Men's casual clothes
 - (D) Men's formal clothes
185. What is suggested about Freeman, Inc.?
- (A) It has worked closely with Fifth Avenue Fashions for years.
 - (B) It is responsible for the increase in sales of women's casual clothes.
 - (C) It created a successful ad campaign for men's formal clothes.
 - (D) It will receive a percentage of the increased revenues from clothing sales.