

## READING

**PART 6: Incomplete Texts (31=>46)**

Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text.

Questions 31-34 refer to the following memo.

To: All staff  
From: Leonard Villalobos, Vice President of Product Development  
Date: August 27  
Subject: Atzeret game (Product #DS8192)

Due to the results from our trial customer testing, we have decided to postpone the launch of the Atzeret video game. Customer surveys indicated that the game was less ---(31)--- than we anticipated. Over the next few months, the game development team will introduce several ---(32)--- to make the product more attractive. ---(33)---. If the changes are successful, we hope to launch the game by next January ---(34)--- February.

31. (A) repetitive (B) appealing (C) expensive (D) surprising
32. (A) modifies (B) modifying (C) modification (D) modifications
33. (A) At that point, more tests will be conducted.  
(B) The launch will be our biggest of the year.  
(C) However, the surveys are not reliable.  
(D) Team members must each sign the form.
34. (A) since (B) if (C) later (D) or

Questions 35-38 refer to the following email.

To: Eva Linn, Lundtalk Industries  
From: Technical Services  
Date: January 15  
Subject: Technical query

Dear Ms. Linn,

Thank you for contacting our technical with your query. ---(35)---, our call got disconnected when we were trying to reboot your system from our remote location. ---(36)---. Therefore, please call us at your earliest --(37)--- and refer to conversation ID #TECH12-2020A to complete the system repair. We have prioritized your inquiry and look forward to helping you ---(38)--- your computer to its full capabilities.

Sincerely,

Arthur Feldt  
Technical Service Facilitator

35. (A) For example (B) For this reason (C) As you know (D) In other words
36. (A) Unfortunately, we do not have a phone number at which we can reach you.  
(B) Thank you again for being one of our priority customers.  
(C) Please submit your check for the service fee promptly.  
(D) We invite you to visit one of our computer repair centers in your area.
37. (A) priority (B) convenience (C) position (D) ability
38. (A) restore (B) restoring (C) restored (D) restoration

Questions 39-42 refer to the following information.

Thank you for shopping with Danforth Fashions online. Our quality-control team carefully inspects all products ---(39)--- packaging to ensure customer satisfaction. ---(40)---. If not, we make exchanges or returns easy. Simply contact us at [service@danforthfashions.com](mailto:service@danforthfashions.com) if you need a different size, color, or pattern – or if you are dissatisfied for any reason. Your exchange ---(41)--- right away. To return an item for a refund, use the prepaid return shipping label included with your order and send it back to us in ---(42)--- original packaging unused and undamaged. We issue refunds to the original method of payment, minus the return shipping fee.

39. (A) prior to            (B) in case            (C) as much as            (D) in keeping with
40. (A) We expect to be redesigning our Web site this summer.  
(B) We value all of our loyal customer.  
(C) We noticed that your billing address has changed.  
(D) We hope you are entirely pleased with your purchase.
41. (A) was processed    (B) is processing            (C) will be processed    (D) to be processing
42. (A) theirs            (B) its            (C) itself            (D) their

Questions 43-46 refer to the following letter.

9 October

Eva Archer, Owner  
Archer Café  
40 Thorpe Street  
Port Fairy VIC 3284

Dear Ms. Archer,

An inspection of your restaurant was conducted on 16 September by ---(43)--- of the Department of Health and Safety. ---(44)---. The purpose of the inspection was to confirm that your business is in compliance with all local regulations and that all ---(45)--- permits are up-to-date. The Department has determined that all regulations are being followed satisfactorily. Therefore, no further action ---(46)--- on your part.

Sincerely,

Oliver Wu  
Department of Health and Safety

43. (A) represent      (B) represents      (C) representatives      (D) representations
44. (A) The restaurant will be closed for inspection.  
(B) Regulations are posted on our Web site.  
(C) The department opens at 9:00 a.m.  
(D) Such visits are conducted once a year.
45. (A) meaningful      (B) fortunate      (C) persistent      (D) necessary
46. (A) is required      (B) is requiring      (C) to be required      (D) being required

**PART 7: (47=>70)**

In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet..

**Questions 47-48** refer to the following letter.

Pierre Gitane  
26 Bent Tree Lane  
Charlotte, NC 28804  
April 15

Dear Mr. Gitane,

This letter is to inform you that you are due for your semiannual dental care visit. Go to our Web site and fill out a form to request an appointment. Or if you prefer, call us at (705) 555-0138 to reach one of our receptionists.

We are happy to announce that we now offer teeth whitening and invisible braces to improve your smile. Please let us know if you are interested in one or both of these services.

We look forward to hearing from you soon.

All best,

Sarah Hamadi  
Office manager, Red Street Dental Care

47. Why did Mr. Gitane receive the letter?
- (A) He just got a new dentist.
  - (B) He was dissatisfied with his last visit.
  - (C) It is time for a routine checkup.
  - (D) Red Street Dental Care is requesting his feedback.
48. What does the letter state about the teeth whitening service?
- (A) It costs about the same as invisible braces.
  - (B) It was not available at Red Street Dental Care until recently.
  - (C) It takes up to six months to obtain the desired results.
  - (D) It is not covered by dental insurance plans.

Questions 49-50 refer to the following advertisement.

**Uncle Pete's Marionette Theatre Presents**

**Moose Lake**

March 27 - May 7

Ever since the founding of Uncle Pete's Marionette Theater, our adaptation of the well-known ballet *Moose Lake* has been one of our most beloved shows. Our 100 handcrafted marionettes will take you on a thrilling adventure into the world of *Moose Lake*.

As our skilled puppeteers pull the strings and make the puppets move, you will cheer for Maria and Moose Prince. You may be unhappy with the Lizard King and his minions. You will be enthralled by the Dragonflies!

Uncle Pete's version of *Moose Lake* has been delighting viewers of all ages for more than 30 years. Shows sell out every year, so get your tickets today.

Tickets are available at the box office, 521 Perry Avenue, Fenton.

49. What is being advertised?
- (A) A lake cruise
  - (B) An adventure park
  - (C) A string quartet
  - (D) A puppet show
50. What is Uncle Pete's version of *Moose Lake* based on?
- (A) A classic children's book
  - (B) A popular film
  - (C) A video game
  - (D) A dance performance

Questions 51-52 refer to the following notice.

Dear Neighbor,

Now that the long, cold winter is just behind us, we would love to invite you to help us improve the newly established Moon Township Community Garden. The township committee acquired the land where the community pool used to be located, and we hope to create on this land an area for families to come and enjoy the green space in our beautiful town. We will have volunteers on hand during the weekends for the remainder of the month to assist families with arranging and planting the flowers, shrubs, and trees of their choice. We hope you participate in decorating our beautiful community garden!

Sincerely,  
Moon Township Committee for Green Spaces

51. During which season of the year was the notice most likely written?
- (A) Winter
  - (B) Spring
  - (C) Summer
  - (D) Autumn
52. What are families encouraged to do?
- (A) Use a community pool
  - (B) Purchase flowers
  - (C) Help to plant a garden
  - (D) Vote for township committee members

Questions 53-55 refer to the following menu.

### History

Welcome to the historic H.G. Walsh Building and North Riverview Restaurant! Constructed by H. G. Walsh in 1897, the building served as Astoria's post office until 1942. It has subsequently been a general store, a boutique. And a family-run restaurant serving up fresh seafood. Over the past century, the building's second floor has been used for private parties, such as birthdays and weddings.

Facing a potential demolition in the late 1970s, the building was purchased by its current owners, Henry and Juana Thomason, in 1981. Subsequent investment and extensive renovation helped save the H. G. Walsh Building, and in 1996 it gained status on the National Register of Historic Places. With its stunning views of the Columbia River and an extensive seasonal menu, the H. G. Walsh Building has become a prime destination for visitors to Oregon's Pacific coast.

### Fall Menu

**Seafood chowder | Cup: \$5, Bowl: \$8**

Cream-based with clams, shrimp, and mussels

**Fish and chips | Cod: \$12. Halibut: \$15**

Three pieces breaded in a buttermilk batter

**Grilled salmon | \$20**

Served with lemon-garlic sauce and a side salad

**Bok choy | \$12**

Pan-seared in a garlic-ginger oyster sauce and served over rice noodles

**Chef's salad | \$11**

Mixed greens tossed with toasted almonds, blue cheese dressing, and avocado

53. The word 'served' in paragraph 1, line 2, is closest in meaning to
- (A) supplied
  - (B) delivered
  - (C) presented
  - (D) functioned
54. What is suggested about the H. G. Walsh Building?
- (A) It is a one-floor building.
  - (B) It is located on the waterfront.
  - (C) It is located next to a post office.
  - (D) It has remained largely unchanged.
55. What can be purchased for less than \$10?
- (A) Seafood chowder
  - (B) Fish and chips
  - (C) Bok choy
  - (D) Chef's salad

Questions 56-58 refer to the following advertisement.

**PRODUCT DEMONSTRATORS NEEDED!**

You are outgoing and enthusiastic? ---[1]---. Do you enjoy talking to all types of people? Put your personality and communication skills to work! ---[2]---. BBD Staffing is seeking to hire in-store product demonstrators to promote our clients' merchandise to shoppers. ---[3]---. As a member of team, you will demonstrate a wide range of small kitchen appliances and tools in grocery stores and other retail venues.

For some products, you will be required to prepare simple recipes. You will also need to answer shoppers' questions. Thus, it is essential that you can become familiar with clients' products and provide key information to customers. Because many of the demonstrations require working with food, candidates must have a Professional Food Handler certificate. ---[4]---.

To apply, upload a video of no more than one minute in length telling us why you would be a successful product demonstrator at [www.bbdstaffing.com/applications](http://www.bbdstaffing.com/applications).

56. What work experience would best qualify a candidate for the position?
- (A) Cook
  - (B) Cashier
  - (C) Interior designer
  - (D) Event planner
57. According to the advertisement, what should people interested in applying do next?
- (A) Respond to a survey
  - (B) Arrange for an interview
  - (C) Submit a recording
  - (D) Provide references
58. In which of the positions [1], [2], [3], and [4] does the following sentence best belong? "Many of the world's best-known brands rely on our product demonstrators to generate positive impressions of their products."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 59-61 refer to the following Web page.

<http://trexdale.com/aboutus>

### About Our Company

Trexdale Supply specializes in designing, producing, and installing furniture for all types of scientific laboratories. We provide a range of fully assembled cabinets, workstations, benches, and more, all made exclusively at our production facility in Dallas, Texas. Our lab furniture is available in a wide variety of sizes and configurations to match the needs of any research application.

Our business offers products as well as design-consulting services. For start-up labs, we have a team of consulting specialists available to evaluate your facility's specific needs and assist you in arranging your space and choosing the most suitable furniture. Recently, for example, we were chosen by a major producer of biofuels to provide expert help in changing the layout of a research laboratory to maximize available space. As a result of this project, this client has realized substantial savings by reducing energy usage in the lab.

Please visit the 'Lab Planning' section of this Web site if you are interested in learning more about building or renovating a laboratory facility. There, you can fill out an interest form to contact one of our consultants about your next project.

59. What does Trexdale Supply make?
- (A) Medical supplies
  - (B) Farming equipment
  - (C) Cabinets and furniture
  - (D) Glass laboratory equipment
60. What did Trexdale Supply do in a recent project?
- (A) It helped a client organize a trade show.
  - (B) It reorganized a client's laboratory.
  - (C) It converted its vehicles to use biofuels.
  - (D) It expanded staffing at its production facility.
61. What method of communicating with Trexdale Supply is mentioned?
- (A) By email
  - (B) By phone
  - (C) By instant message
  - (D) By an online form

Questions 62-65 refer to the following email.

To: [staff@rindersbusiness.co.ke](mailto:staff@rindersbusiness.co.ke)  
From: [dcloeten@rindersbusiness.co.ke](mailto:dcloeten@rindersbusiness.co.ke)  
Subject: Information  
Date: 25 October

Dear Rinders Staff:

Our company is growing, and I am pleased to welcome new staff members! Those in our Nairobi office will get to know Mary Gichuki very well. She will be the new office manager there, beginning on 1 November. Some of you met her last week when she visited the office. She will be replacing David Alberts.

Anila Pillai will also be a new face in our Nairobi office. Ms. Pillai will be an administrative assistant, and she will greet visitors, answer the phone, and perform office duties. She will work on Wednesdays, Thursdays, and Fridays from 10:00 a.m. to 3:00 p.m.

Mark Karunga, who has worked in the Nairobi office for the past fifteen years, is being promoted to senior accountant and will work in our new Mombasa office beginning on 15 November.

I will soon be sending another email alerting you to more new faces in our offices since we are still hiring personnel for the Mombasa location. We hope to have all positions filled there before the grand opening in November.

Sincerely,

Deborah Cloeten  
Vice President  
Rinders Business Systems

62. What is the main purpose of the email?  
(A) To discuss some new office procedures  
(B) To contrast two company locations  
(C) To describe some staff changes  
(D) To report on recent office visitors
63. Who will be working part-time at Rinders Business Systems?  
(A) Ms. Gichuki  
(B) Ms. Pillai  
(C) Mr. Alberts  
(D) Ms. Cloeten
64. What is NOT indicated about Mr. Karunga?  
(A) He is an accountant.  
(B) He is a recent hire.  
(C) He is being promoted.  
(D) He is being transferred.
65. What does Ms. Cloeten indicate about the Mombasa location?  
(A) It is her new workplace.  
(B) It is fully staff.  
(C) It is larger than the Nairobi office.  
(D) It has not yet opened.

Questions 66-70 refer to the following notice and email.

**Merenville Regional Bus Authority  
Notice to the Public**

In response to its recently conducted passenger survey, the Merenville Regional Bus Authority (MRBA) will be adjusting its Saturday and Sunday service between Merenville Central Station (MCS) and Louberg. The following schedule changes will be in effect as of May 1.

- Bus 36, in service on Saturdays only, will be departing MCS every hour on the hour, with the first departure scheduled for 6:00 a.m. and the last to take place at midnight. This adjustment is intended to provide passengers with more departure options.
- Bus 47, which runs on both days, will now be departing MCS at 7:00 a.m. in addition to its regularly scheduled departure times of 12:15 p.m. and 6:15 p.m.
- Bus 51, which runs on both days, will continue to have three departures from MCS. However, they are now scheduled to take place at 7:30 a.m., 1:30 p.m., and 4:30 p.m.
- Bus 65, in service on Sundays only, will now be departing MCS at 10:00 a.m. instead of 8:00 a.m. Departures scheduled for 1:00 p.m., 3:00 p.m., and 5:00 p.m. remain unchanged.

To: Adriano Martinez [amartinez@mrba.com](mailto:amartinez@mrba.com)  
From: Claire Brunkhorst [cbrunkhorst@mrba.com](mailto:cbrunkhorst@mrba.com)  
Date: May 14  
Re: Switch shift request

Hi Adriano,

Regarding your request, I can take over your late-night bus driving shift on Saturday, May 22. I realize that I'll have to be alert, so I'll make sure to get plenty of rest.

In return, could you possibly take over my day shift on Tuesday, May 25? A friend of mine, who works for the same Chicago-based company that I used to work for, will be visiting me that day.

Thanks in advance for your assistance.

Claire Brunkhorst, MRBA Associate

66. What is the purpose of the notice?
- (A) To introduce new bus route
  - (B) To announce transportation-service improvements
  - (C) To invite comments about proposed schedule changes
  - (D) To report on the closing of a bus station
67. What is suggested in the notice about Bus 47?
- (A) It used to depart only in the afternoon.
  - (B) It has new stops on its route.
  - (C) It has the earliest departure time.
  - (D) It is in service on only one day of the week.
68. What bus will Ms. Brunkhorst most likely drive on May 22?
- (A) Bus 36
  - (B) Bus 47
  - (C) Bus 51
  - (D) Bus 65
69. In the email, the word 'realize' in paragraph 1, line 2, is closest in meaning to
- (A) earn
  - (B) exchange
  - (C) comprehend
  - (D) achieve
70. What does Ms. Brunkhorst indicate in the email?
- (A) She plans to take a new job in Chicago.
  - (B) She does not have time to visit Mr. Martinez.
  - (C) She prefers to work the early shift on Tuesday.
  - (D) She would like to spend time with an old friend.

**---This is the end of the reading test---**