

Questions 186-190 refer to the following article, advertisement, and e-mail.

Skin Product Shows Promise

12 October—Ricoeur Pharmaceuticals, a multinational corporation with offices in Canada, France, and South Korea, said today that its experimental cream for excessively dry skin, Dermava, has proved highly effective in a recent research study. Ricoeur highlighted the encouraging results indicating the cream's long-lasting effectiveness. This bodes well for Ricoeur, as the cream, if released, could compensate for the limited growth that Ricoeur has experienced over the past five years.

Dr. Laura Scheffner, an expert consultant, noted, "I was pleasantly surprised by the

immediate benefits of the cream. Participants felt relief after a single application." Dr. Heung Soo Choi, a senior researcher for Ricoeur, added that the safety of the medication was also confirmed during the study.

A spokesperson for Ricoeur announced that, while initial results are promising, a follow-up study with very young and elderly participants must be pursued. Only then can the cream be approved by the International Medication Association (IMA) and become available on the market. The IMA is expected to begin its review at the end of the year.

Positions Available at Ricoeur Pharmaceuticals, Ottawa, Canada

Ricoeur Pharmaceuticals has immediate openings for nearly 100 administrative, customer service, and warehouse jobs supporting the launch of Dermava, a new medical treatment for dry skin. Positions do not require previous experience, are part time, and end in December, though exceptional workers may be offered extended assignments. Those applying for customer service positions should be fully bilingual in French and English. Those applying for warehouse positions must be able to work nights and weekends. Candidates can submit their applications at this time by visiting www.ricoeurpharma.ca. Interested parties can also attend group interviews on 11 March at 9:00 A.M. at our production facility, 72B Industrial Way, Ottawa, K2A 3P1. Be sure to bring your résumé and reference list.

RICOEUR PHARMACEUTICALS

To:	Ahmed Abedi
From:	Simona Jordan
Subject:	Ricoeur Reference
Date:	11 March, 1:43 P.M.

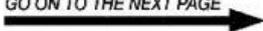
Dr. Abedi,

I wanted to thank you for providing a reference for me. I was one of about twenty applicants who was hired today at Ricoeur Pharmaceuticals. My first day will be this coming Monday, and I'll be working directly after your evening class. I may have to leave class a few minutes early to catch the 7:15 P.M. bus into town. I hope that won't be a problem.

Thanks again.

Best,
Simona Jordan

186. What does Dr. Scheffner mention about Dermava?
- (A) It works very quickly.
 - (B) It should be used twice a day.
 - (C) It is surprisingly inexpensive.
 - (D) It can be used for up to three days.
187. According to the article, what does Ricoeur Pharmaceuticals plan to do?
- (A) Develop safer creams
 - (B) Conduct additional research
 - (C) Compensate the study participants
 - (D) Review the production schedule
188. What is implied about Ricoeur Pharmaceuticals?
- (A) Its production facility is located in France.
 - (B) Its laboratories will be inspected in October.
 - (C) Its latest medication has been approved by the IMA.
 - (D) Its products have gained in popularity during the past five years.
189. What is indicated by the advertisement?
- (A) Applicants should have previous work experience.
 - (B) Group interviews will be held over several days.
 - (C) The application process is very time-consuming.
 - (D) The available positions are temporary.
190. For what job was Ms. Jordan most likely hired?
- (A) An administrative job
 - (B) A customer service job
 - (C) A research job
 - (D) A warehouse job

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Questions 191-195 refer to the following information sheet, e-mail, and customer review.

Mini Sofa by Brossel
Product Information

The Mini Sofa combines old-fashioned comfort with a contemporary feel. Several customizable features enable customers to create just the look they want.

Dimensions: Width 203 cm, depth 101 cm, height 66 cm

Upholstery options: Meadow Green, Soft Peach, Modern Multistripe

Leg options: Maple or chrome; rectangular or round

Throw pillows: Optional, 45 cm square, match upholstery color

Price: \$499

E-Mail Message

To: Sales Team
From: Natalia Beckley
Date: May 22
Subject: Brossel Mini Sofa

Sales team members,

I have learned that the information sheet on the new Brossel Mini Sofa has been updated by the manufacturer, and I'm writing to provide you with the revised details. The dimensions should be as follows: width 199 cm, depth 97 cm, and height 64 cm. There are also some upholstery options not listed in the earlier version of the information: Cornflower Blue and Brown Leaf Print. The throw pillows are available in an additional 60-cm size. Finally, the price of the sofa has changed to \$549.

I will supply you with a corrected version of the sheet soon but wanted you to be aware of the changes now, since the new item will be available within the next few days, for our annual special sale.

Regards,
Natalia Beckley
Sales Team Manager, Lewiston's Fine Furnishings

https://www.lewistonsfinefurnishings.com/

Home **Reviews** Locations Photo Gallery

Customer review

Posted by: supershopper1462 **On:** June 2
Product: Brossel Mini Sofa

1 purchased a new Brossel Mini Sofa during last week's big sale at Lewiston's Fine Furnishings, and I love it so far. It's stylish and comfortable, and the leaf print looks great in my study. There was only one minor problem in the purchasing process. The salesperson consulted his product information and stated that the piece was 203 cm wide. I was concerned that it might be too wide. As I weighed my options, though, the sales manager happened to pass by. Fortunately, she corrected the error by providing information from an updated sales sheet. Despite this small slip, I highly recommend both the sofa and the store.

191. How many pillow sizes are available?
 (A) One
 (B) Two
 (C) Three
 (D) Four
192. What does Ms. Beckley indicate she will do?
 (A) Provide the sales team with some revised information
 (B) Reduce the price of a product
 (C) Move a piece of furniture to a new location
 (D) Order a new supply of office furniture
193. What color most likely is the customer's new sofa?
 (A) Green
 (B) Black
 (C) Blue
 (D) Brown
194. What is probably true about the salesperson mentioned in the customer review?
 (A) He has sold many pieces of Brossel furniture.
 (B) He encouraged the customer to write a review.
 (C) His manager is Ms. Beckley.
 (D) Lewiston's Fine Furnishings hired him in April.
195. In the customer review, the word "weighed" in paragraph 1, line 7, is closest in meaning to
 (A) explained
 (B) considered
 (C) checked the heaviness of
 (D) described the size of

GO ON TO THE NEXT PAGE 

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

Reno Leadership Summit

Leading by Example *Wednesday*

Jose Delgado is known for his hands-on leadership style. His presentation includes an interactive, Q & A panel session with the board of directors at his successful supermarket chain, Fast and Fresh Foods.

When Leadership Is Not Enough *Thursday*

Tuan Nguyen knows that recognizing personal limitations is an essential step to becoming a strong leader. Nguyen will explain the process he went through at Pane-dec Glass and how he brought that knowledge to the consulting business he started after leaving the glass company.

Compassion and Leadership *Friday*

Factory-owner Plamen Dubravko is not a typical boss. His employees have repeatedly voted Dubravko's manufacturing company, More Than Plastic, as the best factory to work at in Nevada. Dubravko will present on how businesses can treat their employees generously to motivate performance.

The Silent Leader *Saturday*

Ayla Zahara has perfected the "backseat management" technique, which she explains in her best-selling book *Carrying the Big Stick*. Through delegation and clear mission statements, Zahara creates companies that run smoothly with little hands-on management.

From:	tylergreiner@cgcarp.com
To:	cathybarnes@cgcarp.com
Subject:	RLS Recap
<p>Hi Ms. Barnes,</p> <p>I just wanted to update you on the conference I attended in Reno. As you know, due to travel delays, I missed the session that featured the panel discussion with a grocery chain's board of directors. The remaining presentations were very informative. In particular, the speaker who presented on the role of compassion in leadership stood out as someone who could have a positive impact on our operation. He mentioned that he will be offering training seminars in his factory, and I think those would be valuable for our current and future managers. I'll forward you his personal assistant's contact information in case you'd like to reach out to them.</p> <p>Regards, Tyler Greiner</p>	

Crafting Goods Carpentry, Reno, Nevada

Ms. Topanga Everdine
31 N. Commerce St.
Las Vegas, NV 89101

Dear Ms. Everdine,

An employee of mine recently attended the Reno Leadership Summit and was very impressed with the presentation from your organization. He mentioned a training seminar your factory is hosting, and I would like to enroll three of our employees we are currently grooming for management. If you can send me payment information and any other details, I will register them for the earliest start date available.

Sincerely yours,

Cathy B.

Cathy Barnes, Crafting Goods Carpentry CEO

196. What is indicated in the schedule?
- (A) Mr. Delgado's presentation is lecture-based.
 - (B) Mr. Nguyen is a manager at Pane-dec Glass.
 - (C) Mr. Dubravko's employees enjoy their jobs.
 - (D) Ms. Zahara uses a hands-on leadership technique.
197. What is suggested about the leadership summit?
- (A) It features a first-time presenter.
 - (B) Refreshments are provided for attendees.
 - (C) There is a talk by a published author.
 - (D) A fee is charged for photocopying handouts.
198. What presentation was Mr. Greiner unable to attend?
- (A) Leading by Example
 - (B) When Leadership Is Not Enough
 - (C) Compassion and Leadership
 - (D) The Silent Leader
199. In the letter, the word "grooming" in line 4, is closest in meaning to
- (A) cleaning
 - (B) preparing
 - (C) adjusting
 - (D) separating
200. Who is Ms. Everdine?
- (A) A factory owner
 - (B) A personal assistant
 - (C) A conference presenter
 - (D) A management trainee

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.