

## Part 1

<p>1.</p> 	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p> <p>...</p>
<p>2.</p> 	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p> <p>...</p>
<p>3.</p> 	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p> <p>...</p>

	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p> <p>...</p>
	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p>
	<p>A/.....</p> <p>B/.....</p> <p>C/.....</p> <p>D/.....</p>

**Part 2:**

7	TRANSCRIPT
Question	
A	
B	
C	

8	TRANSCRIPT
Question	
A	
B	
C	

9	TRANSCRIPT
Question	
A	
B	
C	

10	TRANSCRIPT
Question	
A	
B	
C	

11	TRANSCRIPT
Question	
A	
B	
C	

12	TRANSCRIPT
Question	
A	

B	
C	

13	TRANSCRIPT
Question	
A	
B	
C	

14	TRANSCRIPT
Question	
A	
B	
C	

15	TRANSCRIPT
Question	
A	
B	
C	

16	TRANSCRIPT
Question	
A	
B	
C	

17	TRANSCRIPT
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Question	
A	
B	
C	

18	TRANSCRIPT
Question	
A	
B	
C	

19	TRANSCRIPT
Question	
A	
B	
C	

20	TRANSCRIPT
Question	
A	
B	
C	

21	TRANSCRIPT
Question	
A	
B	
C	

22	TRANSCRIPT
Question	
A	
B	
C	

23	TRANSCRIPT
Question	
A	
B	
C	

24	TRANSCRIPT
Question	
A	
B	
C	

25	TRANSCRIPT
Question	
A	
B	
C	

26	TRANSCRIPT
Question	
A	

B	
C	

27	TRANSCRIPT
Question	
A	
B	
C	

28	TRANSCRIPT
Question	
A	
B	
C	

29	TRANSCRIPT
Question	
A	
B	
C	

30	TRANSCRIPT
Question	
A	
B	
C	

31	TRANSCRIPT
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Question	
A	
B	
C	

Questions 1-2 refer to the following Web page.

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## WELCOME TO UNION CROSS STATIONERY

<a href="#">HOME</a>	<a href="#">PRODUCTS</a>	<a href="#">PLACE ORDER</a>	<a href="#">FEEDBACK</a>
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**Contact Information**  
Customer service representatives are available to help you by telephone from Monday to Friday, 8 A.M. to 6 P.M.

**Phone:** 0845-555-0102  
**Phone (outside UK):** +44 (0) 131-555-1001

**E-mail:** [customerservice@unioncrossstationery.com](mailto:customerservice@unioncrossstationery.com)  
(Our representatives respond to most inquiries within 48 hours.)

**Mailing address:**  
Union Cross Stationery  
119 Concordia Road  
Edinburgh EH1 2LN

**Shipping**  
Orders of standard products usually ship within two business days. Orders of custom-printed or specially designed products require a processing time of seven to ten business days prior to shipping.

Ground shipping from our fulfillment center in Edinburgh takes two to six days. Orders shipped to destinations overseas usually arrive in two to four weeks.

1. For whom is the information intended?
- (A) Customers placing orders
  - (B) Employees responding to inquiries
  - (C) Postal workers processing packages
  - (D) Printers designing stationery

2. What is indicated on the Web page?
- (A) Custom designs are not available.
  - (B) E-mail inquiries are not encouraged.
  - (C) International orders are accepted.
  - (D) All products are shipped within two days.

Questions 3-4 refer to the following Web page.

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The screenshot shows a web browser window with the address bar containing "www.villaraval.co.es/features". The page content includes the Villa Raval logo, a list of hotel features, and contact information.

www.villaraval.co.es/features

**Villa Raval**

**Our hotel offers:**

- \* Beautiful guest rooms with city views
- \* Free wireless Internet access in each room
- \* An award-winning restaurant, *Café Azul*, serving lunch and dinner
- \* Banquet and meeting rooms for up to 60 people
- \* Ten percent off your bill at the on-site spa and restaurant
- \* Vouchers for reduced admission to the aquarium, the zoo, and nearby museums

Click [here](#) to make your reservation or call +34 93 555 0142.

Villa Raval • La Rambla, 555 • 08022 Barcelona

3. What is suggested about Villa Raval?

- (A) It no longer accepts reservations by phone.
- (B) It is located in a historic area of the city.
- (C) It includes space for business functions.
- (D) It charges a small fee for Internet access.

4. According to the Web page, what is offered at a discount?

- (A) Transportation to area attractions
- (B) Dinner at Café Azul
- (C) Catering services
- (D) Guest rooms

Questions 5-7 refer to the following Web site.

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## DNB Banking Online

### The Closest DNB Bank Branch Is at Your Fingertips

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

### Self-Service Features That Will Save You Time

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our [Tools & Resources](#) Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

### Sign On Today!

You need only have an active DNB account to be eligible to access all these services.

5. What is NOT an advertised feature of DNB Banking Online?
- (A) Up-to-date account balances  
(B) Monthly online newsletters  
(C) Information on financial products  
(D) Tools to help with financial decisions
6. How are customers encouraged to report address changes?
- (A) By completing an online form  
(B) By sending an e-mail  
(C) By sending a letter to the customer service department  
(D) By calling the nearest DNB branch
7. What is suggested as an important benefit of using online banking services?
- (A) Availability of special loan rates  
(B) Access to customer service representatives  
(C) Convenience of use  
(D) Reduced banking fees

Questions 8-10 refer to the following information from a Web site.

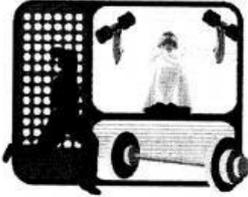
**CARDSTONHEALTHANDFITNESSCLUB.COM**

<b>HOME</b>	CLASS SCHEDULE	DIRECTIONS	CONTACT US
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*Learn About Us*  
**Cardston Health & Fitness Club**

Cardston Health & Fitness Club is a unique gym designed to meet all of your needs. Our Programs are personalized and suitable for all ages and lifestyles. No matter if you're younger, older, an accomplished athlete, or just seeking to get in shape, we have the perfect program to help you reach your goals. We offer our members many programs and services.

<b>Included with gym membership</b>	<b>Available for additional fee</b>
<ul style="list-style-type: none"><li>• Exercise machines and weights</li><li>• Group exercise classes</li><li>• Indoor track</li><li>• Tennis courts and basketball courts</li><li>• Olympic-sized pool and wading pool</li></ul>	<ul style="list-style-type: none"><li>• Certified personal trainers</li><li>• Massage therapy</li><li>• Nutritional counseling</li><li>• Team sports programs</li><li>• Child care</li></ul>



*Come visit us for a tour of our facilities!*

**Cardston Health & Fitness Club**  
329 8th Avenue West, Cardston, Alberta T1J 0J5

8. For whom is the information most likely intended?

- (A) Gym members
- (B) Health instructors
- (C) People interested in joining a gym
- (D) People visiting the town of Cardston

10. What is NOT listed as a benefit of membership?

- (A) Fitness classes
- (B) Use of tennis courts
- (C) Access to a track
- (D) Swimming lessons

9. What is indicated about the gym?

- (A) It is going to change its hours soon.
- (B) It is suited for people of all fitness levels.
- (C) It has recently added classes on nutrition.
- (D) It offers a free trial membership.

**TECHNOLOGY NEWS:**

The new Washwave ultrasonic home dishwasher developed by the Dowell Company is a great way to clean dishes and benefit the environment. The Washwave removes debris from dishes using ultrasonic waves in the same way that that can be used to clean jewelry. The dishwasher contains a 100-liter tank with two metal converters that release high-frequency sound waves under water. The waves generate high-temperature, high-pressure bubbles that clean dishes using very little detergent. These micro-scrubbing bubbles can reach into small cracks and crevices that sponges or brushes cannot reach.

A conventional machine consumes 200 to 300 liters of fresh water per use. The Washwave filters the water in its tank for reuse after each cycle. The water in its tank only needs to be changed every other week. This can save the average household 250,000 to 500,000 liters of water annually. The shorter run time of the machine also saves on electricity. The Washwave cleaning cycle lasts only five minutes where a conventional machine usually takes twenty minutes or longer.

The Washwave unit was introduced in Japan in September, and Dowell is planning to introduce it around the world over the next several years. Dowell is also able to customize dishwashers to meet the needs of commercial clients such as those in the healthcare and hospitality industries. For more information, visit [www.dowell.com](http://www.dowell.com) to see demonstration videos, order a brochure, or find a local retailer.

11. What is the information mainly about?
- (A) Choosing a dishwashing detergent
  - (B) Advances in ways to clean jewelry
  - (C) Using sound waves to clean dishes
  - (D) A new clothes washing machine
12. According to the information, what is an advantage of the Washwave?
- (A) It eliminates the need for detergent.
  - (B) It uses high-powered brushes.
  - (C) It takes only 20 minutes to complete a cycle.
  - (D) It uses less energy than other machines.
13. How often should the water in the Washwave replaced?
- (A) Twice a week
  - (B) Once a week
  - (C) Once every two weeks
  - (D) Once a month
14. What is indicated about the Dowell Company?
- (A) It will sell the Washwave only in Japan.
  - (B) It is a leader in the hospitality industry.
  - (C) It plans to start selling the Washwave next year.
  - (D) It can adapt the Washwave to different uses.

Questions 15-18 refer to the following Web page.

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http://www.amateurphotographyonline.com

### Shin-Young Baek on Cameras

This month, *Amateur Photography Online's* own Shin-Young Baek has selected three new digital models to review for our readers. Be sure to check out Ms. Baek's most recent book, *Wild Rainbow: The Rainforest in Color*.

**Whitehaven XPC** – We recommend this model for amateurs who prefer a point-and-shoot camera. Though it does not have sophisticated settings, its straightforward, clear menu and large screen make it popular with novice photographers. [more](#)  
★ ★ ★ ★ ☆

**Hoshi Smartshot 3100R** – This model is our all-around favorite due to its versatility. It is easy for newer photographers to use but allows a large amount of flexibility for seasoned photographers. Its balanced selection of features includes basic video recording. [more](#)  
★ ★ ★ ★ ☆

**Omniver 6.0** – This new Omniver model has the capacity to produce beautiful shots for those who are highly skilled with cameras. It has the best lens of any of the selected cameras, but less experienced photographers may be put off by the lack of automatic focus. This camera also lacks video capabilities. [more](#)  
★ ★ ★ ☆ ☆

**Think you know cameras? [Submit your own review](#) and you could win a year of photo printing services!**

15. What is indicated about Ms. Baek?
- (A) She regularly contributes to *Amateur Photography Online*.
  - (B) She is a prize-winning photographer.
  - (C) She takes only black-and-white photographs.
  - (D) She has authored only one book.
16. According to the Web page, what is an advantage of the Whitehaven XPC?
- (A) It is easy to use.
  - (B) It has many options.
  - (C) It has a large memory.
  - (D) It is reasonably priced.
17. According to the Web page, how are the Omniver 6.0 and the Hoshi Smartshot similar?
- (A) They can record videos.
  - (B) They come with high-quality accessories.
  - (C) They were used by Ms. Baek for her latest book.
  - (D) They are recommended for experienced users.
18. What are readers encouraged to do?
- (A) Apply for a job with the Web site
  - (B) Use an online discount code
  - (C) Write a review for the Web site
  - (D) Submit sample photographs