

Questions 186-190 refer to the following proposal, advertisement, and customer review.

MINTANA SPA

Proposal for a Sales Promotion

Submitted by Joseph Barham, Sales Assistant

September 2

Form of Promotion: A 15% discount on any service

Target Customer: Nurses

Dates/Duration: Ongoing, starting as soon as possible

Advantages:

- New group of customers. As holders of a job that is high stress but not always well paid, nurses could benefit greatly from our services but may feel that they are not affordable at full price.
- Improvement of our corporate image among the general public.

Challenges:

- Logistical issues. Our staff would have to carefully check the credentials of participants and remember that only services are included in the discount.



Mintana Spa Supports Medical Personnel!

Mintana Spa knows that saving lives and providing day-to-day medical care is difficult work. That is why, starting November 1, we will offer a 15% discount on all of our services to nurses, paramedics, and emergency medical technicians.* These include relaxing massages, refreshing facial and body treatments, and cleansing sauna time—even in our new infrared sauna pods, which use infrared light to induce detoxifying sweat and improve circulation! This is our small way of thanking the heroes who keep our community healthy.

Mintana Spa is located at 1200 Whitcomb Road in Bruner. Walk-ins are accepted, but we recommend making an appointment, as our schedule does frequently fill up. Call 555-0122 for more information.

**Proof of eligible employment is required. Note that the discount cannot be used toward spa gift certificates or merchandise.*



Bruner Business Reviews

Latest reviews for Mintana Spa:

"I had a day off yesterday, so I visited in the early afternoon to take advantage of their new discount for nurses. They were quite busy for a weekday, and I was lucky that I didn't get turned away for not having an appointment. Still, I never felt hurried by the staff. Everyone was very attentive and treated me like I was the only customer that day. That's what I appreciated the most. In contrast, the benefits of the blueberry extract facial faded by this morning, and the sauna pod, while relaxing, wasn't much better than a hot bath. I will probably go to this spa again but try some different services next time."

By Teisha Coyne, November 12

186. What does the proposal mention as a potential difficulty of a promotion?
- (A) Making potential participants aware of it
 - (B) Serving large numbers of new patrons
 - (C) Maintaining sufficient profit margins
 - (D) Evaluating participants' qualifications
187. What is different about the promotion in the proposal and the advertisement?
- (A) The size of its discount
 - (B) The duration it is available
 - (C) The people eligible for it
 - (D) The purchases to which it can be applied
188. In the customer review, the phrase "turned away" in paragraph 1, line 3, is closest in meaning to
- (A) dismissed
 - (B) rejected
 - (C) avoided
 - (D) abandoned
189. What is implied about Ms. Coyne?
- (A) She visited on the first day of the promotion.
 - (B) She received a light-based treatment.
 - (C) She tried Mintana Spa's most popular offering.
 - (D) She called the phone number listed in the advertisement.
190. What did Ms. Coyne especially like about Mintana Spa?
- (A) Its considerate customer service
 - (B) Its luxurious interior decoration
 - (C) The effectiveness of its procedures
 - (D) The privacy afforded by its layout

Questions 191-195 refer to the following article, e-mail, and excerpt from a report.

Arabic Language Exam To Be Administered in Cobshaw

By Sheila Ridenour

COBSHAW (May 13)—The National Foreign Language Association (NFLA), a non-profit organization committed to advancing Americans' competency in languages other than English, will begin offering its Arabic language proficiency test in Cobshaw. The Test of Competency in Arabic (TOCIA) will be administered twice a year starting this July.

Ken Reed, an NFLA official, says the decision was an easy one to reach. "We noticed that there have been a lot of test-takers

coming from the Cobshaw region." He believes that this is thanks to the University of Cobshaw's Arabic language program. The program also, he says, supplies local people qualified to administer the test, as such work requires some knowledge of the language.

The TOCIA consists of a 50-minute listening section and a 70-minute reading section. The first exam will be held in the university's Duckett Auditorium, though Mr. Reed says other venues may be added if there are over 150 test-takers. Registration, which costs \$40, must be completed online at www.nfla.org/tocia by 5 P.M. on June 4.

| E-Mail message | |
|-----------------|-------------|
| From: | NFLA |
| To: | Bryant Page |
| Subject: | TOCIA |
| Date: | June 11 |

Dear Mr. Page,

Thank you for signing up to take the Test of Competency in Arabic. Please review the following information.

1. Test date and time: July 3, 1:00 P.M.
Note: Test-takers must arrive at the venue at least 30 minutes before the stated start time.
2. Site: University of Cobshaw, Gainey Building (350 N. College Way), Room 203 ([Map](#))
3. Required documents: a form of government-issued photo identification

For details about the test-taking process, please visit [this page](#).

Test of Competency in Arabic (TOCIA) Report on the Observance of Testing Procedures

Test Site: University of Cobshaw, Duckett Auditorium

Test Date: July 3

Test Administrator: Savanna Keenan

Please check the box next to each item to indicate that the relevant procedure was executed. If any box is left unmarked, a full explanation of the reason must be appended to this report.

- No test-takers were admitted to the site fewer than 30 minutes before the start of the test. ☒
- The identity of each test-taker was verified. ☒
- All personal electronics brought by test-takers were stored away from the site. ☐
- Test-takers filled out all of the required pre-test forms. ☒

191. In the article, the word "reach" in paragraph 2, line 2, is closest in meaning to

- (A) stretch
- (B) accomplish
- (C) contact
- (D) make

192. Why was the e-mail sent to Mr. Page?

- (A) To prepare him for the test
- (B) To ask him to finalize his registration
- (C) To advertise a study service
- (D) To respond to an inquiry

193. What is suggested about the TOCIA?

- (A) More than 150 people signed up to take it in Cobshaw.
- (B) There is a 30-minute break between its sections.
- (C) It is usually administered on a weekend day.
- (D) There are practice versions of it on the NFLA Web site.

194. What will most likely be explained in an attachment to the report?

- (A) When the last test-taker arrived
- (B) How test-takers proved their identities
- (C) What paperwork test-takers completed before the test
- (D) Where test-takers' belongings were kept during the test

195. What is most likely true about Ms. Keenan?

- (A) She participated in a training session in June.
- (B) She has some Arabic language skills.
- (C) She was interviewed by Ms. Ridenour.
- (D) She is a professor at the University of Cobshaw.

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Questions 196-200 refer to the following e-mails and Web page.

| | |
|--------------------|--------------------------------------------|
| To: | Nick Borrows <nickborrows1@renseed.com> |
| From: | Vanessa Castle <vanessacastle@renseed.com> |
| Date: | April 20 |
| Subject: | San Diego |
| Attachment: | 📎 Revised presentation |

Hi Nick,

I just wanted to give you an update on the slides for our presentation in San Diego next week. I've left the graphs and balance sheet as they are, but I've made the pictures of our products a little bigger and sharper. I also have some notes about the text of the slides, but I didn't want to alter it without talking to you first. I'll send my ideas in a separate file.

Also, we need to book a flight. For the way there, there are four options available on our preferred carrier. I don't know about you, but I'd like to take the one that gets us there in the evening. It would allow us to prepare here in the office for most of the day but also arrive in time to relax a bit. If you agree, I'll book it before I leave today.

Let me know.

—Vanessa

◀ ▶ www.lightningair.com/departures/april28/query83789

Lightning Air - Operating Budget Flights Daily Across the US!

| | | |
|---------------------------|----------------------|--|
| Departure Date: | <u>April 28</u> | |
| Departure Airport: | <u>San Francisco</u> | |
| Arrival Airport: | <u>San Diego</u> | |

| | | |
|-------------------|-----------------------|---------------------|
| ○ Flight No: L106 | Departure: 4:30 A.M. | Arrival: 6:00 A.M. |
| ○ Flight No: L982 | Departure: 11:00 A.M. | Arrival: 12:30 P.M. |
| ○ Flight No: L392 | Departure: 1:00 P.M. | Arrival: 2:30 P.M. |
| ○ Flight No: L720 | Departure: 5:45 P.M. | Arrival: 7:15 P.M. |

Important note: We have eliminated our complimentary meal service for economy class passengers on flights shorter than three hours. These passengers may purchase a meal for an additional cost. Business class passengers are still entitled to this meal free of charge. Club class passengers receive the meal and their choice of unlimited beverages. Premium class passengers get the same as club class, as well as entry to our exclusive Lightning Air lounge.

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| | |
|-----------------|--------------------------------------------|
| To: | Vanessa Castle <vanessacastle@renseed.com> |
| From: | Nick Borrows <nickborrows1@renseed.com> |
| Subject: | Re: San Diego |
| Date: | April 22 |

Hi Vanessa,

Thank you for your e-mail and your hard work on the presentation slides.

I've got the company credit card with me right now, so I went ahead and got tickets for the flight that you wanted, plus another one coming back on the thirtieth. The prices were quite reasonable, although I had to pay a little extra to get in-flight meals for us.

If you don't mind, I'll make reservations now at the hotel I usually use in the city center. We won't have to book transportation from the airport, because the hotel has a free shuttle bus. It also has a nice business center where we can print our presentation slides. Does that sound all right?

Nick

196. What did Ms. Castle do to some images?

- (A) She made them more visible.
- (B) She put them in a different file.
- (C) She added text to them.
- (D) She removed flaws from them.

197. What does Ms. Castle promise to send to Mr. Borrows?

- (A) Verification of a reservation
- (B) Details about some travel options
- (C) An audio recording of a presentation
- (D) Suggestions for revising some writing

198. Which flight does Ms. Castle prefer?

- (A) L982
- (B) L106
- (C) L720
- (D) L392

199. What class of flight ticket did Mr. Borrows most likely purchase?

- (A) Economy class
- (B) Club class
- (C) Business class
- (D) Premium class

200. What does Mr. Borrows indicate he will do next?

- (A) Apply for reimbursement for an expense
- (B) Arrange ground transportation
- (C) Book some accommodations
- (D) Print some computer screenshots

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.