

101. The travel ----- will be processed as soon as they are received.

- (A) document
- (B) documents
- (C) documented
- (D) documenting

102. ----- change your seating assignment, visit the reservations page on our Web site.

- (A) For
- (B) Across
- (C) With
- (D) To

103. The president of Somchai Bank rides ----- bicycle to work every day, except when it rains.

- (A) he
- (B) him
- (C) his
- (D) himself

104. Agents who have not yet registered for next week's Insurance Excellence Forum must do so -----.

- (A) closely
- (B) formerly
- (C) nearly
- (D) immediately

105. Matos Realty has developed two ----- methods of identifying undervalued properties.

- (A) different
- (B) differently
- (C) difference
- (D) differences

106. Wearing lab coats and safety goggles is a ----- for all laboratory workers.

- (A) training
- (B) fulfillment
- (C) specialization
- (D) requirement

107. The manufacturer ----- that the filter be cleaned at least once a month for optimal performance.

- (A) remembers
- (B) recognizes
- (C) recommends
- (D) registers

108. Before selecting a Dagle steel door, measure the door opening -----.

- (A) careful
- (B) caring
- (C) carefully
- (D) cares

109. Okpara employees should contact their supervisors by 10:00 A.M. ----- they expect to miss a day of work.

- (A) if
- (B) soon
- (C) only
- (D) then

110. The director has requested a ----- of the costs of short- and long-term rental agreements.

- (A) comparable
- (B) comparison
- (C) compared
- (D) comparative

111. Ms. Yi of Lakesview Catering says that five trays of appetizer are more than ----- for fifty guests.

- (A) able
- (B) numerous
- (C) sure
- (D) enough

112. Canada's Pan Rail Corporation will no longer ----- freight into the United States.

- (A) transport
- (B) transporting
- (C) transports
- (D) transported

113. According to experts, Flash Maxe dishwashing detergent consistently delivers ----- results.

- (A) exceptionally
- (B) exceptional
- (C) exception
- (D) exceptions

114. When picking up identification badges, employees need to show ----- of employment at Ekmekci Associates.

- (A) process
- (B) analysis
- (C) proof
- (D) basis

115. Roxy Koenig is ----- seeking a new venue for her summer concert since the Hazelton Music Hall is being renovated.

- (A) actively
- (B) activity
- (C) active
- (D) activate

116. Prospective tenants must provide at least two references ----- their application.

- (A) too
- (B) in addition
- (C) moreover
- (D) along with

117. While Ms. Molinsky has little experience in technical support, her knowledge of computer systems is -----.

- (A) extensive
- (B) clever
- (C) considered
- (D) eager

118. Please refer to the attached flowchart, which describes the ----- of responsibilities among the various leadership positions.

- (A) support
- (B) attention
- (C) division
- (D) statement

119. A good project manager strives ----- communication between departments whenever possible.

- (A) to enhance
- (B) enhances
- (C) is enhancing
- (D) enhanced

120. Same-day appointments can usually be scheduled, although not ----- with your usual doctor.

- (A) expectedly
- (B) necessarily
- (C) preventively
- (D) permanently

121. Mr. Vieira is ----- with introducing several changes that have helped Stacatti Stationery increase business.

- (A) credited
- (B) scored
- (C) agreed
- (D) relied

122. In the photograph, President Tang can be seen standing ----- Dr. Dervislii.

- (A) from
- (B) reverse
- (C) opposite
- (D) distant

123. The new location of the Bender Company is easily ----- by car or bus.

- (A) access
- (B) accessibly
- (C) accessible
- (D) accessibility

124. A rise in energy prices will mostly affect businesses ----- energy consumption is high.

- (A) its
- (B) which
- (C) whose
- (D) more

Questions 131 to 134 refer to the following e-mail:

**To:** Dominic Campion <campioni571@email.co.uk>  
**From:** Customer Service <cust-serv@takada.co.jp>  
**Date:** Friday, 2 November 9:49 P.M.  
**Subject:** Web site inquiry

Dear Mr. Campion:

Thank you for your recent comment on our Web site about the instruction manual for the BX2000 miniature camera. We agree with you 131 the instructions for uploading pictures to a mobile phone are potentially confusing. 132. Our documentation team has 133 revised the section to clarify the type of cable and software needed in order to transfer pictures from your camera. You can find the 134 version of the manual in the Product Information section of our Web site, or we can send you a print version in the mail if you prefer. Delivery usually takes 1 to 2 weeks.

Sincerely,  
Madoka Kanemitsu  
Customer service representative  
Takada Camera Company

131. (A) that  
(B) on  
(C) what  
(D) of

132. (A) The BX2000 camera is one of our top-selling models.  
(B) Instruction manuals can be downloaded from our Web site.  
(C) We received similar feedback from other customers.  
(D) We are always looking for talented staff to join our team.

133. (A) instead  
(B) likewise  
(C) therefore  
(D) nevertheless

134. (A) original  
(B) updated  
(C) absolute  
(D) focused

Questions 135 to 138 refer to the following e-mail:

To: saul\_ortega@jmail.net  
From: k\_morris@tknmanufacturing.com  
Date: October 18  
Subject: Factory Manager position

Dear Mr. Ortega.

You are officially invited to a second interview. This time, I will be meeting only with the top candidates to determine who is most 135 for the manager position. I believe you possess many of the 136 we are looking for. I trust that you remain interested in this job opportunity 137, would a 1:00 P.M. appointment next Tuesday work for you? Please prepare a proposal that explains how you would increase production at our plant without decreasing quality 138.

Best regards,  
Karen Morris  
TKN Manufacturing  
202-555-0127 ext. 23

135. (A) suiting  
(B) suitable  
(C) suit  
(D) suits

136. (A) agreements  
(B) performances  
(C) qualities  
(D) promotions

137. (A) Despite that  
(B) If so  
(C) However  
(D) For example

138. (A) I would certainly be happy to write a job reference for you  
(B) My assistant will train you in your new duties  
(C) I look forward to hearing your vision for an efficient workplace  
(D) Your new product ideas were especially informative.

10

Questions 139 to 142 refer to the following advertisement:

---

**Do you wear Eyeglasses? Contact Culler Solutions Today!**

In June, Culler Solutions will be conducting a consumer study on behalf of Optometrica 21. To this end, we are 139 eyeglass wearers between ages of 21 and 65. Participants must have a prescription that is less than two years old 140 the start of the study. 141

Interested individuals are requested to fill out a short survey at [www.cullersolutions.com/eyeglass\\_study](http://www.cullersolutions.com/eyeglass_study). Qualified applications will be contacted by a member of our staff. Upon completion of the study, each participant 142 a gift card valued at \$100.

---

139. (A) seeking  
(B) insuring  
(C) promoting  
(D) showing

140. (A) except for  
(B) as  
(C) because of  
(D) at

141. (A) We reserve the right to order discounted eyeglass frames.  
(B) We will need to request a copy of the document for confirmation  
(C) We will enclose a copy of the document in the package.  
(D) We ask that you submit payment for the prescription promptly.

142. (A) will receive  
(B) had received  
(C) to receive  
(D) to be received

Questions 143 to 146 refer to the following article:

### Sunnyville Daily

#### Times Local News

(5 May) — On Monday, following a city council meeting, Mayor Tom Biel announced the introduction of training programs for aspiring city transportation workers. During the press conference, he noted the current 143 for both drivers and mechanics. 144, he pointed to a wave of employee retirements as having triggered these urgent staffing needs. The announcement 145 with approval by most city officials. However, Nelton District Representative Laura Ochoa was unconvinced. 146

143. (A) settlement  
(B) reduction  
(C) demand  
(D) difficulty

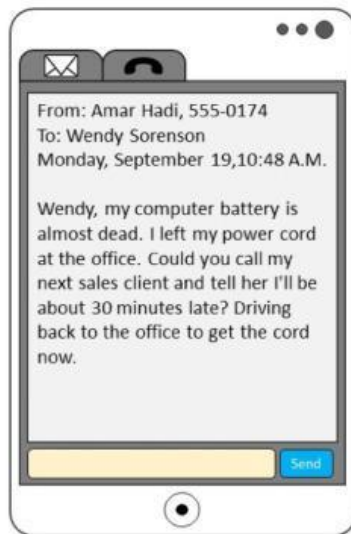
144. (A) Specifically  
(B) Undoubtedly  
(C) Regardless  
(D) Besides

145. (A) will be meeting  
(B) to meet  
(C) had been meeting  
(D) was met

146. (A) She expects ticket prices to fall in response to complaints.  
(B) She thinks the driver's license test should be more thorough.  
(C) She wants to recruit workers who are already skilled.  
(D) She feels it is too early to start replacing the city's buses. <sup>12</sup>



Questions 147 and 148 refer to the following text message:



147. Why did Mr. Hadi send the text message to Ms. Sorenson?

- (A) To ask if she found his power cord
- (B) To request that she contact a customer
- (C) To remind her to recharge a device
- (D) To confirm the location of a sales appointment

148. What will Mr. Hadi probably do next?

- (A) Look for his computer
- (B) Return to his office
- (C) Buy a power cord
- (D) Call technical support

Questions 156 and 158 refer to the following letter:

**Calmont Art Museum**

254 Tanner Road  
Hamilton HM 12  
www.calmont.org.bm

19 December  
Mr. Reggie Sayre  
16 Neville Lane  
Paget PG 05  
Bermuda

Dear Mr. Sayre:

As a Calmont Art Museum member, you will soon be able to take advantage of our Member Appreciation Month discounts. — [1] —. From 1 to 31 January, members will receive an extra 20 percent savings on all gift-shop items. Members will also be offered a complimentary cup of coffee or tea with their meal in the café.

Additionally, those who become first-time members by 31 January will receive a 10 percent membership fee discount. — [2] —. So encourage your friends to go online and sign up.

— [3] —. Every Friday of the month, the previously closed third-floor galleries, which feature sculptures and paintings by contemporary Bermudian artists, will be open to all visitors until 9:00 P.M. Photographs of select artwork from these galleries can be viewed on our Web site.

— [4] —. We hope to see you in the coming month.

Sincerely,  
Ilyana Cooper  
Director of Member Services

156. What is true about the Calmont Art Museum building?

- (A) It has a restaurant.
- (B) It will be closing for one month.
- (C) It will have photographs on display.
- (D) It has a studio for art classes.

157. According to the letter, what will be different on Fridays?

- (A) Museum admission will be free.
- (B) Additional galleries will be open.
- (C) Hours at the gift shop will be extended.
- (D) Bermudian artwork will be on sale.

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

"January is a wonderful time to visit the museum for another reason."

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

Questions 161 - 164 refer to the following article:

### Long Ride Even Longer?

By Selma Gonzalez

On Monday, Chien Motors, the manufacturer now producing Long Ride motorcycles, announced a delay in the introduction of the new Flash JX model. Industry competitors responded with surprise at the news. —[1]—. And Long Ride motorcycle fans went online en masse to express frustration with Chien Motors for canceling March's much-anticipated rollout.

It seems the decision to equip the Flash JX with a hybrid system, which uses both gasoline and electric power, is to blame. Chien Motors admits that the current prototype was rejected because of its excessive size and weight. This design of the power system would have required a larger motorcycle body than planned. They also had concerns over its lack of power output. —[2]—.

In addition to the design challenges, the Long Ride factory, having been equipped to produce previous models, is not ready for production of the Flash JX hybrid. —[3]—. New equipment will need to be purchased, and the assembly floor will need to be reconfigured.

Last year, Chien Motors was widely praised by motorcycle enthusiasts after it stepped in to save Long Ride from going out of business. What a difference twelve months has made. — [4]—.

161. What is indicated about Chien Motors?

- (A) It owns the Long Ride motorcycle brand.
- (B) It plans to sell a model at a reduced price.
- (C) It is moving its headquarters.
- (D) It will introduce a new motorcycle in March.

162. What is NOT mentioned as a problem with the power system?

- (A) It is too heavy.
- (B) It is too expensive.
- (C) It is too weak.
- (D) It is too large.

163. Why will the factory be renovated?

- (A) It does not comply with a new regulation.
- (B) It has not been updated in over a decade.
- (C) It had been set up to make older models.
- (D) It is too small to produce two models at once.

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

"Now they will need to win back the goodwill of these potential customers."

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

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Questions 165 - 168 refer to the following text-message chain:

**David Fowles [4:26 P.M.]** Ms. Kang, tomorrow's forecast is calling for storms, so the roof work on your hotel's new wing will have to be put on hold.

**Sue Kang [4:27 P.M.]** Will that mean no work the whole day?

**David Fowles [4:27 P.M.]** Not at all. My workers can help Tony Ulman's crew repair the support beams inside the old building.

**Sue Kang [4:28 P.M.]** How long will it take to repair those?

**David Fowles [4:25 P.M.]** Let me check.

**David Fowles [4:29 P.M.]** Tony, how close are you to finishing your project?

**Tony Ulman [4:31 P.M.]** Things were looking OK until this morning when the structural engineer came by with some updates. We'll be working late the next few days.

**David Fowles [4:32 P.M.]** How would you feel about my crew helping you out tomorrow?

**Tony Ulman [4:33 P.M.]** Great! Then we could possibly finish in one day.

**Sue Kang [4:35 P.M.]** So your workers will only need access to the old building?

**David Fowles [4:36 P.M.]** For tomorrow, yes. Would it be OK for them to leave their cars in front of the old building?

**Sue Kang [4:38 P.M.]** Sure. There should be enough spaces next to the main entrance. And could you remind them not to take vehicles onto the grass?

**165.** What does Mr. Fowles suggest will interrupt work tomorrow?

- (A) Broken equipment
- (B) A delayed delivery
- (C) Poor weather
- (D) A lack of workers

**166.** At 4:31 P.M., what does Mr. Ulman most likely mean when he writes, "We'll be working late the next few days"?

- (A) His crew has not been reporting to work on time.
- (B) His crew's plan is to leave early on Friday.
- (C) His crew is needed at two different work sites.
- (D) His crew's project was made more difficult.

**167.** Who most likely is Ms. Kang?

- (A) A landscape designer
- (B) A hotel manager
- (C) A transportation coordinator
- (D) A roofing supplier

**168.** What is one topic Mr. Fowles asks about?

- (A) The best building entrance for their use
- (B) Directions to the old building
- (C) Plans for the new wing
- (D) The availability of parking

Questions 172 - 175 refer to the following notice:

**Prendis National Park Authority (PXPA)**

Prendis National Park include mainland shore areas and Prendis Island itself. Please note, however, that additional restrictions will be in force for accessing the island this summer. Unless they are members of an official tour, visitors to the Park will be prohibited from setting foot on Prendis Island. This rule also applies to individuals who may wish to visit the island independently using private watercraft. Such individuals may view the island from the water and may anchor offshore, but must not make landfall on the island.

The PNPA's official boat tours for visitors to the island are offered seven days a week throughout the year and depart at two-hour time intervals starting at 8 a.m. The final tour leaves at 4 p.m., except for the summer months of December through March, when this is extended to 6 p.m. Call 08 9776 5992 to make reservations. The official tour includes a brief visit to the island itself, where you can view bird-nesting areas with a PNPA park ranger as your authorized escort.

**Payment and Reservations**

- Tours are capped at 18 participants. If your group is smaller than 15, we reserve the right to include other visitors in your tour.
- Tickets are \$20 per person for those 12 years of age and over and \$10 per child under the age of 12.
- A nonrefundable deposit of \$5 per person is required to hold a reservation for groups. Your deposit will be credited to your total group admission fee. If your party does not arrive at the specified time, we reserve the right to shorten the trip as necessary in order to avoid interfering with subsequent tours. Rescheduling cannot be considered.

172. What is announced in the notice?

- (A) An added service
- (B) A new tourist facility
- (C) A recent policy change
- (D) An updated fee structure

173. What is indicated about visiting Prendis Island?

- (A) Visitors are warned not to disturb the wildlife.
- (B) To tour on foot, visitors must be accompanied by a guide.
- (C) Visitors are not permitted to swim near the island.
- (D) To view the island from a boat, visitors must join an official tour.

174. What is NOT mentioned about the PNPA's tours?

- (A) The capacity is limited.
- (B) Advance payment may be required.
- (C) Tour times vary by season.
- (D) Overnight tours can be scheduled.

175. According to the notice, what may happen if a group arrives late for a scheduled tour?

- (A) It may be canceled.
- (B) It may last less than two hours.
- (C) It may cost more.
- (D) It may be moved to another day.

23

Questions 176 and 180 refer to the following Web page and customer review:

http://www.ticket-stack.com

## Welcome to Ticket Stack

Reviews [Home](#) Events Place Orders

**Ticket Stack – the online source for all your ticket needs!**  
Ticket Stack has printed tickets for millions of events, including concerts, sporting events, conferences, and more. No matter what the event, we can help you design the perfect ticket.

**Step 1: Create your ticket**  
Browse our collection of attractive template designs by selecting a category. You can easily modify the text of each template to include your event information. If you want more control over the color scheme, font, images, and other design features, simply download our Ticket Stack Design Application. This free software gives customers the freedom to go beyond the standard templates and modify the appearance of their tickets.

**Step 2: Choose a quantity**  
With Ticket Stack, you can order as few as 50 tickets or as many more as you need.  
The more you order, the lower the price!

Quantity	Price per item
50 - 500	30 cents
501 - 1,000	20 cents
1,001 - 2,500	10 cents
2,501 or more	8 cents

**Step 3: Add an invisible verification stamp**  
For an additional 2 cents per item, you can choose to have the back of your tickets printed with ultraviolet ink, visible only under a black light. This feature ensures the authenticity of your tickets.

**Step 4: Place your order**  
Orders generally require three business days to process, but large orders may take longer. Be sure to place your order well in advance of your event.

176. According to the Web page, what does the free software allow users to do?

- (A) Customize designs
- (B) Confirm attendees
- (C) Update a Web site
- (D) Check customer information

177. What is mentioned on the Web page about Ticket Stack?

- (A) It offers a variety of ticket sizes.
- (B) It offers an optional security feature.
- (C) It uses a unique numbering system.
- (D) It has several store locations.

178. What is indicated about Mr. Collier?

- (A) He paid ten cents per ticket.
- (B) He requested a rush order.
- (C) He chose a standard template.
- (D) He received more tickets than he requested.

179. What is suggested about the Dewley Theater?

- (A) It is located in Albany.
- (B) It is planning to change its logo.
- (C) It recently reduced its ticket prices.
- (D) It mails tickets directly to patrons.

180. According to the review, why does Mr. Collier prefer Ticket Stack over another company?

- (A) It has lower prices.
- (B) It delivers internationally.
- (C) It uses higher-quality equipment.
- (D) It processes orders more quickly.

24



Questions 181 – 185 refer to the following e-mail and business plan

**Revised Business Plan: Sole Assortment**

**Section 1. Purpose**

Raleigh Street has become a vibrant district of eateries, shops, and entertainment venues. My business, Sole Assortment, will fill a very significant gap among the existing apparel shops and department stores. Sole Assortment will focus on women's shoes and accessories. We are committed to offering high-quality footwear at affordable prices in a relaxing, customer-centered environment.

**Section 2. Target Market**

Sole Assortment will serve women who work in the surrounding area. Because many office buildings are within walking distance, customers from the target market are likely to frequent the store during mid-day breaks and at the end of the business day. Weekend customers are those who come to the area for shopping, during, and entertainment.

**Section 3. Estimated Timeline**

The grand opening is scheduled for May 10. The anticipated deadlines for each stage of the timeline are:

February 25	Sign Tease and obtain business permit
March 31	Renovate space and install displays
April 30	Post job announcements, complete interviews, and hire staff
May 7	Load inventory and prepare for opening

**Section 4. Financial Information**

See attached projection sheet for details about anticipated expenditures and profits.

**181.** What is the purpose of the e-mail?

- (A) To acknowledge a recent job promotion
- (B) To give instructions on getting a permit
- (C) To offer advice to a new business owner
- (D) To respond to a specific suggestion

**182.** In the e-mail, the word "secure" in paragraph 1, line 1, is closest in meaning to

- (A) guard (B) obtain (C) save (D) fasten

**183.** What section of the business plan was added?

- (A) Section 1 (B) Section 2
- (C) Section 3 (D) Section 4

**184.** What type of business does Ms. Floras plan to start?

- (A) A gourmet restaurant
- (B) An employment agency
- (C) A beauty salon
- (D) A shoe shop

**185.** According to the business plan, what information was submitted separately?

- (A) Letters of recommendation
- (B) Names of contracted suppliers
- (C) Details about estimated costs
- (D) A list of inventory items