

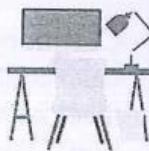
PART 7

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 advertisement.

Swann Space

Swann Space provides a comfortable, high-tech working environment for individuals and small businesses. Our facility offers options ranging from flexible coworking lounges to private offices with dedicated conference space. Amenities available to all members include:



- Free, high-speed wireless Internet and access to printers, scanners, and shredders
- A kitchen and break lounge with free beverages and well-stocked vending machines
- Package receiving services and use of our building's impressive Highlands District address (3100 Barney Street) for business mailings

Want to know more? Join our next Swann Space Open Reception on May 3 to connect with us, our current members, and other leaders of the Linkley business community. Alternatively, you can visit us between 8 A.M. and 6 P.M. on weekdays for a personal tour or simply go to www.swannspace.com.

147. What is indicated about Swann Space?

- (A) It caters mainly to workers in creative industries.
- (B) It provides technical support to its members.
- (C) It is located in a prestigious neighborhood.
- (D) Its members have access to exercise machines.

148. What will Swann Space do on May 3?

- (A) Raise a monthly rate
- (B) Lead a tour of a facility
- (C) Welcome a new executive
- (D) Host a networking event

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

E-Mail message

From:	Eiji Furuta
To:	Jill Bennett
Subject:	Delivery packaging
Date:	April 3

Hi Jill,

Customer Service has let me know that several of our grocery delivery customers have contacted us about our meat packaging. Apparently, they are concerned that the meat is only packed in our normal packaging (a foam tray covered with stretchable film). They would like another layer to be added to protect the other products from bacteria in case this packaging fails and the meat's juices leak.

Now, we haven't received any reports of the normal packaging actually failing, so I'm not convinced that it has to be upgraded. However, I think we should at least look into ways to accommodate these customers' wishes. Could you research additional packaging options and the cost and environmental impact involved in using them? I'd like a short report on your findings by the end of the month.

Thanks,

Eiji

149. What are customers concerned about?

- (A) The use of non-recyclable packaging materials
- (B) The temperature of meat rising to an unsafe level
- (C) Staff not handling delivery containers gently
- (D) Foods becoming cross-contaminated

150. What does Mr. Eiji suggest about a potential change to some packaging?

- (A) It may not be necessary.
- (B) It must be introduced slowly.
- (C) It requires Ms. Bennett's approval.
- (D) It will be unpopular with employees.

Questions 151-152 refer to the following information.

Hadnar City Community Newsletter

Hadnar City Garden Club (HCGC)

Come and join us as we begin our new season! Our first meeting of the year will be held on Monday, March 13 at 7:00 P.M. at our usual venue, the Hadnar Community Center. Patrick Lett and Gina Lu will give a lecture and demonstration about "How Honeybees Help Gardeners." As members of the Hadnar City Beekeepers Association, they are committed to educating the public on the environmental benefits of honeybees. Their lecture will include valuable advice on designing gardens that will attract bees. This program will be interactive, so please bring your questions.

We hope to see a lot of new faces next Monday. An individual membership to the HCGC costs \$20 per year, and membership registration forms will be available at the meeting. A complete calendar of our upcoming field trips, plant sales, and volunteer activities can be found online at www.hcgc.org.

151. What is one purpose of the information?

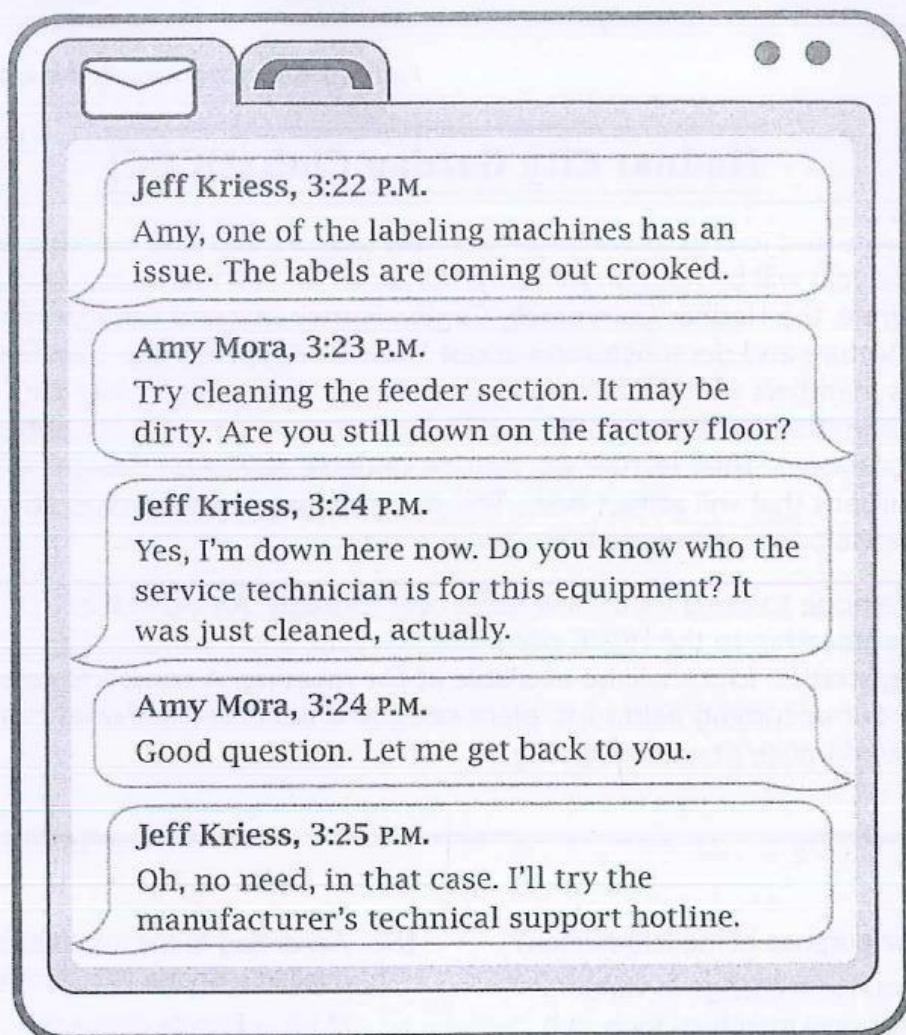
- (A) To announce a change in venue
- (B) To recruit new members for a club
- (C) To seek feedback about a previous lecture
- (D) To highlight a local environmental problem

152. According to the information, what is available on the HCGC Web site?

- (A) A schedule of events
- (B) A membership application
- (C) A map of the city
- (D) A discussion forum

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



153. Where most likely is Mr. Kriess?

- (A) In a production plant
- (B) In a printing shop
- (C) In a building's lobby
- (D) In a computer store

154. At 3:24 P.M., what does Mr. Mora most

likely mean when she writes, "Good question"?

- (A) Mr. Kriess has pointed out an important problem.
- (B) She is unsure of whom to contact about a repair.
- (C) She does not know why a machine is malfunctioning.
- (D) Mr. Kriess has reminded her about an urgent task.

Questions 155-157 refer to the following excerpt from an agreement.

8. Code of Conduct

As the exposition is primarily intended as a venue for the sharing of knowledge, the exhibitor and its representatives will not engage in selling, order-taking, etc., on the expo floor. Similarly, no prices may be displayed in the contracted exhibition space.

In order to encourage the free flow of visitors throughout the venue, exhibitors will not place any representatives or materials outside of the contracted exhibition space. Similarly, the placement of representatives and materials within the space must be arranged so that they draw attendees in instead of filling the aisles.

Like all attendees, exhibitor representatives must wear their official expo credentials and be appropriately dressed in business or business casual attire at all times.

Any demonstrations or other activities engaged in by the exhibitor will not generate a noise of greater than 85 decibels.

Exhibitors will not be allowed to dismantle their exhibits or begin packing before the official end of the expo.

155. What is stated about the exposition?

- (A) Its purpose is educational.
- (B) It will occupy several buildings.
- (C) It has been held before.
- (D) It is free for members of the press.

156. The word “flow” in paragraph 2, line 1, is closest in meaning to

- (A) sequence
- (B) direction
- (C) quantity
- (D) circulation

157. What does the excerpt specify about exhibitors?

- (A) The amount of electricity they can use
- (B) The kind of handouts they can distribute
- (C) The loudness of the sounds they can make
- (D) The number of representatives they can send

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Questions 158-161 refer to the following article.

Local Business

(September 13)—With the opening of a Cainlen Superstore just two weeks away, the Bakert Merchants Association (BMA) has begun an initiative that encourages consumers to support local businesses. At least thirty stores have hung “Buy from Bakert” signs in their front windows.

Like other Cainlen locations across the nation, the new Bakert store stretches over 180,000 square feet of land and will sell groceries, clothing, and electronics and boast a garden supply center and a photo developing lab. The massiveness of its floor plan meant that its construction was subject to public review regarding potential harm to plants and wildlife near its site on Todd Road.

At that time, the BMA almost succeeded in blocking the development by pressing the city council to consider its effects in another area—that of local commerce. The BMA argued that Cainlen would put smaller retailers out of business and thus weaken the community in the long term.

However, the council was more persuaded by Cainlen representatives’ claims that the store would ultimately benefit Bakert by creating new jobs for its citizens and allowing them to enjoy the chain’s famously low prices.

BMA president and Bakert Sporting Goods owner Laura Comstock says the Buy from Bakert campaign “just asks people to think before they shop” and adds that it will continue “for as long as it feels necessary”.

158. Why was the article written?

- (A) To publicize a campaign led by local retailers
- (B) To explain the history of a nationwide company
- (C) To describe the opening celebration of a new store
- (D) To invite citizens to a city council meeting

159. According to the article, what can visitors to a Cainlen Superstore do?

- (A) Have a portrait photograph taken
- (B) Fill a prescription for medication
- (C) Buy landscaping goods
- (D) Eat at a restaurant

160. The word “area” in paragraph 3, line 3, is closest in meaning to

- (A) size
- (B) field
- (C) distance
- (D) region

161. What is NOT mentioned as a possible effect of a new Cainlen Superstore?

- (A) An increase in employment opportunities
- (B) New types of products becoming available
- (C) The closing of other businesses
- (D) Damage to the environment

Questions 162-164 refer to the following letter.

Molsher University

Department of Music

Ottawa, ON K1A 4H9

Dear Alumni and Friends:

Molsher University has had the use of new pianos for the past year thanks to the "Giving Music" program operated by the Tynor Arts Foundation (TAF).

— [1] —. Now, as part of the program, we are offering a selection of the pianos to the public for purchase.

The instruments available will include grand pianos, upright pianos, and digital pianos from leading manufacturers. Most of them are still under warranty, and delivery arrangements can be made on site upon purchase. — [2] —.

To view and purchase an instrument, please visit the Center for the Arts on Saturday, February 10 between 2:00 P.M. and 6:00 P.M. No appointment is needed. — [3] —. The center is located on Canby Road, between First and Second Street. A \$2-per-hour rate applies to all street parking in the vicinity. Alternatively, paid parking is available in the center's garage. For directions, please visit www.arts-center.org. — [4] —.

A portion of the proceeds from each instrument is returned to the TAF to maintain Giving Music, which plays an important part in our department's ability to give quality music instruction.

Regards,

Paul Lembke
Interim Chair, Department of Music
Molsher University

162. What is the main purpose of the letter?

- (A) To welcome new staff to a department
- (B) To give details about a fund-raising sale
- (C) To thank donors for their contributions
- (D) To announce a program's expansion

163. What is suggested about the Center for the Arts?

- (A) It is usually closed on weekends.
- (B) It has more than one entrance.
- (C) It does not have free parking nearby.
- (D) It is operated by volunteers from the TAF.

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

"It generously supplies our department with high-quality instruments at no cost every year."

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

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Questions 165-167 refer to the following summary of a report.

Padgino Employee Satisfaction Survey Report

Executive Summary

Tayona Consulting Services conducted a survey to measure the job satisfaction of employees of Padgino. Data was primarily collected with the use of the survey platform ZestSurvey. Employees were asked to numerically rate their satisfaction with factors such as company management, job duties, and employee benefits. The list of questions and a detailed analysis of the collected data are included in this report's appendices. Four supplementary interviews were conducted with employees who indicated willingness to further discuss their answers. To protect these employees' privacy, these interviews are not described in detail in this report.

The findings indicate that employees are satisfied with most aspects of their jobs and particularly their pay. The only part of the survey with a significant number of negative ratings is that of employee support. It appears that when employees encounter a problem during a call, they are often directed to connect the customer to a manager. In such cases, the employee does not learn how the problem can be resolved in the future. Employees expressed frustration with this situation. Therefore, this report proposes that regular training sessions be held to teach employees how to successfully deal with recurring problems.

165. Who most likely were the survey participants?

- (A) Retail store clerks
- (B) Bank tellers
- (C) Flight attendants
- (D) Call center representatives

166. How was the survey data mainly obtained?

- (A) Through specialized software
- (B) Through individual interviews
- (C) Through paper questionnaires
- (D) Through focus group discussions

167. What does the report recommend doing?

- (A) Discontinuing service to difficult customers
- (B) Increasing employee compensation
- (C) Providing ongoing instruction to staff
- (D) Directing supervisors to manage less strictly