

Questions 186-190 refer to the following letter, Web page, and article.



FRANCHISE MASTER

4110 North Boulevard, Tampa, FL 33603

July 11

Daniel Ainge
665 Terrace Drive
Brandon, FL 33511

Dear Mr. Ainge,

Congratulations! You are one step closer to realizing your dream of owning a business. Over the past two decades, Franchise Master has helped thousands of aspiring entrepreneurs like you find success through the franchising model.

As a franchisee, you will benefit from proven business practices, receive administrative support, and be able to predict sales and expenses. You do not need prior experience since all franchisees receive extensive training. You will fully enjoy the advantages of joining an established company!

In addition, you now have the perfect chance to learn more about our partners by coming to the 24th Annual Franchise Expo in Fort Myers, Florida. Many well-known franchises that require the initial investment capital you said you'd be willing to pay will be participating, such as AirCare Repair and Missy's Ice.

If you have any questions, call us at 555-8965 or stop by our office at the address above.

Sincerely,

Hilary Archer
Consultant

24th Annual Franchise Expo

September 6-9, Fort Myers, Florida

[Request Info](#) | [Exhibitors & Sponsors](#) | [Join](#) | [Press Releases](#) | [Contact](#)

[Previous](#) | [Next](#)

Section	Booth	Company Name	Industry	Initial Investment
2	52	AirCare Repair	Repair services	\$20,000
2	54	ShoeSaver	Repair services	\$31,500
4	79	Barb's Chicken	Food retail	\$32,000
4	81	Missy's Ice	Food retail	\$20,000
5	94	Muscle Bound	Fitness services	\$38,000
5	113	Space Cycle	Fitness services	\$25,000
10	205	Clean Sweep	Home services	\$26,500

To view a map of the facility with booth locations for participating franchises, click [here](#). Booths are limited to one per participant.

Tampa Weekly**Is franchising right for you?** (continued from page 1)

As I learned when I spoke to experts at the recently held Franchise Expo in Fort Myers, franchising is not for everyone. Franchise Friendly's Sam Romanek told me, "Franchises may pose fewer risks than start-ups, but they may not be a good fit if you value total independence and control."

As for choosing the right franchise, FBA's Barbara Allred advises doing your research. "Don't just look at a company's recent performance," she said. "Find out how the overall industry is doing." For instance, she cited the promising outlook for home services and a diminishing one for personal fitness. "Fitness clubs have boomed in recent years," she added, "but the market is now saturated."

186. According to the letter, what is NOT a benefit of owning a franchise?
- (A) Foreseeable costs
(B) Thorough instruction
(C) Financial support
(D) Established work procedures
187. What can be inferred about Mr. Ainge?
- (A) He has decided to locate his business in Fort Myers.
(B) He budgeted \$20,000 to invest in a company.
(C) He wants to attend an upcoming franchising event.
(D) He has a preference for a certain type of industry.
188. In the letter, the word "model" in paragraph 1, line 3, is closest in meaning to
- (A) version
(B) subject
(C) imitation
(D) system
189. What is suggested about the 24th Annual Franchise Expo?
- (A) It is held in a different city every year.
(B) It grouped industries together into sections.
(C) It is being sponsored by a charity organization.
(D) It featured fewer than 200 franchise owners.
190. Which business might Ms. Allred recommend?
- (A) Barb's Chicken
(B) Missy's Ice
(C) Space Cycle
(D) Clean Sweep

GO ON TO THE NEXT PAGE →

Questions 191-195 refer to the following order form and e-mails.



Majestic Porcelain
312 Franklin St, Georgetown, DE 19947
Tel. 555-6973 | www.majestic.com

Order No. 209154-68
Deliver to: Lorraine Plummer
Customer type: ☒ New ☐ Existing
Address: 31 Longhurst Road, Crawley, UK RH11 9SW
Telephone: 5555-7521
E-mail: l.plummer@britmail.com

Date: April 24

Item	Description	Quantity	Unit price	Total price
LV-36291	"Seated Lady with Peacock" figurine	1	\$62.98	\$62.98
OD-58792	"Angelic Cherubs" figurine	4	\$35.00	\$140.00
LV-98201	"Young Lady with Fan" figurine	1	\$42.99	\$42.99
Subtotal				\$245.97
Shipping				\$110.00
TOTAL				\$355.97

Note: You will receive a tracking number from our shipping provider once your order has left the warehouse. Expect delivery 5 to 7 days after the shipping date.

To: Lorraine Plummer <l.plummer@britmail.com>
From: Joel Nesbitt <j.nesbitt@majestic.com>
Subject: Re: Order no. 209154-68
Date: May 5
Attachment: Prepaid return shipping label

Dear Ms. Plummer,

I apologize for your recent experience. We always do our best to ensure that every item we ship is received in good condition by wrapping each piece separately in impact-resistant packaging. However, damage can still sometimes occur, particularly when items are sent overseas.

The problem is, as indicated on our Web site, that our shipping provider does not offer insurance, so they don't cover the cost of items damaged during delivery. However, we will compensate you at our expense. Just mail the damaged item (item number LV-98201) back to us, and we will issue you a full refund. We have attached a prepaid return shipping label for your convenience. Thank you, and we hope that you will continue to do business with us in the future.

Sincerely,

Joel Nesbitt
Majestic Porcelain

To: Joel Nesbitt <j.nesbitt@majestic.com>
 From: Randall Howe <r.howe@majestic.com>
 Subject: Shipping providers
 Date: May 25

Dear Mr. Nesbitt,

You asked me to look up alternatives to our current shipping provider, PK Logistics. Below is a table I've put together of different providers. We want to avoid experiencing the sort of loss we had with Order no. 209154-68, so I think we should go with one that can ensure us that won't happen. It would also be good if the new provider can promise the same delivery time. Please check the table below, and let me know when you are free to discuss it.

Shipper	Insurance	Tracking	Fastest delivery	Pros
Super Mail Carriers	Yes	Yes	5 days	Low-cost, delivers year-round
Corporate Parcel Service	No	Yes	5 days	Strong overseas presence
Global Delivery	No	No	7 days	Discounts for bulk shipments
Overseas Transport Specialists	Yes	No	8 days	Largest branch network in US

Thank you.

Randall Howe

191. What is indicated about Ms. Plummer?
- (A) She owns a retail establishment.
 - (B) She has never transacted with Majestic before.
 - (C) She did not have to pay a shipping charge.
 - (D) She will be unable to track the delivery of her order.
192. In the first e-mail, what is stated about Majestic Porcelain?
- (A) It will not process a request without a receipt.
 - (B) It packs items individually for protection.
 - (C) It recently modified its return policies.
 - (D) It charges a flat fee to ship internationally.
193. How much is being offered to Ms. Plummer as a refund?
- (A) \$35.00
 - (B) \$42.99
 - (C) \$62.98
 - (D) \$355.97

194. According to the second e-mail, what advantage does Global Delivery have over other shipping providers?
- (A) Low-cost damage insurance
 - (B) State-of-the-art tracking technology
 - (C) A large number of branches
 - (D) Reduced pricing on large shipments
195. Which shipping provider will Majestic Porcelain most likely choose?
- (A) Super Mail Carriers
 - (B) Corporate Parcel Service
 - (C) Global Delivery
 - (D) Overseas Transport Specialists

GO ON TO THE NEXT PAGE ➔

Questions 196-200 refer to the following job posting, e-mail, and letter.



MARKETING POSITIONS AVAILABLE: Sav-Tech Incorporated, San Bernardino

Sav-Tech Incorporated is looking for promotions experts for its marketing department. Two full-time contractual positions are available at our headquarters in San Bernardino, California, and the start date for the job is February 1. Candidates must possess a degree in marketing, and we will only consider applications from those with three or more years of experience working in the field.

The selected candidates will work as part of the marketing team. Their duties will include the development, revision, and implementation of diverse marketing strategies to promote the sale of Sav-Tech's software applications for mobile phones and tablets.

Send a cover letter and current résumé to marketing@savtech.com to apply. Applications will be accepted until January 15.

TO Mia Choi <miachoi@headmanad.com>
FROM Pradeep Kumar <pradeepkumar@savtech.com>
SUBJECT Possible marketing position
DATE January 14

Mia,

I was having lunch today with a colleague, Rupert Kim, who works in my company's marketing division. He said that two members of their team are leaving and that his supervisor is looking to hire two new employees. I immediately thought of you since I remembered that you were looking for a job exactly like this.

I spoke with the marketing manager, David Bradley, and told him a bit about your experience and current situation. He seemed quite interested and said you could give him a call at 555-3928 to talk about the job and possibly set up a meeting. He said that there have been a lot of applicants who have the necessary educational qualifications for the position but few that fulfilled the other requirement. You should probably contact Mr. Bradley today. If he is interested, he will ask you to send a reference.

Pradeep

Headman Advertising Agency

www.headman.com

January 18

David Bradley
Sav-Tech
886 N. Arrowhead Avenue
San Bernardino, CA 92401

Dear Mr. Bradley,

I am sending this letter in regard to Mia Choi, as I understand you are considering her for a position in your marketing department at Sav-Tech. I would highly recommend Ms. Choi for such a role, as she has been an exceptional employee over the last six years at Headman Advertising Agency in Los Angeles.

I have worked as Ms. Choi's director for several years now, and find her to be intelligent and creative. She has helped our agency develop many successful promotional campaigns, including work for Gleaming Studios and Holstein Dairy. Her field of expertise is social media, and she is very knowledgeable about current technological advances in regard to marketing.

I will miss working with her, but I understand this would be an excellent opportunity for her career. I'm sure you'll appreciate her as much as I have.

Sincerely yours,

Richard Morrison,
Creative Director
Headman Advertising Agency

196. What type of company is Sav-Tech?

- (A) A marketing and promotions firm
- (B) A seller of applications for mobile devices
- (C) An online advertising service for businesses
- (D) A recruitment agency for software programmers

197. What did Mr. Bradley indicate about most of the applicants for the marketing jobs?

- (A) They have insufficient experience in marketing.
- (B) They are not familiar with software development.
- (C) They are unavailable for the positions immediately.
- (D) They do not have degrees in marketing.

198. What did Mr. Kumar do on January 14?

- (A) Had a meeting with a colleague from Los Angeles
- (B) Discussed some job vacancies with a coworker
- (C) Met David Bradley for lunch
- (D) Read through the terms of a contract

199. What is suggested about Mia Choi?

- (A) She will send a job application to Mr. Morrison.
- (B) She contacted a marketing manager at Sav-Tech.
- (C) She hopes to relocate to a larger company in Los Angeles.
- (D) She was the head of a team at Headman Advertising Agency.

200. Who is Richard Morrison?

- (A) A former client of Mr. Bradley
- (B) A software marketing expert
- (C) A proprietor of a software firm
- (D) A current supervisor of Ms. Choi

This is the end of the test. You may review Part 5, 6, and 7 if you finish the test early.



정답 p.324 / 점수 환산표 p.327 / 해설 p.336 / Part 5&6 무료 해설 바로 보기

* 다음 페이지에 있는 Self 체크 리스트를 통해 자신의 문제 풀이 방식과 태도를 점검해 보세요.