

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 receipt.

Ayali Supermarket	
North Weaver City Branch	
12 Devon Road	
Store telephone: 555-0163	
May 03 02:28 P.M.	
Blueberry muffins (5-pack)	\$3.70
Bottled water (12-pack)	\$4.90
Vegetable soup (small can)	\$2.20
Dried fruit snack (large bag)	\$5.80
***TOTAL	\$16.60
CASH	\$20.00
CHANGE	\$ 3.40
Thank you for shopping at our North Weaver City location!	
Store manager: Dave Soto Your cashier: SELF-CHECKOUT, Station #3	
Sign up at the customer service desk for a preferred shopper card and start saving money!	

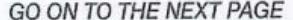
How are we doing? Visit www.ayali-survey.com and give us your feedback for the chance to win \$500.* Use PIN number 334 05081 to log in and complete the survey.	
*Inquire at the customer service counter for more details on the prize drawing	

147. What is NOT suggested about Ayali Supermarket?

- (A) Its baked goods are made on the premises.
- (B) It issues loyalty cards to some shoppers.
- (C) It has more than one store location.
- (D) Its customers can process their own purchases.

148. How are customers instructed to participate in a survey?

- (A) By obtaining a form at a service counter
- (B) By supplying a current phone number
- (C) By accessing a designated Web site
- (D) By speaking directly to management

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Questions 149-150 refer to the following Web page.

Customer reviews for: Dennward Co.

Latest posting: June 9

Posted by: Jeff Andersen, District Manager, Standard Paper Company

Dennward Co. offers outstanding service. Owing to our recent expansion, I had to order extra uniforms for our newly hired production and warehouse staff on short notice. Dennward Co. provided us with what we needed and their delivery driver, Stan, was punctual and courteous. The quality of their clothing is excellent, and they can easily add a company logo. They are always responsive to a client's needs.

→ **Company response:** Thanks, Mr. Andersen! Customer satisfaction has always been of utmost importance to Dennward Co. We were the first company in our region to employ ACPS (Advanced Client Processing System), an order management program that has won awards from the Business Software Developers Association. This cutting-edge solution enables us to track and sort orders faster and more accurately, giving us an on-time delivery rate of 99.6%.

149. What kind of business most likely is

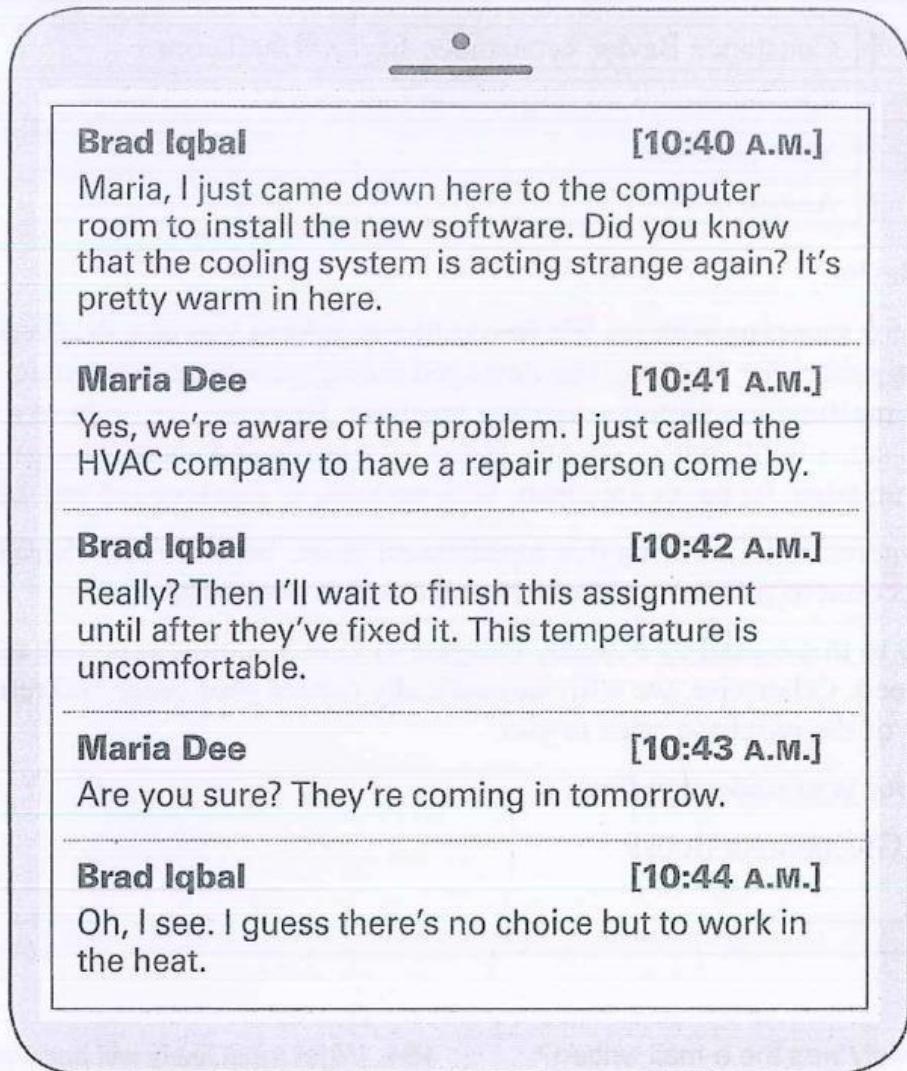
Dennward Co.?

- (A) A food delivery service
- (B) A manufacturer of paper products
- (C) A building maintenance company
- (D) A supplier of work apparel

150. What is indicated about ACPS?

- (A) It has achieved industry recognition.
- (B) It was tailored to suit Mr. Andersen's needs.
- (C) It has been released in several versions.
- (D) It is considered to be easy to use.

Questions 151-152 refer to the following text-message chain.



151. Who most likely is Mr. Iqbal?

- (A) An air conditioning repair person
- (B) An office furniture installer
- (C) A computer technician
- (D) A building superintendent

152. At 10:43 A.M., what most likely does Ms. Dee mean when she writes, "They're coming in tomorrow"?

- (A) She does not yet have some information.
- (B) She will not be available to provide assistance.
- (C) Mr. Iqbal should hurry to complete a task.
- (D) A delay might be longer than Mr. Iqbal expected.

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Questions 153-154 refer to the following e-mail.

To: Constance Baylor <constance-baylor@mail.com>
From: <greenbrandtbooks@green-brandt.com>
Subject: Your purchase
Date: August 1

Dear Ms. Baylor,

Thank you for shopping with us. We would like to inform you that the book you ordered, *Carpentry for Novices*, was damaged during processing due to an unexpected malfunction with our mailing machine. However, we do have a used copy of this same book, with a slightly faded back cover and a small moisture stain on the bottom edge. Its pages are clean, with no folds or markings of any kind.

If you are interested in ordering this replacement book, we will credit \$7.00 to your customer account to reflect its price difference with a new copy.

Please reply to this e-mail by Monday (August 4) to let us know how you would like to proceed. Otherwise, we will automatically cancel your order and return the full amount of the purchase price to you.

Thank you for your understanding,

All of us at Greenbrandt Books

153. Why most likely was the e-mail written?

- (A) To give information about a new discount program
- (B) To notify Ms. Baylor about a problem with her order
- (C) To provide an explanation for a price increase
- (D) To clarify guidelines for purchasing collectible books

154. What most likely will happen if Ms. Baylor does not respond to the e-mail by Monday?

- (A) She will not earn a bonus credit.
- (B) She will be given a substitute item.
- (C) She will receive a full refund.
- (D) She will lose an opportunity to upgrade her account.

Questions 155-157 refer to the following press release.

Storeymoore Theater Company Debuts Online Programming

For Immediate Release (June 22)—The Storeymoore Theater Company (STC) concluded its last season with a successful run of its highly-praised stage comedy *The Big Family Reunion*. The production, which brought in the biggest crowds in the company's history, included post-performance panel discussions on the play's topic—the joyful aspects of family gatherings. These lively conversations led the STC's public relations director, Gloria Chatham, to come up with the idea of developing an audio podcast in which the company's crew members talk about the creative processes in theater. — [1] —. The first episode, titled "Why Design Matters," was posted on June 19. It features an engaging conversation between Hal Brady, the costume designer for *The Big Family Reunion*, and Michelle Lindley, the play's stage designer. — [2] —. The second episode will go up on June 26 and will include a conversation with the play's director. — [3] —. Chatham plans to continue posting 30-minute episodes each week, or perhaps twice a week. — [4] —. The public can listen to the podcast for free by visiting www.stc-theater.org/podcast.

155. What is indicated about *The Big Family Reunion*?

- (A) Its cast included Gloria Chatham.
- (B) It had two different directors.
- (C) It set an attendance record.
- (D) It had high production costs.

156. What is stated about the STC's podcast?

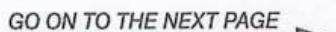
- (A) It was inspired by panel discussions.
- (B) It will be funded by audience donations.
- (C) It requires listeners to have a paid subscription.
- (D) It was developed especially for journalists.

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

"She noted, however, that it can take a few days to produce just one half-hour program."

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

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Questions 158-160 refer to the following online list.

Nigerian Sources—West Africa's most trusted business journal

Online Edition

A look at Nigeria's best ad agencies

Posted: 1 day ago by Madalina Ikande 1242 views

In recent months, many of our subscribers have suggested that we publish a list of the top advertising agencies in Nigeria. The agencies listed below have been recommended enthusiastically by the business leaders I've interviewed in the past for this publication.

Marketing Reach—Founded 20 years ago, Marketing Reach is one of the largest ad agencies in Nigeria, with branches in the cities of Lagos and Abuja. To meet the needs of Dangoumie Food Manufacturing, a major client, the firm recently opened a field office in Senegal to conduct market research studies.

Fusiontekk—In its four years of operation, this domestic agency, with offices in Lagos and Abuja, has become highly respected for its digital marketing campaigns. Last year it added Sunmurru Brands, a maker of instant noodle products, to its client base. It was for this company that the agency created an award-winning series of online advertisements.

Olouwaa Solutions—This decade-old specialty agency has offices in Nigeria, Ghana, and Kenya. Unlike many other agencies, it focuses mainly on helping client companies develop and introduce new brands. Recently, it was tasked with ensuring a successful launch for BCC Industries' line of packaged snacks. The agency is also known for having partnered with Prospectar Tech to develop Infomatt-Plus, a software program that enables businesses to create online customer surveys in service of improving their brand image.

158. Who most likely is Ms. Ikande?

- (A) The owner of an advertising agency
- (B) The manager of a bookstore
- (C) A software developer
- (D) A business reporter

159. What do the listed advertising agencies have in common?

- (A) They have offices in more than one country.
- (B) They have been in business for over five years.
- (C) They work with clients in the food industry.
- (D) They are headquartered in the same city.

160. What is Infomatt-Plus most likely used to do?

- (A) Track public mentions of brands
- (B) Collect customer feedback
- (C) Analyze market research data
- (D) Manage social media accounts

Questions 161-163 refer to the following information.

Rohnart Properties

RENTING SOON > The Dunmawr Building, an amenity-rich rental complex at 2 Snyder Street

The Dunmawr Building stretches across nearly an entire city block and combines comfortable apartment living with an abundance of amenities, including a ground-floor fitness center with an indoor pool. The spacious lobby acts as a co-working space for tenants, and the building is just steps away from neighborhood shops and restaurants. Built originally as a garment production facility, the Dunmawr Building possesses a vintage look and beautifully preserved architectural details. Its 38 units consist of one-bedroom and two-bedroom apartments in a variety of layouts.

Available for occupancy starting July 1. Apply before June 5 and Rohnart Properties will waive its customary \$50 fee to process new applications.

161. What is the information mainly about?

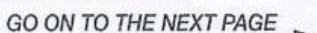
- (A) An opening ceremony
- (B) City neighborhoods
- (C) Residential vacancies
- (D) A business opportunity

162. What is indicated about the Dunmawr Building?

- (A) It has entrances on two streets.
- (B) It has outdoor recreation facilities.
- (C) It was previously a factory.
- (D) It is in a historic district.

163. What is suggested about Rohnart Properties?

- (A) It usually charges a fee to rental applicants.
- (B) It specializes in commercial properties.
- (C) It offers short-term leases to renters.
- (D) It plans to hire additional staff members.

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Questions 164-167 refer to the following e-mail.

From:	Nutrition Newsletter <healthnutrition-newsletter@maynard.edu>
To:	Janet Lee <j.lee@mail.com>
Subject:	MU Nutrition Newsletter
Date:	March 1

Maynard University Nutrition Newsletter 

Dear Ms. Lee,

These days, we have become overloaded with information about healthy eating. A vast number of sources, from TV shows to online cooking forums, dispense conflicting nutritional advice of questionable scientific authority. — [1] —. This leads me to bring up the primary reason you can trust everything you read in each monthly Maynard University Nutrition Newsletter.

Each article has been researched by the editorial staff and by leading nutrition experts at the Maynard University School of Nutritional Science, and gives science-based health advice that is easy to follow. — [2] —. What's more, the newsletter carries no advertising, giving us the freedom to discuss the nutritional quality of popular foods without any obligation to please corporate advertisers in the food industry.

Our current newsletter, for example, contains an impartial guide to the healthiest types of pasta. We invite you to sample the online version of this issue, in its entirety, by visiting www.mu-health.com and entering the code "A12." We are doing so in the hopes that you will want to subscribe to our extraordinary publication. — [3] —. With our introductory discount, you can subscribe to the print or digital edition for one year for \$32—a savings of 35% from our regular rate.

We are reaching out to you because our records indicate you currently receive free "health update" e-mails from our university's alumni Web site. — [4] —. Our monthly newsletter provides even more detailed health guidance, so we urge you to take advantage of this special offer.

Sincerely,

David Ahmed

Editorial Director, Maynard University Nutrition Newsletter

164. What is the main purpose of the e-mail?

- (A) To give an update on a newsletter's new editorial policies
- (B) To compare health recommendations made by various experts
- (C) To outline the benefits of a subscription-based publication
- (D) To propose a collaboration on a series of articles

165. What most likely is true about the newsletter?

- (A) It is no longer sold in a print edition.
- (B) It does not have advertisements.
- (C) It is aimed primarily at scientists.
- (D) It is associated with a television show.

166. What is suggested about Ms. Lee?

- (A) She graduated from Maynard University.
- (B) She teaches an online cooking class.
- (C) She used to work with Mr. Ahmed.
- (D) She attempted to cancel a free service.

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

"The newsletter is always written in simple language, not full of complex medical terminology."

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

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

Live chat

Amir Nazari [9:22 A.M.] Hi, all. I'm here in the conference room practicing the presentation for our team. I just reviewed the slides with side-by-side comparisons of the original and new logos, with descriptions of the changes we made. They look good.

Nadia Ghosn [9:23 A.M.] Did you add my slides showing the reasons for our selection of graphics?

Amir Nazari [9:24 A.M.] Yes, they were very helpful.

Nadia Ghosn [9:25 A.M.] How does the video look on screen?

Amir Nazari [9:26 A.M.] That's our problem. It's not playing.

Linda Wade [9:27 A.M.] Try changing its format.

Amir Nazari [9:28 A.M.] OK. Just a minute.

Nadia Ghosn [9:37 A.M.] Any luck?

Amir Nazari [9:38 A.M.] Got it. It's working now.

Linda Wade [9:39 A.M.] Did the suggestion help?

Amir Nazari [9:40 A.M.] As always.

Dale Kang [9:41 A.M.] Remember too that you can pause the video with the remote control unit. You may want to try it out a few times. The buttons can be tricky.

Amir Nazari [9:42 A.M.] Good idea—thanks.

168. What most likely is the topic of the team's presentation?

- Revisions to the design of a logo
- Present and future sales forecasts
- An overview of competing brands
- How to describe a product's features

169. What is suggested about Mr. Nazari?

- He has not seen a promotional film yet.
- He gives workshops on presentation strategies.
- He hired all the graphic designers on the work team.
- He incorporated Ms. Ghosn's content into a presentation.

170. At 9:40 A.M., what does Mr. Nazari most likely mean when he writes, "As always"?

- The team regularly has to make changes on short notice.
- A colleague gives dependable troubleshooting advice.
- A problem occurs repeatedly on a computer.
- He often assists with converting the format of videos.

171. What does Mr. Kang suggest Mr. Nazari do?

- Memorize an introduction
- Brainstorm potential audience questions
- Schedule a break between sections
- Practice using an accessory

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