

Questions 186-190 refer to the following announcement, form, and e-mail.



## Dayton Bank

Dayton Bank regularly subsidizes outside skills-development courses for its employees. Beginning April 1, Pittman Training will once again make the following courses available to us, and these can be taken at the training facility or online. Employees who complete a course will receive a certificate from Pittman Training.

Course	Duration	Instructor/Description	Days/Time
Effective Teller Operations	3 weeks	Sam Penner: This course will enhance skills in effective teller operations and dealing with customer problems. There are no prerequisites.	Mon./Wed./Fri. 8:30-11:30 A.M.
Bank Employee Development	2 weeks	Lee Ching: This course focuses on more complex bank transactions, such as international wire transfers. Participants must pass Effective Teller Operations before taking this course.	Mon./Wed./Fri. 8:30-11:30 A.M.
			Tues./Thur. 1:30-6:00 P.M.
Credit Risk Management	1 week	Jean Harker: This course teaches how to minimize risk when reviewing loan applications. Only those who have worked for Dayton Bank for two years or more are eligible to enroll in this class.	Mon.-Fri. 1:00-5:00 P.M.

For more information and to register for a course, please visit Pittman Training's Web site at [www.pittmantraining.com](http://www.pittmantraining.com).

[www.pittmantraining.com/registration](http://www.pittmantraining.com/registration)

### Course Registration

Please fill out the form completely and review your information before clicking on "Next."

\* Name: Bernard Hinds

\* Street Address: 121 Rosemont Avenue, Chicago, Illinois, 60615

\* E-mail address: bernardhinds@smail.com

\* Telephone number: 555-2143

\* Sign me up for the following course: Bank Employee Development

\* Preferred schedule: Tues./Thur.

\* Please indicate whether you meet the prerequisite requirement: Yes ☒ No ☐ N/A (Not Applicable) ☐

### Payment Information

Click Online payment to pay by credit card. If you wish to pay by bank transfer, please note the following account information:

Bank name: First Standard Bank

Account Number: 3948-293

Payments by check should be mailed to Pittman Training, 9000 South Emerald Avenue, Chicago, IL 60620.

Credit card and bank transfer payments are processed immediately, and your enrollment will be confirmed here after clicking "Next." If you send a check, we will send you an e-mail confirming your enrollment within three business days of receiving your payment.

Next

To: Pittman Training <inquiries@pittmantraining.com>  
From: Bernard Hinds <bernardhinds@gmail.com>  
Subject: Follow up  
Date: March 26

To Whom It May Concern,

I would like to follow up on my registration for the Bank Employee Development training course. I submitted my payment one week ago and received an e-mail confirming my enrollment. However, I still haven't received the course syllabus. Please send it to me as soon as possible so that I can begin preparing for the class.

Also, a colleague of mine is interested in taking the same course. I realize that it may be too late to register since the deadline has passed, but I am wondering whether an exception can be made if the class isn't already full. Thanks.

Bernard Hinds

186. What is NOT true about the courses at Pittman Training?
- (A) They include a certificate of completion.
  - (B) None of them are scheduled for a weekend.
  - (C) They can be taken over the Internet.
  - (D) All of them take place in the afternoon.
187. What is indicated about course registration?
- (A) It requires applicants to visit a Chicago office.
  - (B) Its price is discounted if completed online.
  - (C) It can be canceled after the payment is processed.
  - (D) Its confirmation may take more than a day.
188. What is suggested about Mr. Hinds?
- (A) He has been with Dayton Bank for at least two years.
  - (B) He will be participating in classes on weekday mornings.
  - (C) He has taken the Effective Teller Operations course before.
  - (D) He will be traveling to a different city for his classes.
189. What is one purpose of the e-mail?
- (A) To ask about enrolling another student
  - (B) To inquire about paying for another course
  - (C) To find out a registration deadline
  - (D) To announce a planned absence
190. What can be inferred about Mr. Hinds' payment?
- (A) It was submitted after a deadline.
  - (B) It must be processed by the end of April.
  - (C) It was mailed to an office on South Emerald Avenue.
  - (D) It was not made in full.

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Questions 191-195 refer to the following memo, schedule, and e-mail.



## Vera Advertising

### MEMO

To: All staff

From: Joseph Tran, Human resources director

Subject: Staff retreat

Date: August 1

I'd like to remind everyone that our annual staff retreat is coming up. This will take place from August 20 to 22 at the River Ranch Resort in Holbrook, which is a three-hour drive away. The company has rented a bus that leaves Phoenix at 8 A.M. on the 20th. For those of you who cannot make it at that time, Michelle Salazar will pick you up at around 2 P.M. Please contact her to make arrangements.

We've planned several activities for this outing, and copies of the agenda have been circulated among the departments. We will be giving everyone the day off on the Monday right after the retreat. If you have any questions, feel free to call me at extension 39.

## Vera Advertising Annual Staff Retreat

River Ranch, Holbrook, AZ

### Friday, August 20

- 11:00 A.M. Arrive at River Ranch
- 12:00 P.M. Lunch
- 2:00 P.M. Leisure activity: Horseback riding with a guide
- 5:00 P.M. Team building: Improving communication skills
- 6:00 P.M. Team building: Creative problem solving
- 7:00 P.M. Dinner

### Saturday, August 21

- 8:00 A.M. Breakfast
- 10:00 A.M. Seminar: Embracing innovation
- 12:00 P.M. Lunch
- 2:00 P.M. Leisure activity: Guided whitewater rafting
- 7:00 P.M. Dinner
- 8:30 P.M. Staff meeting: Outlook for the next quarter

### Sunday, August 22

- 8:00 A.M. Breakfast
- 9:00 A.M. Closing remarks from CEO Kent Vera
- 10:00 A.M. Group photo
- 10:30 A.M. Depart for Phoenix

#### Note:

All meals will be served in the lunch room located in the main building. All outdoor leisure activities are subject to change depending on the weather.

To: Joseph Tran <j.tran@veraadvertising.com>  
From: Steven Oliver <s.oliver@holbrookriverranch.com>  
Subject: Re: requests  
Date: August 12

Hi Joseph,

I'm writing this e-mail to let you know that I carried out all of the requests in your last message. As you asked, we booked three double rooms for Vera's top management, and nine other standard rooms for the staff. We have also made sure that vegetarian and gluten-free menu options are available in addition to our regular ones. Finally, I asked the kitchen staff to keep the lunch room stocked with hot and cold beverages, as well as light refreshments, throughout each day of the retreat. There is one issue you should be aware of, though. The main building will be closed for repainting on Sunday, August 22. So, I recommend that you use the annex for your activities on that day instead. If there is anything more I can do at this time, please let me know. Thank you!

Steven Oliver

191. What can be inferred about Ms. Salazar?
- (A) She volunteered to bring her own vehicle.
  - (B) She will not participate in horseback riding.
  - (C) She will be reimbursed for the cost of her accommodations.
  - (D) She is in charge of arranging a staff meeting.
192. In the memo, the word "circulated" in paragraph 2, line 1, is closest in meaning to
- (A) distributed
  - (B) revolved
  - (C) transferred
  - (D) exhibited
193. What will occur twice during the staff retreat?
- (A) A photo shoot
  - (B) A speech by an executive
  - (C) A communication skills workshop
  - (D) A guided leisure activity
194. According to the e-mail, what has NOT been requested by Mr. Tran?
- (A) Preparing meals to satisfy different preferences
  - (B) Arranging specific rooms for staff members
  - (C) Furnishing an annex with tables and chairs
  - (D) Stocking refreshments throughout the day
195. What does Mr. Oliver suggest that Mr. Tran do?
- (A) Finish a corporate event earlier than scheduled
  - (B) Confirm reservations for a particular activity
  - (C) Have breakfast at another location
  - (D) Make arrangements for additional transportation

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Questions 196-200 refer to the following Web page, notice, and receipt.

 <http://www.botwellstore.com/news/dutyfree>

HOME | CONTACT | MEMBERSHIP | PROMOTIONS | HOURS/LOCATION | **NEWS**

**Coming Soon ... Duty-Free Shopping at Botwell Department Store**

Botwell Department Store, situated in the heart of Cape Town, is pleased to announce that on April 12 it will be opening a new duty-free store designed for all international travelers. Located on Botwell's fifth floor, the establishment will feature luxury goods such as cosmetics, perfumes, liquors, jewelry, and more. In celebration of the opening, all items by Moreno Luggage and Lydia Cosmetics will be marked down by 20 percent until May 15. To buy any product being sold in the duty-free store, customers will need to provide a passport and a ticket that will be used for an international departure within 28 days. Those who are members of the Botwell Frequent Shopper program can receive an additional 10 percent off all duty-free products.

### **BOTWELL DEPARTMENT STORE**

I'm very grateful to everyone for helping to make the first week of our duty-free store a success. Overall, I am pleased with your efforts and with how well the store ran. However, there are a few important things to take note of.

First, I received a number of complaints about our voucher program. Please recall that it is our policy to give vouchers to customers who make purchases totaling \$500 or more. These vouchers allow them to take advantage of discounts on our partner establishments' Web sites. Please remember to give one to every eligible customer.

Second, if a member of our frequent shopper program has lost his or her card, we cannot offer the reduced price. However, shoppers may keep their receipts and get reimbursed for the difference once the card has been located or replaced.

Thank you for your attention to these matters, and keep up the good work.

### **Botwell Department Store Receipt**

Issued: April 19

To: Emilia Fortich

Citizenship: Spanish

Passport number: XCV81324

Flight: Vela Airways VI342

Date of departure: April 21

Destination: Madrid, Spain

Item	Quantity	Price
Riley leather handbag (plum)	1	\$160.00
Lydia Cosmetics lipstick	1	\$46.00
Leganz digital camera	1	\$258.00
Daphne Boutique scarf	1	\$62.00
<b>TOTAL</b>		<b>\$526.00</b>

Please note:

Cape Town Airport Authority (CTAA) regulations prohibit the transport of more than 100 milliliters of liquids and gels onboard unless the products have been purchased at a duty-free store and secured in a plastic bag bearing the official CTAA seal. Furthermore, note that such items must be removed from luggage when passing through a security checkpoint.

196. What is NOT mentioned about Botwell's new establishment?
- (A) It is situated on the fifth floor of a department store.
  - (B) It requires the presentation of travel documents.
  - (C) It provides extra discounts to members of a program.
  - (D) It is opening a branch at an airport terminal.
197. What is the purpose of the notice?
- (A) To announce future regulation changes
  - (B) To provide information about current policies
  - (C) To remind security workers about a procedure
  - (D) To suggest some solutions for a system error
198. Which product did Ms. Fortich probably buy at a discount?
- (A) A camera
  - (B) A lipstick
  - (C) A handbag
  - (D) A scarf

199. What is true about Ms. Fortich?
- (A) She misplaced her frequent shopper card.
  - (B) She signed up to be a member of a program in April.
  - (C) She is eligible to receive a voucher for a purchase.
  - (D) She must return to Botwell's store to retrieve her items.
200. In the receipt, the word "secured" in paragraph 1, line 3, is closest in meaning to
- (A) obtained
  - (B) attached
  - (C) enclosed
  - (D) guaranteed

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



정답 p.325 / 점수 환산표 p.327 / 해석 p.387 / Part 5&6 무료 해설 바로 보기

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