

Part 1

1. 	A/..... B/..... C/..... D/.....
2. 	A/..... B/..... C/..... D/.....
3. 	A/..... B/..... C/..... D/.....
4. 	A/..... B/..... C/.....

	D/.....
	A/.....
	B/.....
	C/.....
	D/.....
	A/.....
	B/.....
	C/.....
	D/.....

Part 2:

7	TRANSCRIPT
Question	
A	
B	
C	

8	TRANSCRIPT
Question	
A	
B	
C	

9	TRANSCRIPT
Question	
A	
B	
C	

10	TRANSCRIPT
Question	
A	
B	
C	

11	TRANSCRIPT
Question	
A	
B	
C	

12	TRANSCRIPT
Question	
A	
B	
C	

13	TRANSCRIPT
Question	
A	
B	
C	

14	TRANSCRIPT
Question	
A	
B	
C	

15	TRANSCRIPT
Question	
A	
B	
C	

16	TRANSCRIPT
Question	
A	
B	
C	

17	TRANSCRIPT
Question	
A	
B	
C	

18	TRANSCRIPT
Question	
A	

B	
C	

19	TRANSCRIPT
Question	
A	
B	
C	

20	TRANSCRIPT
Question	
A	
B	
C	

21	TRANSCRIPT
Question	
A	
B	
C	

22	TRANSCRIPT
Question	
A	
B	
C	

23	TRANSCRIPT
Question	
A	
B	
C	

24	TRANSCRIPT
Question	
A	
B	
C	

25	TRANSCRIPT
Question	
A	
B	
C	

26	TRANSCRIPT
Question	
A	
B	
C	

27	TRANSCRIPT
Question	
A	
B	
C	

28	TRANSCRIPT
Question	
A	
B	
C	

29	TRANSCRIPT
Question	
A	
B	
C	

30	TRANSCRIPT
Question	
A	
B	
C	

31	TRANSCRIPT
Question	
A	
B	
C	

Questions 1-2 refer to the following online chat.

Andreas Hildebrand

Andreas Hildebrand 10:04 Hi Eun Hee, do you have a minute to look at something?

Eun Hee Park 10:04 Sure, what do you need?

Andreas Hildebrand 10:05 I'll e-mail it to you. It's the draft for the cover of Anne Wahlberg's book.

Eun Hee Park 10:06 One second...

Eun Hee Park 10:10 Okay, got it. Let me take a look.

Andreas Hildebrand 10:11 Is the title too difficult to read? I wanted it to be eye-catching and different.

Eun Hee Park 10:13 I like the effect. But you could be right. Maybe if you changed the color? Even just a darker shade of blue would help.

Andreas Hildebrand 10:14 Good idea. I'll give that a try. Mind if I run it past you again later?

Eun Hee Park 10:15 No problem.

- At 10:10 A.M., what does Ms. Park most likely mean when she writes, "Okay, got it"?
 - She understands what Mr. Hildebrand said.
 - She has the package Mr. Hildebrand is looking for.
 - She has received an e-mail Mr. Hildebrand sent.
 - She has found a file Mr. Hildebrand wants to see.
- What will Mr. Hildebrand most likely do next?
 - Change a deadline
 - Revise a design
 - Give a presentation
 - Meet with Ms. Wahlberg

Questions 3-4 refer to the following text-message chain.

단어
A

Marina Müller	15:06
A tourist from your morning tour group said she accidentally left her sunglasses on your bus. She said she was sitting toward the back on the left side. Can you check to see if they are still there?	
Vincent Dumont	15:07
No problem. We're in the middle of a hike right now, but I'll check as soon as I get back to the bus.	
Marina Müller	15:07
Thanks. I'll let her know.	
Vincent Dumont	15:43
I'm back. Do they have red frames with square lenses?	
Marina Müller	15:45
Yes. That's the pair. If it's possible, she would like to collect them at our office tonight. Your tour ends at five, but we close at six. Can you make it back within an hour? I know you're a bit far away and there might be a lot of traffic.	
Vincent Dumont	15:46
It's usually not that bad. If I'm running late, I'll let you know.	
Send	

3. What problem does Ms. Müller mention?

- (A) A hiking trail is closed.
- (B) A visitor misplaced an item.
- (C) A bus has broken down.
- (D) A tour has been canceled.

4. At 15:46, what does Mr. Dumont imply when he writes, "It's usually not that bad"?

- (A) People can finish the hike in one hour.
- (B) The traffic is the worst on Friday.
- (C) He thinks most people enjoy the tour.
- (D) He can return to the office by six o'clock.

Questions 5-8 refer to the following text messages.

단어도
알아두세요

10:03
ALINA: Hi. I just arrived... about to get my conference badge, so I should get to our table soon.

10:04
KONRAD: Glad you got in okay. Do you have the perfume samples?

10:06
ALINA: No, they were too heavy to bring on the plane, so I sent them by express mail. They're expected here by 11 A.M.

10:07
CHARLIE: Okay. Our table is in Area 12A of the conference center.

10:08
ALINA: Got it.

10:09
KONRAD: After we get our table set up, let's check out DTY's presentation in 14E. It's close by, so the time would work out.

10:13
ALINA: Okay, I have my badge, so I'm on my way. The people in reception will send boxed lunches to our display table. Let's plan on getting ready for the afternoon session while we eat.

10:15
CHARLIE: Okay, when you get here we can check out DTY. I want to see their new spring lineup.

10:17
ALINA: Yes, I'll bet it's no threat to us. I'm interested in seeing the materials Na-Young and her group have developed to promote their new product line.

SECTION 5
UNIT 5. 메시지 대화문/문단의 내용

5. What is indicated about the group's lunch?
 - (A) It will be served in 14E.
 - (B) It will be provided at half price.
 - (C) It will occur after a competitor's presentation.
 - (D) It will give them additional time for preparation.
6. At 10:08, what does Alina mean when she writes, "Got it"?
 - (A) She understands the directions.
 - (B) She has the lunch.
 - (C) She will give the presentation.
 - (D) She is paying for lunch.
7. What is suggested about Na-Young?
 - (A) She works in a personnel department.
 - (B) She arranged travel for her coworkers.
 - (C) She is a product designer.
 - (D) She works for DTY.
8. What will Alina most likely do next?
 - (A) Pick up a conference badge
 - (B) Arrive at Area 12A
 - (C) Deliver product samples
 - (D) Look over a menu

Questions 9-12 refer to the following online chat discussion.

난이도
중간

 Sarah Lo [9:38 A.M.]	Hi all. I'd like your input. Jovita Wilson in sales just told me that her client, Mr. Tran, wants us to deliver his order a week early. Can we do that?
Alex Ralston [9:40 A.M.]	If we rush, we can assemble the hardwood frames in two days.
 Riko Kimura [9:41 A.M.]	And my department needs just a day to print and cut the fabric to cover the cushion seating.
Mia Ochoa [9:42 A.M.]	But initially you need the designs, right? My team can finish that by end of day today.
 Sarah Lo [9:43 A.M.]	OK. Then we'll be ready for the finishing steps by end of day on Wednesday. Alex, once you have the fabric, how long will it take to build the cushions, stuff them, and attach them to the frames?
Alex Ralston [9:45 A.M.]	That will take two days—if my group can set aside regular work to do that.
 Sarah Lo [9:46 A.M.]	I can authorize that. Bill, how long will it take your department to package the order and ship it?
Bill Belmore [9:48 A.M.]	We can complete that on Monday morning.
Sarah Lo [9:49 A.M.]	Great. Thanks all. I'll let Jovita know so she can inform the client.
SEND	

9. At 9:38 A.M., what does Ms. Lo mean when she writes, "I'd like your input"?

- (A) She needs some numerical data.
- (B) She needs some financial contributions.
- (C) She wants to develop some projects.
- (D) She wants to gather some opinions.

10. For what type of company does Ms. Lo most likely work?

- (A) A package delivery business
- (B) A furniture manufacturer
- (C) An art supply store
- (D) A construction firm

11. According to the discussion, whose department must complete their work first?

- (A) Mr. Belmore's department
- (B) Ms. Kimura's department
- (C) Ms. Ochoa's department
- (D) Mr. Ralston's department

12. What will Ms. Wilson most likely tell Mr. Tran?

- (A) That she can meet his request for rush work
- (B) That there will be an extra charge for completing his order
- (C) That his order will be ready for delivery on Friday
- (D) That she will meet him at her office next Monday



Questions 13-16 refer to the following online chat.

130105
00000

White Hat Supplies Customer Service Live Chat	
Agent Mark Smalls: 4:25 P.M. Hello, Ms. Brown. Thank you for contacting Customer Service. How may I help you?	
Kim Brown: 4:26 P.M. I ordered three packages of ink on May 4. I received a confirmation e-mail stating that the order was shipped on May 8 and would arrive by May 12, but the package has not arrived.	
Agent Mark Smalls: 4:28 P.M. Sorry to hear that. Give me a moment while I check. Do you have your order number?	
Kim Brown: 4:32 P.M. Sure. It's order JX43125.	
Agent Mark Smalls: 4:35 P.M. OK. One moment.	
Agent Mark Smalls: 4:38 P.M. Ms. Brown, our tracking system indicates that the package arrived on May 10. Can you confirm your shipping address is 15 Walters Court, Boca Raton, FL 33431?	
Kim Brown: 4:41 P.M. Yes, that's correct.	
Agent Mark Smalls: 4:42 P.M. Is it possible that a neighbor picked it up?	
Kim Brown: 4:43 P.M. I really don't think so. I know my neighbors, and it's been over a week now.	
Agent Mark Smalls: 4:45 P.M. I see. Well, I'm very sorry your package seems to have been lost. Would you like us to send you a replacement? The order should arrive by May 27.	
Kim Brown: 4:46 P.M. I need the ink right away. Would you be able to expedite shipping and handling?	
Agent Mark Smalls: 4:50 P.M. With express delivery, your order would arrive on May 24. Since your original order was standard delivery, express delivery would be an additional \$15.	
Kim Brown: 4:51 P.M. In that case, please just refund my order.	
Agent Mark Smalls: 4:52 P.M. Certainly. I will refund the original purchase price and delivery charge to your credit card.	

13. Why did Ms. Brown contact Customer Service?

- (A) To order more ink
- (B) To return an item
- (C) To inquire about a shipping date
- (D) To report a problem with an order

14. According to the chat, what is suggested about the package?

- (A) It was sent to the wrong address.
- (B) It contained the wrong item.
- (C) The warehouse misplaced it.
- (D) No one is sure what happened to it.

15. At 4:43 P.M., what does Ms. Brown most likely mean when she writes, "it's been over a week now"?

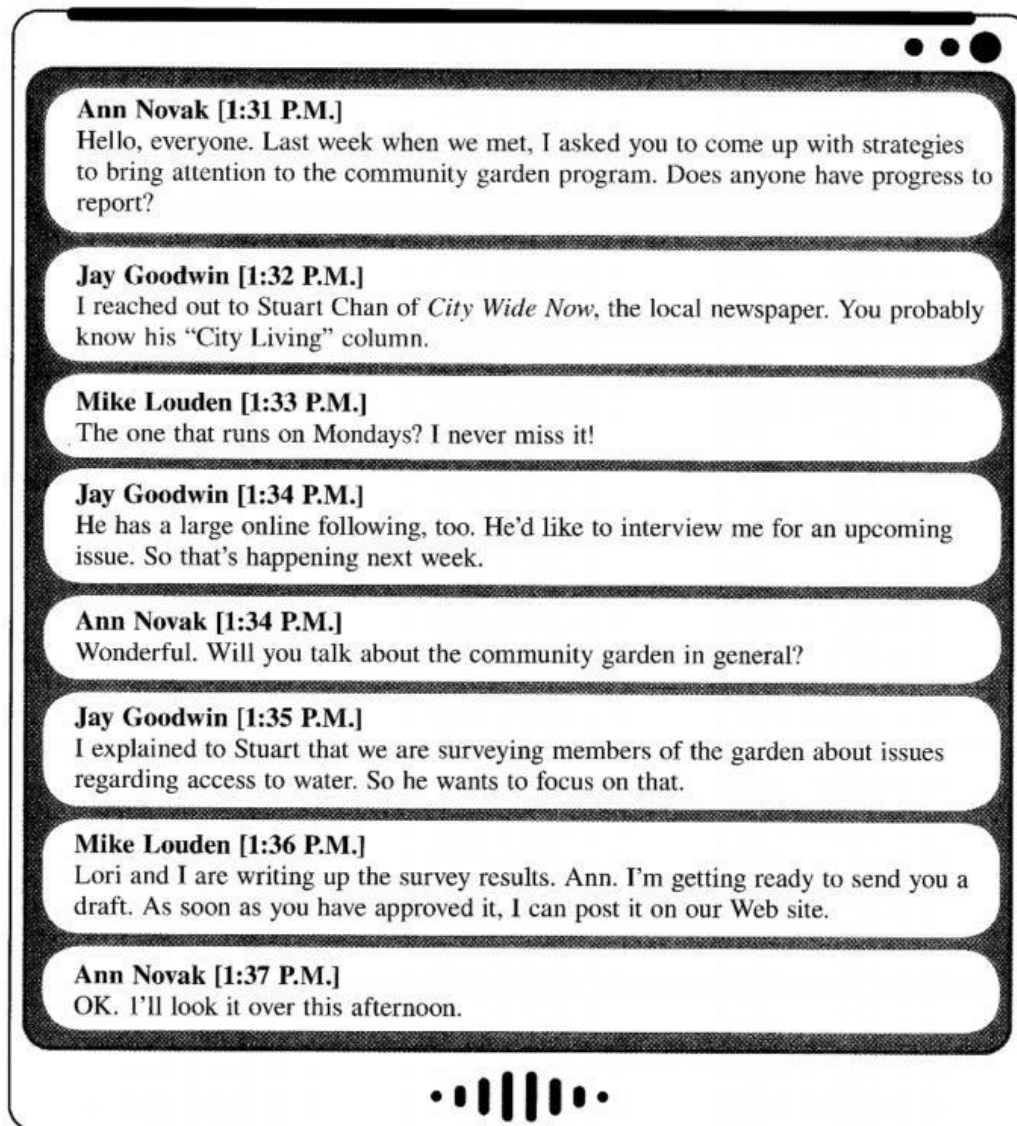
- (A) The project she needs the package for was completed a week ago.
- (B) She plans to ask her neighbors if they have seen the package.
- (C) Her neighbors would have already given her the package.
- (D) She moved into her neighborhood a week ago.

16. Why does Ms. Brown refuse a replacement?

- (A) She does not want to pay for expedited shipping.
- (B) The ink works better with other printers.
- (C) She read a negative review of the product.
- (D) She no longer needs the ink.

Questions 17-20 refer to the following online chat discussion.

1015
700



An online chat window with a dark background and white text bubbles. The window has a title bar with three dots in the top right corner. At the bottom center, there is a decorative graphic consisting of a series of vertical bars of varying heights, resembling a sound wave or a stylized 'LIVE' logo.

Ann Novak [1:31 P.M.]
Hello, everyone. Last week when we met, I asked you to come up with strategies to bring attention to the community garden program. Does anyone have progress to report?

Jay Goodwin [1:32 P.M.]
I reached out to Stuart Chan of *City Wide Now*, the local newspaper. You probably know his "City Living" column.

Mike Loudon [1:33 P.M.]
The one that runs on Mondays? I never miss it!

Jay Goodwin [1:34 P.M.]
He has a large online following, too. He'd like to interview me for an upcoming issue. So that's happening next week.

Ann Novak [1:34 P.M.]
Wonderful. Will you talk about the community garden in general?

Jay Goodwin [1:35 P.M.]
I explained to Stuart that we are surveying members of the garden about issues regarding access to water. So he wants to focus on that.

Mike Loudon [1:36 P.M.]
Lori and I are writing up the survey results. Ann. I'm getting ready to send you a draft. As soon as you have approved it, I can post it on our Web site.

Ann Novak [1:37 P.M.]
OK. I'll look it over this afternoon.