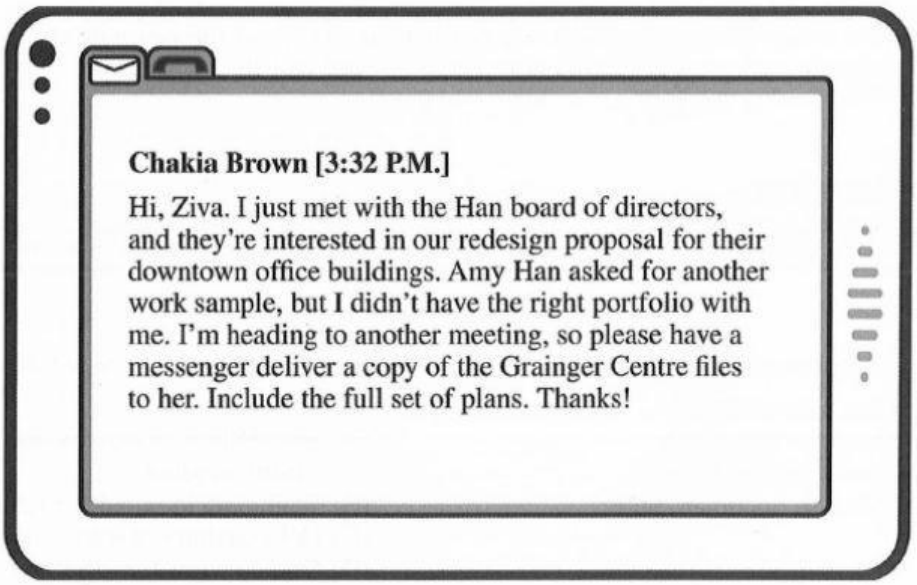
PART 7

Directions: 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 147-148 refer to the following text message.



147. Where does Ms. Brown most likely work?

(A) At an accounting firm
(B) At an architectural firm
(C) At a Web design company
(D) At a market research company

148. What is Ziva asked to do?

(A) Reply to a text message
(B) Create a portfolio
(C) Set up a meeting
(D) Send a work sample

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Questions 149-150 refer to the following e-mail.

E-Mail Message

To: Oak Lane Fashion cashiers
From: Jane Benson
Date: July 8
Subject: Update

Beginning August 1, Oak Lane Fashion will only accept returns or exchanges of unworn and undamaged clothing that has the original receipt.

This information will be posted at all checkout counters by next week. We will also send an e-mail to our existing customers so that they are aware of the new rule. If a customer wishes to make a return without a receipt, please call the manager on duty for assistance. Thanks for your help.

Jane Benson
Director of Operations

149. What is the purpose of the e-mail?

(A) To request a sales report
(B) To announce a new policy
(C) To discuss a fashion trend
(D) To describe an upcoming sale

150. According to the e-mail, what will managers do?

(A) Decide how to display new merchandise
(B) Train staff to use the cash register
(C) Help customers with special requests
(D) Decide what items get price discounts

LIVEWORKSHEETS

Questions 151-152 refer to the following Web page.

https://www.carmontmedia.co.tt

Carmont Media's Culture

Home | Programs | Services | **About Us** | Contact Us

At Carmont Media, our work culture is mission driven. We hire people who share a common goal of enriching listeners' minds through engaging and truthful news stories. We also actively recruit a diverse staff to reflect our Trinidadian and Tobagonian audiences. Carmont Media's diversity contributes to its Star teams. These teams, composed of workers from all levels of the organization, meet regularly to hold brainstorming sessions aimed at improving efficiency and productivity. Carmont Media offers opportunities for professional advancement and encourages work-life balance.

151. What is mentioned about Carmont Media's employees?

(A) They get experience in various departments.
(B) They enjoy working for the organization.
(C) They come from a variety of backgrounds.
(D) They are recruited through a staffing agency.

152. What is a purpose of Carmont Media's Star teams?

(A) Seeking new employees
(B) Raising funds for projects
(C) Promoting work-life balance
(D) Finding creative solutions

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LIVEWORKSHEETS

Questions 153-154 refer to the following text-message chain.

Louisa Santos **9:30 A.M.**
Kenji, where are you? The job candidates are here.

Kenji Muro **9:31 A.M.**
Sorry! The bridge is closed. My bus had to take a detour. I should be there in 30 minutes. Please start without me.

Louisa Santos **9:34 A.M.**
OK. I'm going to interview Elena Crenshaw first.

Kenji Muro **9:34 A.M.**
Good. She's the one with experience at another T-shirt company.

Louisa Santos **9:35 A.M.**
Yes. Can you believe our small company has grown so much that we need to hire someone just to process orders?

Kenji Muro **9:36 A.M.**
I know! OK. I'll see you soon.

153. What does Mr. Muro want Ms. Santos to do?

(A) Process some orders
(B) Make a hiring decision
(C) Reschedule a meeting
(D) Talk to a job candidate

154. At 9:36 A.M., what does Mr. Muro mean when he writes, "I know"?

(A) He is also surprised by the company's growth.
(B) He thinks salaries should be higher.
(C) He has met Ms. Crenshaw before.
(D) He is certain his bus will arrive in 30 minutes.

LIVEWORKSHEETS

Questions 155-157 refer to the following article from a company newsletter.

Mark Chandler is Back!

The Administrative Services Division welcomes back to headquarters Associate Director Mark Chandler. —[1]—. Mark spent the last month in Ottawa attending an advanced training session about corporate information security. Corporate-security training allows a company to safeguard its sensitive, confidential, and proprietary information.

Mark is among a growing number of corporate executives who have successfully graduated from this rigorous course. —[2]—. A member of the National Organization of Corporate Security Officers (NOCSO), Mark was formally recognized by the organization for his part in developing software that keeps electronic documents safe. —[3]—. Well done, Mark! —[4]—.

155. What is the purpose of the article?

(A) To recognize an employee's accomplishments
(B) To introduce a new staff member
(C) To clarify what information is considered confidential
(D) To describe the challenges of corporate security

156. How did Mr. Chandler improve corporate security?

(A) He trained his company's security officers.
(B) He helped design a system for securely storing documents.
(C) He assisted in developing new safety guidelines.
(D) He recruited employees who specialize in corporate security.

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"The training included 60 hours of instruction and a comprehensive written exam."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

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Questions 158-160 refer to the following card.

Congratulations on purchasing Megagroome, the world's finest rechargeable shaver! To keep your shaver in top condition, clean your shaver weekly by running it under hot water. Once a month, disassemble the shaver and clean the internal portion thoroughly as shown in the owner's manual. The shaving heads should be replaced every year with the replacement parts listed in the manual.

The Megagroome shaver has a lithium ion battery that should last for several years. Please charge the shaver as often as needed. It is not necessary to fully discharge the battery before recharging it. Use only the included charger, because use of any other charger may void the warranty. Complete instructions and details can be found in the owner's manual.

158. Where would the card most likely be found?

(A) Inside a box with a product
(B) On a bulletin board
(C) In a product display at a store
(D) In the pages of a magazine

159. How often should the shaver be taken apart?

(A) Daily
(B) Weekly
(C) Monthly
(D) Annually

160. What is indicated about the shaver's battery?

(A) It must run out before charging.
(B) It may be charged whenever necessary.
(C) It is able to hold a charge for a week.
(D) It will work with different chargers.

LIVEWORKSHEETS

Questions 161-163 refer to the following Web page.

http://www.diversifymuseum.org

DIVERSIFY MUSEUM

A Museum of Cross-Cultural History and Artifacts

We are proud to announce our newest exhibit: *South American Art.*

The exhibit will open on 7 June as part of the museum's ongoing Arts Around the World programme. All museum patrons who have paid the museum entrance fee may view the exhibit. It will feature historical and contemporary artwork displays from renowned South American artists.

The curator of the six-week exhibition, Julio Carrera, will bring his vast expertise to the museum. Before joining the museum's management in March of this year, Mr. Carrera was the curator for the Brazilian Institute of the Arts for six years and spent three years studying ancient artifacts for the Centro de la Historia del Arte, an art preservation centre in Venezuela.

The *South American Art* exhibit will include paintings, sculptures, crafting tools, clothing, jewellery, murals, and clay pottery from six South American countries. Visiting artists from these countries will provide art workshops on select dates in July. The cost for each workshop is £10 in addition to the regular admission fee and includes basic art supplies.

161. What is indicated about the *South American Art* exhibit?

(A) It is the first exhibit in the Arts Around the World program.
(B) It will be on display only through the end of June.
(C) It includes both old and new art.
(D) It focuses on wall hangings and murals.

162. Who is Mr. Carrera?

(A) A visiting artist
(B) An art journalist
(C) A volunteer tour guide
(D) A museum employee

163. According to the Web page, what can museum patrons do for an extra fee?

(A) Watch a video on South America
(B) Attend an art class
(C) Explore a new exhibit
(D) Sponsor an upcoming exhibit

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LIVEWORKSHEETS

Questions 164-167 refer to the following online chat discussion.

Oliver Koh (10:15 A.M.)
Hi, Aaron and Denise. Do you know if a package has arrived for me? I was supposed to get a delivery of some documents today, but maybe they were sent to someone else by mistake. It's from Schrantz Farm Organics and should be labeled urgent.

Aaron Koskinen (10:17 A.M.)
There's nothing for you here at the front desk. You might want to check with the print shop on the ground floor.

Denise Matova (10:18 A.M.)
There's a package from Schrantz Farm Organics here in the mail room, but there's no name on it.

Oliver Koh (10:18 A.M.)
That must be the one for me. Could you please look at the delivery slip again?

Denise Matova (10:19 A.M.)
Sorry, it does have your name on it. It was so small I didn't notice it.

Oliver Koh (10:20 A.M.)
Great! Could you have the package sent up to my office please?

Denise Matova (10:20 A.M.)
No problem. I'm going upstairs in a minute anyway.

Oliver Koh (10:21 A.M.)
OK, thanks for your help.

164. Why did Mr. Koh start the online chat discussion?

(A) He received a damaged package.
(B) He has a meeting with a client soon.
(C) He is expecting some important documents.
(D) He delivered a shipment to the wrong person.

165. What does Mr. Koskinen recommend doing?

(A) Calling Schrantz Farm Organics
(B) Changing a meeting place
(C) Going to the front desk
(D) Checking a different location

166. At 10:19 A.M., what does Ms. Matova most likely mean when she writes, "Sorry"?

(A) She misplaced a delivery slip.
(B) She arrived late to work today.
(C) She would like Mr. Koh to repeat his instructions.
(D) She made a mistake reading a label.

167. What will Ms. Matova probably do with the package?

(A) Take it to Mr. Koh
(B) Send it out by express mail
(C) Leave it at the front desk
(D) Remove the items from it

LIVEWORKSHEETS

Questions 168-171 refer to the following e-mail.

From:	Won Ho Kim
To:	Management Team
Date:	12 August
Subject:	Improving employee satisfaction

Management Team:

— [1] —. Over the next few months, the Human Resources department will be engaging with the Management Team in a variety of conversations about increasing productivity and employee satisfaction. — [2] —.

Telecommuting, in which employees are permitted to work from home all or part of the time, is an approach that many companies are using because it allows employees to work on tasks that may be difficult to complete in an office full of disruptions. With the building reconfiguration project coming up in January, we would like to take the opportunity to consider whether telecommuting would be a good solution for our company. Our final decision on this matter will influence the way in which the work space is reorganized.

I am writing to ask for your feedback. — [3] —. At this point, Human Resources is simply gathering information. Please complete the telecommuting survey, which is found on the Human Resources Web site. — [4] —. Just look for the link on the left side of the home page.

Thank you in advance, and please let me know if you have any questions.

Won Ho Kim
Human Resources Manager
GHTY Engineering, Inc.

168. Why was the e-mail sent?

(A) To remind employees about a policy
(B) To request participation in a survey
(C) To discuss upcoming meetings
(D) To encourage employees to attend an event

169. What is mentioned as a benefit of telecommuting?

(A) It helps employees work without interruptions.
(B) It frees up space in the building for new workers.
(C) It is good for the environment.
(D) It saves the company money.

170. What is the company planning to do in the new year?

(A) Hire a new human resources manager
(B) Reorganize the management team
(C) Change the layout of its building
(D) Introduce a new Web site

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"It should be noted that no decisions about telecommuting have been made."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

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