

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

Guarderma Skin Care.com		ONLINE INQUIRY FORM	
Contact Information Name: Greta Harrison E-mail: gh1076@allemailing.com Phone: 555-2311 Address: [not entered]		Purchase Information Product: Sunblock SPF 45 Product Code: ldh02 Date of Purchase: [not entered]	
Claim Details: I purchased a tube of your sunblock from a local store a few months ago, but it now has a very different consistency from when I first bought it. It feels watery and rather greasy. Is there anything I can do to restore the sunblock to its original consistency? Also, please let me know if I should have stored it in the refrigerator, as my apartment does not have air conditioning. Thank you very much.			
Submit		   	

To:	<gh1076@allemailing.com>
From:	Guarderma Customer Service <customer-relations@guarderma.com>
Subject:	Reference number 153206

Dear Greta Harrison,

Thank you very much for your inquiry. We are happy to help you with your questions.

From the code you gave us, we have determined that your sunblock passed its expiration date three months ago. This is the most likely reason why its consistency has changed.

The product should retain its consistency at reasonable room temperatures, even in warm areas. Refrigeration will not restore it to the original consistency. Given the expiration, the active ingredients in the sunblock have lost effectiveness.

We would be happy to replace the product. However, we will need your full contact information before processing this. Please call (888) 195-3958, extension 112, with reference number 153206 to provide the information.

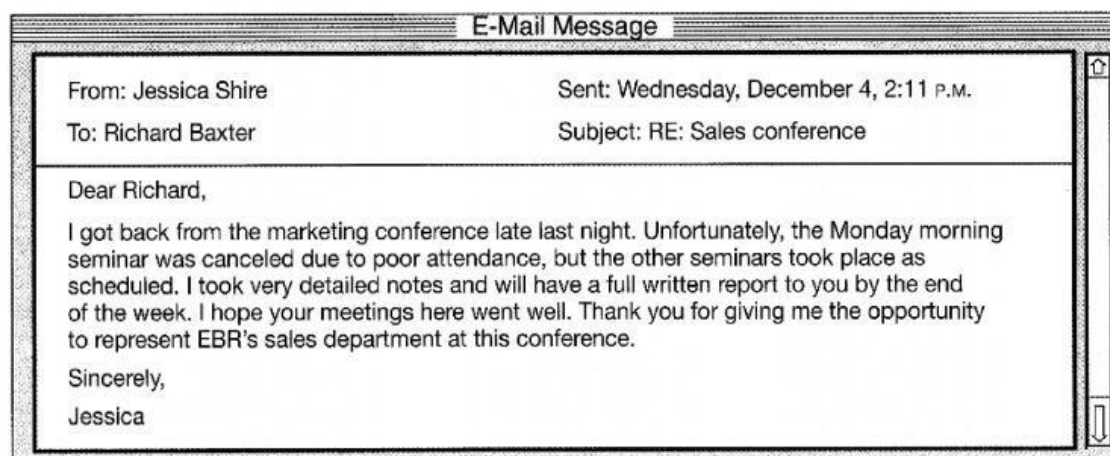
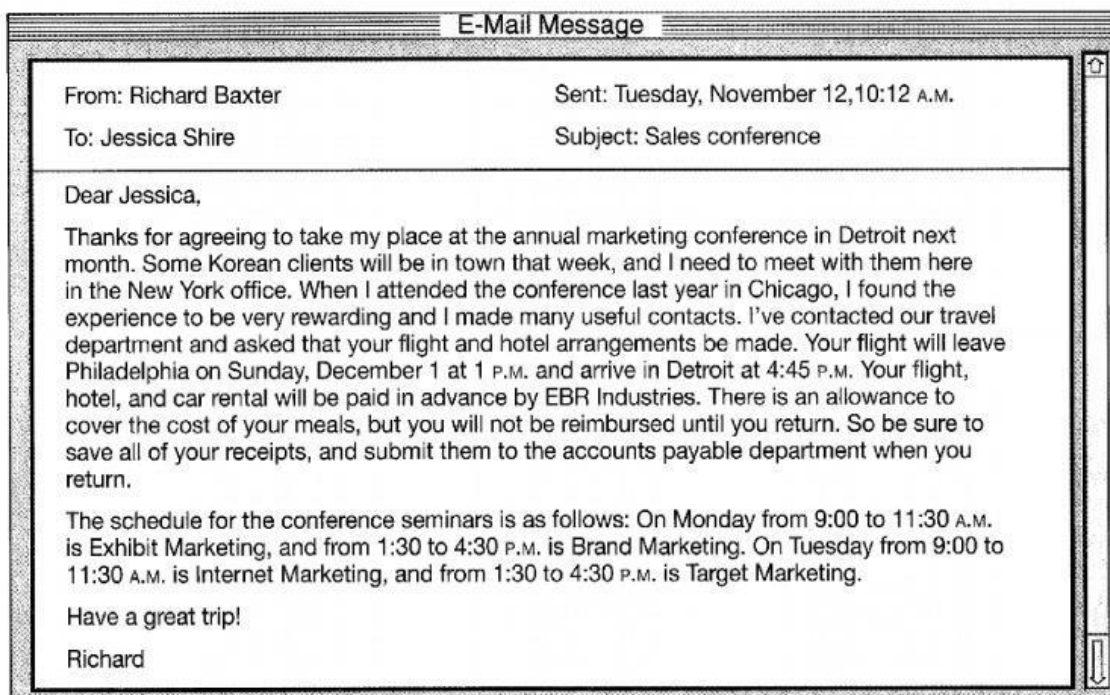
Please feel free to contact us again with any questions.

Bradley Martin
Customer Service Representative
Guarderma Skin Care

176. What problem with her sunblock did Ms. Harrison report?
- (A) It was not effective.
 - (B) The texture changed.
 - (C) The color became darker.
 - (D) The tube broke.
177. What does Ms. Harrison think might have caused the problem?
- (A) Leaving the sunblock in a warm place
 - (B) Spreading the sunblock too thickly
 - (C) Using the sunblock close to water
 - (D) Storing the sunblock in bright light
178. According to the e-mail, how did Mr. Martin know what caused the problem?
- (A) Through previous reports of similar problems
 - (B) From Ms. Harrison's description of the problem
 - (C) From the location of Ms. Harrison's apartment
 - (D) Through information associated with the product code
179. According to Mr. Martin, why did the problem occur?
- (A) The sunblock became too old.
 - (B) Room temperature affected the sunblock.
 - (C) Guarderma used poor quality ingredients.
 - (D) Ms. Harrison applied the sunblock incorrectly.
180. What further information does Guarderma need from Ms. Harrison?
- (A) A telephone number
 - (B) A mailing address
 - (C) The place of purchase
 - (D) The date of purchase

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Questions 181-185 refer to the following e-mails.



181. Why did Richard Baxter write to Jessica Shire?

- (A) To ask her to meet with some international clients
- (B) To request that she make travel reservations
- (C) To give her information about a trip
- (D) To tell her about changes to a conference schedule

182. What does Richard Baxter imply about the annual conference?

- (A) The conference is always held in Detroit.
- (B) He has gone to the conference for many years.
- (C) The conference is a good place to develop business relationships.
- (D) Some clients from Korea will be attending the conference.

183. What expense will EBR Industries NOT pay for in advance?

- (A) Airline flights
- (B) Dining expenses
- (C) Hotel rooms
- (D) Car rentals

184. What seminar was canceled at the conference?

- (A) Brand Marketing
- (B) Internet Marketing
- (C) Target Marketing
- (D) Exhibit Marketing

185. For what department does Jessica Shire work?

- (A) Sales
- (B) Travel
- (C) Accounts Payable
- (D) Human Resources

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Questions 186-190 refer to the following Web page and e-mails.

http://www.staffcelebrations.com

Staff Celebrations

Event planning for companies large and small since 1982

Picnics | Award Ceremonies | Team-building Events | Milestone Celebrations

Picnics with your company in mind! Pricing to fit every budget.

We do it all:

- ❖ Setup and cleanup
- ❖ Shuttle service between parking area and site if needed
- ❖ Food and beverages (choose from a wide variety of snack and meal options)
- ❖ Games and activities for adults and children (many to choose from)
- ❖ Photos
- ❖ Gift bags for each guest (optional; your choice of items to include)

We'll come to your site, or you can rent either of our two beautiful spaces: the Garden Grove in Glenview (for up to 200 people) or the Bridge Center in Woodsorrel (for 200-1,000 people).

Treat your staff to an event they'll remember!



To: Delilah Chalmers <dchalmers@sybrassarchitecture.com>

From: Kacper Bukowski <kbukowski@fordingfitness.com>

Date: February 12

Subject: Staff Celebrations

Dear Ms. Chalmers,

My company is considering hiring Staff Celebrations for our employee picnic this summer, and the company gave us your name as a reference. If you have a moment, could you answer a few questions about their services? Specifically, we would like to know what the staff and location were like and whether the gift bag option is worth the additional cost. It would be very helpful if you could send us your impressions by the end of next week.

Thank you in advance for your help.

Kacper Bukowski
Executive Staff Assistant
Fording Fitness Center

E-mail

To: Kacper Bukowski <kbukowski@fordingfitness.com>
 From: Delilah Chalmers <dchalmers@sybrassarchitecture.com>
 Date: February 14
 Subject: RE: Staff Celebrations

Dear Mr. Bukowski,

I am happy to provide you with some information about Staff Celebrations. We hired them for our tenth annual company picnic, which was held this past July. Over 200 of our employees and their families were in attendance. After looking into several options, we settled on Staff Celebrations to plan and host our event because they were highly recommended by several other companies in the area. We were delighted with the convenience of their service. All we had to do was make a few menu and game selections, and they did the rest. We chose to use one of their sites, which was as beautiful as promised. Despite uncomfortably high temperatures on the day of our event, the staff at Staff Celebrations remained cheerful and enthusiastic. We did not opt for the gift bag option, although I recall from our initial meeting that the choices for that seemed to be reasonably priced and of high quality. I highly recommend Staff Celebrations.

Regards,

Delilah Chalmers
 Vice President for Corporate Events
 Sybrass Architecture

186. What is indicated about Staff Celebrations?
- (A) It provides snacks free of charge.
 - (B) It has a new location.
 - (C) It offers transportation for guests.
 - (D) It requires payment in advance.
187. Why did Mr. Bukowski contact Ms. Chalmers?
- (A) To inquire about the services provided by Staff Celebrations
 - (B) To give her some information about a research project
 - (C) To ask her company to cater an upcoming event
 - (D) To make suggestions for improving a service
188. In the first e-mail, in paragraph 1, line 5, the word "impressions" is closest in meaning to
- (A) imprints
 - (B) perceptions
 - (C) copies
 - (D) preferences
189. What does Ms. Chalmers mention that Mr. Bukowski did NOT specifically ask about?
- (A) Gift bags
 - (B) Location
 - (C) Staff
 - (D) Food
190. Where was the Sybrass Architecture event most likely held?
- (A) At Fording Fitness Center
 - (B) At Sybrass Architecture
 - (C) At the Garden Grove
 - (D) At the Bridge Center

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Care at Your Door

In today's busy world, it is easy to skip going to the doctor in favor of finishing up that project at work or meeting a friend for coffee. Even with proper exercise and diet, though, regular medical checkups are an essential component of maintaining good health. One Sydney doctor saw a way to help busy people get the attention they need. "If people don't have time to come to me, I'll just go to them," said Jayden Cooke, M.D. Dr. Cooke closes his clinic on Tuesdays and Thursdays to pay home visits to clients. "Making home visits to clients can now prevent the need for clients' clinic visits in the future," said Dr. Cooke. "Therefore, I make preventative health care my core approach to medicine. This will, I hope, help make Sydney a healthier place."

— Genevieve Wellesley for *Today's Health*

Irish Author Does It Again

Moyna McGowan's newest book, *Ireland's Changing Tides*, is an exceptional chronicle of the evolution of the fishing industry in Ireland, from self-sustaining fishing villages to present-day fish farming. A Donegal native, Ms. McGowan learned about the trade from her fisherman father, so her book has many exciting firsthand accounts of the fishing life in Ireland in addition to top-notch research. She makes her preference for traditional fishing methods over modernized seafood harvesting very clear. Along with that, she makes a good case for the ecological value of simpler village living. In all, *Ireland's Changing Tides* is a worthy companion volume to Ms. McGowan's previous book on the history of agriculture, *Growing Abundance*. Ms. McGowan has already announced plans for her new book focusing on medical care, *Mending the Flock*. You can find *Ireland's Changing Tides* and Ms. McGowan's other books on her publisher's Web site, www.keavypress.com.

1 March

Jayden Cooke, M.D.
You-First Clinic
22 Castlereach St., Sydney
NSW 2000

Dear Dr. Cooke,

I recently read about your creative medical practice in an article in *Today's Health*. I am currently writing a book about how medical care has changed throughout history, and I think your story could be valuable to my work. I'd very much like to interview you for the book when I visit Sydney this summer. If this is possible, please contact my office at +353 (046) 311-7981.

On a personal note, I'd like to applaud your efforts to make your city healthier. I think your approach is brilliant, and I wish you the best of luck.

Most sincerely,

M. McGowan

Moyna McGowan

191. What is the article mainly about?
- (A) A clinic changing its hours
 - (B) A new form of patient visits
 - (C) Tips for choosing a doctor
 - (D) The benefits of exercise
192. In the review, the word "case" in paragraph 1, line 8, is closest in meaning to
- (A) argument
 - (B) container
 - (C) situation
 - (D) encounter
193. What does the review suggest about Ms. McGowan?
- (A) She favors traditional fishing practices.
 - (B) She is currently writing a book about farming.
 - (C) She grew up in Australia.
 - (D) She recently launched her own Web site.
194. For what book does Ms. McGowan want to interview Dr. Cooke?
- (A) Ireland's Changing Tides
 - (B) Mending the Flock
 - (C) Growing Abundance
 - (D) Today's Health
195. What does Ms. McGowan imply in her letter?
- (A) She thinks that eating fish is part of a healthy diet.
 - (B) She wants to give Dr. Cooke a copy of her book.
 - (C) She wants to suggest a medical strategy to Dr. Cooke.
 - (D) She believes that doctors visiting homes is a good idea.

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Questions 196-200 refer to the following product information, instructions, and review.

Collectible Corner Display Cabinet by Calerio, Inc.

About this product: Display your collectibles proudly in this lighted wood display cabinet. Its many great features include:

- * Two levels of display space — two adjustable glass shelves in the upper cabinet and one adjustable glass shelf in the lower cabinet
- * Illumination provided by one tube light bulb (included)
- * Interior mirrors stretching from top to bottom — to enhance your items' appeal
- * Glass-paned front and side panels, plus lockable upper and lower doors
- ☛ Choose from four attractive colors: Golden oak (model C19), Red oak (model C20),
Brown oak (model C21), Black oak (model C22)
- ☛ Only \$320 with free shipping — specify model number when ordering

Calerio, Inc. Wooden Display Cabinet — Assembly Instructions

- ☛ For assistance with assembly, please call the help line at 555-0113.

GETTING STARTED

- ☛ Before assembling your cabinet, please review the parts list below. If you are missing a part, please e-mail us at service@ca-lerio.com. Do not return the cabinet to your retailer. Note that you may receive extra parts with your cabinet.

<u>Part</u>	<u>Quantity</u>
Flat-head screws	48
Metal plate	5
Mirror	5
Shelf support peg	14
Glass panels for shelves	6

Assembly tool required: Number 2 screwdriver (not included)

— Customer review —

Product reviewed: Collectible Corner display cabinet

Reviewed by: Dina74

I bought a Collectible Corner display cabinet for my antique tea cups and its black oak finish is perfect for my dining room. The assembly instructions are clear, but putting together the cabinet is not a task to be taken lightly. It will take a full afternoon and require more than one person. When I opened the box, I had to sort out the many pieces — a bag of 48 screws, 6 panels of glass, 15 shelf support pegs, and 5 metal plates for mounting the mirrors. Once assembled, though, the cabinet looks very nice.

196. What is NOT mentioned about the Collectible Corner cabinets?
- (A) Their doors can be locked.
 - (B) They have inside mirrors.
 - (C) They have two lower shelves.
 - (D) Their price includes delivery.
197. What most likely is true about Calerio, Inc.?
- (A) It sells products that are not available in retail stores.
 - (B) It provides customers with lifetime product warranties.
 - (C) It helps customers assemble its products via telephone.
 - (D) It includes the needed assembly tools with its cabinets.
198. In the review, the word "lightly" in line 3 is closest in meaning to
- (A) with reduced weight
 - (B) with little concern
 - (C) with extra brightness
 - (D) with protective covers
199. What part most likely was left over after the reviewer assembled the cabinet?
- (A) A screw
 - (B) A metal plate
 - (C) A shelf support peg
 - (D) A panel of glass
200. What model cabinet did the reviewer most likely purchase?
- (A) C19
 - (B) C20
 - (C) C21
 - (D) C22

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.