

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 information.

Greengage Conference Center

Located just 40 minutes from the Charlotte Airport, Greengage Conference Center is the perfect place to hold your next corporate event. Situated among beautiful rolling hills and woodlands, our center provides a private, serene retreat. We offer conference facilities and meeting rooms that are equipped with everything you need for multimedia presentations. We also offer a fully equipped business center with a complete suite of office productivity software, complimentary wireless Internet access, two restaurants, and a banquet hall.

Call 704-555-0175 to speak to our professional event associates, who are prepared to help you with every phase of event planning.

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| <p>147. What is indicated about Greengage Conference Center?</p> <p>(A) It has recently been renovated.
 (B) It is located in a scenic setting.
 (C) It is used mainly by local companies.
 (D) It offers shuttle service to the airport.</p> | <p>148. What is NOT mentioned as being available at Greengage Conference Center?</p> <p>(A) Free Internet access
 (B) Presentation software
 (C) Dining facilities
 (D) On-site hotel rooms</p> |
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Questions 149-150 refer to the following e-mail.

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 A.M.

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to "My Account" on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Burnes
President
Worldstore.com

149. What is the purpose of the e-mail?
- (A) To postpone travel plans
 - (B) To introduce a company Web site
 - (C) To request the latest flight schedule
 - (D) To give information about shipping delays

150. What does Mr. Burnes suggest Mr. Pitts do?
- (A) Respond to the e-mail for free shipping
 - (B) Contact the carrier service immediately
 - (C) Visit a Web site for more information
 - (D) Call a company representative

Questions 151-152 refer to the following memo.

Memo

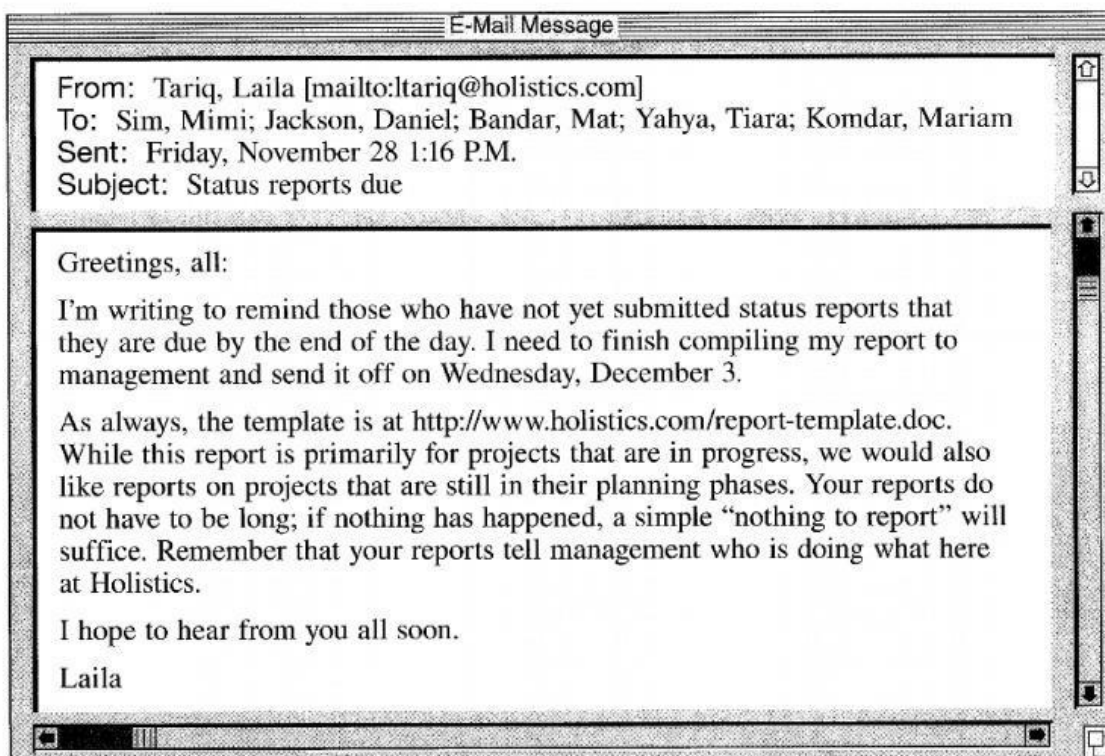
To: All employees
From: Marsha Gray, Business Manager
Date: October 5
Subject: copy machines

A copying machine has been placed next to the staff lounge. You may use it to copy tour brochures, ticket information, customer itineraries, and reservation confirmations. You can find extra paper in the supply room. Do not allow customers to use the machine. If you have to make more than 25 photocopies, please use the high-speed copier located on the second floor. In any case, you should make your own copies and not ask the administrative assistants to do it. Should a copy machine require repair or maintenance, please contact Trish Leslie in the accounting office (555-1664, extension 470) and she will notify the manufacturer.

151. What kind of company does Marsha Gray most likely work for?
- (A) A computer company
 - (B) A copy machine manufacturer
 - (C) An accounting firm
 - (D) A travel agency
152. Who should employees notify if one of the copiers needs service?
- (A) The copier manufacturer
 - (B) An administrative assistant
 - (C) Trish Leslie
 - (D) Marsha Gray

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Questions 153-155 refer to the following e-mail.



153. What is the purpose of the e-mail?

- (A) To notify staff of a new procedure
- (B) To remind employees of an upcoming deadline
- (C) To give employees feedback on work they have submitted
- (D) To suggest revisions to a document

154. What should be included in each report?

- (A) The budget of all completed projects
- (B) Ideas for improving the reporting process
- (C) Proposals for revising the template
- (D) Information on current projects

155. What can be inferred from the e-mail?

- (A) There is no fixed format for the report.
- (B) Some people have already submitted their reports.
- (C) The deadline for the report was extended.
- (D) Reports must be submitted by e-mail.

Questions 156-158 refer to the following form.

Enrollment Form	
Name: <u>Smith, Fran</u>	Department: <u>Marketing</u>
ID Number: <u>954-53-0211</u>	Phone No.: <u>4122-555-1029</u>
Name of the Bank: <u>Prowire Bank</u>	Bank Account Number: <u>59482019</u>
I hereby authorize and request Central Equipment, Inc., until this authorization is revoked, to transfer the full amount of my wages, after mandatory and authorized optional deductions, to the designated financial institution for deposit in my account. In the event there is an error made in my wages that results in an overpayment, the following procedure will be taken: • If possible, The Electronic Funds Transfer (EFT) will be canceled and the payment will be given directly to me in the form of a check. • If the EFT process is already completed, Payroll Services will notify me and request return of the funds within five business days of notification. • If I fail to return the excessive funds voluntarily, funds will be deducted in full from my next paycheck(s). <i>NOTE: If overpaid funds are not returned voluntarily, EFT service will be permanently canceled.</i> I have read and agree to the terms and conditions stated in this enrollment form. Employee Signature: <u>Fran Smith</u> Date: <u>November 7</u> Send the completed form via interoffice mail to Human Resources—Payroll Administrative Center, Room 43B	

156. What is the purpose of the form?

- (A) To finalize an employment contract
- (B) To correct a payment error
- (C) To authorize automatic deposit of wages
- (D) To calculate changes in employee salaries

157. In what department does Fran Smith work?

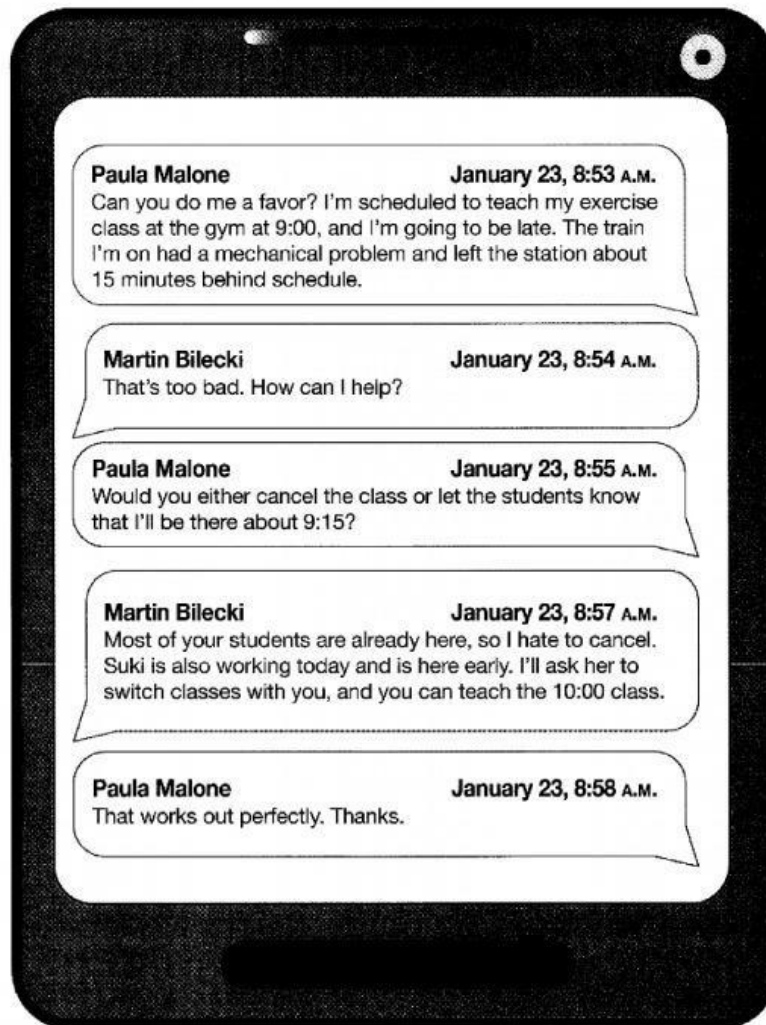
- (A) Marketing
- (B) Payroll
- (C) Accounting
- (D) Personnel

158. According to the form, what might happen if the employee is overpaid?

- (A) The money may be deducted from the employee's next payment.
- (B) The employee may be required to return the check to the payroll office.
- (C) The money may be transferred to a special account.
- (D) The employee may be asked to fill out an overpayment form.

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Questions 159-160 refer to the following text message chain.



159. What does Mr. Bilecki indicate he will do?

- (A) Arrive late to the gym
- (B) Teach a class
- (C) Cancel a class
- (D) Change the instructors' schedules

160. At 8:58 A.M., what does Ms. Malone most likely mean when she writes, "That works out perfectly"?

- (A) She likes Mr. Bilecki's idea.
- (B) She likes exercising in the morning.
- (C) She is excited about her new job.
- (D) She is happy that she has the day off.

Questions 161-164 refer to the following article.

5 June, Weybridge — Chefs Roberto Bianchi and Antonio Conti have been preparing Italian cuisine for Londoners for the past ten years. — [1] —. Pomodoro, a bistro on Floortham Street in Weybridge, opened on 17 May to strong reviews. With the financial backing of Kenneth Mulgrew, a local investor, the restaurant occupies a beautiful two-story brick building with a contemporary interior décor. — [2] —. Open from 11:00 A.M. to 10:00 P.M., Pomodoro offers menu selections that fuse traditional Italian and British dishes. Mr. Bianchi comments, "Antonio and I are greatly influenced by British cuisine and London culture. We want to incorporate that into the dishes we serve in our restaurants."

This successful pair own three restaurants in the West End of London. Mr. Bianchi, who grew up near Capri, Italy, cites his

father's cooking as his inspiration. "He carefully prepared dinner every night using old family recipes." After studying Italian cooking formally for two years and attending numerous workshops, Mr. Bianchi, together with his childhood neighbor Antonio Conti, came to London and opened Bella Ristorante. — [3] —. The duo have been successful restaurateurs ever since.

Conti explains, "We are trying to make our food accessible to those who don't live in the city so that they can enjoy it, too. — [4] —. Weybridge was a logical location because the local rail station makes it easy to get to and from surrounding towns."

Pomodoro takes reservations, but they should be made well in advance.

161. What did Mr. Mulgrew most likely provide to Mr. Bianchi and Mr. Conti?
- (A) A list of properties
 - (B) Funding for their business
 - (C) Decorating services
 - (D) Menu ideas
162. What is suggested about Mr. Conti?
- (A) He lives in Weybridge.
 - (B) He attended culinary school with Mr. Bianchi.
 - (C) He was raised in Italy.
 - (D) He took courses in British cooking.
163. Why was Weybridge chosen as a site for the restaurant?
- (A) It is inexpensive to operate a business there.
 - (B) It is easy to get there from other towns.
 - (C) It is a heavily populated area.
 - (D) It is a very scenic seaside location.

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

"Now they have opened their first restaurant outside the city."

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

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Questions 165-167 refer to the following notice.

**Atherton Township
Division of Public Recreation
Atherton Municipal Building**

Please refamiliarize yourselves with the following pool safety precautions. As a recreation manager, you are responsible for discussing these regulations with your staff at your next weekly meeting. We must be sure that our facility is in full compliance with the laws and regulations of Atherton Township.

- General pool safety and conduct rules must be posted in an area clearly visible to all pool patrons.
- Gate must be locked and secured whenever lifeguard staff are not on duty.
- Pools must maintain appropriate chlorine levels at all times to ensure the health of guests.
- Patio and grass areas surrounding pools must be inspected once every hour and kept free of debris.
- Emergency phone numbers for police and ambulance services must be provided to all your lifeguards while on duty.

Any questions or concerns with regard to these regulations may be directed to: Len Shrove, Division of Public Safety,
Atherton Municipal Building,
38 Woodbridge Drive, Atherton, ON L4W 1S2.

165. What is the purpose of this notice?

- (A) To advertise a recreational facility
- (B) To ensure that management staff follow regulations
- (C) To announce job openings for lifeguards
- (D) To instruct guests about swimming pool use

167. What are lifeguards expected to have available while on duty?

- (A) Emergency telephone numbers
- (B) The address of the municipal building
- (C) A list of local health care centers
- (D) A key to the swimming pool gate

166. For whom is this notice most likely intended?

- (A) Len Shrove
- (B) Lifeguard staff
- (C) Recreation managers
- (D) Guests at a swimming pool

Valuables Found on Beach

September 20—A gold ring valued at \$1,200 was found during storm cleanup at Avondale Beach on Saturday morning. This was only one of many objects retrieved from the sand over the weekend by the Kirkland Sanitation Department. —[1]—. In preparation for Friday's fireworks show, municipal cleaning crews combed the beach on Saturday and Sunday to remove debris washed up by Thursday night's storm.

Crew member Liam O'Donnell, who has worked every storm cleanup for the last five years, said, "You wouldn't believe some of the things we find. Last year I pulled a vacuum cleaner out of the sand. But it's really common to find things like umbrellas, jewelry, coins, and even bicycles. —[2]—. These are things that beachgoers often forget or lose at the beach. When there's a storm, they all come to the surface, and we find them." —[3]—.

All valuables found by city cleaning crews are taken to the Kirkland Community Center. —[4]—. During that time, anyone who has lost an item can look for it at the community center. Any valuables that are not claimed are sold at the annual community auction, which benefits the city library and parks.

168. What is the purpose of the article?

- (A) To report the weather
- (B) To describe a cleanup effort
- (C) To advertise jewelry
- (D) To announce an annual auction

169. What is suggested about Mr. O'Donnell?

- (A) He works for the city.
- (B) He owns a gold ring.
- (C) He was hired last month.
- (D) He lost an item at the beach.

170. What is stated about Avondale Beach?

- (A) It rents umbrellas to beachgoers.
- (B) It has a network of biking trails.
- (C) It was closed for 90 days.
- (D) It will host a fireworks show.

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

"They are kept here for up to 90 days."

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

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Questions 172-175 refer to the following online chat discussion.

 Waqar Fadi [3:13 P.M.]	Guess what? Zip Strings contacted us to do some promotional work for them. Before I accept, I'd like to hear your thoughts.
Lin Zan [3:13 P.M.]	Zip Strings? Isn't that the company that makes those athletic shoes that use zippers instead of strings?
 Waqar Fadi [3:14 P.M.]	Yes, but they're better known for their advanced technology. The shoes transmit statistics like heart rate and running speed to an athlete's smartphone. Do you think we can we market them?
Lin Zan [3:14 P.M.]	Well, I only know about them because Monika has a pair. What do you say, Monika?
Monika Slava [3:16 P.M.]	They're stylish, eye-catching, and functional. They'll basically sell themselves. We should take the account.
 Waqar Fadi [3:17 P.M.]	Then let's do it. I'd like to give Zip Strings a rough outline of our marketing strategy when I call them back. Any ideas?
Monika Slava [3:19 P.M.]	We could hire some runners from the track team at Northern Fields University to do a foot race while wearing the shoes. Then we can transmit the statistics the shoes generate to a big screen for the audience to watch in real time.
Lin Zan [3:20 P.M.]	Can Zip Strings give us a few sample pairs? We could give them away as prizes after the race.
 Waqar Fadi [3:21 P.M.]	Great idea. I'll ask them about that. For now, Monika, get in touch with the university track team and see if you can find some runners for us.
Monika Slava [3:22 P.M.]	I'm on it.
SEND	

172. At what kind of company do the writers most likely work?

- (A) A sportswear company
- (B) An advertising agency
- (C) A fashion magazine
- (D) A fitness center

173. What is mentioned about Zip Strings shoes?

- (A) They are made from natural materials.
- (B) They are mostly sold online.
- (C) They are inexpensive.
- (D) They are attractive.

174. What is suggested about Northern Fields University?

- (A) It has an organization of student runners.
- (B) An apparel company was founded there.
- (C) Mr. Zan graduated from its local campus.
- (D) Many of its students own Zip Strings shoes.

175. At 3:22 P.M., what does Ms. Slava mean when she writes, "I'm on it"?

- (A) She has already finished a task.
- (B) She will do what is requested.
- (C) She is looking at a Web site.
- (D) She is part of a team.

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Questions 176-180 refer to the following letter and information from a Web page.

Front Force Designs

10 Townsend Lane
Dublin 2

29 May

Dear Business Owner,

For ten years my company, Front Force Designs, has created window displays and decoration for Dublin's most fashionable shops, including Bassett Music Company, O'Leary Shoes, Trumont Clothiers, and Gallagher's Department Store. Front Force Designs is a full-service design studio dedicated to giving local shops a competitive edge with original, eye-catching displays. I offer reasonable rates and professional, personalized service. I work with a team of two other designers but am involved in every aspect of each project, from concept to completion.

To see examples of our designs and read what our customers are saying, visit our Web site at www.frontforcedesigns.ie.

If you would like to schedule a free consultation, I can be reached at +353 1 555 0188.

Sincerely,

Eabha Madigan

Eabha Madigan, M.F.A.
Owner, Front Force Designs

The screenshot shows a web browser window with the address bar displaying <http://www.frontforcedesigns.ie/reviews>. Below the address bar is a navigation menu with five buttons: "Customer Comments", "Home", "Place Order", "Directions", and "Contact Us". The "Customer Comments" button is highlighted. The main content area displays a customer review from Marty Donohue, Owner of Fairest Isle Gifts, praising the window displays created by Front Force Designs.

<http://www.frontforcedesigns.ie/reviews>

Customer Comments	Home	Place Order	Directions	Contact Us
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"With all the pedestrian traffic on Squire Street, my shop, Fairest Isle Gifts, must have beautiful window displays. When I saw what the team from Front Force Designs created for Bassett Music Company, the neighbouring store, I knew I had to hire Ms. Madigan and her staff. They have created my window decorations for five years now, and I have also hired them to create displays inside the store. I can't tell you how pleased I am with their artistry; their work is better than any other design firm I used previously." — *Marty Donohue, Owner, Fairest Isle Gifts*

176. What is the purpose of the letter?
- (A) To explain a design process
 - (B) To recruit new clients
 - (C) To list the costs of a service
 - (D) To offer a discount to a customer

177. Who is Ms. Madigan?
- (A) A store manager
 - (B) A Web-site designer
 - (C) A musician
 - (D) A decorator

178. In the letter, the word "edge" in paragraph 1, line 5, is closest in meaning to
- (A) advantage
 - (B) border
 - (C) force
 - (D) quality

179. What is indicated about Front Force Designs?

- (A) It is a new company.
- (B) It is owned by three people.
- (C) It does work for retail stores.
- (D) It offers free samples.

180. What is implied about Fairest Isle Gifts?

- (A) It is closed due to construction on Squire Street.
- (B) It received a good review from customers.
- (C) It has been in business for ten years.
- (D) It is located in Dublin.

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Questions 181-185 refer to the following guide and e-mail.

USER'S GUIDE For PREMIUM PRODUCTS Home Kitchen Refrigerator Models #770-850 You can solve many common refrigerator problems easily, saving yourself the cost of a possible service call. Try the suggestions below to see if you can solve the problem yourself before calling to have the unit serviced by a repair technician.	
Problem	Check
<i>Refrigerator does not run and the light does not work</i>	• What is the temperature control setting? Check the temperature setting to make sure the dial is turned to high, medium, or low and is not in the off position. • Is the power source working? To check, plug another appliance into the same electrical outlet.
<i>Refrigerator is too cold or not cold enough</i>	• Have you allowed enough time for the refrigerator to get cold? You should leave the unit on high for two to three hours empty and then turn down to medium before putting food inside. • Is the door closing tightly? Check the seal around the door to make sure there is no air leakage.
<i>Refrigerator is making unusual sounds</i>	• Is the refrigerator on a level surface? With most models, you can adjust one or more of the feet to make the unit level. This will stop sounds made by unit vibration. • Are there any objects stored behind the refrigerator? Check that there are three inches of space behind and above the refrigerator to stop noises caused by the unit touching the wall.

To:	customercare@premiumproducts.com
From:	robertdiaz@publicmailmessage.com
Subject:	Defective refrigerator

Dear Premium Products:

I recently purchased one of your home refrigerators (Model #822), but I have not been able to get it to work properly. The unit runs, but it simply does not get cold enough. For example, I put in a carton of milk, but after an hour it was not much colder than the room air temperature.

I have made sure that the unit is plugged in properly. I have also moved the refrigerator to a new location and defrosted it. In addition, I've checked the door seals and there does not seem to be any leakage. I believe the refrigerator is defective. I am requesting that it be replaced at your company's expense. The refrigerator is still covered by the warranty, and so any defects should be addressed by the manufacturer.

Sincerely,
Robert Diaz

181. For whom is the guide intended?
- (A) An appliance owner
 - (B) A repair technician
 - (C) An inspector in a manufacturing plant
 - (D) A sales representative in a department store
182. According to the guide, what is one of the refrigerator's features?
- (A) It does not require cleaning.
 - (B) It comes with a lifetime warranty.
 - (C) It can be programmed to turn off automatically.
 - (D) It has more than one temperature setting.
183. In the e-mail, the phrase "covered by" in paragraph 2, line 4 is closest in meaning to
- (A) invested for
 - (B) purchased from
 - (C) concealed with
 - (D) included in

184. What has Mr. Diaz done that the guide suggests for his problem?
- (A) Made sure the refrigerator is plugged in
 - (B) Checked the door seals of the refrigerator
 - (C) Defrosted the inside of the refrigerator
 - (D) Moved the refrigerator to a different location
185. What does Mr. Diaz ask Premium Products to do?
- (A) Send a full refund for the purchase
 - (B) Schedule an appointment with a service technician
 - (C) Provide a new appliance at no charge
 - (D) Deliver an additional product manual

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