| | |
|---|---|
| Online.<br>(C) They will not work during peak periods<br>(D) They will fully shut down a busy street. | "The occupants of those residences have already been notified by the city."<br>(A) [1]<br>(B) [2]<br>(C) [3]<br>(D) [4] |

**Questions 172-175** refer to the following online chat discussion.

**Sidney Lee [11:25 A.M.]**
The grand opening of our company's newly constructed manufacturing plant will take place this Friday, August 10. Mr. Finch wants three people from our team to be in attendance, so we need to figure out which of the four of us will stay behind.
**Charlotte Mackenzie [11:27 A.M.]**
Mr. Finch's memo said there will be five special guests, so we can all go as well as invite someone from another team, perhaps the head of marketing.
**Nakula Goyal [11:28 A.M.]**
You're right that there will be five people in total, but the memo said that Mr. Finch plans to be there himself and that CEO Gaia Tieben is going along as well in order to give a brief speech.
**Charlotte Mackenzie [11:29 A.M.]**
Oh, I must have missed that.
**Min Cheng [11:31 A.M.]**
I'm interested in seeing the new state-of-the-art equipment that will be used at the plant, but I'll volunteer to be the one who doesn't go. I can't go, really—I've got an employee evaluation report due soon.
**Sidney Lee [11:32 A.M.]**
All right. That works out perfectly. Mr. Finch and Ms. Tieben will travel to the site on their own because they're leaving for a business trip directly from the site.
Charlotte, Nakula, what would you prefer to do about transportation?
**Nakula Goyal [11:33 A.M.]**
Let's meet at the office and then carpool there.
**Charlotte Mackenzie [11 :34 A.M.]**
Good idea. I think it's about a two-hour drive, so it could be boring on our own.


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**Min Cheng [11:35 A.M.]**
Have a great time! Let me know how it was

172. What will happen on August 10?
(A) A factory will be inspected.
(B) A new product will be launched.
(C) A facility will officially open.
(D) An executive will present an award.

173. At 11:29 A.M., what does Ms. Mackenzie most likely mean when she writes, "I must have missed that"?
(A) She did not read a memo carefully.
(B) She misplaced a document from Mr. Finch.
(C) She does not remember attending an event.
(D) She realizes that a due date has passed.

174. Why is Ms. Cheng unable to go to an event?
(A) She received a poor score on an evaluation.
(B) She has to finish writing a report.
(C) She is preparing for a business trip.
(D) She does not know how to use some tools.

175. What does Mr. Goyal suggest doing?
(A) Taking public transportation
(B) Traveling to a site together
(C) Arriving two hours early
(D) Borrowing a company vehicle

**Questions 176-180** refer to the following e-mails.

| | |
|---|---|
| **To:** | Freya Kent <f.kent@abbotmail.com> |
| **From:** | Harrison Stein <harrison_stein@colimabank.com> |
| **Date:** | February 10 |
| **Subject:** | Colima Bank |

Dear Ms. Kent,

On behalf of Colima Bank, I would like to thank you for considering using our services for your personal banking needs. It was a pleasure speaking to you at the Aurora branch this afternoon, and, as promised, I am sending the details of the individual savings accounts we offer. Please be aware of the following, should you choose to move forward with opening an account:

• We limit the number of personal accounts to one per person, but you are welcome to change account types at any time.

• I have verified your basic personal information and mailing address from your driver's license. I may need a copy of your passport information page for additional verification, depending on the account type you choose.

• Interest payments will be deposited automatically in your account on the last day of every month.

| | **Minimum Opening Deposit** | **Interest Rate** | **Maximum Annual Withdrawals** |
|---|---|---|---|
| Colima Basic | $50 | .01% | 5 |
| Colima Gold | $250 | .025% | 8 |
| Colima Priority | $1,000 | .03% | 10 |


LIVEWORKSHEETS

| | | | |
|---|---|---|---|
| Colima Platinum | $2,500 | .05% | Unlimited |

You can reach me on my direct line, which is 555-0175, extension 33. I look forward to hearing from you.

Harrison Stein

Accounts Officer, Colima Bank

| | |
|---|---|
| **To:** | Harrison Stein <harrison_stein@colimabank.com> |
| **From:** | Freya Kent <f.kent@abbotmail.com> |
| **Date:** | February 11 |
| **Subject:** | Re: Colima Bank |

Dear Mr. Stein,

I have reviewed the options, and I think the best account for me would be the Colima Priority account. If I am pleased with the quality of service I receive, I may also switch over my corporate account to your bank. Interest rates are also important, but—to me—good service is what really **counts**.

Sincerely,

Freya Kent

176. Why did Mr. Stein send the first e-mail?
(A) To fulfill a promise
(B) To correct an error
(C) To explain a change
(D) To confirm an appointment

177. What does Mr. Stein mention in his e-mail?
(A) Further identification checks may be necessary.
(B) Paperwork must be completed at the Aurora branch.
(C) An offer will only be available for a limited time.
(D) Colima Basic is the most popular account type.

178. What is implied about Ms. Kent?
(A) She plans to upgrade her account later.
(B) She currently operates her own business.
(C) She posted a review on Colima Bank's Web site.
(D) She has been disappointed by Colima Bank's services.

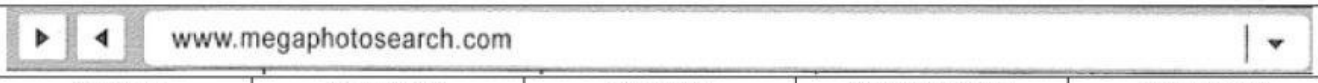
179. What is true about the account that Ms. Kent selected?
(A) It does not permit deposits over a certain amount.
(B) It has the highest interest rate among the options.
(C) It requires an initial balance of $2,500.
(D) It allows money to be taken out ten times a year.

180. In the second e-mail, the word "**counts**" in paragraph 1, line 4, is closest in meaning to
(A) calculates
(B) regards
(C) matters
(D) relies



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**Questions 181-185** refer to the following Web page and online form.




| HOME | SEARCH | **NEWS** | SUBSCRIBE | CONTACT |
|---|---|---|---|---|

Mega Photo Search (MPS) is pleased to open our photo library to individuals and small businesses for the first time ever. This collection was previously only offered to large corporations, but we have adapted our Web site for more general use. With an extensive network of freelance photographers, MPS is well on its way to becoming the largest collection of high-quality images online. Also, with our technical team available to answer questions around the clock via online chat, we are confident that we can serve our customers well.

Although we do not offer single purchases of photographs, our subscriptions are reasonably priced to fit your budget. For any photograph that you download through your subscription, you can retain permanent—though not exclusive—ownership of the license. Prices are listed below, and you can terminate your service agreement at any time without penalty. Your first bill will include a sign-up fee of $25, and from that point you will be billed once a month.

| Subscription Type | Monthly Downloads | Users | Monthly Fee | Bonus |
|---|---|---|---|---|
| Standard | 50 | 1 | $75 | - |
| Standard Plus | 300 | 1 | $150 | 100 bonus photos after one |



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| | | | | |
|---|---|---|---|---|
| | | | | year |
| Partner | 700 | 2 | $280 | Advanced notice of new photos |
| Team | 700 | 3-5 | $310 | Free access to Rainbox* |

*Rainbox is MPS's online software program that allows you to adjust the color and size of photos and combine multiple images into one.

www.megaphotosearch.com

| HOME | SEARCH | NEWS | **SUBSCRIBE** | CONTACT |
|---|---|---|---|---|

**Mega Photo Search — New Subscriber**

**Name**: Dane Mullins **Company** (if applicable): Belin Publishing
**E-mail Address**: dmullins@bellin-publ.com **Daytime Phone Number**: 469-555-0172
**Billing Address**: 975 Marion Avenue, Cambridge, MA 02142
**Billing details**: $25 sign-up fee + $310 monthly fee
Billed to credit card ending in 5539. Recurring charges will be made to this card monthly.
*Thank you for choosing Mega Photo Search. As a welcome gift, we cue offering free e-book that gives you tips on how to search our collection efficiently. Click here to download it.*

181. What is the main purpose of the information in the Web page?
(A) To encourage customers to make an upgrade
(B) To give an update on a corporate merger
(C) To announce the expansion of a service
(D) To seek submissions from freelance photographers

182. What is indicated about MPS?
(A) It has a larger collection than any of its competitors.
(B) It offers customer support twenty-four hours a day.
(C) It provides workshops for small business owners.
(D) It has recently opened a branch in Cambridge.

183. What is mentioned about subscriptions in the

184. What is implied about Mr. Mullins?
(A) He will receive 100 free photos after a year.
(B) He will make his regular payments by bank transfer.
(C) He will be notified about additions to the collection.
(D) He will have access to image editing software.

185. According to the online form, what is available in a downloadable file?
(A) Advice for conducting searches
(B) A book on photography
(C) Information on copyright law
(D) A receipt for a subscription


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Web page?
(A) They enable users to download illustrations.
(B) They are only sold to individuals.
(C) They are billed on the first day of every month.
(D) They can be cancelled without incurring a fee.

**Questions 186-190** refer to the following article, schedule, and flyer.

## Laredo Community Festival Returns

LAREDO (May 5)—The Laredo Community Festival (LCF), which has been glowing in popularity, is scheduled to return this summer, from June 27 to June 28 at Roland Park. In addition to the usual booths from local restaurants and retail businesses, this year there will be a section for charities to raise money and promote their work.

Event planner Anita Gutierrez confirmed that feedback from Laredo residents **prompted** the change. "This is an opportunity for us to support the less fortunate members of our community," said Ms. Gutierrez, who will take photos during the opening ceremony and speak at the start of the *Laredo Live* episode being filmed at the festival.

Registration for all booths runs until June 1, and a number of groups have already signed up. One is Coffee-B, a charity devoted to supporting low-income people in coffee-growing regions. Along with its signature coffee drinks, Coffee-B has created a special drink—an espresso topped with honeycomb— that will be sold exclusively at its LCF booth.

**Laredo Community Festival Special Events**
**Saturday, June 27**


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| The Laredo Community Festival (LCF) celebrates our people and our passions. In addition to browsing the 200+ booths, don't miss these special events on the main stage: | |
|---|---|
| **10:00 A.M.** | **Opening Ceremony**<br>Featuring the mayor and city council members |
| **1:00 P.M.** | **Laredo Spoken Word Contest**<br>Contestants of all ages share poems, short stories, and speeches |
| **2:30 P.M.** | **Filming of *Laredo Live***<br>Hour-long television program hosted by Tracy Ratcliff, with special guests from the area |
| **7:00 P.M.** | **Battle of the Bands**<br>Local musicians show their talents in this free outdoor concert |

## Get Buzzing with Coffee-B!

Coffee-B is a charity that teaches people in coffee-growing regions how to raise bees as a source of income. Bees, which pollinate coffee flowers, are the perfect complement to coffee. The honey and wax they produce create a steady source of income for beekeepers in a way that doesn't require land ownership.

Check out our booth at the Laredo Community Festival at Roland Park. We'll be raising money by selling the Honey Dream, a coffee-flavored milkshake with a twist of honey; the Sweet Shot, a freshly-brewed espresso with real honeycomb on top; the Buzzy Bomb, a double espresso with cinnamon and beeswax stirring stick; and the Caffeine Cooler, an iced coffee that can be infused with a variety of flavored syrups.

186. According to the article, what will be different about this year's LCF?
(A) It will be held earlier in the summer.
(B) A new type of organization will be involved.
© A wider selection of foods will be sold.
(D) It will include a fund-raising contest.

187. In the article, the word "**prompted**" in paragraph 2, line 1, is closest in meaning to
(A) hurried
(B) convinced
© asked
(D) caused

188. When will Ms. Gutierrez give a talk on June 27?
(A) At 10:00 A.M.
(B) At 1:00 P.M.
© At 2:30 P.M.
(D) At 700 P.M.

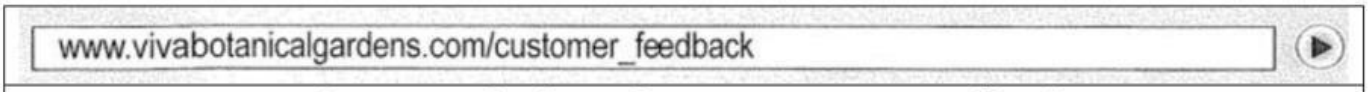
189. Which drink will only be available at LCF?
(A) Honey Dream
(B) Sweet Shot
© Buzzy Bomb
(D) Caffeine Cooler

190. What is mentioned in the flyer about beekeepers?
(A) They produce wax for coffee growers.
(B) They can rent equipment from Coffee-B.
© They usually work in coffee-growing areas.
(D) They do not need to own property.

**Questions 191-195** refer to the following Web pages and customer review.



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## Viva Botanical Gardens Customer Feedback

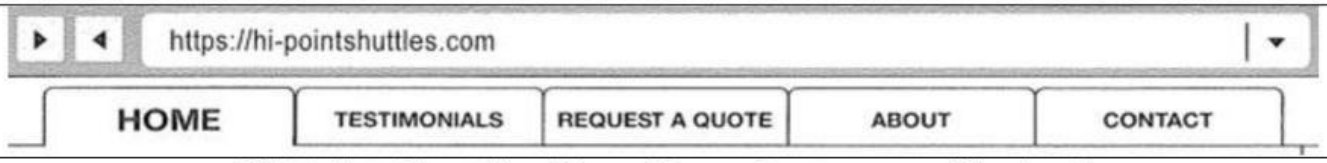
☐ Previous Posts **Posted Today**

As an avid gardener, I was looking forward to seeing the wide variety of flowers and plants at Viva Botanical Gardens. The admission fee is quite reasonable, as you can spend an entire day exploring the exhibits. However, it is a challenge to reach the gardens from the city center. There are no public buses or trains, and the taxi fares are very expensive. I spoke to the manager, who was very friendly, and suggested that he hire a transportation service that was used by another tourist site I had gone to earlier in my trip. I hope he takes this advice into consideration.

—Christina Saunders, July 18

I'm not sure that I would recommend this attraction to others. The admission fee is very expensive, and it's hard to get there unless you have your own car. Very inconvenient! Next time, I'll skip this site and visit the Amherst Nature Reserve instead.

—Venkata Thakur, July 18




## Hi-Point Shuttles Keep Your Customers Moving!

Is your business off the beaten path? Hi-Point Shuttles can transport customers to and from your site at economical prices. We have had zero collisions and zero roadway incidents in the past ten years, and all of our drivers have been operating shuttle buses for at least five years, more than double the industry average.

Click here to request a quote for the following packages:

- Standard: A one-time shuttle for events such as employee retreats, school outings, and family gatherings.
- Business Light: Shuttle runs twice a day (morning and early evening) between the downtown area and your site. Perfect for small inns whose guests want to get into the city for sightseeing.
- Business Standard: Operating routes once per hour on weekdays or daily on weekends to keep customers moving to your business at regular intervals.
- Business Elite: Maximize the flow of customers with shuttles two sites departing every half hour.



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## Hi-Point Shuttles
## Customer Review Form

Name: Dave Bares Details: Viva Botanical Gardens Manager
Overall rating: 5 / 5
Comments: One of my recommended Hi-Point Shuttles using it to visit a textile factory, and I'm glad I gave the company a chance. My customers love the hourly shuttle option, and this has brought a lot of business to my site. The estimates of the journey time have a high **degree** of accuracy, and the shuttles are comfortable.
May we post your review on our Web site? Yes __X__ No _____

191. In the first Web page, what issue with Viva Botanical Gardens do both posters mention?
(A) The small number of exhibits
(B) The high price of admission tickets
© The difficulty of getting to the site
(D) The inconvenient hours of operation

192. What is NOT indicated about Hi-point Shuttles?
(A) It charges affordable rates.
(B) Its staff members are experienced.
© Its vehicles are cleaned frequently.
(D) It has an excellent safety record.

193. What did Ms. Saunders most likely visit before Viva Botanical Gardens?
(A) A flower shop
(B) A textile factory
© A nature reserve
(D) A city museum

194. Which service package did Mr. Bates most likely purchase?
(A) Standard
(B) Business Light
© Business Standard
(D) Business Elite

195. In the customer review, the word "**degree**" in paragraph 1, line 3, is closest in meaning to
(A) level
(B) step
© diploma
(D) temperature

**Questions 196-200** refer to the following information, letter, and voucher.

## Q-Rewards — Shop your way to savings!

Quincy Supermarket is pleased to introduce its new loyalty program—Q-Rewards. Join this program to earn one point for every dollar you spend at Quincy Supermarket and one point for every two dollars you spend at any of the businesses in our partner network. Enroll in the program at www.quincygupormarket.com/qrewards, and you instantly be issued a temporary card by e-mail, with a physical card following later in the mail. New members can get a bonus of 300 points just for signing up, and we'll also send you a voucher for $5 if you register to receive our monthly newsletter and Other occasional store offers by e-mail. Once you are enrolled in the program, you will automatically be sent a $10 voucher every time your account reaches 1,000 points.
To earn points, simply present your Q-Rewards card at the time of checkout. You can also download the Q-Rewards smartphone application, which allows you to claim your points by scanning a store receipt within 48 hours of its issuance. Sign up today and watch the points pile up!


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Carol Faulk
1607 Wescam Avenue
Grofflan, OH 45231
Dear Ms. Faulk,
Thank you for signing up for our Q-Rewards program. Please find enclosed your Q-Rewards card, as well as the $5 voucher that you are entitled to. This voucher can be used at any Quincy Supermarket store as well as online at www.quincysupermarket.com. Please treat it as you would treat cash of equivalent value, as we will not be able to issue you a new voucher if you misplace this one.
Don't forget to check out the newest brands in our product lineup:
• Plincus cleaning products: countertop cleaner, glass cleaner, wood polish
• Vispant gourmet cheeses: the finest cheeses imported from France
• Lankdon juices: cranberry, apple, and grape varieties in 355ml bottles
• Charking daily vitamin supplements: separate formulas for adults and children
We hope to see you soon at Quincy Supermarket!
Sincerely,
Todd Hampton
Customer Service, The Q-Rewards Team

**$5 Quincy Supermarket $5**

This voucher is valid for FIVE DOLLARS off at Quincy Supermarket.
Please note that the purchase must exceed five dollars, and no change will be given. Not valid for home appliances or beverages. See reverse side for further terms and conditions.

196. What is true about the Q-Rewards program?
(A) Members are eligible for monthly coupons.
(B) Members receive two points for each dollar they spend.
© Points can be collected up to two days after a purchase.
(D) Points may be claimed by filling out a form.

197. What did Ms. Faulk most likely do?
(A) Inquired about Q-Rewards enrolment
(B) Accumulated 1,000 rewards points
© Damaged her Q-Rewards card
(D) Signed up for an e-mail newsletter

198. What is suggested about Quincy Supermarket?
(A) It is the largest grocery store in Grofflan.
(B) It recently started selling its goods online.
© It has partnered with a local restaurant.
(D) It consists of multiple branch locations.

199. What does Mr. Hampton warn Ms. Faulk about?
(D) The voucher will not be valid after the expiration date.
(B) Lost vouchers will not be replaced by the store.
© Vouchers cannot be exchanged for cash
(D) Purchases made with vouchers do not earn rewards points.

200. Which brand's products cannot be purchased with the voucher?
(A) Plincus's
(B) Vispant's
(C) Lankdon's
(D) Charking's


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**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.**



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