

Practice Test 1

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example

Sample Answer



Statement (C), "They're working at their desks." is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



3.



4.



5.



6.



PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter A, B, or C, on your answer sheet.

- 7. Mark your answer on your answer sheet.
- 8. Mark your answer on your answer sheet.
- 9. Mark your answer on your answer sheet.
- 10. Mark your answer on your answer sheet.
- 11. Mark your answer on your answer sheet.
- 12. Mark your answer on your answer sheet.
- 13. Mark your answer on your answer sheet.
- 14. Mark your answer on your answer sheet.
- 15. Mark your answer on your answer sheet.
- 16. Mark your answer on your answer sheet.
- 17. Mark your answer on your answer sheet.
- 18. Mark your answer on your answer sheet.
- 19. Mark your answer on your answer sheet.

- 20. Mark your answer on your answer sheet.
- 21. Mark your answer on your answer sheet.
- 22. Mark your answer on your answer sheet.
- 23. Mark your answer on your answer sheet.
- 24. Mark your answer on your answer sheet.
- 25. Mark your answer on your answer sheet.
- 26. Mark your answer on your answer sheet.
- 27. Mark your answer on your answer sheet.
- 28. Mark your answer on your answer sheet.
- 29. Mark your answer on your answer sheet.
- 30. Mark your answer on your answer sheet.
- 31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

- 32.** When were the speakers originally going to meet with Jerry?
 (A) Tuesday
 (B) Wednesday
 (C) Thursday
 (D) Friday
- 33.** What is the woman's concern about Jerry?
 (A) His flight will be delayed.
 (B) His decision will come too late.
 (C) He will not have time to meet them.
 (D) He will make a decision she disagrees with.
- 34.** What does the man ask the woman to do?
 (A) Schedule a meeting
 (B) Call him after work
 (C) Contact Jerry in Tokyo
 (D) Agree to meet in the evening
-
- 35.** What does the woman ask the man?
 (A) If he knows of any new restaurants
 (B) If he wants to invite a friend to dinner
 (C) If he can remember the name of a restaurant
 (D) If he wants to eat at a restaurant he's never been to
- 36.** What can be inferred about the woman?
 (A) She rarely eats out.
 (B) She dislikes seafood.
 (C) She does not like to cook.
 (D) She lives far from downtown.
- 37.** What does the woman suggest the speakers do?
 (A) Cook dinner at home
 (B) Order food for delivery
 (C) Go to a familiar restaurant
 (D) Ask a friend for suggestions
- 38.** Why does the man say he wants to end his cable service?
 (A) He rarely uses it.
 (B) It is too expensive.
 (C) He is moving to a new house.
 (D) It has a poor selection of programs.
- 39.** What is learned about the man?
 (A) He often travels for work.
 (B) He recently started a new job.
 (C) He regularly watches the news.
 (D) He does not enjoy watching TV.
- 40.** What does the woman suggest the man do?
 (A) Get a different TV
 (B) Watch less television
 (C) Buy a more limited service
 (D) Change his cable service provider
-
- 41.** What does the woman want to know about the man?
 (A) If he has decided to accept a job offer
 (B) When his new job is expected to begin
 (C) If something she heard about him is true
 (D) Whether he can do her a favor before he leaves
- 42.** What is learned about the man?
 (A) He has been working two jobs.
 (B) He is unhappy with his current job.
 (C) He feels his current job is a little dangerous.
 (D) He has been working with the woman for a short time.
- 43.** What does the man say he will be doing?
 (A) Running his own business
 (B) Flying frequently for work
 (C) Buying new video equipment
 (D) Working for a media company

- 44.** What can be inferred about the woman?
- (A) She does not want the man's assistance.
 - (B) She has previously talked with the clients.
 - (C) She has already written part of the proposal.
 - (D) She does not feel confident about her writing.
- 45.** What problem does the woman have with the man's suggestion?
- (A) The job cannot be done as cheaply as the man would like.
 - (B) The work cannot be divided according to the man's wishes.
 - (C) The proposal cannot be written as quickly as the man wants.
 - (D) The technology cannot do everything the man wants it to do.
- 46.** What does the woman mean when she says, "I can get you up to speed."
- (A) She can help the man understand the technology.
 - (B) She will prepare the man to meet with the clients.
 - (C) The proposal needs to be written as soon as possible.
 - (D) The man will need to work as quickly as the woman.

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- 47.** What does the man find impressive?
- (A) The number of maps that have been collected
 - (B) The condition in which the maps have been maintained
 - (C) The job the woman has done organizing the map collection
 - (D) The speed with which the library has collected so many maps
- 48.** What does the woman say is a concern?
- (A) Making the maps available to visitors
 - (B) Keeping the map collection organized
 - (C) Keeping the maps from being damaged
 - (D) Increasing the size of the map collection

- 49.** What does the woman say about the library's maps?
- (A) Many of them need to be repaired.
 - (B) Other libraries have added to the collection.
 - (C) They cannot be stored in the same way as books.
 - (D) They have been collected from all around the world.

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- 50.** Where does the man work?
- (A) In a bank
 - (B) In a school
 - (C) In a factory
 - (D) In a hospital
- 51.** What information does the man give the woman about the job?
- (A) Its annual salary
 - (B) Its daily schedule
 - (C) Its medical benefits
 - (D) Its regular responsibilities
- 52.** What does the man ask the woman to do?
- (A) Sign a work agreement
 - (B) Begin work immediately
 - (C) Come in for an interview
 - (D) Confirm salary and start date

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- 53.** What happened to Nick?
- (A) He was late to work.
 - (B) He had a problem with his car.
 - (C) He could not get phone service.
 - (D) He had trouble leaving his home.

- 54.** What is said about the storm?
- (A) It passed quickly.
 - (B) It moved toward the east.
 - (C) It is expected to get worse.
 - (D) It damaged the electrical system.

- 55.** How did the woman hear about the storm?
- (A) She saw it on television.
 - (B) She was told by a coworker.
 - (C) She heard about it on the radio.
 - (D) She read about it in a newspaper.

56. What does the man say he did?
 (A) Pretended to be a customer
 (B) Argued with a sales assistant
 (C) Spoke to a manager at a store
 (D) Heard complaints from customers
57. What does the woman imply is a problem?
 (A) The age of the employees
 (B) The quality of the training
 (C) The money employees are paid
 (D) The way managers treat employees
58. What does the man mean when he says, "Well, let's think about this."
 (A) Employees have had training in the past.
 (B) He may have given the wrong information.
 (C) The woman's suggestion may not solve the problem.
 (D) More people should be involved in making a decision.
-
59. What are the speakers mainly discussing?
 (A) The design of a new product
 (B) A product review on a website
 (C) The success of a new business partnership
 (D) A survey that was published in a magazine
60. What do the speakers all want to know?
 (A) How sales have been affected
 (B) When the product can be released
 (C) What Keith thinks about the product
 (D) How the design team is going to react
61. What does the woman promise to do?
 (A) Analyze some numbers
 (B) Work late into the evening
 (C) Download the new application
 (D) Contact the man later in the day

Dear Guest

Due to the popularity of our guest room amenities, we now offer these items for sale.

• Alarm Clock	\$25.00	• Hand Towels	\$15.00
• Hairdryer	\$45.00	• Bath Towels	\$20.00
• Coffee Maker	\$50.00	• Sheets/per set	\$50.00
• Pillows	\$25.00	• Blankets/Comforters	\$60.00

Should you decide to take these articles from your room we will assume you approve a corresponding charge to your account.

62. What does the woman want to know?
 (A) Why her payment was delayed
 (B) Why she received her bill after she left
 (C) Why she paid the wrong amount for an item
 (D) Why an unexpected charge appeared on her bill
63. What does the man explain about the hotel's policies?
 (A) All guests sign an agreement when they check in.
 (B) Items may be purchased from the hotel's front desk.
 (C) Rooms are examined for lost items after guests leave.
 (D) Charges are explained to guests while they are at the hotel.
64. Look at the graphic. How much extra did the woman pay?
 (A) \$20.00
 (B) \$45.00
 (C) \$25.00
 (D) \$50.00

Professor Catherine Baines Spring Schedule, 20XX					
	MON	TUE	WED	THU	FRI
8:00AM		STAT 480: Statistical Methods 206 Levi Hall		STAT 480: Statistical Methods 206 Levi Hall	
9:00AM		Office Hours (9:15-10:00) 260 Monroe		Office Hours (9:15-10:00 PM) 260 Monroe	
10:00AM			STAT 597: Graduate Seminar 143 Monroe		
11:00AM					
12:00 PM	Office Hours (12:00-1:00) 260 Monroe		Office Hours (12:00-1:00) 260 Monroe		
1:00PM					

65. What does the woman request for her seminar?
- (A) To schedule it for the afternoon
 - (B) To replace her office hours with it
 - (C) To meet in the same building as her office
 - (D) To hold it on a day when she does not have a class
66. What does the man suggest may be a problem?
- (A) Finding an empty classroom
 - (B) Traveling to a different building
 - (C) Changing the woman's office hours
 - (D) Getting students to attend on a different day
67. Look at the graphic. At what time will the woman have her seminar?
- (A) 11:00 AM
 - (B) 12:00 PM
 - (C) 1:00 PM
 - (D) 1:45 PM

Royal Way Apartments		
Unfurnished Rentals from \$1,050 to \$1,550 per month.		
FLOOR PLANS	SQ. FT.	MONTHLY RENT
Studio	550	\$1,050
One Bedroom	570-760	\$1,100 or \$1,350
Two Bedroom	770-1,050	\$1,350 or \$1,550
Three Bedroom	1,050	\$1,550

68. What can be inferred about the woman?
- (A) She tried to contact the man earlier.
 - (B) She lives very close to the building.
 - (C) She is not willing to pay more.
 - (D) She needs to move as soon as possible.
69. What is the woman's concern?
- (A) The size of the apartment
 - (B) The location of the building
 - (C) The amount of money she can afford
 - (D) The limited time she has before she needs to move
70. Look at the graphic. How big is the apartment the woman is going to see?
- (A) 550 sq. ft.
 - (B) 570 sq. ft.
 - (C) 760 sq. ft.
 - (D) 770 sq. ft.

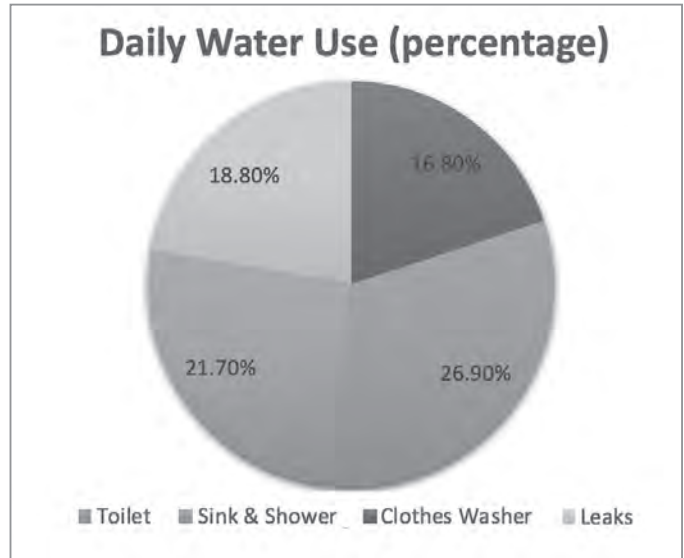
PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C) or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

- 71.** What is the limit on the announced offer?
 (A) It is only available to certain customers.
 (B) It must be arranged at least one day in advance.
 (C) It is not available from all rental offices.
 (D) It does not include the cost of insurance.
- 72.** When must the rental car be returned?
 (A) Friday night
 (B) Sunday noon
 (C) Monday midday
 (D) Monday evening
- 73.** What will probably happen next?
 (A) The caller will press a button.
 (B) The recording will play again.
 (C) An agent will assist the caller.
 (D) The caller will leave a message.
-
- 74.** What happened at the supermarket?
 (A) A robbery took place
 (B) A wild animal entered
 (C) A customer had a baby
 (D) A person was found sleeping
- 75.** Who is William Smith?
 (A) A reporter
 (B) A police officer
 (C) A store manager
 (D) A supermarket customer
- 76.** What does William Smith say about the incident?
 (A) It left him feeling upset.
 (B) It happened very quickly.
 (C) It could have been worse.
 (D) It was handled by experts.
-
- 77.** What does the announcement mostly concern?
 (A) A lost item
 (B) A flight delay
 (C) A gate change
 (D) An airport policy
- 78.** What are passengers asked to do?
 (A) Go to the baggage claim
 (B) Keep their bags with them
 (C) See airline staff for details
 (D) Prepare to get on the plane
- 79.** What is said about shops and restaurants?
 (A) The staff can help to report problems.
 (B) The staff cannot store passengers' luggage.
 (C) They are located near the boarding areas.
 (D) They provide a comfortable place for passengers to wait.
-
- 80.** What is the woman's complaint about Justin?
 (A) He is using her computer.
 (B) He arrived late for a meeting.
 (C) He removed files she was using.
 (D) He is blaming her for a problem he caused.
- 81.** What does the speaker imply when she says, "You believe that?"
 (A) She wants Justin to apologize.
 (B) She feels Justin behaved rudely.
 (C) She wants John to speak to Justin.
 (D) She does not believe what Justin said.
- 82.** What is the woman's concern?
 (A) Her files will be seen by other people.
 (B) The company's payments will be late.
 (C) Her information will be permanently lost.
 (D) She will need to move to a different office.
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- 83.** What is said about Highway 110?
 (A) Traffic is moving normally.
 (B) There has been a small accident.
 (C) It will be closed for a short time.
 (D) There are delays in both directions.
- 84.** What are drivers on Highway 495 advised to do?
 (A) Use a different highway
 (B) Avoid it during rush hour
 (C) Travel at slower than normal speeds
 (D) Leave the highway for a short distance
- 85.** When are workers expected to be finished with their work?
 (A) Within 20 minutes
 (B) In 30 minutes
 (C) Before 4 o'clock
 (D) After the evening rush hour
-
- 86.** Who is the speaker?
 (A) A reporter
 (B) A scientist
 (C) A professor
 (D) A tour guide
- 87.** Why does the speaker mention shipping?
 (A) To show how timekeeping has changed
 (B) To explain why the Greenwich site was chosen
 (C) To give an example of the importance of timekeeping
 (D) To provide details about Greenwich's current industries
- 88.** What does the speaker imply about the International Date Line?
 (A) It creates confusion for travelers.
 (B) It was created before the 19th century.
 (C) Its location is convenient for most people.
 (D) It was originally planned to fall through Greenwich.
-
- 89.** What does the speaker say about video games?
 (A) They help develop social skills.
 (B) They improve students' test scores.
 (C) They help teachers control students in class.
 (D) They increase students' ability to concentrate.
- 90.** What does the speaker mean when he says, "So, keep this in mind."
 (A) Consider the benefits of video games.
 (B) Use more video games in the classroom.
 (C) Think about how the study was conducted.
 (D) Do not complain about children playing video games.
- 91.** What does the speaker ask the audience to do?
 (A) Perform their own research
 (B) Select appropriate video games
 (C) Limit the use of video games at home
 (D) Talk to children about video game use
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- 92.** What is learned about Tamara Windsor?
 (A) She has recently graduated.
 (B) She has a degree in Marketing.
 (C) She comes highly recommended.
 (D) She has won awards for her work.
- 93.** In which department will Bob Brown work?
 (A) Finance
 (B) Marketing
 (C) Advertising
 (D) Human Resources
- 94.** Why does the speaker say, "Over to you."?
 (A) To conclude her presentation
 (B) To invite Tamara Windsor to speak
 (C) To make sure she has not forgotten anything
 (D) To ask the audience to welcome the new employees
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Stops	Palmetto	Acela Express	Northeast Regional	Acela Express
New York, NY	5:51 AM	6:00 AM	6:30 AM	7:00 AM
Trenton, NJ	6:55 AM	–	7:28 AM	–
Philadelphia, PA	7:26 AM	7:18 AM	7:59 AM	8:17 AM
Wilmington, DE	7:52 AM	7:37 AM	8:21 AM	8:36 AM
Baltimore, MD	8:44 AM	8:21 AM	9:08 AM	9:23 AM
Washington, DC	9:24 AM	8:58 AM	9:56 AM	9:58 AM



95. Look at the graphic. At what time will the woman arrive?

- (A) 8:58 AM
- (B) 9:24 AM
- (C) 9:56 AM
- (D) 9:58 AM

96. What does the woman say about her travel problems?

- (A) Business will not be affected.
- (B) They were caused by the weather.
- (C) A meeting will need to be delayed.
- (D) She will take the local train instead.

97. What does the woman say she will do when she arrives?

- (A) Take a taxi
- (B) Make a phone call
- (C) Go to a lunch meeting
- (D) Wait at the train station

98. What does the speaker imply?

- (A) Different households use water very differently.
- (B) Experts agree on how much water is wasted each day.
- (C) His numbers are based on the average American household.
- (D) The exact amount of water that is used each day is unknown.

99. What does the speaker say about people who use water at home?

- (A) They waste money by not saving water.
- (B) They should try to use less water each day.
- (C) They do not think enough about the water they use.
- (D) They are unaware of which activities use the most water.

100. Look at the chart. What percentage of water use does the speaker suggest could be saved?

- (A) 16.80%
- (B) 18.80%
- (C) 21.70%
- (D) 26.90%

This is the end of the Listening test. Turn to Part 5 in your test book.

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark (A), (B), (C), or (D) on your answer sheet.

- 101.** Business success often ----- on convincing customers to buy a particular product or service.
 (A) finds
 (B) bases
 (C) agrees
 (D) depends
- 102.** Scientists have been ----- research on the health effects of using cellular phones.
 (A) putting up
 (B) holding on
 (C) carrying out
 (D) going through
- 103.** ----- how hard Cohen trains, he always seems to finish in second place.
 (A) However
 (B) No matter
 (C) Despite that
 (D) Even though
- 104.** World leaders are struggling to find effective ways to deal with the ----- crisis.
 (A) economic
 (B) economics
 (C) economical
 (D) economically
- 105.** All managers are required ----- Baxter's online management training course.
 (A) take
 (B) taken
 (C) taking
 (D) to take
- 106.** Mr. Taylor has requested next Monday afternoon off ----- take his child to the dentist.
 (A) to
 (B) that
 (C) so that
 (D) because of
- 107.** Besides ----- in charge of production, Alice Wilson also manages the design team.
 (A) to be
 (B) being
 (C) she is
 (D) from being
- 108.** The Amazon rain forest provides a safe ----- for many kinds of animals that are found nowhere else on Earth.
 (A) survival
 (B) condition
 (C) population
 (D) environment

- 109.** The security guard position ----- working on nights and weekends.
 (A) needs
 (B) prefers
 (C) consists
 (D) requires
- 110.** The hotel's award-winning restaurant features simple ----- delicious local dishes.
 (A) so
 (B) but
 (C) for
 (D) nor
- 111.** The screensaver not only displays the time, it ----- displays useful information such as weather forecasts.
 (A) also
 (B) both
 (C) either
 (D) instead
- 112.** DNP has succeeded in ----- its business into a million-dollar operation in under two years.
 (A) transform
 (B) to transform
 (C) transforming
 (D) the transforming
- 113.** Too much exercise can cause muscle strain, ----- can lead to more serious injuries.
 (A) they
 (B) what
 (C) those
 (D) which
- 114.** Automobile companies ----- have high manufacturing costs.
 (A) sharply
 (B) typically
 (C) practically
 (D) completely
- 115.** County Airport ----- if Urban Airlines had not stepped in.
 (A) would close
 (B) will be closed
 (C) had been closed
 (D) would have closed
- 116.** Rovers fans want their new stadium ----- in time for the new season.
 (A) finish
 (B) to finish
 (C) finished
 (D) will finish
- 117.** Supermarket giant Foodex plans to ----- its main competitor, Earthfood, in a deal worth more than \$2 billion.
 (A) call off
 (B) take over
 (C) break out
 (D) cut down on
- 118.** The world's largest ----- of geothermal electricity is the United States of America.
 (A) leader
 (B) author
 (C) designer
 (D) producer
- 119.** Any damaged product ----- if it is received by the company within ten days of purchase.
 (A) could replace
 (B) will be replaced
 (C) should be replacing
 (D) might have replaced
- 120.** The office is responsible for ensuring that company money is used -----.
 (A) highly
 (B) greatly
 (C) properly
 (D) generally

TEST 1

121. Yoka has released a new video game that is quickly proving to be ----- its competitors'.
- (A) popular than
 - (B) as popular as
 - (C) more popular
 - (D) too popular
122. The start date for the Highway 19 bridge project has been pushed back ----- recent weather conditions.
- (A) as
 - (B) since
 - (C) due to
 - (D) because
123. All employees ----- are unable to attend the meeting should contact management immediately.
- (A) who
 - (B) when
 - (C) whose
 - (D) whoever
124. Unless we find new suppliers, we will soon ----- rising costs.
- (A) deal
 - (B) face
 - (C) view
 - (D) make
125. More people are submitting their CVs online this year than -----.
- (A) late
 - (B) last
 - (C) soon
 - (D) ahead
126. Before you sign the contract, you need to carefully ----- all the facts.
- (A) think
 - (B) expect
 - (C) believe
 - (D) consider
127. Centerville is the largest city in the state ----- a major highway.
- (A) apart
 - (B) besides
 - (C) without
 - (D) throughout
128. Miller said she resigned because she ----- for working overtime.
- (A) had not paid
 - (B) was not to pay
 - (C) would not pay
 - (D) had not been paid
129. Any ----- between 80 and 89 will result in a grade of "B".
- (A) class
 - (B) score
 - (C) school
 - (D) student
130. Many people are afraid ----- speaking in front of an audience.
- (A) at
 - (B) of
 - (C) with
 - (D) from

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following letter.

Mr. Benjamin Jones
Vice-President of Public Relations
HD Products
12450 Main Street
Columbus, OH 65407

Dear Mr. Jones,

I am writing in response to the Event Planner position advertised in the Columbus News on February 11.

I believe that my experience and education make me an excellent candidate for this ----- My resumé is
131. enclosed for your review.

I am confident that my six-year experience in Public Relations, along with my communication skills, would enable me to ----- to the success of your company.
132.

I would be very interested in scheduling a personal interview ----- my experience in more detail.
133.

----- I look forward to your reply.
134.

Sincerely,
Eve Smith

- 131.** (A) area
(B) role
(C) place
(D) office

- 133.** (A) to discuss
(B) discussing
(C) for discussion
(D) discussing about

- 132.** (A) give
(B) assist
(C) support
(D) contribute

- 134.** (A) With best wishes.
(B) It was great to meet you.
(C) Thank you for your attention.
(D) Your help has been appreciated.

Questions 135-138 refer to the following article.

OPENING OF NEW COMMUNITY CENTER

Southgate has a new Community Center. The ----- will take place on Monday, January 21st
135.
 from 3:00 p.m. to 5:00 p.m. The Mayor of Southgate, Marion Burns, will speak at the event and many
 special guests ----- to stop by.
136.

The afternoon's activities will include tours of the Center, food and drinks provided by local restaurants,
 games and prizes for kids of all ages, and much more. ----- .
137.

The Center aims to provide a range of services to the community. ----- include healthcare, social
138.
 support, and training for the unemployed.

- 135.** (A) meeting
 (B) opening
 (C) beginning
 (D) happening

- 136.** (A) expecting
 (B) will expect
 (C) are expected
 (D) will have expected

- 137.** (A) Many of Southgate's restaurants are very popular.
 (B) The city has not had a community center in many years.
 (C) All Southgate citizens and friends are welcome to attend.
 (D) Many people expect the community center to be a success.

- 138.** (A) Them
 (B) These
 (C) Others
 (D) Several

Questions 139-142 refer to the following article.

Noksung has added two new phones to its collection. The new devices are the Noksung 9870 Slide and the Noksung 9990. Both phones are ----- designed for social networking and sharing content - especially visual content - over the Internet. **139.**

The Noksung 9870 features a 14-megapixel camera and is available in a host of vivid colors. -----
As a result, you can fit it in your pocket and take it everywhere. **140.**

The Noksung 9990, which is ----- of the two devices, has a capable 8-megapixel camera and comes with a larger screen. The memory is expandable and a 1 TB card is included. **141.**

Both products sell for under \$200, which makes them among the most attractive full-functioned phones ----- in this price range. **142.**

- 139.** (A) quite
(B) rather
(C) specially
(D) variously

- 141.** (A) cheaper
(B) cheapest
(C) the cheap
(D) the cheaper

- 140.** (A) It is quite light and extremely slim.
(B) They are excellent, portable cameras.
(C) Some cameras are designed for teens.
(D) Colors can be changed with removable cases.

- 142.** (A) limited
(B) assorted
(C) valuable
(D) available

Questions 143-146 refer to the following letter.

To Whom It May Concern,

It is my great pleasure to write a letter of reference for Katsuhiko Chen. I have served as his academic advisor for -----, during which I've gotten to know him personally, as well as professionally.
143.

I can say he is a fine student, with a sharp mind and a real ----- to his studies. He is serious in his approach to research, and able to work both independently and as part of a team.
144.

-----, Mr. Chen is a warm and responsible person who shows a real concern for others.
145.

----- Thus, I am happy to give him my highest recommendation for postgraduate studies at your university.
146.

Dr. Antoine Berenz, Ph.D.
Chair, Chemistry Department
Metropolitan University

143. (A) past three years
(B) three years past
(C) three of past years
(D) the past three years

144. (A) duty
(B) guidance
(C) commitment
(D) determination

145. (A) So then
(B) Furthermore
(C) Coupled with
(D) On the other hand

146. (A) He is well liked by students and teachers alike.
(B) Many international students attend the university.
(C) He studied for three years in the chemistry department.
(D) All of these activities show his ability to work independently.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following e-mail.

To:	James Cartwright <j.cartwright@deermail.net>
From:	Derek Stemple <d_stemple@stemple_consulting.com>
Date:	October 28, 20 __ 09:32:14 a.m.
Subject:	Stemple Consulting Office is Moving!

Dear Client,

After 15 years at the Washington Street offices, we've outgrown our space! Effective December 1st, our new location is:

Stemple Consulting
444 West 41st Street, 10th Floor
New York, NY 10024

Our telephone numbers, fax numbers, and e-mail addresses will remain the same. Our web site will not be affected by the move.

Please feel free to contact us if you have any questions. Thank you for your business.

Derek Stemple
President,
Stemple Consulting Inc.

147. What does the e-mail announce?

- (A) A company move
- (B) A company closing
- (C) A new business service
- (D) An employee retirement

148. What can be inferred about James Cartwright?

- (A) His office is on the 10th floor.
- (B) His phone number has changed.
- (C) He works for Stemple Consulting.
- (D) He is a Stemple Consulting client.

Questions 149-150 refer to the following survey.

Ocean View Hotel

customer survey

Please take a moment to fill out this brief customer survey about your recent stay with us. Your answers help us improve the experience for future guests. Thank you for your time.

Name of Guest(s): Sam Ward

Room Type: Single Double Business VIP Suite

Room Number: 407

Length of Stay: 3 nights

What was the primary purpose of your stay? Business Personal/Pleasure

	unhappy	happy	very happy	neither happy nor unhappy
Overall Experience as a Guest		X		
Overall Quality of Room		X		
Quality of Service			X	
Helpfulness of Staff			X	
Quality of Restaurant	X			
Value Received for the Price		X		
Conference Rooms			X	

Comments: Overall, I was happy with the hotel, but the restaurant was disappointing. I had breakfast there the first morning and was served the wrong order. I sent it back, and got the right order, but it was cold. I complained to Mr. Gebster, the manager, and he removed the charge from my bill, which was appreciated. I must admit that the conference rooms were excellent.

149. What did Mr. Ward find least satisfying about his stay?


- (A) The staff
- (B) The room
- (C) The service
- (D) The restaurant

150. Why did Mr. Ward stay at the Ocean View Hotel?

- (A) He was on vacation.
- (B) He was visiting Mr. Gebster.
- (C) He was driving through town.
- (D) He was attending a conference.

Questions 151-152 refer to the following weather report..

AY WEATHER FORECAST



Today: Abundant sunshine. High 24°C & Low 11°C. Winds N at 5 to 10 kph.

Tomorrow: Clear sky. High 22°C & Low 10°C. Winds NNE at 5 to 10 kph.

Saturday: Mostly sunny. High 23°C & Low 11°C.

Sunday: Mostly rainy. High 18°C & Low 8°C.

Monday: Mostly cloudy. High 20°C & Low 9°C.

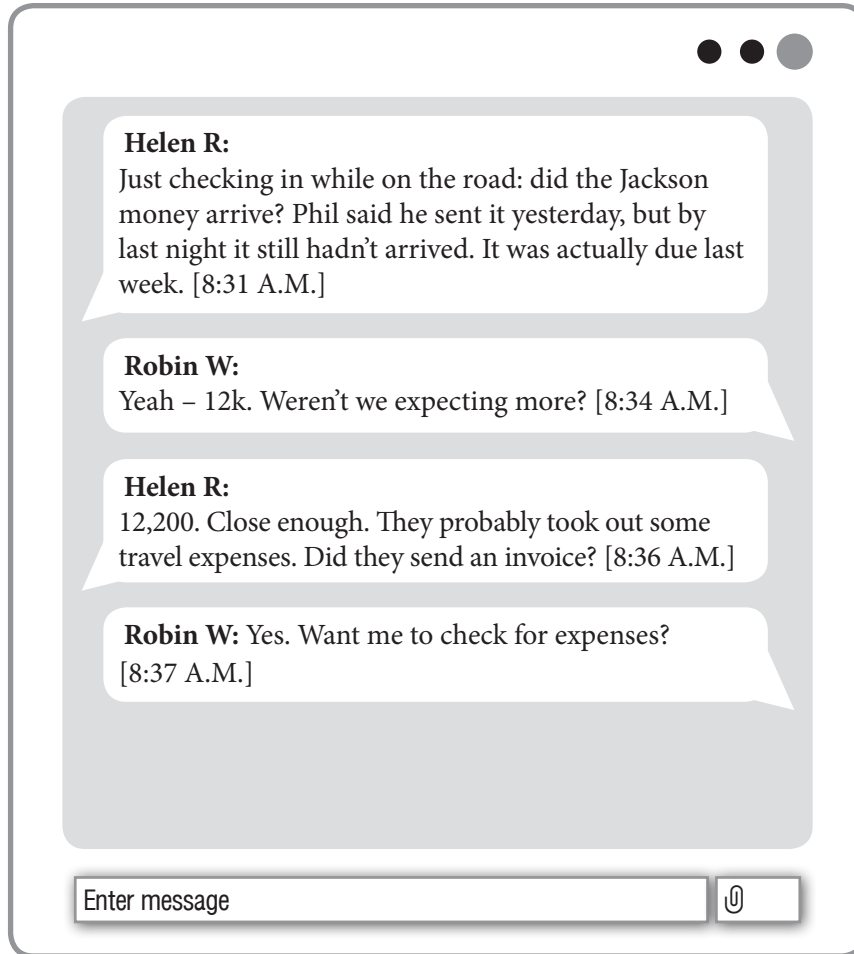
151. What will the weather be like on Friday?

- (A) Clear
- (B) Rainy
- (C) Sunny
- (D) Cloudy

152. Which night will be the coldest?

- (A) Saturday
- (B) Sunday
- (C) Monday
- (D) Tuesday

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



153. Why does Helen contact Robin?

- (A) To ask why a payment is late
- (B) To check the amount on a bill
- (C) To make sure a client was contacted
- (D) To confirm that a payment was made

154. At 8:36 A.M., what does Helen most likely mean when she writes, "Close enough"?

- (A) She is satisfied with the amount of money.
- (B) She is upset that they took out travel expenses.
- (C) She agrees with Robin that the amount is wrong.
- (D) She does not need Robin to tell her the exact amount.

Questions 155-157 refer to the following advertisement.



Sun and Sea Holidays

Italy, with its history, art, delicious food, and exciting entertainment places, is the perfect holiday destination. Our company will take you to the Neapolitan Riviera, Rome, Lake Garda, and Sicily. Availability is limited, so if you want to enjoy Italy at the lowest prices, book your holiday today!

See below our best package deals:

<p>Riva del Garda € 550 per person The package includes</p> <ul style="list-style-type: none"> • flights • 7 nights half board • 50% discount for children 2 to 12 • no charge for children under 2 	<p>Rome € 620 per person The package includes</p> <ul style="list-style-type: none"> • flights • 5 nights half board • free drinks • 20% discount for groups and families
<p>Neapolitan Riviera € 750 per person The package includes</p> <ul style="list-style-type: none"> • flights • 6 nights full board • guided tours to the port of Naples, Pompeii and Mount Vesuvius 	<p>Palermo, Sicily € 290 per person The package includes</p> <ul style="list-style-type: none"> • 4 nights B & B

full board = all meals included
half board = breakfast and one other meal
B & B = Bed and Breakfast only

155. Which package deal includes all meals?

- (A) Rome
- (B) Palermo, Sicily
- (C) Riva del Garda
- (D) Neapolitan Riviera

156. What is true about the package holiday to Rome?

- (A) It costs €750 per person.
- (B) Air fare is an additional cost.
- (C) Families pay a reduced price.
- (D) It includes seven nights' stay.

157. How does the package holiday to Palermo differ from the other three?

- (A) Meals are charged extra.
- (B) Guided tours are included.
- (C) Guests stay at a luxury hotel.
- (D) Tourists book their own flights.

Questions 158-160 refer to the following weather announcement.

Recycling Drive

Do you have old electronic items at home? Don't throw them away! That's bad for the environment. — [1] —. Instead, be eco-friendly. It's possible to recycle computers, monitors, televisions, cell phones, printers, faxes, telephones and many more items.

We will take all your old electronics whether they are functional or not. — [2] —. Items in working order will be donated to local schools and charities while all non-functional items will be safely destroyed.

— [3] —. Cell phones, in particular, contain potentially dangerous materials such as lead, cadmium, mercury, and arsenic. If cell phones are not properly thrown away, these materials may eventually get into the environment.

We ask for your support and participation in working toward a cleaner and safer city.

When is the drive?
October 17th – 31st

Where are the collection boxes?
1. Red Rock Mall
2. 1900 North Peachtree Blvd

The collection boxes will be emptied every Friday. — [4] —.

For more information about the Recycling Drive, contact Jenny Bates at 536-3739. An e-mail will be sent after the drive detailing the results!

158. What is being recycled?

- (A) Tires
- (B) Paper goods
- (C) Electronic goods
- (D) Plastic containers

159. What is true about the recycling drive?

- (A) Local residents are organizing it.
- (B) Broken items will not be collected.
- (C) Items must be taken to one location.
- (D) Someone will provide further information.

160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Recycling is important."

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

Questions 161-163 refer to the following classified advertisement.

Business Opportunity

Long-running, family-owned, and successful leather goods manufacturer and exporter with three factories in Panama, looking to sell all manufacturing facilities. We make everything from shoes to suitcases. All factories are clean, safe, and equipped with modern, eco-friendly technology that meets all local and international environmental and labor laws. The plant



is located in a busy seaport near plenty of road and water transport routes, allowing easy shipment and delivery. Panama has low labor costs and most exports are duty-free to U.S. and other markets. The company has long-standing, reliable contracts with dozens of suppliers and customers – all it needs is someone to take over!

For more information about this exciting business opportunity, contact Javier Delgado at: j.delgado@delgadoleather.com.

161. What does Javier Delgado hope to sell?

- (A) Shoes
- (B) A factory
- (C) Technology
- (D) Leather goods

162. What is NOT claimed about Javier Delgado's company?

- (A) It manufactures many different products.
- (B) It has had the same clients for a long time.
- (C) Its operations do not harm the environment.
- (D) It has been in the same family for generations.

163. What is learned about Javier Delgado's business location?

- (A) It is near the ocean.
- (B) It does not charge taxes.
- (C) It is close to shops and malls.
- (D) It is by an international border.

Questions 164-167 refer to the following invoice.

INVOICE

Brown & Company
 Wedding Caterers
 31 West 10th Street
 New York, NY 10003

Invoice No.: 98735671
 Date: March 20, 20__

Bill to: Mr. and Mrs. Thompson
 20 E Houston Street
 New York, NY 10024

Description			
100-Guest Wedding Package (Paid February 20) includes:			\$85,000
<ul style="list-style-type: none"> • gourmet menu #3 (chosen by you on January 20) • garden decorations • 15 tables, 102 seats • 2 chefs • 10 wait & serve staff • drinks 			
Additional costs			
<ul style="list-style-type: none"> • photographer 		\$ 950	
<ul style="list-style-type: none"> • flower arrangements 		\$ 1,200	
<ul style="list-style-type: none"> • 5-tier wedding cake 		\$ 1,600	
<ul style="list-style-type: none"> • limousine and driver hire 		\$ 1,150	
	Subtotal	\$ 4,900	
		Subtotal	\$ 89,900
		Sales Tax: 10%	\$ 8,990
		Grand Total	\$ 98,890

Payment is due by April 20, 20__

Thank you for your business.

- 164.** What is true about the Brown Company?
- (A) It charges for its services by the hour.
 - (B) It specializes in wedding photography.
 - (C) It provides free transportation to clients.
 - (D) It offers clients a gourmet menu to choose from.

- 165.** What is charged extra?
- (A) Drinks
 - (B) Waiters
 - (C) Flowers
 - (D) Decorating

- 166.** How much was the wedding cake?
- (A) \$950
 - (B) \$1,150
 - (C) \$1,200
 - (D) \$1,600

- 167.** What happened on February 20?
- (A) An invoice was sent.
 - (B) A deposit was given.
 - (C) A wedding took place.
 - (D) The food menu was chosen.

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

● ● ●

Loretta M. Hey, we have a problem: Bill's sick and can't lead the presentation. Someone else has to take over. [10:23 A.M.]

Paul A. Oh no! Is he going to miss the meeting...or just not lead? [10:24 A.M.]

Loretta M. Miss. In bed with flu. [10:25 A.M.]

Lynne G. That might be big: I think he's the only one with the final files. [10:27 A.M.]

Loretta M. I've got them. We're okay – just need to change who does what. [10:28 A.M.]

Paul A. I've been up to my ears in numbers, so I think I need to stick with financials. One of you two? [10:30 A.M.]

Lynne G. I can do it. Bill's opening leads into my part, so I'll do both. No big. [10:31 A.M.]

Loretta M. You okay with that? You're going to be up there for a while. You want to hand over part? Maybe trends? [10:32 A.M.]

Lynne G. Thanks, but I've already got that prepped. It's okay: we'll get through. [10:33 A.M.]

Loretta M. Lynne the hero! [10:33 A.M.]

Paul A. Should we do a quick run-through before mtg? [10:35 A.M.]

Lynne G. No time. We're going to have to wing it. [10:37 A.M.]

168. What can be inferred about Bill?

- (A) He forgot to send the final files.
- (B) He was supposed to speak first.
- (C) He has been leading the project.
- (D) He will be at the meeting, but unable to speak.

169. What is Paul's reason for not leading the meeting?

- (A) He cannot easily change his topic.
- (B) He needs to finish preparing his talk.
- (C) He will be in his office and unable to attend.
- (D) He does not know Bill's part of the presentation.

170. What is Loretta's concern about Lynne?

- (A) That Lynne does not know Bill's part
- (B) That Lynne has not had time to prepare
- (C) That Lynne will be speaking for too long
- (D) That Lynne has not spoken with Bill directly

171. At 10:37 A.M., what does Lynne mean when she writes, "We're going to have to wing it"?

- (A) They will have to work closely together.
- (B) Everyone is going to have to do their best.
- (C) People need to make sure they arrive on time.
- (D) They will do the presentation without practicing.

Questions 172-175 refer to the following article.

Writing a C.V.

When looking for a job, you should remember that there will be hundreds of other people applying for the same job and a recruiter will have time to interview only the most promising candidates. Since a C.V. is what a recruiter will use to reduce the number of people the company needs to interview, your C.V. must be outstanding. — [1] —.

C.V. Length

Unless you are applying for a management position, the length of your C.V. should not be more than two pages. — [2] —. Keep in mind that your C.V. should not be a detailed history of your career, but rather a summary of your qualifications, experience, and skills.

C.V. Content

You should include all your important accomplishments in as few words as possible. — [3] —. Lying can lead to an awkward situation if your lie is discovered.

C.V. Organization

Most C.V.s are organized historically, with most recent education or job first. — [4] —. If you are a recent graduate, your education should appear first. Work experience should be listed first only when you have had at least two years of full-time career experience.

Proofreading

Whether you type your C.V. yourself or have it typed, make sure you have it checked by a professional editor. However, as errors can be missed even by a professional, you should also use the computer's built-in program to double-check for spelling errors.

- 172.** What is said about recruiters?
- (A) They do not interview applicants.
 - (B) They use C.V.s to reject applicants.
 - (C) They do not read all C.V.s received.
 - (D) They advertise current job positions.
- 173.** What is said about management C.V.s?
- (A) They can be longer than two pages.
 - (B) They should contain a detailed work history.
 - (C) They are checked very carefully for inaccurate information.
 - (D) They do not need to be organized with most recent experience first.
- 174.** According to the article, what should recent graduates list first in their C.V.s?
- (A) Their education
 - (B) Their work history
 - (C) Their school grades
 - (D) Their accomplishments
- 175.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "However, avoid giving any inaccurate information."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

Questions 176-180 refer to the following notice and e-mail.

National History Museum

Hours: M – T – W – F 10:00 a.m. – 5:00 p.m.
 TH 10:00 a.m. – 8:00 p.m.
 Weekends/Public Holidays 10:00 a.m. – 3:00 p.m.

Group Bookings

Visits to the Museum are free but you must book for any group of 10 or more. Booking enables us to provide students and researchers with a range of facilities and services to make your visit beneficial and enjoyable.

Groups wishing to visit the Assyrian and Sumerian galleries are required to book at least three months ahead and not make any travel arrangements until bookings are confirmed.

Parties arriving by coach are to use the north entrance where there is metered parking for up to six coaches.

When making a group booking please provide the following details:

- Preferred date and time of visit
- Alternative time(s) & date(s) of visit
- Galleries to be visited
- Group size

When you have booked, you will be sent confirmation within 48 hours. If you do not receive a confirmation reply within one week of booking, please contact us.

Telephone: +1 (22) 587-6034
 Fax: +1 (22) 587-6035
 Email: bookings@nhm.org

To:	bookings@nhm.org
From:	dstephens@unli.edu
Subject:	Booking reservation
Date:	October 29, 20XX 12:37 p.m.

Dear Booking Officer:

I would like to make a reservation for myself and my 12 graduate students in Anthropology to visit the museum on February 15, 20XX. We expect to arrive at the museum at 10:00 am and we would like to visit the Assyrian, Sumerian, and Persian galleries. If this date is unavailable, then any other day that week would be fine.

Looking forward to your reply.

Best regards,

176. What is true about the museum?

- (A) It has an admission fee.
- (B) It provides free parking.
- (C) It is closed on public holidays.
- (D) It stays open late on Thursdays.

177. What do groups need to do to visit the Sumerian gallery?

- (A) Pay a booking fee
- (B) Reserve a visit time
- (C) Use the north entrance
- (D) Confirm travel arrangements

178. How many people will be in Professor Stephens' party?

- (A) 10
- (B) 11
- (C) 12
- (D) 13

179. What is implied about groups?

- (A) They cannot visit on weekends.
- (B) They should plan to arrive early.
- (C) They will be accompanied by guides.
- (D) They might not get the date they want.

180. By when should Professor Stephens expect to receive a reply?

- (A) Within 48 hours
- (B) Within a week
- (C) By October 29
- (D) By February 15

Questions 181-185 refer to the following two e-mails.

To:	ncrutz@investment.com
From:	gsmith@investment.com
Date:	March 20, 20 __
Time:	10:27 am
Subject:	Green Investment Subscription

Niall,

I know I should be paying attention to the price and contents before deciding if we should subscribe to this publication, but I find myself puzzled by the advertising headline 'saves green.' Any idea what it means?

Also, I know you've subscribed to Green Investment in the past. Do you think it would be worth the company making it available to everyone in the office?

Giles

To:	gsmith@investment.com
From:	ncrutz@investment.com
Date:	March 20, 20 __
Time:	11:01 am
Subject:	RE: Green Investment Subscription

Giles,

The ad is playing with a double meaning, and it's using American idioms, which is why you may not have caught the meaning. Green, of course, is the term everyone is using these days for 'environmentally friendly' and obviously, that's the first point. This publication is online, not printed, so no trees are cut for paper. The second meaning, saving green, comes from the color of US money. Unlike many countries, all bank notes in the US are printed in green ink. So in American English, 'green', in this context, refers to money.

As for the publication itself, yes, I'd certainly recommend it for all employees in all countries. I realize it's rather pricey, but it can be very helpful in predicting geo-political trends, especially as regard likely trouble spots. So, it's one of several sources we can use in our decision making on international investments. I think it's worth the subscription price.

Niall

181. What does Giles mainly want?

- (A) A discount
- (B) A proposal
- (C) An opinion
- (D) An analysis

182. In the first e-mail, the word “puzzled” in paragraph 1, line 2 is closest in meaning to

- (A) worried
- (B) attracted
- (C) confused
- (D) influenced

183. What does Niall say about the term “green”?

- (A) It is an unfamiliar term.
- (B) It helps to advertise products.
- (C) It has more than one meaning.
- (D) It has been used inappropriately.

184. What is implied about the company the men work for?

- (A) It sells recycled paper.
- (B) It publishes magazines.
- (C) It is an advertising firm.
- (D) It has international offices.

185. What can be inferred about Giles?

- (A) He is not an American.
- (B) He is not Niall’s co-worker.
- (C) He reads Green Investment regularly.
- (D) He wants the company to recycle more.

Questions 186-190 refer to the following notice, form, and e-mail.

Airport Express Lost & Found

Property found on Airport Express (AE) buses, trains, or stations may be held for a few days before being sent to Airport Express Lost & Found. Property usually arrives between two and seven days after it is lost.

If you have lost your property within the past two days, you may telephone or visit the station where you believe you have lost your property. For any items sent to Airport Express' Lost & Found, you can enquire at aelost-found.com.

Lost property enquiries are searched for a period of 21 days from the submitted date of loss. All enquiries will be responded to whether or not they have been successful.

Charges are made for returning property to customers. These range from \$25 to \$150 depending on the item. For example, to return a cell phone or wallet is \$25, a camera or bag is \$50, and a laptop or bike is \$150.

Lost property is held for three months from the date of loss.

Property Details

Date property was lost*:	12/06/_ _
The item you have lost*:	digital camera
Brief description of the item*:	Canon SDX2900 ISX
Color of main item*:	Silver
Further information:	in a black case
Journey details*:	Central Station to Airport
Basic journey details*:	9:00 a.m. Express Train to Airport
First name*:	Henri
Surname*:	Dupont
Address*:	226 Rue de Rivoli
Town / city*:	Paris
Postcode*:	75001
Country*:	France
Phone number*:	+ 33 (0)1 33 07 19 52
Email address*:	hdupoint@windy.fr

* required field

To:	aelost-found.com
From:	hdupoint@windy.fr
Date:	December 12, 20XX _ _
Time:	11:52 pm
Subject:	Lost Item

Hello,

I am writing to see if any progress has been made in finding a camera I lost last Friday.

I submitted a lost item claim on the same day, December 6, and was told to enquire with the Airport Station. I called them on Monday, and they told me the matter had been forwarded to AE Lost & Found. I sent an e-mail to you Monday afternoon, but never heard back.

Could you please confirm that you have received the lost item claim? I am happy to do anything I can to help the investigation.

Thank you,
Henri Dupont

- 186.** How long are items kept at the AE Lost and Found?
 (A) 2 days
 (B) 7 days
 (C) 21 days
 (D) 3 months
- 187.** Where does Mr. Dupont believe he lost his item?
 (A) On a bus
 (B) On a train
 (C) At a station
 (D) At the airport
- 188.** How much will Mr. Dupont pay if his item is returned?
 (A) \$25
 (B) \$50
 (C) \$75
 (D) \$150
- 189.** In the e-mail, the word “submitted” in paragraph 2, line 1 is closest in meaning to:
 (A) agreed
 (B) claimed
 (C) presented
 (D) requested
- 190.** Why does Henri Dupont e-mail AE Lost & Found?
 (A) He was informed that his lost item may have been found.
 (B) He needs to correct some information on his lost item claim.
 (C) He wants to confirm that Airport Station sent his information.
 (D) He is upset that he never received a response to his earlier e-mail.

Questions 190-195 refer to the following invoice and two e-mails.

I n v o i c e			
Delvo Stores			
To: Mr Dave Hendricks 18 Draycott Ave. Sacramento, CA 95818		From: Delvo Stores 2116 6th Street, Sacramento, CA 95818 Phone: 800-995-7275 Fax: 916-658-1809 E-mail address: info@delvo.com	
Invoice # 23187255 Order# 87255978654 Date: June 25, 20_ _			
Catalogue #	Quantity	Description	Cost
1089864	(1)	LJ 5789 (Professional all in one)	\$480.00
9876578	(1)	Super Reader OCR	\$180.00
7495487	(1)	Free Desk External HDD (3TB)	\$235.00
5198765	(1)	+/- RW (1TB* 150) Blue Ray DVDs	\$150.00
Invoice total:			\$1,045.00
(direct credit card payment rec'd 06/25/20XX			\$1,045.00
Remaining balance:			\$0.00

From:	dhendricks@sacmail.net
To:	customerservice@delvo.com
Date:	June 27, 20_ _ 09:37am
Subject:	Invoice # 23187255
Attachment:	Order #87255978654.txt

Dear Customer Service,

I am writing regarding invoice No. 23187255. My order (#87255978654) was delivered this morning. However, when I examined the invoice, I noticed that the 10% discount given to online purchases was not applied. Further, The Super Reader was offered at half-price with the purchase of the LJ 5789, but I was charged full price.

I called my credit card company and they confirmed that you have billed me for \$1,045.00 instead of \$859.50 as was stated in my order confirmation (copy attached). They also advised me to contact you in writing requesting that you handle the situation.

Best regards,
Dave Hendricks

From:	natalie.fowler@delvo.com
To:	dhendricks@sacmail.net
Date:	June 28, 20_ _ 14:04pm
Subject:	Invoice # 23187255

Dear Mr. Hendricks,

Thank you for your recent e-mail regarding invoice No. 23187255. You are correct that we overcharged you for your purchase. We sincerely apologize for our error.

On the day of your purchase, we had just switched to a new online ordering system and I'm sorry to say you were not the only person to have trouble. You will be pleased to note that our technical problems have since been solved, and should you wish to order from us again, we are certain that things will run smoothly.

We have credited \$185.50 back to your account; please allow a few days for the transfer to be completed. In addition, we are enclosing a gift code in the amount of \$50, good for any online purchase from Delvo Stores.

Again, we apologize for any trouble we have caused.

Sincerely,

Natalie Fowler
Customer Service Manager
Delvo Stores

191. Which item was the cheapest?

- (A) #1089864
- (B) #5198765
- (C) #7495487
- (D) #9876578

192. Why did Mr. Hendricks send the e-mail?

- (A) Delvo Stores sent the wrong order.
- (B) He made a mistake with the payment.
- (C) He wants to return the things he bought.
- (D) Delvo Stores made a mistake on his bill.

193. In the first e-mail, the word "handle" in paragraph 2, line 2 is closest in meaning to

- (A) pay for
- (B) deal with
- (C) explain to
- (D) hear about

194. What does Natalie Fowler imply was the reason for Dave Hendricks' problem?

- (A) He forgot to apply his discount.
- (B) He used the wrong ordering system.
- (C) The company was using new software.
- (D) Many customers were ordering at the same time.

195. What has Natalie Fowler attached?

- (A) An updated bill
- (B) A discount code
- (C) An order confirmation
- (D) A credit card statement

TEST 1

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

Select your departure		
Hanoi - Budapest Fri, Sep 14		
10:05am - 7:35pm Aero-Rossiya Airlines	14h 30m (1 stop) HAN - 1h 50m in SVO - BUD	\$835 roundtrip
11:35am - 9:15pm Aero-Rossiya Airlines	14h 45m (1 stop) HAN - 2h 05m in SVO - BUD	\$822 roundtrip
5:30pm - 6:45am +1 Multiple Carriers	18h 15m (2 stops) HAN - BKK - DOH - BUD	\$904 roundtrip
5:45pm - 7:00am +1 Doha Airlines	18h 15m (2 stops) HAN - BKK - DOH - BUD	\$932 roundtrip

Booking Confirmation

Thanks!

Your reservation is booked and confirmed. There is no need to reconfirm this reservation.

Booking ID: VELKB7

Ticket #: 5558220255938 (Daniel Nguyen)

Departure Fri, Sep 14

Aero-Rossiya Airlines 291 Hanoi (HAN) 10:05am Terminal: 2 Cabin: Economy / Coach Included <ul style="list-style-type: none"> • Seat Choice 10h flight time	flight to Moscow (SVO) 4:05pm Terminal: D Fee applies <ul style="list-style-type: none"> • Checked Bags • Wi-Fi
1h 50m stop Moscow (SVO)	
Aero-Rossiya Airlines 2468 Moscow (SVO) 5:55pm Terminal: F Cabin: Economy / Coach Included <ul style="list-style-type: none"> • Seat Choice 2h 40m flight time	flight to Budapest (BUD) 7:35pm Terminal: 2B Fee applies <ul style="list-style-type: none"> • Checked Bags • Wi-Fi
Total Flight Time: 14h 30m	

From:	Aero-Rossiya Reservations <reservations@aerorossiya.ru>
To:	Daniel Nguyen <dan.m.nguyen@viethost.com>
Date:	Sep 12, 20_ _ 13:08pm
Subject:	[URGENT] Your flight from Hanoi [HAN] to Moscow [SVO] has been rescheduled

Dear Guest,

We regret to inform you that your flight scheduled to depart from Hanoi (HAN) to Moscow [SVO] on 14 September, 20XX has been rescheduled, details as below:

NEW FLIGHT TIME

- Flight number: AR 291
- Departure date: 14 September, 20XX
- Depart Hanoi (HAN): 9:45am
- Arrive Moscow (SVO): 3:50pm

We apologize for the inconvenience caused.

Best regards,
Aero-Rossiya Airlines

- 196.** What is true about the 5:30pm flight from Hanoi to Budapest?
- (A) It involves a stop in Moscow.
(B) It is served by more than one airline.
(C) It is the longest of all the flights shown.
(D) It is the most expensive of all the flights shown.
- 197.** How much did Daniel Nguyen pay for his ticket?
- (A) \$822
(B) \$835
(C) \$904
(D) \$932
- 198.** What is true about Daniel Nguyen's flight to Budapest?
- (A) It includes free Wi-Fi.
(B) It arrives the following day.
(C) It has not yet been confirmed.
(D) It involves a change of planes.
- 199.** What does Daniel Nguyen have to do in Moscow?
- (A) Move to a different terminal
(B) Pick up and check in his bags
(C) Wait for 2 hours and 40 minutes
(D) Go through Immigration controls
- 200.** What change is announced to Daniel Nguyen's flight?
- (A) It is departing later the same day.
(B) It has been moved to another day.
(C) It is departing earlier the same day.
(D) Its flight number has been changed.

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

