

Questions 8 – 10 refer to the following information. 

## Clara's Exchange and Return Policy

At Clara's, we work hard to make your shopping experience with us as convenient and satisfying as possible. If for whatever reason you are not 100% satisfied with your Clara's purchase, you can exchange it for something you really want or return it for a complete no-hassle refund.

### To return a product purchased in-store:

Bring your original receipt and the unworn product in its original condition to any of our conveniently located stores for an exchange or refund within 30 days of purchase. If you want an exchange, our employees will be happy to assist you with choosing the perfect fit, style, and color for you. If you are returning a product, your refund will be issued in the original method of payment.

### To return a product purchased online:

Bring your invoice, packing slip, and unworn product in its original condition to any of our conveniently located stores within 30 days of receiving your order. You can also return your item in its original condition by mail within 30 days.

8. What kind of product does the store most likely sell?
- (A) Food
  - (B) Clothing
  - (C) Stationery
  - (D) Flowers
9. Which of the following is correct about the return policy?
- (A) You cannot return an item unless it is damaged.
  - (B) You must accept store credit instead of a refund.
  - (C) You can exchange any item for something else.
  - (D) You need not return an item within a time limit.
10. How can customers return an online purchase?
- (A) By mail or in person
  - (B) By calling customer service
  - (C) By sending an e-mail
  - (D) By asking a salesperson

Questions 11 – 15 refer to the following article and online review. 

## Novelist Opens Up About New Book

In author Jay Canfield's best-selling new novel, a writer named Tommy Malkin tries to escape his mistakes but only encounters new problems. The book, titled *Starting Over*, was released on July 4. I spoke with Canfield after his book signing at Trent's Books on 54<sup>th</sup> Street, which drew a large and enthusiastic crowd.

The novel, Canfield's fifth, is the tale of a formerly successful New York City author who has seriously ruined his career and hurt his marriage through selfish behavior. "He moves with his wife to a small seaside town and becomes a schoolteacher in an attempt to begin a new life, but finds it isn't that easy," Canfield said. He credits the basic idea for the story to his own wife, Andrea, who also collaborated with him on his best-selling tale of an American student in Japan, *Green Tea*. (Both Canfields were born and raised in Sedona, and they recently bought a new home here after years of world travel.)

Jay Canfield will be speaking at the Sedona Book Festival on July 15. He is currently working on another novel, his sixth. Based loosely on his own life, it will be released next fall.

### Customer Reviews of *Starting Over*

Michelle Elie rated it ★★★★★

In this excellent novel, the main character Tommy Malkin's life is falling apart. His work, marriage, and health are all on the edge of disaster. Having failed for years to repeat the success of his first book, he tries a change of location and career. I don't want to spoil the plot by saying more, but it doesn't end the way you'd expect!

Hollywood should definitely make a film based on this book. Canfield's characters are so vivid you feel like you know them. The visual imagery is beautiful, particularly the scenes on the beach. My only problem with the novel is that it should be about 50 pages shorter—some of the long descriptions felt unnecessary. But overall, this is his best book yet. I enjoyed it much more than his last one, which I thought was boring, despite its popularity. This one captures readers' imagination from the first page to the last, and leaves them with a lot to think about. Do yourself a favor and read it.



11. What is the topic of the article?

- (A) A book signing by a famous author
- (B) A visit to a book festival
- (C) A popular author's life story
- (D) An author's recently published novel

12. What is stated about Jay Canfield?

- (A) He has worked as a schoolteacher.
- (B) He is already writing another book.
- (C) *Starting Over* is his first book.
- (D) *Starting Over* is based on his life.

13. In the article, the word "encounters" in paragraph 1, line 2, is closest in meaning to

- (A) overcomes
- (B) experiences
- (C) creates
- (D) fights

14. What is *Starting Over* about?

- (A) A writer that finds sudden success
- (B) A writer that changes careers
- (C) An American that studies abroad
- (D) A married couple that travels the world

15. Which is NOT true about Michelle Elie?

- (A) She thinks *Starting Over* is too short.
- (B) She thinks *Starting Over* would be a good movie.
- (C) She wrote a mainly positive review.
- (D) She has read the book *Green Tea*.



April 10

## Construction on Freeway Affects Thousands

Drive times have gotten longer in large parts of the city as construction on the Clear Lake Freeway began on Monday. Workers are repairing rough surfaces and adding additional lanes over a five-mile section of the road. The freeway is completely closed in some areas, such as the Southland business district, while in others, only certain lanes are blocked off. Since the freeway connects the residential areas on the west side to Southland, thousands of commuters have had change their usual routes amid heavy traffic.

Public transport is affected by the road closures as well. Cross-city buses that carry hundreds of commuters to and from the area every day are being forced into lengthy detours. Neighborhood bus 14 to Southland University has temporarily ceased running. A spokesman from the Department of Transportation said that the bus will resume service by April 15.

The construction is expected to be completed by April 28. In the meantime, drivers have no choice but to be patient. The DoT spokesman said that once the construction is finished, residents will be grateful for the additional lanes and the smoother drive on the Clear Lake Freeway.

### REVISED BUS SCHEDULE (last modified 04/22)

	Route	Start/End Times	Frequency
<b>Bus 14</b>	Elgin Park → Southland Univ.	08:00 – 23:00	<i>Service suspended until further notice</i>
<b>Bus 23</b>	Montrose → Southland	08:00 – 24:00	Every 15 minutes
<b>Bus 42</b>	West Station → Southland	07:00 – 22:00	Every 40 minutes
<b>Bus 57</b>	89 <sup>th</sup> Ave W. → Southland	07:30 – 20:00	Every 40 minutes

To the Editor:

I've been following your paper's coverage of the construction on Freeway 16. Like many people I know, I've been greatly inconvenienced and am disappointed in the local authorities for not getting the work done in a timely way. The bus I used to take to school every morning still isn't operating. The bus I have to take now only runs every 40 minutes and takes an hour to get there. This means I need to catch the 7 o'clock bus to get to campus in time for my 8:15 class, when it should take only 20 minutes! I understand that roads must be repaired, and this wouldn't be so terrible if I knew when the problem would be solved. But the construction is already well behind schedule, with no end in sight. We have to hold public officials accountable for their broken promises.

Sincerely,

Daniel Rondon  
April 27

16. What is the main topic of the article?
- (A) New buildings along a freeway
  - (B) The completion of a new freeway
  - (C) Problems caused by road repairs
  - (D) Planned improvements to a road
17. What is implied about Southland University students in the article?
- (A) They are mostly in favor of the project.
  - (B) Many are having trouble getting to campus.
  - (C) They are bothered by construction noise.
  - (D) Most of them drive to campus.
18. What is true about Bus 14?
- (A) It is a cross-city bus.
  - (B) It will no longer run after April 22.
  - (C) It often arrives late these days.
  - (D) It has stopped running for now.
19. What does the letter say about the construction?
- (A) It is taking too long.
  - (B) It is not necessary.
  - (C) It has not been covered in the news.
  - (D) It inconveniences students the most.
20. Which bus does Daniel Rondon most likely take now?
- (A) Bus 14
  - (B) Bus 23
  - (C) Bus 42
  - (D) Bus 57