

Questions 154-155 refer to the following text-message chain.

Greg Skagen (8:58 A.M.) Hi, Brenda. I'm here in the warehouse. All of my trainees have arrived, but I noticed the power door at Loading Dock B is acting up.

Brenda Sadauskas (8:59 A.M.) Again?

Greg Skagen (8:59 A.M.) When I push the button to open it, it raises all the way up but then drops back down to the closed position after about 30 seconds.

Brenda Sadauskas (9:00 A.M.) I'll come down with the maintenance technicians. Why don't you bring your trainees to my area? You can teach them how to create shipping labels and then have them pack and label this morning's shipments.

Greg Skagen (9:02 A.M.) Yes, that works.

Brenda Sadauskas (9:03 A.M.) Thanks. Then you could show them the loading dock operations in the afternoon.



154. What problem does Mr. Skagen mention?

- (A) Some new employees are absent.
- (B) Some boxes are incorrectly labeled.
- (C) A package delivery is delayed.
- (D) An access door is malfunctioning.

155. At 9:02 A.M., what does Mr. Skagen most likely mean when he writes, "Yes, that works"?

- (A) An electrician has arrived at a work site.
- (B) Some equipment is operating smoothly.
- (C) Trainees can help with some shipments.
- (D) Ms. Sadauskas is well suited for her job.

Questions 158-161 refer to the following text-message chain.

Ella Glatt (11:34 A.M.)

Hi. I know this is a busy day, but I wanted to know whether anyone from the finance team could come to the marketing meeting.

Stef Goldberg (11:35 A.M.)

Hi, Ella. I wish I could, but it starts at 2:00. I need to be at a different meeting at 2:30.

Ella Glatt (11:36 A.M.)

Oh, right. I forgot you were going to the executive board meeting.

Daniel Seidal (11:36 A.M.)

I'm also supposed to go to the 2:30 meeting. Is it essential that one of us attend the marketing meeting?



Ella Glatt (11:37 A.M.)

Well, it would be helpful to have someone from the finance department there, at least for 15 minutes or so.

Bill Iverman (11:38 A.M.)

The quarterly reports just came in, and Daniel, Stef, and I need to review them by the end of the day.

Ella Glatt (11:39 A.M.)

You all have plenty to do.

Daniel Seidal (11:41 A.M.)

That's true! But I could come from 2:00 to 2:15. That's all I can commit to.

Ella Glatt (11:43 A.M.)

Sounds great. We just need one of you to clarify a few quick points about the budget for the next advertising campaign.



158. At what time will the executive board meeting begin?

- (A) 2:00 P.M.
- (B) 2:15 P.M.
- (C) 2:30 P.M.
- (D) 3:00 P.M.

159. In what area does Mr. Iverman most likely work?

- (A) Marketing
- (B) Finance
- (C) Advertising
- (D) Executive management

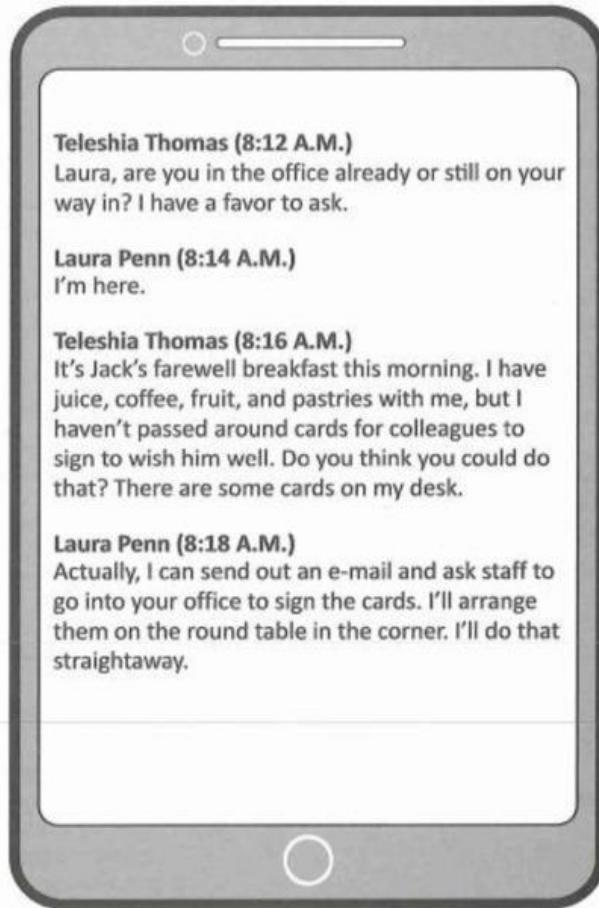
160. Why does Ms. Glatt want a colleague to attend a meeting?

- (A) To summarize a previous meeting
- (B) To explain a promotional campaign
- (C) To provide information about a budget
- (D) To review recently approved documents

161. At 11:43 A.M., what does Ms. Glatt most likely mean when she writes, "Sounds great"?

- (A) She accepts Mr. Seidal's offer.
- (B) She agrees that Mr. Iverman should attend the meeting at 3:00 P.M.
- (C) She is pleased with the proposed budget.
- (D) She is happy that a project has been completed.

Questions 153-154 refer to the following text-message chain.



153. At 8:14 A.M., what does Ms. Penn most likely mean when she writes, "I'm here"?

- (A) She is paying attention.
- (B) She is in the same room as Ms. Thomas.
- (C) She is waiting for Ms. Thomas to arrive.
- (D) She is already at the office.

154. What will Ms. Penn most likely do next?

- (A) Give a presentation
- (B) Postpone a meeting
- (C) Put cards on a table
- (D) Arrange seats in a staff room

Questions 172-175 refer to the following text-message chain.

Sandra Kyle (8:19 A.M.)

Good morning. I'm on my way but running late because of a lane closure on Roseway Boulevard. It's all backed up, and the bus is barely moving.

Lucas Bodin (8:20 A.M.)

Sounds terrible!

Sandra Kyle (8:21 A.M.)

I'm supposed to take notes at our 8:30 A.M. meeting. Could one of you please fill in for me until I arrive?

Carolina Mata (8:23 A.M.)

Wait, haven't you heard? The meeting was moved to Thursday.

Sandra Kyle (8:24 A.M.)

Really? What a relief.

Carolina Mata (8:26 A.M.)

Mr. Chang is in Portsville meeting with the client about the final design for the new warehouse building. He won't be back until tomorrow.

Sandra Kyle (8:27 A.M.)

Yes, I heard he was going to Portsville.

Lucas Bodin (8:30 A.M.)

The client requested some last-minute changes, so Mr. Chang is away longer than expected. Hopefully the changes are minor, because we're already over the allocated budget.

Carolina Mata (8:33 A.M.)

We will get an update at the Thursday meeting. Hopefully it's good news.

172. Why does Ms. Kyle expect to be late for work?

(A) The bus is slow because of poor weather.
(B) The bus is stuck in traffic.
(C) She missed the bus.
(D) The bus arrived late at her stop.

173. Why was the meeting postponed?

(A) A colleague is out of the office.
(B) The client needs more time to prepare.
(C) Mr. Bodin has a scheduling conflict.
(D) Ms. Mata needs to prepare an update.

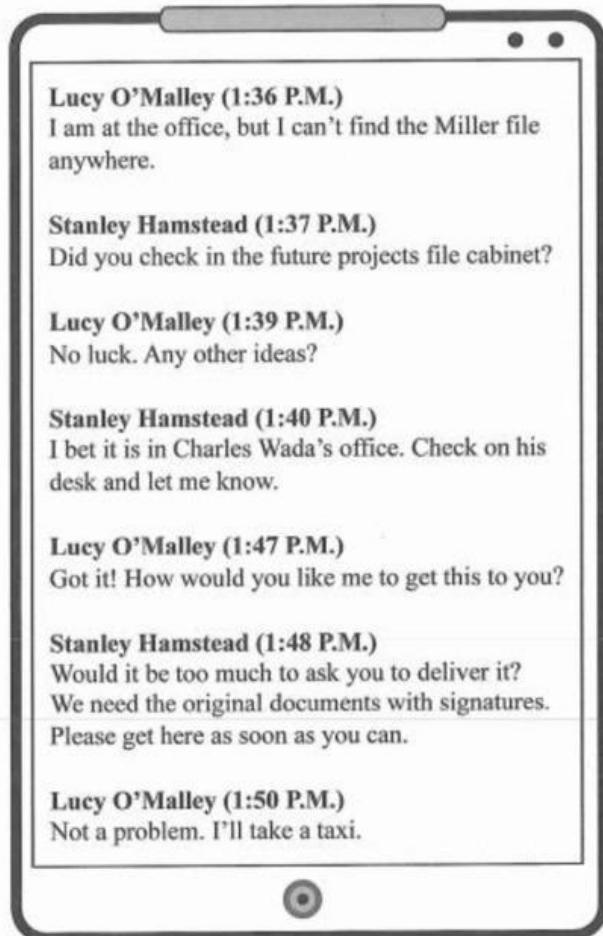
174. At 8:24 A.M., what does Ms. Kyle most likely mean when she writes, "Really"?

(A) She is disappointed by certain designs.
(B) She disagrees with the decision.
(C) She is surprised by Ms. Mata's comment.
(D) She already heard the news.

175. What is indicated about the project?

(A) It is more expensive than planned.
(B) It has some technical difficulties.
(C) It has been poorly managed.
(D) It cannot be completed on time.

Questions 153-154 refer to the following text-message chain.



153. At 1:39 P.M., what does Ms. O'Malley most likely mean when she writes, "No luck"?

- (A) She does not support a future project.
- (B) She is unsure where a coworker's office is.
- (C) She was unable to find something.
- (D) She needs more instruction from Mr. Wada.

154. What will Ms. O'Malley probably do next?

- (A) E-mail some documents
- (B) Call a courier service
- (C) Deliver some documents herself
- (D) Contact Mr. Wada

Questions 172-175 refer to the following text-message chain.



172. Why did Ms. Matos begin the text-message chain?

- (A) She needs help locating something.
- (B) She is wondering what time Mr. Thomas will arrive.
- (C) She wants to know why the tent is up today.
- (D) She wants help putting up decorations.

173. What will happen this afternoon?

- (A) There will be an outdoor event.
- (B) There will be a sale.
- (C) Ms. Nguyen will order a signboard.
- (D) Mr. Thomas will deliver an additional tent.

174. Where is Mr. Thomas most likely texting from?

- (A) The tent
- (B) The building entrance
- (C) His home
- (D) A delivery site

175. At 12:04 P.M., what does Ms. Matos most likely mean when she writes, "No problem"?

- (A) She will probably be finished soon.
- (B) She will meet Mr. Thomas at the entrance.
- (C) She will return an item to its original location.
- (D) She understands Ms. Nguyen's explanation.

Questions 153-154 refer to the following text-message chain.

Jim Szymanski (9:42 A.M.)

Bev, I want to give you a heads-up. There's a broken water valve at the Eastbury Student Apartments. The water there will be shut off for 2 hours.

Bev Munoz (9:43 A.M.)

No problem. We can wash our hands at the Carlton Apartments after we finish this job.

Jim Szymanski (9:44 A.M.)

Right. We'll be doing the same thing this morning as we did last time. We'll enter each apartment unit and vacuum out the filter in the wall air conditioner. Any filter that looks too dusty should be replaced. Also, we should clear out debris from the vents.

Bev Munoz (9:46 A.M.)

Got it. Will all the apartments be unoccupied?

Jim Szymanski (9:47 A.M.)

The students are on school holiday. But you may want to knock on the doors just in case.

Bev Munoz (9:48 A.M.)

OK. I can handle Building A because I'm parked nearby. You could work on Building B. The work will go more quickly that way, and we'll have time for an afternoon lunch break.

Jim Szymanski (9:49 A.M.)

Exactly. Let me know if you need anything else this morning.

153. What will Mr. Szymanski and Ms. Munoz do this morning?

(A) Remove litter from parking areas
(B) Service some air conditioners
(C) Repair broken water pipes
(D) Install kitchen appliances

154. At 9:47 A.M., what does Mr. Szymanski imply when he writes, "The students are on school holiday"?

(A) Parking will be easy to find.
(B) No students live in Building A.
(C) The apartments should be vacant.
(D) Students often make their own repairs.

Questions 169-172 refer to the following online chat.

The screenshot shows a simulated online chat window. At the top, there are icons for a speech bubble and a user profile. The conversation log is as follows:

Frieda Jung (9:16 A.M.) I have to be out of the office starting on Wednesday until next Monday. I need to present a funding request at the regional legislature office. Would you both feel comfortable giving the presentation about the new Riverwalk to the urban development committee on Friday?

Cassie Alswith (9:18 A.M.) I think we could handle that. Right, Austin?

Austin Everett (9:20 A.M.) Definitely. I'm not sure how available you will be, Ms. Jung, but we could send you an overview of the presentation on Thursday if you'd like.

Frieda Jung (9:22 A.M.) I don't think that's necessary. Please be sure to highlight the revenue that we think will be brought into the region by the new businesses, as well as the positive environmental impacts our research group noted.

Austin Everett (9:23 A.M.) Got it. We will make sure to do that.

Cassie Alswith (9:25 A.M.) Would it be okay if I submit the weekly progress report on Monday instead of Friday? That way I'll have a little more time to prepare for the presentation.

Frieda Jung (9:26 A.M.) Yes, that's a good idea.

Cassie Alswith (9:26 A.M.) Great. Thank you!

Frieda Jung (9:27 A.M.) I might not respond to e-mail as frequently while I'm gone, but feel free to call me or text me if there's anything urgent that comes up.

169. Why will Ms. Jung be out of the office?

- (A) She is interviewing for a different job.
- (B) She has another work obligation.
- (C) She is taking time off for personal reasons.
- (D) She has a doctor's appointment.

170. At 9:22 A.M., what does Ms. Jung most likely mean when she writes, "I don't think that's necessary"?

- (A) She is frustrated with Mr. Everett.
- (B) She is confident in the abilities of Mr. Everett and Ms. Alswith.
- (C) She does not enjoy reading e-mails.
- (D) She thinks the meeting should be canceled.

171. What is indicated about the Riverwalk?

- (A) It will likely bring extra business to the area.
- (B) It is located in the center of the city.
- (C) Ms. Alswith is skeptical about its benefits.
- (D) The construction on it has progressed quickly.

172. What is suggested about Ms. Alswith's report?

- (A) It has never been submitted late.
- (B) It will be submitted to the legislature office.
- (C) It is submitted every Friday.
- (D) It must be reviewed by Mr. Everett on Monday.

Questions 149-150 refer to the following text-message chain.

Greg Pfaff (1:17 P.M.)

Hi Jessa. I'm running a bit late for our 2:00 P.M. appointment to troubleshoot the problem with your desktop computer. I should arrive around 2:20 P.M.

Jessa Kim (1:18 P.M.)

That's fine. I hope you can fix it. I depend on that desktop for my online craft supply business.

Greg Pfaff (1:19 P.M.)

I know. It may just need a tune-up. My assistant, Kevin Mulford, will be with me too. He may help you out in the future while I work on a maintenance project at a local data center.

Jessa Kim (1:20 P.M.)

That's good to know.

Greg Pfaff (1:21 P.M.)

Good. That's it, then.

Jessa Kim (1:22 P.M.)

All right. See you when you get here.

149. Who most likely is Mr. Pfaff?

- (A) A studio artist
- (B) A seller of craft supplies
- (C) A computer technician
- (D) A building superintendent

150. At 1:20 P.M., what does Ms. Kim most likely mean when she writes, "That's good to know"?

- (A) She is relieved that a problem was solved.
- (B) She is glad that she will have help if needed.
- (C) She is happy that Mr. Pfaff will arrive soon.
- (D) She is satisfied with work done on a maintenance project.

Questions 168-171 refer to the following text-message chain.

Jack Elling (10:35 A.M.)

Hi, everyone. Would anyone be able to come into the shop to work tonight? Kelly is having car problems and can't work her shift.

Emily Chin (10:37 A.M.)

I can't, sorry. But aren't Maria and Koji also working? Don't we usually have two people in the evenings?

Jack Elling (10:39 A.M.)

Yes, we usually have two people, and those two are working tonight. But we are having our special promotion, giving away samples of our new ice cream flavors. I need a third person to help with that.

Emily Chin (10:40 A.M.)

I'm attending a birthday party this afternoon, so I can't do it.

Cameron Stein (10:42 A.M.)

I could stay on after my day shift is over.

Emily Chin (10:43 A.M.)

Actually, I could work 6-9 P.M. if you don't want to stay. My party is only a few hours. What do you think?

Cameron Stein (10:44 A.M.)

Well, I could really use the overtime hours.

Emily Chin (10:45 A.M.)

OK.

Jack Elling (10:46 A.M.)

Thanks, Cameron!

168. Why does Mr. Elling start the text-message chain?

- (A) To tell Ms. Chin that she missed a work shift
- (B) To ask someone to cover a work shift
- (C) To extend an invitation to a special event
- (D) To ask for a ride to work

169. What is happening at the shop tonight?

- (A) Staff will work on new recipes.
- (B) Staff will offer free ice cream tastings.
- (C) Staff will participate in a training session.
- (D) Staff will hold a going-away party for a colleague.

170. Where is Ms. Chin going today?

- (A) To Mr. Stein's house
- (B) To a car repair shop
- (C) To a party
- (D) To a movie

171. At 10:44 A.M., what does Mr. Stein most likely mean when he writes, "Well, I could really use the overtime hours"?

- (A) He is accepting Ms. Chin's apology.
- (B) He is declining Ms. Chin's offer.
- (C) He enjoys working at the shop.
- (D) He prefers to work in the evening.