

**Step A** Choose the word or phrase that best completes the sentence.

1. Playtown launched a \_\_\_\_\_ hotline to deal with complaints about their recall of several popular children's toys.  
(A) dedication  
(B) dedicated  
(C) dedicate  
(D) dedicatedly
2. Ms. Han, who has traveled all over the world, considers the Palm Hotel \_\_\_\_\_.  
(A) satisfy  
(B) satisfaction  
(C) satisfied  
(D) satisfactory
3. The novel *People in Cities* became \_\_\_\_\_ after television personality Tara Winters featured it on her show.  
(A) famously  
(B) fame  
(C) famous  
(D) famed
4. For passengers on flight YT221 to Rome, please form an \_\_\_\_\_ line at the gate and have your passport and boarding pass ready.  
(A) orderly  
(B) order  
(C) ordered  
(D) ordering
5. At Turner & Associates, there are \_\_\_\_\_ opportunities for bright and motivated individuals.  
(A) a little  
(B) an amount of  
(C) a number of  
(D) much
6. It is a significant problem when only \_\_\_\_\_ employees arrive at work in time for the morning meeting.  
(A) a few  
(B) a little  
(C) an amount of  
(D) much
7. We ask \_\_\_\_\_ candidates to be patient as this job vacancy attracted over two hundred applications.  
(A) hoping  
(B) hopeless  
(C) hoped  
(D) hopeful
8. Although many employees were upset, management's decision to reduce the holiday bonus payment was an \_\_\_\_\_ decision.  
(A) understandable  
(B) understood  
(C) understanding  
(D) understand

**Step B** Choose the word or phrase that best completes the text.

Questions 1–4 refer to the following notice.

This is a reminder that all of our ——— **1.** records must be used and stored responsibly. Lately there have been ——— **2.** incidents in which medical records were left on the reception desk.

We are worried that unauthorized people might read these documents or take them from the clinic. Luckily, nothing serious has happened yet, but the team must be more careful in the future.

It is not ——— **3.** that records are returned to the filing shelves immediately after use. We understand that staff can be interrupted by visitors or phone calls. However, records must be placed out of sight until they can be returned.

Please remember that our records contain ——— **4.** information that might cause major problems if it is shared publicly.

1. (A) confide  
(B) confidence  
(C) confident  
(D) confidential

2. (A) any  
(B) a few  
(C) a little  
(D) much

3. (A) critics  
(B) critical  
(C) criticize  
(D) critically

4. (A) sense  
(B) sensible  
(C) sensitive  
(D) sensational

**Step A** Choose the word or phrase that best completes the sentence.

1. Every visitor to the office likes Zoe Smith because she is so \_\_\_\_\_ friendly.  
(A) consist  
(B) consistent  
(C) consisted  
(D) consistently
2. Every item from the factory is packed so \_\_\_\_\_ that any damage is unlikely.  
(A) careless  
(B) careful  
(C) carefully  
(D) caring
3. The jewels in the shop are \_\_\_\_\_ expensive for most people to afford.  
(A) so  
(B) such  
(C) too  
(D) very
4. Be sure to arrive at the presentation hall by 7:30 as the speeches will start \_\_\_\_\_ after that.  
(A) shortly  
(B) shorts  
(C) short  
(D) shorted
5. With Vine online banking, you can access your money \_\_\_\_\_ from anywhere in the world.  
(A) aggressively  
(B) immediately  
(C) desperately  
(D) thoroughly
6. The building manager will \_\_\_\_\_ update staff about progress of the repairs.  
(A) frequently  
(B) frequent  
(C) frequented  
(D) frequenting
7. Although the office decorations didn't cost \_\_\_\_\_ much, most people noticed that the atmosphere was greatly improved.  
(A) mostly  
(B) extremely  
(C) very  
(D) always
8. Although the service is \_\_\_\_\_ slow, Arirang is still considered the best restaurant in town.  
(A) sometimes  
(B) rarely  
(C) much  
(D) never

**Step B** Choose the word or phrase that best completes the text.

Questions 1–4 refer to the following article.

The new Austin Department at the Bluebell Children's Hospital was \_\_\_\_\_ opened today, with Health Minister Helen Lopez visiting the hospital for the official ceremony. **1.**

At a cost of \_\_\_\_\_ \$150 million, the new department gives patients access to the best medical care and equipment. **2.**

The new space contains a large area for general care, one emergency care unit, and a comfortable zone for visitors.

\_\_\_\_\_ the Bluebell Children's Hospital has been a regular topic in local newspapers, as many patients have complained about their experiences there. However, Ministry of Health spokesman Lucas Goldberg believes the Austin Department will change people's minds. "We had \_\_\_\_\_ planned to upgrade the hospital's facilities, but we needed time to find the best option," he says. **3.** **4.**

- 1.** (A) pride  
(B) proudly  
(C) proud  
(D) prideful

- 2.** (A) close  
(B) closely  
(C) near  
(D) nearly

- 3.** (A) Lately  
(B) Late  
(C) Latest  
(D) Later

- 4.** (A) rarely  
(B) seldom  
(C) always  
(D) regularly