

Section 2: Reading

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.

Part 5: Incomplete Sentences

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

- 101** According to the financial report, CBC Ceramics _____ profits by about 30 million euros last year.
- (A) increase
 (B) increasing
 (C) increasingly
 (D) increased
- 102** Businesses expected the regulation guidebook to clear _____ questions on how to implement the new law.
- (A) at
 (B) on
 (C) to
 (D) up
- 103** Television advertising is the most _____ way of promoting our products.
- (A) effectively
 (B) effect
 (C) effective
 (D) effected
- 104** We have conducted a thorough _____ of the complaint and can find no reason for it.
- (A) preparation
 (B) motivation
 (C) investigation
 (D) compensation
- 105** These figures were _____ from a report about rubber production published in the *Business News Bulletin*.
- (A) taken
 (B) planned
 (C) practiced
 (D) undergone
- 106** Jeffery Wong is an extremely innovative employee who has come up _____ some very profitable ideas.
- (A) over
 (B) with
 (C) to
 (D) at
- 107** Good telephone _____ are essential for all our receptionists.
- (A) reactions
 (B) comments
 (C) opinions
 (D) manners
- 108** Mr. Bertolucci opened an upscale restaurant in a large _____ area.
- (A) civic
 (B) society
 (C) civilization
 (D) metropolitan
- 109** The new site will _____ the exchange of data between branches.
- (A) encourage
 (B) encouraged
 (C) encouraging
 (D) encouragement

- 110** Mr. Carter is planning a _____ aimed at boosting sales of farm equipment.
- (A) campaigning
 - (B) campaign
 - (C) campaigned
 - (D) campaigner
- 111** Our Research and Development Department has done _____ research into this new product line.
- (A) extends
 - (B) extent
 - (C) extensive
 - (D) extend
- 112** We need to invest more in _____ employees in order to stay ahead of today's competitors.
- (A) we
 - (B) our
 - (C) ours
 - (D) us
- 113** I want to emphasize again that the minutes of this meeting are _____.
- (A) confidential
 - (B) informed
 - (C) unaware
 - (D) polite
- 114** Several staff members were relieved when the company _____ there would be no layoffs this year.
- (A) announced
 - (B) announcing
 - (C) announcement
 - (D) announces
- 115** Potential customers have shown great interest _____ our hybrid model.
- (A) on
 - (B) in
 - (C) with
 - (D) about
- 116** The _____ of the employees to the pay increase was enthusiastic.
- (A) react
 - (B) reactive
 - (C) reaction
 - (D) reacted
- 117** Applicants are _____ to be qualified in graphic design software.
- (A) rejected
 - (B) promised
 - (C) remarked
 - (D) expected
- 118** The _____ proposals were forwarded to the conference committee.
- (A) selecting
 - (B) selectively
 - (C) selector
 - (D) selected
- 119** I am writing in response _____ your request for information about our services.
- (A) in
 - (B) to
 - (C) over
 - (D) such as
- 120** We are a newly established _____ of a large multinational company.
- (A) beacon
 - (B) subject
 - (C) branch
 - (D) option
- 121** _____ action has been taken to insure our employees are retained, the number of resignations is still high.
- (A) Because
 - (B) During
 - (C) However
 - (D) Although
- 122** The annual business meeting was _____ but really worthwhile.
- (A) exhaustingly
 - (B) exhausting
 - (C) exhausted
 - (D) exhaust
- 123** I have a thorough understanding of market strategies _____ as employee motivation.
- (A) as good
 - (B) so good
 - (C) as well
 - (D) so better

- 124** Ms. Juárez placed the ad in a magazine that has a wide _____ among our target audience.
- (A) circulation
 - (B) calculation
 - (C) organization
 - (D) administration
- 125** Successful companies share certain common _____.
- (A) character
 - (B) characterize
 - (C) characterizing
 - (D) characteristics
- 126** The company accountant, _____ office is on the fourth floor, is very experienced with international tax issues.
- (A) who
 - (B) whose
 - (C) what
 - (D) where
- 127** Our new line of household appliances is _____ priced.
- (A) conditionally
 - (B) eligibly
 - (C) affordably
 - (D) uncertainly
- 128** The management team discussed the circumstances _____ which workers might receive a pay raise.
- (A) behind
 - (B) at
 - (C) about
 - (D) in
- 129** The sales representative demonstrated an _____ labor-saving device.
- (A) interested
 - (B) interest
 - (C) interestingly
 - (D) interesting
- 130** The Broadton Complex has _____ emerged as the most desirable housing development in Denver.
- (A) quickly
 - (B) spaciouly
 - (C) leisurely
 - (D) inconsistently
- 131** The trade fair was _____ successful considering the economic situation.
- (A) remarked
 - (B) remarking
 - (C) remarkable
 - (D) remarkably
- 132** In recent years the region has _____ a wave of tax reforms and regulatory changes on imports and exports.
- (A) reduced
 - (B) disguised
 - (C) witnessed
 - (D) networked
- 133** We are acquainted _____ the different problems the manufacturing sector faces.
- (A) over
 - (B) with
 - (C) among
 - (D) between
- 134** A great _____ of viewpoints came up in the discussions at this year's annual conference.
- (A) diverse
 - (B) diversion
 - (C) diversity
 - (D) diverting
- 135** An _____ business requires new ideas and input from both management and employees.
- (A) occupational
 - (B) instructive
 - (C) innovative
 - (D) occasional
- 136** The design team has provided _____ more options for our marketing department to consider.
- (A) another
 - (B) those
 - (C) than
 - (D) several

137 Ms. Kapur _____ the merger and developed the company's advertisement campaign.

- (A) emerged
- (B) commented
- (C) united
- (D) headed

138 Although Larry has only been here a few months, he's already put forward some very _____ ideas.

- (A) production
- (B) product
- (C) productive
- (D) productively

139 Fund managers see an _____ for growth in the retailing sector.

- (A) opportunist
- (B) opportune
- (C) opportunity
- (D) opportunism

140 A final decision has not _____ been made about the future of Kaslov Enterprises.

- (A) yet
- (B) already
- (C) still
- (D) so

Part 6: Text Completion

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then click on the letter (A), (B), (C), or (D).

Questions 141 – 143 refer to the following cover letter for a job application:

Elaine Leitchy
Account Director
Trafalgar Advertising
Hong Kong

October 21

Dear Elaine:

I would like to express my interest in Trafalgar Advertising and the Account Executive position advertised on your agency's website.

After four years at Stanhope University, _____ which I graduated with a degree in

- 141** (A) from
 (B) on
 (C) about
 (D) as

Business Studies, I have taken part in intensive training in the advertising industry, working as an assistant account executive on the Forward Sporting Goods account.

Since my introduction to the field of advertising, it has been _____ goal to work for

- 142** (A) your
 (B) our
 (C) my
 (D) his

a major advertising agency. I would very much like to discuss the advertised opening with you. I have enclosed my résumé. Thank you for your time and _____.

- 143** (A) considering
 (B) considerable
 (C) considerate
 (D) consideration

I look forward to hearing from you soon.

Sincerely,

Julian Chen

Questions 144 – 146 refer to the following letter:

Dear Mr. James:

We would like to let you know how much we appreciate the way your company has cared for our landscaped areas this year. The employees at Infotrend Inc _____

- 144** (A) has agreed
 (B) to agree
 (C) agreeing
 (D) agree

that we can't remember a time when our lawns have looked _____ well-tended or

- 145** (A) so
 (B) such
 (C) so as
 (D) such as

when the flower beds have been more attractive to look at. Several visitors to our corporate headquarters have commented on how pleasing it is to visit such a well-maintained place. This _____ well on our company and on your business.

- 146** (A) refers
 (B) returns
 (C) revises
 (D) reflects

Thank you for your excellent service.

Sincerely,

Janyne Paglia, Human Resources

Questions 147 – 149 refer to the following newspaper article:

Dibab Women's Crafts Project

The *Dibab Women's Crafts Project* is a non-profit organization that aims to encourage women of Dibab to draw on their skills in a way that enables them to earn an income and support their families. During the last two years, _____ this project has been evolving, it has

- 147** (A) if
 (B) while
 (C) so
 (D) although

established its own premises, a centrally located house equipped with weaving looms and sewing machines. The women meet several mornings a week to make a _____ of bags for

- 148** (A) container
 (B) selection
 (C) trend
 (D) purpose

carrying makeup, jewelry, and other items, all with the unique weave that is typical of the region. Volunteers assist the women in _____ their products to the city markets and

- 149** (A) transport
 (B) transported
 (C) transporting
 (D) transportation

negotiating sales. Visitors are welcome to the house to meet the women, share a cup of coffee, and make their own purchases.

Questions 150 – 152 refer to the following promotional flier:

Dear Customer,

Magneta Bank has merged with Pankki Bank to become the UJDF Bank. Being part of a large group will provide us with _____ opportunities to serve each of our customers' different

- 150** (A) best
 (B) better
 (C) better than
 (D) more better than

needs. We aim to find personally tailored solutions for the management of daily banking affairs.

_____ you want to manage your banking, we will help you do it _____

- 151** (A) Otherwise
 (B) However
 (C) In addition
 (D) Beforehand

- 152** (A) system
 (B) systems
 (C) systematic
 (D) systematically

and in a goal-directed way. We will continue to provide innovative solutions for the management of your finances.

Sincerely,

Kavi Kamela

Regional General Manager

UJDF Bank

Part 7: Reading Comprehension

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and click on the letter (A), (B), (C), or (D).

Questions 153 through 156 refer to the following business report:

Gold Prices

Gold prices peaked at around \$870 per ounce after the recent rally and remained near the high on Friday afternoon at \$869.78. This compares with the closing price of a week ago of \$859.15.

Gold prices have been stuck in a narrow range around \$800 an ounce for much of the past two years. Market analysts say that the recent revival is due to several factors such as the geopolitical situation, a weakening of the dollar, and, probably most significantly, a reduction in the amount of gold being sold by gold producers in order to prevent sudden changes in prices.

Gold speculators were holding onto the precious metal and had expected the price to rise even more. However, it is expected that if the dollar regains ground, many speculators will be forced to sell.

A spokesperson for the World Gold Council indicated that the outlook for the mid-term is one of stability of prices, so they are not expecting much change. He noted that demand may also improve as the global economic recovery improves in the third quarter of the year.

- 153** Where is this report probably found?
- (A) On a club notice board
 - (B) In a newspaper
 - (C) In a company brochure
 - (D) On a university flier
- 154** What can be said about the price of gold?
- (A) It has fluctuated recently.
 - (B) It has declined for the last two years.
 - (C) It has reached its peak.
 - (D) It has risen in recent weeks.
- 155** What has influenced the price of gold in recent weeks?
- (A) The supply from gold producers
 - (B) The demand from market analysts
 - (C) The information from the World Gold Council
 - (D) The mistakes of speculators
- 156** What is likely to happen to the price of gold in the coming weeks?
- (A) It will continue to rise.
 - (B) It will fluctuate.
 - (C) It will fall back to \$800 per ounce.
 - (D) It will stay at the new higher price.

Questions 157 through 158 refer to the following article:

KHANSHAB --- The RTI Construction Company has won a contract to develop a multipurpose port area at Khanshab in the new economic free zone of Southern Toxana at a cost of TR 34 million. The facility, when completed in December of next year, is expected to transform this southernmost town of Toxana into a vibrant hub for regional trade as well as cruise-ship based tourism.

Project work, according to officials at the Department of Transportation, includes the construction of a breakwater, dredging and land reclamation, a dock facility and a harbor area for the local fishing fleet.

The master plan, drawn up by consultants R. F. Wilkins for the government, envisions a modern port equipped initially with three commercial berths and one berth serving government craft. A 400-meter pier will accommodate a range of ships including general cargo vessels, container ships, international passenger cruise ships and military and service craft.

- 157** What is the RTI Construction Company going to build?
- (A) A new economic free zone
 - (B) A port area that serves many functions
 - (C) A new trade center south of Toxana
 - (D) A transformation of cruise ship-based tourism

- 158** How many berths are being planned?
- (A) 1
 - (B) 3
 - (C) 4
 - (D) 400

Questions 159 through 163 refer to the following conference information:



Welcome to the TriFab Construction Company's 12th Annual Symposium. This year, employees from countries located on five continents will be in attendance at the Mountain View resort hotel in the Austrian Alps. Those attendees who wish to meet with their contacts from the worldwide TriFab community to discuss specialized areas of concern should register their names at the sign-up desk in the Safari Lounge next to the main lobby area. Volunteers at the desk will help you sign up for these special sessions, to be held at various mealtimes (see below for details). These meetings are aimed at facilitating discussion of topics of common interest with your international colleagues. Maybe you have the key to solving a problem for your Chinese, Slovakian or Australian colleagues. Or perhaps your Brazilian, Egyptian or Malaysian colleagues can provide solutions to your own business problems. This opportunity to meet with your overseas partners is open to all management, sales, and research personnel.

Meetings will be held in the Safari and Acorn Lounges.

Time	Topic
Saturday lunch	Implications of new international trade regulations
Monday lunch	Rural-urban migration: the opportunities for construction industry
Tuesday breakfast	Personnel issues in the global economy
Wednesday dinner	The challenges and opportunities of opening new factories

- 159** Who will attend the conference?
- (A) Students of foreign languages
 - (B) Travel agent operators
 - (C) Construction industry employees
 - (D) Town planning authorities

- 160** Where should attendees register for special sessions?
- (A) In the Safari lounge
 - (B) In the dining room
 - (C) In the Mountain View lounge
 - (D) In the main lobby

- 161** What is the purpose of the notice?
- (A) To announce meetings of special interest
 - (B) To postpone lunchtime meetings
 - (C) To provide a sign up list for delegates
 - (D) To advertise special discounts for attendees

- 162** Which session might deal with interviewing candidates?
- (A) Saturday lunch
 - (B) Monday lunch
 - (C) Tuesday breakfast
 - (D) Wednesday dinner

- 163** Which session would most likely deal with predicted increases in population?
- (A) Saturday lunch
 - (B) Monday lunch
 - (C) Tuesday breakfast
 - (D) Wednesday dinner

Questions 164 through 166 refer to the following website questionnaire:

File Edit View Favorites Tools Help

Address Go Links

What did you find useful on our Northland website? Please check all that apply.

- Northland Brochure
- Covered Employment and Wages for Northland
- Current Employment Statistics for Northland
- Local Area Unemployment Statistics for Northland
- Northland Career Explorer
- Northland Directory of Licensed Occupations
- Northland Employment Projections by County
- Northland Labor Force Projections
- Northland Wage Survey
- Other information

Please tell us what you find most useful and why.

My husband has been transferred to Northland and I will be following along with our children as soon as my current contract ends. I am a nurse and I found your information about the nursing industry and job openings very useful. However, I did not find how I can update my credentials in order to work in your country. I would appreciate this information.
Betsy Bernard

- 164** Who completed this form?
- (A) A Northland resident
 - (B) An unemployed internet user
 - (C) A qualified professional from another country
 - (D) A person who wishes to change careers

- 165** Why does the region of Northland probably want people to complete this form?
- (A) To find out personal data
 - (B) To improve its website
 - (C) To encourage immigration
 - (D) To advertise its strengths

- 166** What is Betsy's complaint?
- (A) There are no jobs for her in Northland.
 - (B) Her husband has a job and she does not.
 - (C) There's no information on updating her qualifications.
 - (D) She does not have the qualifications required of Northland nurses.

Questions 167 through 168 refer to the following job advertisement:

Air Conditioning Technician Wanted

Urgently required vehicle AC technician who has worked in all types of heavy equipment, trucks and cars. Opportunity to join an international company operating in this region since 1972. Suitably qualified candidates should apply to PO Box 1221, Bridgetown, 113. Tel/Fax: 513191/513291.

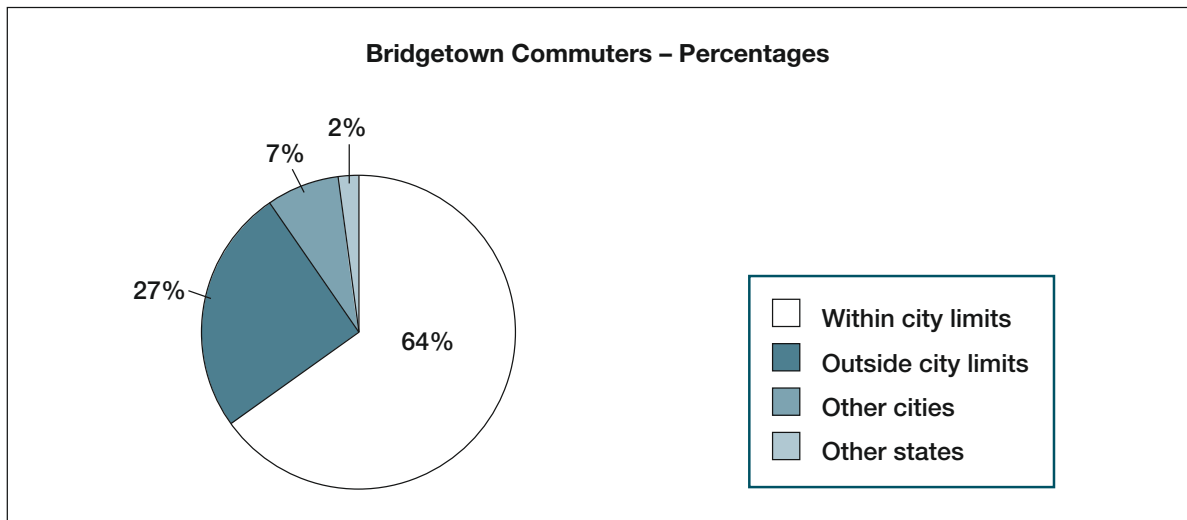
167 What kind of technician is required?

- (A) One with experience
- (B) A typically heavy one
- (C) One familiar with the region
- (D) A regional one

168 When should candidates apply?

- (A) At a suitable future time
- (B) When they have experience
- (C) After they have gained a qualification
- (D) As soon as possible

Questions 169 through 170 refer to the following chart:



169 Who would be most interested in these statistics?

- (A) Bridgetown Highway and Transportation Department
- (B) Bridgetown high school statistics teachers
- (C) Bridgetown used-car dealers
- (D) Bridgetown travel agents

170 What percentage of commuters come from housing areas in Bridgetown?

- (A) 2 percent
- (B) 7 percent
- (C) 27 percent
- (D) 64 percent

Questions 171 through 173 refer to the following brochure:

Activities in the Sea with Murkie Dives



Diving Rates (including diving permits)

Dive with tank/weight	Prices per person
Two dives	\$75
Dive fully equipped by Murkie	
Two dives	\$119
Equipment Rental	
Mask and Snorkel	\$5
Fins	\$5
Wetsuit	\$9
Buoyancy Control Device	\$9
Courses	
Turtles (for kids from 8 to 12)	\$65
Dolphins (for kids from 13 to 18)	\$57
Discover Scuba (first timers)	\$59
PADI Open Water Diver*	\$455

*All PADI divers must bring proof of qualifications. Divers who have not dived within the last 12 months will be required to pay the additional charge for supervision on their first dive irrespective of their experience.

Cancellations

There is a cancellation fee of 50% if notice is given fewer than 3 days prior to the dive.

171 Who would probably be most interested in this advertisement?

- (A) Fishing boat owners
- (B) Cruise liner operators
- (C) Water sports enthusiasts
- (D) Hotel managers

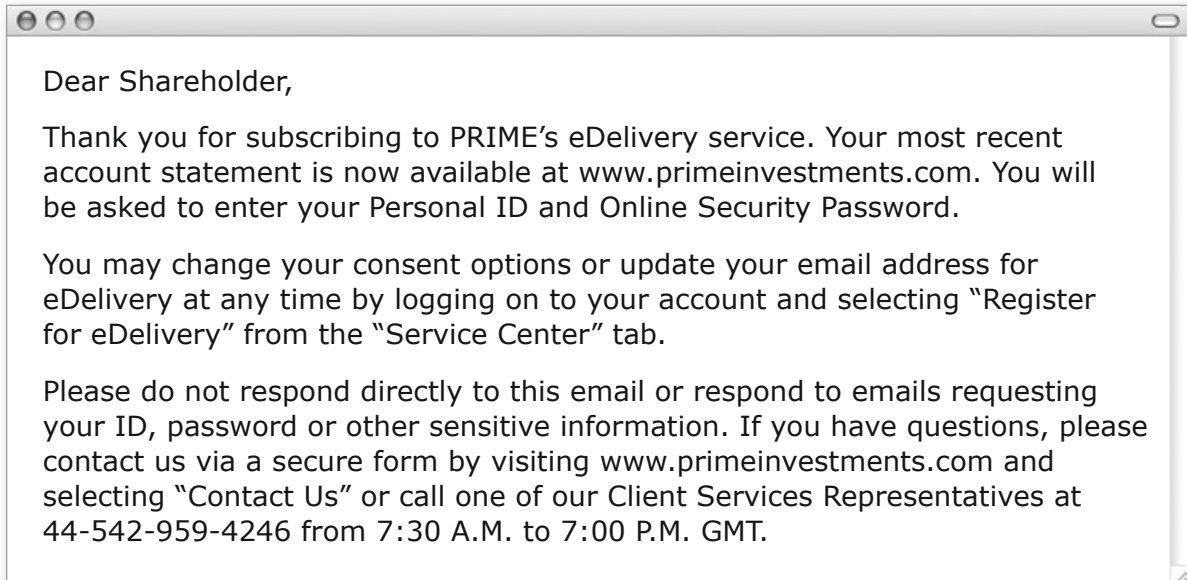
172 What is a PADI diver?

- (A) A qualified diver
- (B) A supervisor
- (C) A Murkie Dive employee
- (D) A beginner

173 What does Murkie Dives call the course for an adult who has never dived before?

- (A) Turtles
- (B) Dolphins
- (C) Discover Scuba
- (D) PADI opener

Questions 174 through 175 refer to the following email:



174 What does the word "consent" in paragraph 2 line 1 mean?

- (A) Addition
- (B) Permission
- (C) Deletion
- (D) Exclusion

175 What warning is included in the email?

- (A) Be careful when entering your password.
- (B) Update your log in information regularly.
- (C) Use your ID and password when responding to the email.
- (D) Avoid responding to emails asking for your security information.

Questions 176 through 177 refer to the following chart:

	Most profitable	Least successful
Jesse's Eggs	March	December
Blink's Construction Co.	July	December
Leung's Timber	April	December
Green's Outdoor Clothing	December	January

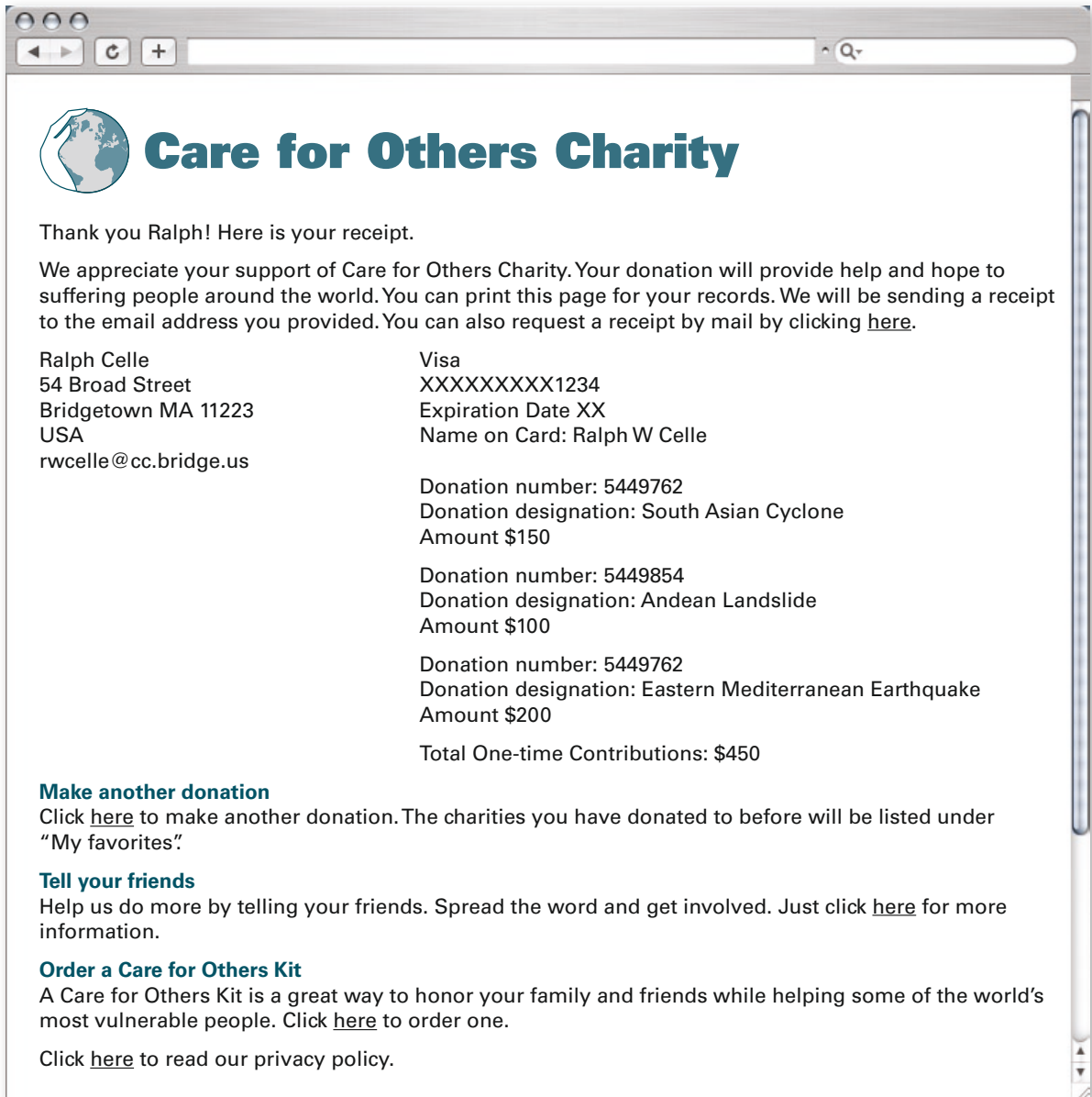
176 What does this chart show?


- (A) The best and worst months for sales
- (B) Successful companies over the year
- (C) The best sales records
- (D) The effects of seasons on retailing

177 Which business has a very good month followed by its worst one?

- (A) Jesse's Eggs
- (B) Blink's Construction Co.
- (C) Leung's Timber
- (D) Green's Outdoor Clothing

Questions 178 through 180 refer to the following webpage:



 **Care for Others Charity**

Thank you Ralph! Here is your receipt.

We appreciate your support of Care for Others Charity. Your donation will provide help and hope to suffering people around the world. You can print this page for your records. We will be sending a receipt to the email address you provided. You can also request a receipt by mail by clicking [here](#).

Ralph Celle 54 Broad Street Bridgetown MA 11223 USA rwcelle@cc.bridge.us	Visa XXXXXXXXXX1234 Expiration Date XX Name on Card: Ralph W Celle
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Donation number: 5449762
Donation designation: South Asian Cyclone
Amount \$150

Donation number: 5449854
Donation designation: Andean Landslide
Amount \$100

Donation number: 5449762
Donation designation: Eastern Mediterranean Earthquake
Amount \$200

Total One-time Contributions: \$450

Make another donation
Click [here](#) to make another donation. The charities you have donated to before will be listed under "My favorites".

Tell your friends
Help us do more by telling your friends. Spread the word and get involved. Just click [here](#) for more information.

Order a Care for Others Kit
A Care for Others Kit is a great way to honor your family and friends while helping some of the world's most vulnerable people. Click [here](#) to order one.

Click [here](#) to read our privacy policy.

- 178** What has Ralph Celle done?
- (A) Made some contributions to a charity
 - (B) Designed a website for charity work
 - (C) Got his friends involved in charity work
 - (D) Ordered a Care for Others Kit
- 179** How much did Ralph donate in total to Care for Others?
- (A) \$100
 - (B) \$150
 - (C) \$200
 - (D) \$450
- 180** What kind of receipt is not provided?
- (A) An internet receipt
 - (B) An email receipt
 - (C) A faxed receipt
 - (D) A mailed receipt

- 181** What does Eleanor do?
- (A) Manages property for the owners
 - (B) Takes care of renovation problems
 - (C) Processes invoices for Branberry
 - (D) Deposits money in the East Coast Bank

- 182** Who is Albert Gutzo?
- (A) A tenant
 - (B) A property owner
 - (C) A repairman
 - (D) A banker

- 183** What is Albert Gutzo's complaint?
- (A) The work done has not solved the problem.
 - (B) The mold has damaged his house.
 - (C) A hole was cut into the wall of his bathroom.
 - (D) The extractor fan has to be installed again.

- 184** How much did Albert pay for the work carried out last year?
- (A) \$ 56.15
 - (B) \$ 162.50
 - (C) \$ 234.41
 - (D) \$ 376.00

- 185** Where does Tina Erickson live?
- (A) 17 Alstrom Road
 - (B) 35 Park View Avenue
 - (C) 22 East George Road
 - (D) 182 Bargepole Street

Questions 186 through 190 refer to the following letters:

Offer of Employment

June 1

Dear Ms. Tan,

We are pleased to offer you the position of Market Researcher with Promarkets Ltd. Below are the terms of the contract.

Employer: Promarkets Ltd

Job Title: Market Researcher

Date of Employment: Your employment will begin on July 1. You will sign a complete employment contract on that day. The probation period will last three months from that date.

Salary: Your starting basic salary will be 5500 Singapore dollars per month. Any bonus is at the discretion of the Company.

Duties: Conducting market research, coordinating market visits, producing regular market reports, reporting regularly to the Senior Market Researcher.

Annual Leave: You are entitled to twenty four days paid annual vacation besides national holidays. These are earned at two days per month from the date of employment.

Sick Leave: You are entitled to 14 days of paid sick leave for each calendar year.

Please confirm your acceptance of these terms by signing below and returning a copy to Promarket Ltd within 10 days of the date of this letter.

Yours sincerely,

Charles Wang,
Director, Personnel Department

Changes to Contract of Employment

December 12

The Employer: Promarkets Ltd

The Employee: Ms Sheila Tan

The Employer issues the following changes to the Contract of Employment with the Employee.

Salary: Your revised basic starting salary is 6000 Singapore dollars per month starting February 12 of the coming year.

Duties: (In addition to those stated in the contract of July 1): Attending regular bimonthly strategy meetings.

Sick Leave: If you are hospitalized you may be granted up to 40 days of paid sick leave in addition to the paid sick leave granted in your contract of July 1.

Annual Leave: You cannot carry forward any unused vacation days to the next calendar year.

Your signature: _____ Date: _____

- 186** When will Sheila Tan's probation period end?
- (A) December 12
 - (B) October 1
 - (C) February 12
 - (D) July 1
- 187** In the revised contract how many total days of sick leave and hospital leave are possible in one calendar year?
- (A) 40
 - (B) 14
 - (C) 24
 - (D) 54
- 188** Which of the following is one of Sheila's duties?
- (A) Revising the marketing profile
 - (B) Taking attendance at strategy meetings
 - (C) Researching the market
 - (D) Filing advanced market reports
- 189** When is the latest date that Ms. Tan can return a signed copy of the offer of employment?
- (A) July 10
 - (B) June 10
 - (C) December 22
 - (D) February 12
- 190** Which of the following benefits is NOT mentioned in either the letter or revised contract?
- (A) Sick leave
 - (B) Transportation allowance
 - (C) Annual leave
 - (D) Bonus payments

Questions 191 through 195 refer to the following advertisement and letter:



Is there a special event coming up? Are you busy with other details and don't have time to think about preparing a meal for a large crowd? Don't leave the food served at your memorable event to chance. Let **Katelin's Kitchen** provide you with full-service catering.

Whether you require a lunch or dinner delivered and set up only, a formal sit-down dinner, a simple buffet, or an elegant gala event, our professional staff at **Katelin's Kitchen** will meet all your needs with excellent service. We have been satisfying thousands of discerning customers over the years with creative, plentiful, full-service catering, specifically designed to meet your needs and budget.

Katelin's Kitchen caters seven days a week. Call or email for additional information or if you have any questions. Our office staff is here to personally assist you from 9 – 5 weekdays.

Let us make your special event worry free!

Call 12-401 6791 Today!
Email: katelins.kitchen@southafrica.net

Jennifer's Cosmetics
Suite 201 Masisi Building
10 Protea Road
Johannesburg 2096

March 27

Katelin's Kitchen
112 Church Street
Johannesburg 2096

Dear Ms. Zungu,

Thank you for the menu choices and table setting information you sent me after my call on Thursday March 25 concerning a lunch to be catered at our premises on April 14 starting at 12:30. There will be 50 guests attending this buffet. I would like the guests to have a choice from three different buffet meals:

Main course choices:

Roast beef sirloin in mushroom sauce
Breast of chicken with a cream sauce
Vegetable lasagna

Side dish choices:

Green bean casserole
Tossed salad with choice of dressing
Au gratin potatoes

After dinner: assorted cookies and a choice of coffee or tea.

I have decided to have full service, china settings, and stainless steel flatware instead of plastic, as well as linen tablecloths and napkins.

Could you let me know how much the above requests would cost and what the required deposit would be? I will be paying with a credit card within two weeks after the buffet, as required.

Thank you for your attention in this matter.

Sincerely,

Lee Banks

191 How did Lee Banks first contact Katelin's Kitchen?

- (A) By email
- (B) By fax
- (C) By telephone
- (D) By letter

192 What did Ms. Zungu do for Lee Banks?

- (A) Satisfied her customers
- (B) Worked at the call desk from 9 to 5 on weekdays
- (C) Sent information about services offered by Katelin's Kitchen
- (D) Catered a full-service lunchtime buffet for Jennifer's Cosmetics

193 What meal choice is NOT included?

- (A) Beef
- (B) Fish
- (C) Chicken
- (D) Vegetarian

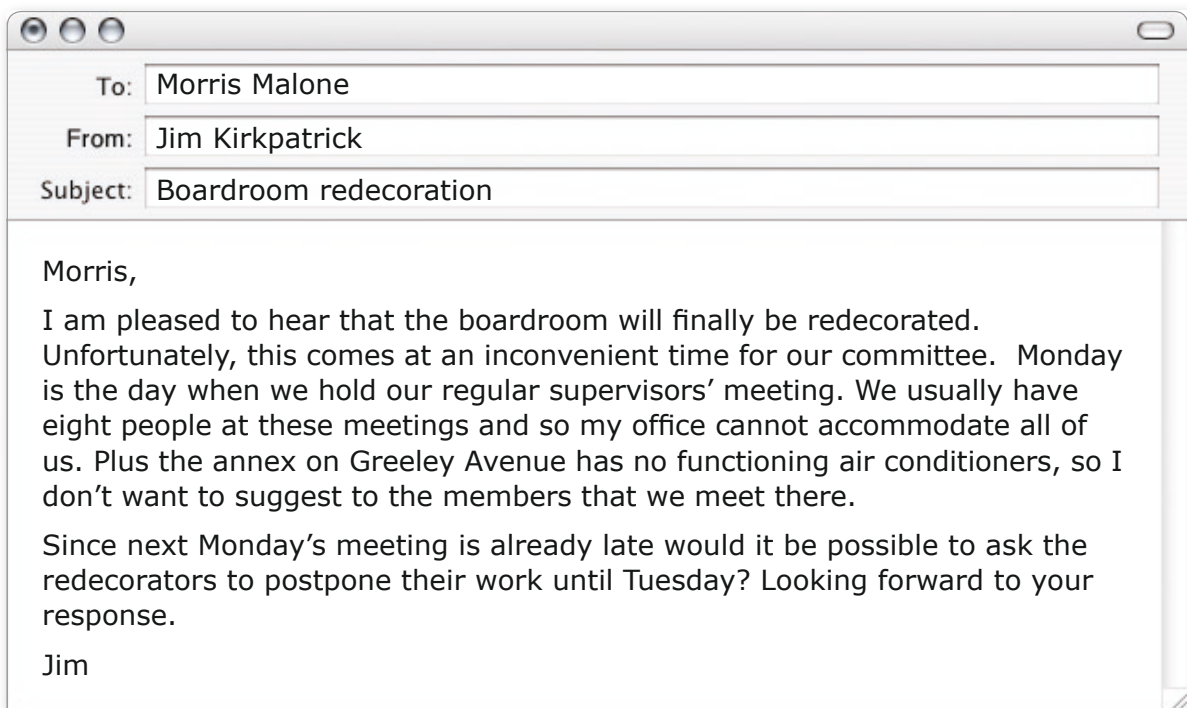
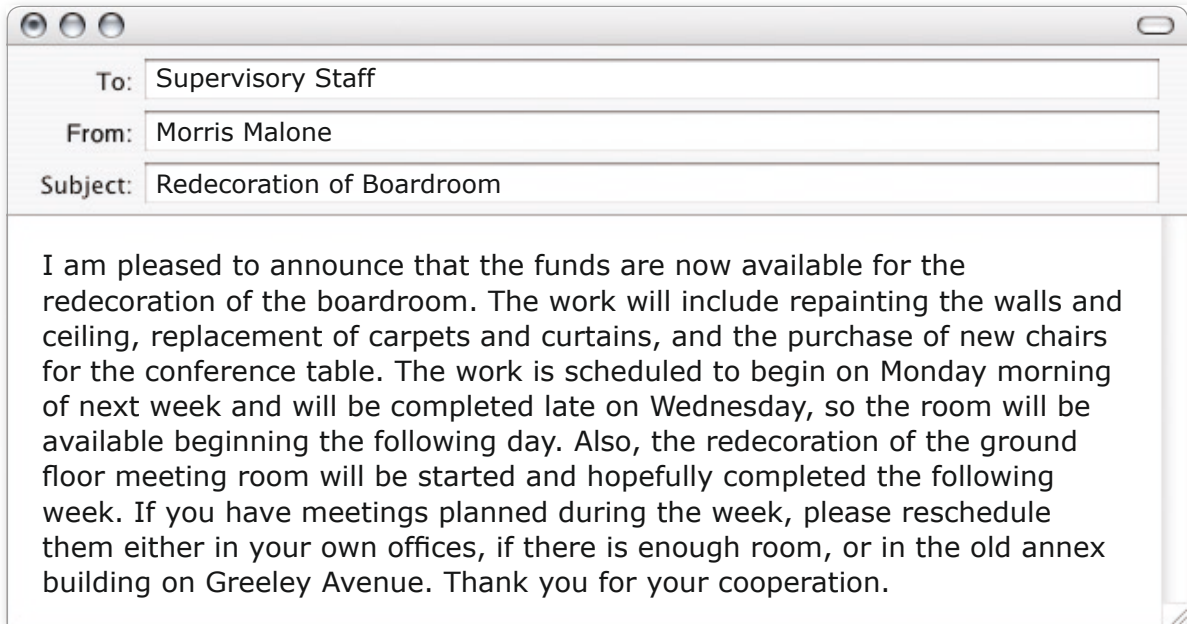
194 What does Katelin's Kitchen require from clients?

- (A) A deposit
- (B) Pre-payment
- (C) Cash payment
- (D) Payment by credit card

195 What did Ms. Zungu and Lee Banks discuss?

- (A) An elegant gala event
- (B) Professional staff
- (C) A full-service lunch
- (D) Assorted cookies and drink choices

Questions 196 through 200 refer to the following emails:



- 196** What is planned to take place next week?
- (A) Funds will be released.
 - (B) The boardroom will be redecorated.
 - (C) The decorations will be bought.
 - (D) The supervisor's meeting will be accommodated.

- 197** What is not being replaced?
- (A) The carpets
 - (B) The chairs
 - (C) The curtains
 - (D) The table

- 198** Why is Jim's office not suitable for a Supervisor's meeting?
- (A) It is too small.
 - (B) It is uncomfortable.
 - (C) It lacks an air conditioner.
 - (D) It is being redecorated.

- 199** Where does Jim hold his regular Supervisor's meeting?
- (A) In the meeting room
 - (B) In the boardroom
 - (C) In the annex
 - (D) On Greeley Avenue

- 200** When will the boardroom be ready for use again?
- (A) On Wednesday of next week
 - (B) On Thursday of next week
 - (C) On Tuesday the week after next
 - (D) On Monday the week after next