

Questions 168-171 refer to the following online chat discussion.

Danica Fay [11:02 A.M.]  
In-Tak, a law firm just ordered six Ivy desks through our Web site. I know our stock of the walnut wood is low, so I wanted to check with you before I gave them an estimated ship date.

In-Tak Lee [11:03 A.M.]  
We don't have enough walnut left for that. Three of the desks would be delayed by an extra month.

Danica Fay [11:04 A.M.]  
Well, I'd hate to lose this client. What if we offered them Ivy desks in another type of wood?

In-Tak Lee [11:04 A.M.]  
Hmm. Let me bring Bente in. Her team builds them.

In-Tak Lee [11:05 A.M.]  
Bente, are there any alternative woods that you could use to make the Ivy desk? We're almost out of walnut.

Bente Dahl [11:07 A.M.]  
Oak would work. It's also a hard wood, and it's got a similar color.

Danica Fay [11:08 A.M.]  
If we use that, could the order be shipped within the usual four weeks?

In-Tak Lee [11:08 A.M.]  
Yes. We have plenty of oak.

Danica Fay [11:09 A.M.]  
That's much better. I'll ask whether the law firm is interested.

In-Tak Lee [11:10 A.M.]  
OK, but you should probably add "backordered" banners to the pages of our larger walnut products. We can't do custom orders for every client.

168. What does the chat participants' company manufacture?  
(A) Packaging  
(B) Car parts  
(C) Clothing  
(D) Furniture

169. What does Ms. Dahl confirm?  
(A) A color scheme has been decided.  
(B) A product could be made with another material.  
(C) Her team understands a manufacturing process.  
(D) Her schedule for the next month is not yet full.

170. At 11:09 A.M., what does Ms. Fay most likely mean when she writes, "That's much better"?  
(A) A new sample item is more attractive.  
(B) A shorter production time is preferable.  
(C) A client will appreciate a price reduction.  
(D) An order should be shipped over land.

171. What does Mr. Lee recommend that Ms. Fay do?  
(A) Update a company Web site  
(B) Withdraw from a negotiation  
(C) Display an advertisement in a store  
(D) Add a feature to the design of some goods

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following article.

## Galtwood Native to Open Restored Antrell Theater

GALTWOOD (June 22)—After much painstaking restoration work, Galtwood native Jude Raglan says that the Antrell Theater will reopen in the fall with a performance of *A Faraway Year*.

During an interview at a Lockett Street café, Mr. Raglan says that the idea of restoring the theater drew him back to Galtwood after twenty years away. — [1] —. He was working as an administrator at a Latimev theater when he learned during a family visit two years ago that Antrell Theater was about to close.

“I was shocked,” he says. The old theater, which sits at the corner of Fourth Street and Nichols Boulevard, had been a beloved part of his youth. He recalls, “We used to walk over from our house on Carden Lane. Seeing *The Glass Flag* there even inspired me to work in theater.”

Antrell Theater’s owners, however, said that it was no longer profitable. — [2] —. So Mr. Raglan bought it for the low price they were asking, quit his job, and set about restoring it with the help of a grant from the Galtwood city council.

The work, he explains, has focused on revealing and replicating the beauty of its original design. — [3] —. At the same time, some modernizing improvements, such as better accessibility for wheelchairs, have also been made.

Mr. Raglan says he chose *A Faraway Year*, the story of a group of friends’ journey through a fantastical land of witches and giants, for the theater’s first show because “it’s a production that people of all ages can enjoy”. — [4] —. He encourages those interested in being part of its cast or crew to visit [www.antrelltheater.com](http://www.antrelltheater.com) for more information.

172. What does the article mention about Mr. Raglan?

(A) He is a friend of the theater's previous owners.  
(B) He was a professional actor for two decades.  
(C) He received funding from the city of Galtwood.  
(D) The first play he attended was *The Glass Flag*.

173. Where did Mr. Raglan live when he was young?

(A) On Lockett Street  
(B) On Fourth Street  
(C) On Nichols Boulevard  
(D) On Carden Lane

174. What is stated about *A Faraway Year*?

(A) Its plot includes magical elements.  
(B) It is based on a popular film.  
(C) Some of its characters are children.  
(D) Mr. Raglan will modernize its setting.

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

"Work crews used old photographs of the theater for reference."

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

GO ON TO THE NEXT PAGE 

Questions 176-180 refer to the following e-mail and press release.

From	Rodolfo Escorza <r.escorza@oqui-mail.com>
To	Marcella Perry <anb-recruiting.com>
Subject	Re: Opportunity at Osborne Rental Cars
Date	August 7
Attachment	0 Résumé

Dear Ms. Perry,

Thank you for contacting me. I am familiar with Osborne Rental Cars and interested in this opening. Please see my attached résumé. It will give you a fuller understanding of my career than what you saw on my profile page on Exec-Link.

However, I should tell you up front that I am content at Panella and wouldn't consider leaving for anything less than a very good opportunity. This means a situation where I have both the support of global management and the autonomy to make the best decisions for the U.S. market. If Osborne is willing to meet these conditions, I would be happy to discuss this position further.

If you do decide to move forward with my candidacy, please let me know what the next steps will be. I will be away from Atlanta on a business trip for the next few days, but I will make sure to keep up with my correspondence.

Sincerely,

Rodolfo Escorza  
Senior Vice President of Operations  
Panella Airlines

## Osborne Rental Cars Appoints New U.S. Executive

(October 22)—Osborne Rental Cars has hired Rodolfo Escorza as the director of its operations in the United States. Mr. Escorza will replace Jeanette Huff, who is retiring.

Mr. Escorza has worked in many sectors of the travel and airline industries over his 23-year career. As a senior product officer for Globastic, an online seller of consumer travel products, he oversaw the creation of its popular rental car booking service. Most

recently, he served as the senior vice president of operations for Panella Airlines. In that position, he built up the airline's safety ratings without increasing its operational costs.

Osborne Rental Cars is a British company that entered the U.S. market just four years ago. It now has 18 locations and over 500 vehicles in the states of Florida and Georgia. From its national headquarters in Atlanta, Mr. Escorza is expected to lead its continued growth throughout the southeastern United States and beyond.

176. How does Mr. Escorza suggest that Ms. Perry became aware of him?

- (A) Through a Web site
- (B) Through a magazine article
- (C) Through a mutual acquaintance
- (D) Through a conference

177. In the e-mail, the word “meet” in paragraph 2, line 4, is closest in meaning to

- (A) gather
- (B) perform
- (C) border
- (D) fulfill

178. What is implied about Mr. Escorza?

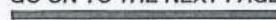
- (A) Osborne Rental Cars agreed to raise his salary.
- (B) His hiring process took less than two months.
- (C) He spoke to Ms. Perry on the phone.
- (D) He will not have to relocate.

179. According to the press release, what did Mr. Escorza accomplish at Panella Airlines?

- (A) A reduction in spending
- (B) Improvements in safety
- (C) The implementation of a new offering
- (D) Higher passenger satisfaction ratings

180. What is mentioned about Osborne Rental Cars?

- (A) It has branches in many countries.
- (B) It is attempting to expand.
- (C) Its founder is leaving the workforce.
- (D) It was acquired by another company.

GO ON TO THE NEXT PAGE 

Questions 181-185 refer to the following Web page and e-mail.

www.nationalbaseballfederation.com/lions/tickets/groups

### Group and Corporate Options for Single Games

Attending a Lanchner Lions game is a fun way to celebrate events with family or friends, entertain clients, or show appreciation for employees. Lanchner Field boasts an array of amenities to suit the needs of groups and corporations, and all options include discounts on stadium parking.

The Dugout Section	Lions Patios
<ul style="list-style-type: none"><li>- Regular outdoor seating</li><li>- \$15 in "Lions Bucks", which can be used at Lanchner Field shops</li><li>- Pay per ticket; available for groups of 10 to 200</li></ul>	<ul style="list-style-type: none"><li>- Outdoor seating at tables with excellent sight lines</li><li>- Unlimited ballpark fare (hot dogs, popcorn, etc.) from admission through the 7<sup>th</sup> inning</li><li>- Pay per ticket; best for groups of 2 to 6</li></ul>
The Fastball Deck	Diamond Lounges
<ul style="list-style-type: none"><li>- Indoor, non-private seating</li><li>- Unlimited ballpark fare from admission through the last inning</li><li>- Pay per ticket; best for groups of 2 to 10</li></ul>	<ul style="list-style-type: none"><li>- Indoor, private seating</li><li>- "Classic" catering package</li><li>- 25 tickets</li></ul>
Home Run Suites	<ul style="list-style-type: none"><li>- Indoor, private seating in one of two premium locations behind home plate</li><li>- "Premium" catering package</li><li>- 50 tickets</li></ul>

For more information, call the hospitality department at (708) 555-0186 or click [here](#) to access its live chat service.

From: Andre Delgado  
To: Keith Holt  
Subject: Request  
Date: July 15

Keith,

I'd like you to look into purchasing tickets for the Lions baseball game on the evening of August 4. I was just speaking with Ms. Walsh, the head of the group visiting us from Rioso Electronics that week, and she mentioned that she loves the sport. I feel confident about the proposal we're putting together for marketing their tablet computers, but we should also make sure the delegation enjoys their time in Lanchner.

As for the type of seats, please choose a climate-controlled option so that we can avoid the summer heat. And of course, it will need to accommodate between 15 and 20 people, since the group will also include members of our staff.

Please research the options and send me your recommendation.

Thanks,

Andre

181. What is indicated about the Lanchner Lions hospitality department?

- (A) Its office overlooks Lanchner Field.
- (B) It operates an online messaging platform.
- (C) It offers service in multiple languages.
- (D) It is seeking new employees.

182. What is NOT a benefit of Lions Patios?

- (A) Complimentary food
- (B) A lower parking fee
- (C) Early admission to the stadium
- (D) A clear view of the game

183. Where does Mr. Delgado most likely work?

- (A) At a sports television network
- (B) At an industrial supply company
- (C) At an electronics manufacturer
- (D) At an advertising agency

184. What is indicated about Ms. Walsh?

- (A) She is a baseball fan.
- (B) She will lead a presentation.
- (C) She used to live in Lanchner.
- (D) Her birthday is August 4.

185. Which option will Mr. Holt most likely recommend?

- (A) The Dugout Section
- (B) The Fastball Deck
- (C) A Diamond Lounge
- (D) A Home Run Suite

GO ON TO THE NEXT PAGE