

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 e-mail.

TO: customerservice@perseusmart.com
FROM: amcclain@personalmail.com
SUBJECT: Freeport Store
DATE: July 11

To Whom It May Concern,

My name is Alice McClain. Yesterday, my husband and I visited the Perseus Mart in Freeport, where we had an unpleasant experience involving an employee there. We were shopping for a humidifier and requested assistance from Tim Nelson. We just moved from an area which is not dry during the winter months, so we had a number of questions about the basic functions of the machine and how to operate it. Not only was Tim unable to answer our questions, but he contradicted himself with some responses. When my husband pointed this out, Tim became rude and insinuated that we, not him, were at fault for not knowing about the product. We immediately left the store and went across the street to Electromart, where we were treated pleasantly and our questions were answered. We had expected to become loyal customers of Perseus Mart like we were in Albany, but it appears that won't be the case.

Regards,

Alice McClain

147. Why did Ms. McClain write the e-mail?

- (A) To complain about some service she received
- (B) To inquire about a product sold at Perseus Mart
- (C) To get the location of the Freeport Perseus Mart
- (D) To praise an employee for the way he acted

148. What is indicated in the e-mail?

- (A) Ms. McClain intends to visit Perseus Mart again.
- (B) Electromart has lower prices than Perseus Mart.
- (C) Ms. McClain moved to Freeport from Albany.
- (D) Tim Nelson is the manager at Perseus Mart.

Questions 149–150 refer to the following advertisement.

Harvey's Home Appliances Is Having a Sale!

This Saturday, September 24, Harvey's Home Appliances is going to be opening our doors for the first time. We are located on the second floor of the Grandview Shopping Mall next to the Wellman Theater. Visit us to check out the latest in-home appliances, including refrigerators, microwaves, ovens, dishwashers, toasters, and coffeemakers. To celebrate our grand opening, the first 20 customers who make a purchase of \$150 or more will get a 30% discount. On top of that, we will be holding a drawing for a brand-new Jenkins refrigerator at 6:30 P.M. All customers who make a purchase will be automatically entered. We'll open at 9:00 A.M. and close at 7:30 P.M. Be sure not to miss this special event.

149. What is the purpose of the sale?

- (A) The store is going out of business.
- (B) An anniversary is being celebrated.
- (C) Last year's items need to be sold.
- (D) The store is having its grand opening.

150. What will all customers who make a purchase on September 24 receive?

- (A) A discount
- (B) A chance to win a prize
- (C) A gift certificate
- (D) A coupon

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

Davis, Erica 9:45 A.M.
Alicia, I've got a huge favor to ask of you.

Chin, Alicia 9:46 A.M.
What do you need?

Davis, Erica 9:48 A.M.
I'm on my way to meet Mr. Swanson at Hammer Engineering. But I totally forgot to bring the report that's sitting on my desk.

Chin, Alicia 9:49 A.M.
You don't need me to deliver it, do you? I'm busy writing a report at the office.

Davis, Erica 9:51 A.M.
No, but would you mind scanning the first four pages and e-mailing them to me? I can drop by a copy center before I go to the meeting.

Chin, Alicia 9:53 A.M.
That won't be a problem. By when do you need it? Can you wait for me to finish something that Mr. Chatterley wants done?

Davis, Erica 9:54 A.M.
The sooner, the better. My meeting starts at 10:30.

Send

151. At 9:49 A.M., why does Ms. Chin write, "You don't need me to deliver it, do you?"?
- (A) To indicate she does not have time to visit Ms. Davis
 - (B) To turn down a request to deliver some items
 - (C) To point out that delivering items is not in her job description
 - (D) To ask Ms. Davis where she should meet with her
152. What will Ms. Chin probably do next?
- (A) Check her e-mail
 - (B) Visit Mr. Chatterley
 - (C) Scan a document
 - (D) Attend a meeting

Questions 153–155 refer to the following notice.

City Gas to Conduct Inspections

There will be routine inspections of the gas meters of some Greenwood residents on July 10 and 11 between the hours of 7 A.M. and 9 P.M. —[1]— The inspections, which take place biannually, will be conducted at homes located between Elm Avenue and Pike Road and which are east of 12th Street and west of 28th Street. —[2]— Residents of homes being inspected should cooperate by creating a clear and safe path from the sidewalk to the gas meter, which is affixed on the side of the home. All obstacles should be removed, dogs and other animals should be chained, and fences should be kept unlocked or opened. —[3]— City Gas officials will arrive without notice. According to city regulations, gas company employees are allowed to walk onto private property for the purpose of inspections. —[4]— However, they may not enter a residence at any time. Call 849-1042 for more information.

153. How often do the inspections probably occur?

- (A) Every month
- (B) Every four months
- (C) Every six months
- (D) Every year

154. What are residents asked to do?

- (A) Report any problems with their meters to City Gas
- (B) Make it easy for officials to inspect their meters
- (C) Record their gas usage beneath their gas meters
- (D) Put up signs indicating they have pets in their yards

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

“Residents who fail to comply and therefore prevent City Gas officials from doing their work will be fined.”

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

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Questions 156–158 refer to the following letter.

Robert Shaver
491 Magnolia Boulevard
Rome, GA

August 3

Dear Robert Shaver,

Congratulations! You have been named the Employee of the Month at Knight's Home Repair Warehouse for the month of July. This award is determined by a vote of store managers. You were unanimously selected for the prize. In addition, during our most recent customer satisfaction survey, your name was at the top of the list as our friendliest and most helpful employee. We at Knight's Home Repair Warehouse are proud of your hard work and determination. As a reward, you may use the parking space at the front of the store for the entire month of August, and you may take Friday, August 10, off as a paid holiday. You will also be given the item of your choice (worth no more than \$100). You may select it from all the items we sell. We would like to hang your picture by the front door, so please see Betty Smith as soon as possible. You need to wear your company shirt when you take the photo. Again, congratulations, and thank you for being such an outstanding employee. We'll be expecting even greater things from you in the future.

Sincerely,

David Knight
Owner, Knight's Home Repair Warehouse

156. According to the letter, what is true about Mr. Shaver?
- (A) He has worked at Knight's Home Repair Warehouse for two years.
 - (B) He is employed in a management position.
 - (C) He received every store manager's vote for the July award.
 - (D) He helped conduct the recent customer satisfaction survey.
157. What does Mr. Shaver NOT receive for winning the award?
- (A) A cash prize
 - (B) A free gift
 - (C) A parking spot
 - (D) A day of vacation
158. What is suggested about Ms. Smith?
- (A) She will take Mr. Shaver's picture.
 - (B) She works in the Public Relations Department.
 - (C) She is a previous award winner.
 - (D) She works closely with Mr. Knight.

Questions 159–161 refer to the following advertisement.

Pandemonium Real Estate Agency

409 Dobson Street
Mesa, AZ 85204
(805) 281-5632

Pandemonium Real Estate Agency has some of the best deals in Mesa. Check out these homes that went on sale this week:

32 Guadalupe Drive – 4 bedrooms; 3 bathrooms; recently refurbished kitchen; large backyard w/swimming pool; several orange and lemon trees in yard; 5 minutes' walk from local elementary and high schools; \$320,000

483 Desert Avenue – 2 bedrooms, 1 bathroom; fenced-in yard; quiet neighborhood near golf course; great for retirees looking to downsize; \$205,000

904 Erickson Street – 3 bedrooms, 2 bathrooms; large kitchen; all electricity provided by solar panels; swimming pool & hot tub in backyard; lots of privacy; near shopping district; \$380,000

1954 Hidalgo Road – 4 bedrooms; 2 bathrooms; huge front yard and backyard; next to Superstition Freeway; close to business district; \$428,000

For more listings, visit www.pandemoniumrealestate.com. Our agents are ready to help you find your dream house. They'll assist you through the entire process. Moving from out of state? Don't worry. We can help you get settled. We've done it with hundreds of others.

159. Where would this advertisement most likely be found?

- (A) In a local newspaper
- (B) In an economics magazine
- (C) In a national journal
- (D) In a community center's newsletter

160. Which home would a family with young children be most interested in?

- (A) 904 Erickson Street
- (B) 1954 Hidalgo Road
- (C) 32 Guadalupe Drive
- (D) 483 Desert Avenue

161. How are people recommended to learn about other homes available for sale?

- (A) By calling a telephone number
- (B) By visiting the agency in person
- (C) By writing a letter
- (D) By going to a website

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Questions 162–164 refer to the following e-mail.

To: Peter Carter <pcarter@worldmail.com>
From: William Folsom <willfolsom345@viscount.com>
Subject: Application
Date: September 28

Dear Mr. Carter,

I received your application for the position of assistant editor here at Viscount Publishing. Unfortunately, I regret to inform you that the position was filled by an internal hire this morning.

I did, however, look over your entire application, and I must admit that I was impressed with both your résumé and the reference letters that were submitted in your application packet. You have a great deal of experience editing children's books, and I am quite familiar with three of the books that you have worked on while at Milton, Inc.

It just so happens that Viscount is in the process of opening a children's division, and we are currently looking for new staff members. While I realize you applied for a position editing young adult fiction, your experience makes you a top candidate for a job in the new department. If you are interested, I will gladly pass your résumé on to Ms. Mary Farnsworth.

However, I should point out that the children's division will be in Boston, not New York, and that you need to give me a response no later than tomorrow afternoon since a decision on who to interview will be made soon. Time is of the essence, so please respond to me quickly.

Sincerely,

William Folsom
Viscount Publishing

162. Why did Mr. Folsom write the e-mail to Mr. Carter?

- (A) To suggest that he apply for a different position
- (B) To offer him a job at Viscount Publishing
- (C) To reject his proposal for a children's book
- (D) To compliment a work that he authored

163. What is mentioned about Mr. Carter?

- (A) He is an author of children's books.
- (B) He currently works on young adult fiction.
- (C) He works as an editor at Milton, Inc.
- (D) He is colleagues with Mary Farnsworth.

164. What does Mr. Carter need to do by September 29?

- (A) Provide a response to the job offer he was given
- (B) Set up a time and date to be interviewed
- (C) Submit his résumé to someone at Milton, Inc.
- (D) Decide if he wants to be considered for a position

Questions 165–167 refer to the following letter.

December 3

Clive Robertson
Walker Resources
495 11th Avenue
Birmingham, AL

Dear Mr. Robertson,

Thank you for taking the time to visit my company and to give a presentation on your firm's products. Your talk was lively and enjoyable, and it provided us with insight regarding your company's newest line of products.

We at RX Products are especially interested in the container-sealing machine you spoke about in brief as we feel that it might be exactly what we need. We are opening a factory in Brazil together with Ramos Manufacturing, and we are worried about the humidity there. As you know, high humidity levels make it difficult to seal containers properly. We currently use sealers manufactured by Robinson, Inc., but the product was discontinued by the company a few months ago. Not only is your sealer new but it also appears to use the latest technology, which we anticipate will improve its efficiency.

I would like to enter into talks with you regarding the purchase of your company's sealing machines. At present, however, the machine's price is too high. Perhaps your company can be flexible on pricing if we order a significant number of machines. I realize that you just returned to Birmingham, but would you mind coming back to Pensacola next week? We are in a hurry to make a deal as our factory is set to open on January 10.

Sincerely,

James Matters
Vice President of Procurements, RX Products

165. Why does Mr. Matters want to purchase a product from Walker Resources?

- (A) The price of the item is lower than that of others on the market.
- (B) His company has worked with Walker Resources in the past.
- (C) He is unable to buy a similar product from any other firm.
- (D) The item will be an upgrade from what his company uses now.

167. What does Mr. Matters request?

- (A) A pamphlet
- (B) A bulk discount
- (C) A free sample
- (D) A product demonstration

166. What is mentioned about Ramos Manufacturing?

- (A) It is located in Birmingham.
- (B) It is involved in a joint venture with RX Products.
- (C) It quit making a machine recently.
- (D) It is having trouble building its newest factory.

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