

Questions 168–171 refer to the following online message chain.

|                                                                                     |                                       |                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>McCartney, Laurie</b> [10:49 A.M.] | That was an interesting demonstration by Ms. Sanders just now. How about providing me with your immediate thoughts, both good and bad?                                                       |
|                                                                                     | <b>Patrick, Rebecca</b> [10:52 A.M.]  | I don't think her firm can help ours.                                                                                                                                                        |
|                                                                                     | <b>Daniels, George</b> [10:53 A.M.]   | I liked what she had to say.                                                                                                                                                                 |
|    | <b>McCartney, Laurie</b> [10:54 A.M.] | Fascinating. You two arrived at opposing conclusions. Can I get some more details? George, you go first.                                                                                     |
|                                                                                     | <b>Daniels, George</b> [10:56 A.M.]   | Whitewater Consulting has assisted lots of startups in getting their products into foreign markets. So they've sold huge numbers of products and increased their revenues. It's that simple. |
|                                                                                     | <b>Patrick, Rebecca</b> [10:57 A.M.]  | But the point is that Whitewater helps firms in foreign markets, not domestic ones.                                                                                                          |
|  | <b>McCartney, Laurie</b> [10:59 A.M.] | I think I see where you're going with this.                                                                                                                                                  |
|                                                                                     | <b>Patrick, Rebecca</b> [11:02 A.M.]  | We're not trying to break into any foreign markets. That's something we'll consider a few years from now. We need to get our goods onto the domestic market.                                 |
|                                                                                     | <b>Daniels, George</b> [11:04 A.M.]   | But didn't Ms. Sanders say her company has done work here? I know she focused on European markets, but she talked about her firm's work in the U.S. at the beginning, too.                   |
|                                                                                     | <b>Patrick, Rebecca</b> [11:07 A.M.]  | Yes, she did. But her lack of focus on the U.S. shows she either didn't want to discuss Whitewater's performance here or hadn't prepared properly. Neither choice is appealing.              |
|  | <b>McCartney, Laurie</b> [11:10 A.M.] | Both of you are making legitimate points. Let's meet for lunch at noon, and then we can discuss the matter in person.                                                                        |

Send

168. What is mostly being discussed?

- (A) Working with Whitewater Consulting
- (B) How to improve the company's performance
- (C) Opinions regarding a presentation
- (D) The importance of foreign and domestic markets

169. How does Mr. Daniels feel about the presentation?

- (A) It proved his company can break into foreign markets.
- (B) It convinced him that Whitewater Consulting should be hired.
- (C) It explained the problems of selling goods domestically.
- (D) It showed how Whitewater Consulting can help his firm.

170. At 10:59 A.M., what does Ms. McCartney mean when she writes, "I think I see where you're going with this"?

- (A) She has to go to a meeting with Ms. Patrick.
- (B) She knows what Ms. Patrick will write next.
- (C) She is going to attend a presentation soon.
- (D) She wants Ms. Patrick to provide more details.

171. What does Ms. Patrick suggest about Ms. Sanders?

- (A) Ms. Sanders made a mistake by ignoring the U.S. market.
- (B) Ms. Sanders's presentation brought up some valid points.
- (C) Ms. Sanders's company should be able to help hers.
- (D) Ms. Sanders needs to clarify some arguments she made.

Questions 172–175 refer to the following letter.

July 28

Dear Ms. Rice,

On behalf of my colleagues at Evercrest Shipping, it is my great pleasure to offer you the position of head price analyst. We are all looking forward to working with you, and I believe you will find working here to be both rewarding and challenging. —[1]— Evercrest Shipping is a company that truly values its employees and strives to work with the local community to have a positive influence not only in the world of business but also in the city of San Fernando.

Should you accept our offer, your first day of work will be on August 31. You will work directly under the deputy director of pricing, Rob Hamilton. —[2]— You will receive a salary of \$55,000 per year, a yearly raise of 4%, and an annual performance bonus. Since you will be moving from another state, we will contribute \$7,500 for your moving costs. —[3]— Like all other employees, you will receive 10 paid sick days a year, half of which may be rolled over to the following year. During your first year of employment, you will get 10 days of paid vacation. Beginning in the second year, that will increase to 20 days each year.

Please look at the contract I have included with this letter. It contains all of the above terms. —[4]— If the terms are amenable, please sign and date the contract, and return it to me within 10 days. This offer is nonnegotiable and cannot be changed in any way.

Sincerely,

Shirley Gathers  
HR Department  
Evercrest Shipping

172. Why did Ms. Gathers write the letter?

- (A) To invite Ms. Rice to apply for a job
- (B) To extend an offer of employment
- (C) To promote her company to a job candidate
- (D) To list Ms. Rice's job duties

173. Which of the following is NOT a part of Ms. Rice's compensation package?

- (A) Enrollment in a benefits plan
- (B) A raise given each year
- (C) Paid vacation and sick leave
- (D) A bonus for doing well

174. What is stated in the letter?

- (A) Evercrest Shipping is active in politics in San Fernando.
- (B) Ms. Rice interviewed for the position two times.
- (C) The terms of the contract may not be changed.
- (D) Ms. Gathers is in charge of all hiring decisions.

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

"You can contact Vince Hoover at 950-1434 for more details regarding your transition here."

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



Questions 176–180 refer to the following e-mails.

FROM: Laurel Flanagan <laurel\_f@privatemail.com>  
TO: Customer Service <customerservice@broadwayelectronics.com>  
SUBJECT: Order 65059697  
DATE: May 6

Dear Sir/Madam,

I'm writing with regard to an order (order number 65059697) I made on April 20. I spent more than \$1,100, but there were still problems with my order. To begin with, the items arrived more than two weeks after being purchased. In addition, I bought some ink for my printer. I ordered two packs of TR440 black ink but was sent two packs of TR687 black ink. I checked which printers that ink is compatible with, and mine isn't one. The other problem concerns the Montague P2000 digital camera I purchased. While the camera arrived in fine condition, the user's manual was not included. I therefore have no idea how to operate my new camera.

I want the missing items sent immediately and further request to know how to return the ink to you. Please do this as soon as possible since I am traveling abroad in five days and would like to take my camera with me. This is the third shipping mistake made by your company in the past seven months. While I enjoy shopping at your online store due to the low prices, I am tired of receiving incorrect items and incomplete orders. If something similar happens again, I will no longer frequent your store.

Regards,

Laurel Flanagan

FROM: Customer Service <customerservice@broadwayelectronics.com>  
TO: Laurel Flanagan <laurel\_f@privatemail.com>  
SUBJECT: RE: Order 65059697  
DATE: May 6

Dear Ms. Flanagan,

On behalf of everyone in the Shipping Department at Broadway Electronics, I wholeheartedly apologize for the mistakes we made. I assure you that we will do our utmost to ensure that your orders no longer have any problems. In fact, I will personally pack and ship your orders from now on so that you can be sure to receive every item you buy. Your orders will also be sent by premium express mail at absolutely no cost to you. And the next time you purchase some items from us, please use coupon code BIGSAVINGS to receive 50% off any order of \$1,000 or less. I hope these actions will convince you to continue using our services for many years to come.

As for the missing items, the ink has been shipped by courier and will arrive before noon tomorrow. The other item is not in stock at the moment, so I ordered it from the manufacturer. It should get here tomorrow, and we will then send it straight to you. You should therefore receive it before you go on your trip.

If you experience any more problems in the future, please call me directly at (403) 679-5495, and I shall do my best to assist you.

Sincerely,

Carmen Diego

Director, Shipping Department  
Broadway Electronics

176. What is the purpose of the first e-mail?
- (A) To ask why prices have been rising lately
  - (B) To acknowledge the receipt of some products
  - (C) To mention the poor quality of a purchased product
  - (D) To complain about some missing items
177. What does Ms. Flanagan indicate she might do in the future?
- (A) Tell her friends about the bad service
  - (B) Stop shopping with Broadway Electronics
  - (C) Request a refund on some of her purchases
  - (D) Visit a Broadway Electronics offline store
178. In the second e-mail, the word "ensure" in paragraph 1, line 2 is closest in meaning to:
- (A) guarantee
  - (B) predict
  - (C) admit
  - (D) confirm
179. Which item did Ms. Diego order from a manufacturer?
- (A) TR440 black ink
  - (B) TR687 black ink
  - (C) Montague P2000 digital camera
  - (D) Montague P2000 digital camera user's manual
180. Which issue that Ms. Flanagan wrote about does Ms. Diego NOT respond to in her e-mail?
- (A) How to stop receiving incorrect items
  - (B) How to return an item to the company
  - (C) How to receive the items that were ordered
  - (D) How to get items more quickly

Questions 181–185 refer to the following itinerary and letter.

**Carter Manufacturing  
Itinerary for Reggie Simmons**

| Date                       | Time                     | Event                                                                                                | Accommodation                  |
|----------------------------|--------------------------|------------------------------------------------------------------------------------------------------|--------------------------------|
| Monday,<br>September 14    | 4:15 P.M.                | Arrive at Chicago O'Hare Airport<br>Pick up car at Davis Rentals<br>Check into hotel                 | Lakeside Hotel,<br>Chicago     |
| Tuesday,<br>September 15   | 9:00 A.M.<br>– 3:00 P.M. | Meeting at Turner, Inc.<br>Tour new facility                                                         | Paradise Hotel,<br>Peoria      |
| Wednesday,<br>September 16 | 1:00 P.M.<br>– 4:00 P.M. | Product demonstration at MTR, Inc.                                                                   | Traveler's Inn,<br>Springfield |
| Thursday,<br>September 17  | 1:30 P.M.<br>– 6:00 P.M. | Negotiation at Riverside Tractors                                                                    | Royal Inn,<br>Ames             |
| Friday,<br>September 18    | 2:45 P.M.                | Return car to Davis Rentals<br>Check in at Western Air counter<br>Depart from Chicago O'Hare Airport | N/A                            |

Ted Lyons  
Jade Travel Agency  
465 Mountain Drive  
Salt Lake City, UT

September 1

Reggie Simmons  
Cater Manufacturing  
309 12th Avenue  
Salt Lake City, UT

Dear Mr. Simmons,

I made the travel arrangements you requested for your upcoming trip to the Midwest. I sent a copy of your itinerary to you by e-mail but have included a paper copy along with this letter. If you require any modifications, inform me, and I shall make the necessary arrangements.

Upon arriving in Chicago, please head to the Davis Rentals counter at Terminal 3 to pick up your vehicle. I was able to upgrade you to a luxury sedan for the same price that you normally pay for a midsize vehicle. You need to return the vehicle with a full tank of gas on September 18 to avoid paying any excessive fees.

As for your hotels, you have stayed in all but one of them before. There's a hotel that recently opened in Springfield, and I've heard other clients make complimentary remarks about it. It's newer and cheaper than your normal accommodations at the Welcome Inn, so I thought I would reserve you a room there. If you prefer the Welcome Inn though, I will be glad to make a booking for you there.

I'll send the bill for the airfare, car, and hotels to Ms. Thompson in Accounting like I always do. Have a wonderful trip.

Sincerely,

Ted Lyons  
Travel Agent  
Jade Travel Agency

181. What is Mr. Simmons NOT scheduled to do on his trip?
- (A) Attend a conference
  - (B) Negotiate with a company
  - (C) Go on a tour
  - (D) Demonstrate how to use a product
182. Where will Mr. Simmons stay on September 17?
- (A) In Ames
  - (B) In Chicago
  - (C) In Springfield
  - (D) In Peoria
183. What does Mr. Lyons send to Mr. Simmons along with the letter?
- (A) A bill
  - (B) A plane ticket
  - (C) A confirmation code
  - (D) An itinerary
184. What does Mr. Lyons mention about Mr. Simmons's rental car?
- (A) It comes with a full tank of gas.
  - (B) It costs the same as usual.
  - (C) It is smaller than normal.
  - (D) It can be picked up in Peoria.
185. What is indicated about the Welcome Inn?
- (A) It is the newest hotel in Ames.
  - (B) Its owner also runs the Paradise Hotel.
  - (C) It is currently fully booked.
  - (D) It costs more than the Traveler's Inn.