

Listening Section

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| 1 | (A)(B)(C)(D) | 51 | (A)(B)(C)(D) |
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| 3 | (A)(B)(C)(D) | 53 | (A)(B)(C)(D) |
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| 49 | (A)(B)(C)(D) | 99 | (A)(B)(C)(D) |
| 50 | (A)(B)(C)(D) | 100 | (A)(B)(C)(D) |

Reading Section

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| 102 | (A)(B)(C)(D) | 152 | (A)(B)(C)(D) |
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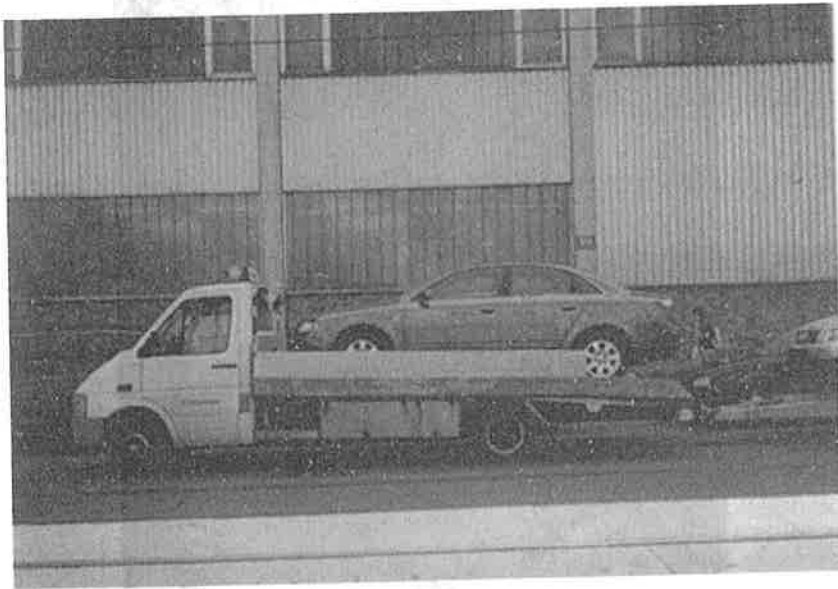
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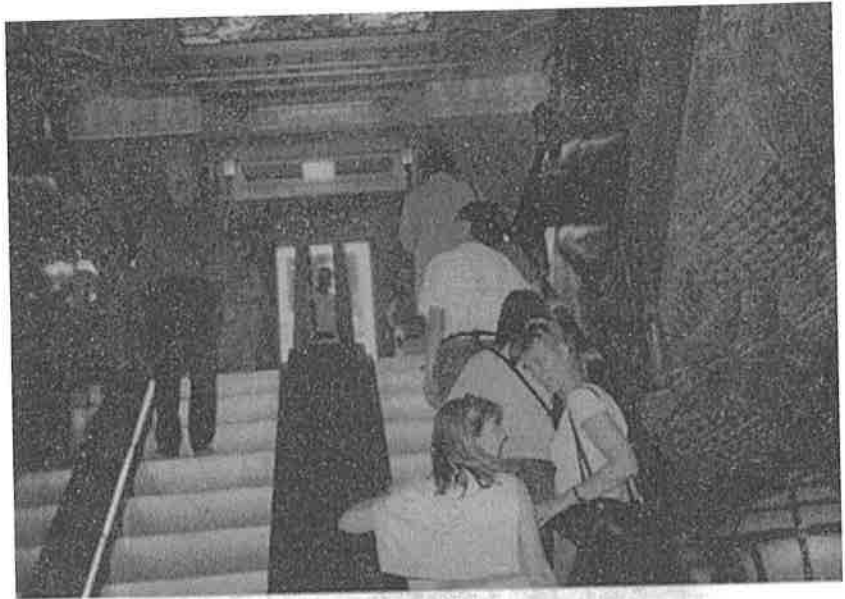
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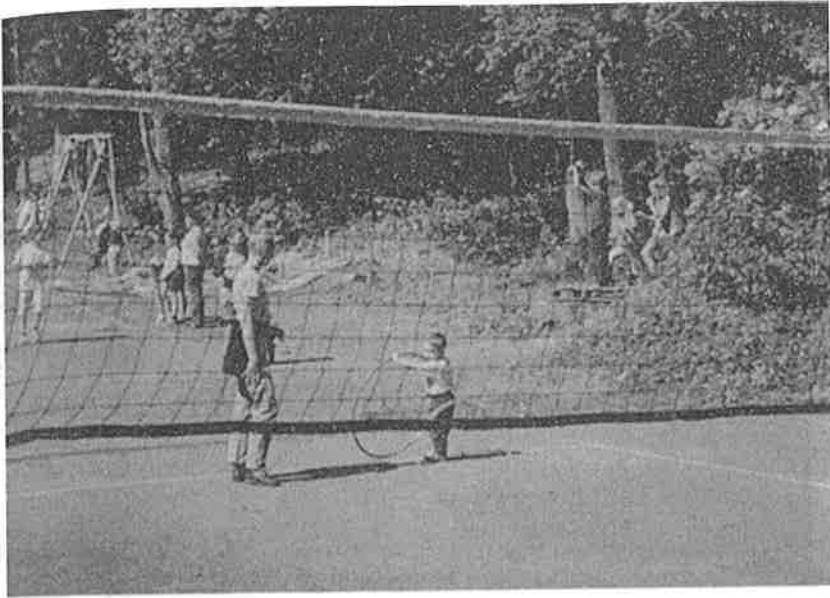


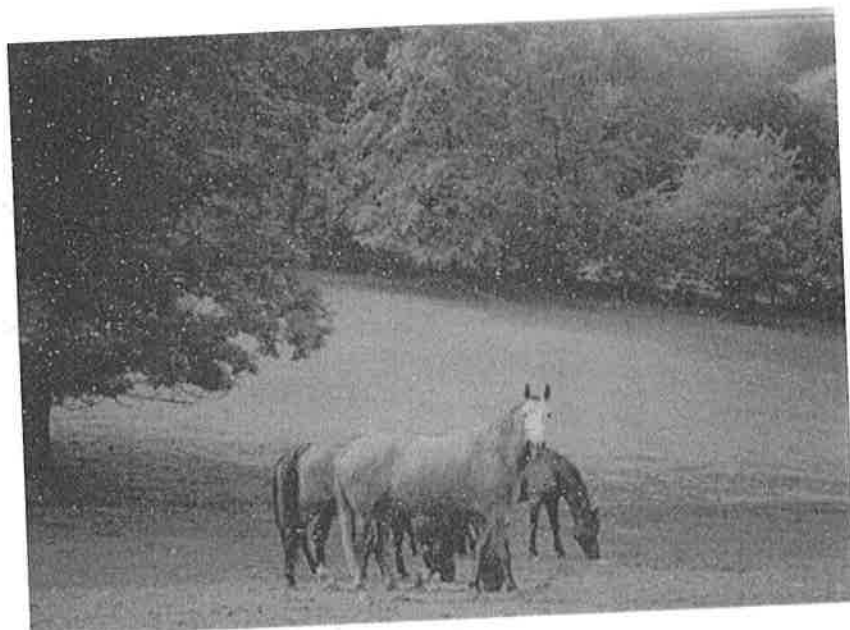
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PART II. QUESTIONS AND RESPONSES

30 questions

Directions: In this part of the test, you will hear a question spoken in English, followed by three responses, also spoken in English. The question and the responses will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand what the speakers say. You are to choose the best response to each question. Now listen to a sample question.

The best response to the question "Has the flight from Manila landed yet?" is choice (B), "Ten minutes ago." Therefore, you should choose answer (B).

Now begin work on the questions.

Mark your answers on your answer sheet.

11. Mark your answers on your answer sheet.
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40. Mark your answers on your answer sheet.

PART III. SHORT CONVERSATIONS

30 questions

Directions: In this part of the test, you will hear several short conversations between two people. The conversations will not be printed in your test book. You will hear the conversations only once, so you must listen carefully to understand what the speakers say.

In your test book, you will read a question about each conversation. The question will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

41. Why does the woman congratulate the man?

- (A) He had a baby.
- (B) He received a promotion.
- (C) He is friends with Tina.
- (D) He rooted for her.

42. What did the woman get?

- (A) A new friend
- (B) A new baby
- (C) A news story
- (D) A better job

43. What can we infer about the man?

- (A) He is jealous.
- (B) He is sarcastic.
- (C) He is genuine.
- (D) He is bored.

44. What was the woman's order?

- (A) Two cheeseburgers, two large fries and two large lemonades
- (B) Two double cheeseburgers, two medium fries and two small lemonades
- (C) Two double cheeseburgers, two large fries and two medium lemonades
- (D) Two cheeseburgers, two small fries and two small lemonades

45. What did the woman want?

- (A) A new bill
- (B) More lemonade
- (C) A charge card
- (D) To pay by check

46. What can we infer about the woman?

- (A) She is very hungry.
- (B) She is with another person.
- (C) She is angry with the cashier.
- (D) She will eat two double cheeseburgers

47. What is the man trying to find?

- (A) A building
- (B) An office
- (C) A company
- (D) A person

48. What does the woman need in order to help the man?
(A) A name
(B) A company title
(C) More information
(D) More time
49. What will the man probably do next?
(A) Call his brother
(B) Talk to the woman
(C) Find his brother's office
(D) Go to the tenth floor
50. What is the woman's problem?
(A) The reservation is at five
(B) The man has forgotten their date
(C) The man has confused the meeting times
(D) The taxis are all reserved
51. Why can't the man meet the woman?
(A) He has a meeting.
(B) He is waiting for a call.
(C) He is at work.
(D) He made other plans.
52. What is the man's solution?
(A) Get a ride
(B) Walk to the restaurant
(C) Change the reservations
(D) Call the client
53. What had Wendy assumed?
(A) Tom was at the movies.
(B) She had the wrong number.
(C) She would call back later.
(D) Tom was not home.
54. What can we infer about Wendy?
(A) she is annoyed
(B) she is surprised
(C) she is confused
(D) she is fed up
55. What can we assume the man will do?
(A) See a movie with the woman
(B) Eat lunch with the woman
(C) Have dinner with the woman
(D) Leave the office
56. What is the man doing?
(A) having his car washed
(B) buying a new car
(C) having his car fixed
(D) having his interior reupholstered

57. What does the man want to do?
(A) Get personally involved
(B) Move locally
(C) Pay by check
(D) Have two pieces of pie
58. What does the woman say about paying by check?
(A) His fee is too high.
(B) He will need to verify his ID.
(C) He must present his passport.
(D) He must present his driver's license.
59. What is the man trying to do?
(A) Take the bus
(B) Walk to the hospital
(C) Find the bus stop
(D) Rest his feet
60. In which direction is the bus stop?
(A) North-east
(B) North-west
(C) South-east
(D) South-west
61. What will the man probably do next?
(A) Take the bus to the hospital
(B) Walk to the bus stop
(C) Take a break
(D) Walk to the hospital
62. Why hasn't the man thought about celebrating his birthday?
(A) It is too much work.
(B) He is too busy.
(C) He forgot.
(D) He doesn't want to.
63. What might the guests do?
(A) Bring food
(B) Come up with an idea
(C) Feel lucky
(D) Stay at work
64. What does the woman think of the idea?
(A) It is very complicated.
(B) It is realistic.
(C) It is impractical.
(D) It is boring.

65. What astonishes the woman?
(A) How quickly things change in the office.
(B) The length of her vacation.
(C) The water cooler.
(D) Her new desk.
66. What happened to Ms. Rogers?
(A) She was fired.
(B) She quit.
(C) She was promoted.
(D) She got sick.
67. Why was Ms. Roger probably fired?
(A) She was late too often.
(B) She was too short.
(C) She couldn't handle the work.
(D) She wasn't intelligent enough.
68. What have they been doing?
(A) Being kept on hold
(B) Standing up
(C) Waiting
(D) Talking to clients
69. How late are they?
(A) 15 minutes
(B) 20 minutes
(C) 25 minutes
(D) 30 minutes
70. How long will the man and woman wait in total?
(A) 15 minutes
(B) 20 minutes
(C) 25 minutes
(D) 30 minutes

PART IV. SHORT TALKS

30 questions

Directions: In this part of the test, you will hear several short talks. Each will be spoken just one time. They will not be printed in your test book, so you must listen carefully to understand and remember what is said.

In your test book, you will read two or more questions about each short talk. The questions will be followed by four answers. You are to choose the best answer to each question and mark it on your answer sheet.

71. What did Bonzo do?

- (A) Take a shower
- (B) Call a warden
- (C) Attack a staff member
- (D) Pick an enclosure

72. What did staff members think at first?

- (A) They were cranky.
- (B) An animal was mobile.
- (C) Someone was playing a joke.
- (D) They would go on safari.

73. How did a staff member discover the truth?

- (A) He heard Bonzo's voice.
- (B) He called the police.
- (C) He saw Bonzo.
- (D) He shouted at a warden.

74. What is the topic of the report?

- (A) Prehistoric hikers
- (B) A hunter's death
- (C) Alpine glaciers
- (D) Mothers

75. Where did the arrow hit?

- (A) Front-right
- (B) Front-left
- (C) Back-right
- (D) Back-left

76. What did the specialists conclude?

- (A) Alpine glaciers are cold.
- (B) The hunter was still alive.
- (C) Their initial assumption was incorrect.
- (D) Bronze axes help modern-day climbers.

77. Which benefit is not mentioned?

- (A) Price
- (B) Culture
- (C) Scenery
- (D) Language

78. What is being advertised?

- (A) Real estate
- (B) Vacation holidays
- (C) Language classes
- (D) Gardening services

79. Why are British people especially attracted to South Africa?

- (A) Lush vegetation
- (B) Migrating birds
- (C) Large flats
- (D) Similar time-zones

80. Why is the woman being introduced to the audience?

- (A) Because she will be speaking.
- (B) Because she is a famous animal trainer.
- (C) Because she has performed with many animals.
- (D) Because she is the owner of the zoo.

81. Which animal is not mentioned?

- (A) Elephant
- (B) Camel
- (C) Lion
- (D) Tiger

82. What is Ms. Welty's famous trick?

- (A) Riding an elephant
- (B) Making leopards dance
- (C) Jumping on a seesaw
- (D) Springing onto an elephant

83. How many children will participate in making the big lantern?

- (A) 51,000
- (B) 5,100
- (C) 510
- (D) 5,010

84. What shape will the big lantern be?

- (A) Female swimmer
- (B) Faces
- (C) Plastics
- (D) Children

85. What other lantern shape will there be?

- (A) Gel
- (B) Garden
- (C) Fish
- (D) Festival

86. What is the topic?

- (A) CD quality
- (B) Composing music
- (C) Drivers' licenses
- (D) Legal issues

87. What is said about audio sample CDs?
(A) They are less expensive than standard CDs.
(B) They are used to record other works.
(C) They are taken for granted.
(D) Their composition is undetermined.
88. What is stated about music ownership?
(A) It lacks clarity.
(B) Artists are right.
(C) Free music is adventurous.
(D) Computer downloading methods are complicated.
89. What unauthorized activity is permitted?
(A) Renting videos
(B) Loaning videos
(C) Editing videos
(D) Reproducing videos
90. What does the definition of home use include?
(A) Hotels
(B) Universities
(C) Rented apartments
(D) Buses
91. What might happen if you engage in an unauthorized activity?
(A) You might be taken to court.
(B) You could have to copy a video.
(C) Your video could be exported.
(D) You would be given a license.
92. What is the purpose of taxation?
(A) To equalize the distribution of wealth
(B) To fund for public services
(C) To support government officials
(D) To make people unhappy
93. Which is an example of a tax burden?
(A) The percent of a person's salary paid in taxes
(B) The taxes paid on property
(C) The incoming taxes
(D) The burden of having to pay taxes
94. What can be inferred about the income tax rate since the 1980s?
(A) It has increased.
(B) It has decreased.
(C) It has been discontinued.
(D) It is no longer required of families.
95. About how many workdays a year are lost to absenteeism?
(A) One million
(B) Two million
(C) Three million
(D) Four million

96. Which of the following is not affected by absenteeism?

- (A) Productivity
- (B) Profitability
- (C) Morale
- (D) Sociability

97. What is the solution companies are trying to reduce absenteeism?

- (A) Longer workdays
- (B) Shorter workdays
- (C) More flexible workdays
- (D) Longer weekends

98. Why was the employee dismissed?

- (A) Because he is dishonest
- (B) Because he lied on his resume
- (C) Because he was stealing money from the company
- (D) Because he was an asset to the company

99. Why does the man say the company shares the blame for the incident?

- (A) Because they had no reason to fire the employee
- (B) Because the employee was an asset to the company
- (C) Because it turns out the employee had done nothing wrong
- (D) Because they hired the employee without verifying his resume

100. What actions will the company take?

- (A) They will check the resume of all current employees.
- (B) They will fire all employees who lied on their resumes.
- (C) They will instate company regulations regarding honesty.
- (D) They will try to protect themselves against embezzlement.

READING COMPREHENSION

(75 Minutes, 100 Questions)

In this section of the test you will have a chance to show how well you understand written English. There are three parts to this section, with special directions for each part.

PART V. INCOMPLETE SENTENCES

40 questions

Directions: Questions 101-140 are incomplete sentences. Four words or phrases, marked (A), (B), (C), (D) are given beneath each sentence. You are to choose the one word or phrase that best completes the sentence. Then, on your answer sheet, find the number of the question and mark your answer.

You will read:

The committee had to postpone _____ until next week.

- (A) the meet
- (B) to meet
- (C) meeting
- (D) meet

The sentence should read, "The committee had to postpone meeting until next week." Therefore, you should choose answer (C).

Now begin work on the questions.

101. If there had not been so _____ concert goers, we never would have gotten tickets at the last minute.

- (A) less
- (B) little
- (C) few
- (D) small

102. Since private funding _____, the struggling company had to turn to the government for help.

- (A) stops
- (B) dried up
- (C) put off
- (D) threw away

103. The main perquisites she requested were a corner office, flexible hours, and a _____ salary.

- (A) competitive
- (B) competition
- (C) compete
- (D) competent

104. _____ the fire alarm sounded, everyone ran out of the building and into the street.

- (A) The same time
- (B) Immediately
- (C) When it
- (D) As soon as

TOEIC Study Book

Chapter 14

105. The police have really started to crack _____ on jaywalkers, so be sure to cross only on green lights.
- (A) up
 - (B) down
 - (C) over
 - (D) in
106. Our competitors have just as many selling points as we _____ so we had better lower the price.
- (A) are
 - (B) can
 - (C) do
 - (D) able
107. When the food manufacturing giant was _____, suppliers and shareholders protested and demanded a complete investigation.
- (A) bankruptcy
 - (B) for debt
 - (C) declared bankrupt
 - (D) debt
108. If you break this watch you cannot easily buy _____ like it because it comes from an exclusive edition.
- (A) another
 - (B) a one
 - (C) other
 - (D) same
109. When the supervisor asked Mrs. Franklin _____ branch she had been working, the room became silent.
- (A) on who
 - (B) about whose
 - (C) why the
 - (D) at which
110. A pension fund is a financial _____ that handles workers' pension contributions, investing them and then paying upon retirement.
- (A) institutionalize
 - (B) institution
 - (C) building
 - (D) constitution
111. Mrs. Johnson is substituting for Dr. Rogers, after he slipped down the stairs and broke _____ ankle.
- (A) his
 - (B) the
 - (C) her
 - (D) its
112. After Mr. Sul finished the conversation with his clients and hung up the phone, _____.
- (A) he eats lunch
 - (B) they have called back
 - (C) he wrote a report
 - (D) they come to his office

113. It is hard to predict what the client will request, so we will just have to _____.

- (A) take away
- (B) play it by ear
- (C) put forward
- (D) word of mouth

114. Nothing happened when I was at lunch with the clients, _____?

- (A) did it
- (B) do they
- (C) doesn't he
- (D) won't they

115. Each of _____ hoping to win the lottery this time around, but I am not optimistic.

- (A) she is
- (B) they are
- (C) us can
- (D) them is

116. Since Mr. Green had unlimited liability in the business deal, he had the legal _____ to pay all debts and therefore had to sell his house.

- (A) obliged
- (B) obligatory
- (C) obligation
- (D) obligated

117. When an economy expands at a rate that cannot be maintained, it is _____ overheating.

- (A) called it
- (B) said to be
- (C) named that
- (D) referred

118. Producers who provide services _____ socially necessary but not profitable, or who cannot produce at market price, are given subsidies.

- (A) who is
- (B) who are
- (C) that is
- (D) that are

119. Driving is the _____ attractive option, but the transportation strike really does not provide much of a choice.

- (A) least
- (B) worst
- (C) better
- (D) little

120. When the metal production company _____ to have contaminated local waterways, angry citizens petitioned local courts for fines and restraining orders.

- (A) finding
- (B) found
- (C) findings
- (D) was found

Chapter 14

121. The controller will not approve of your salary and bonus increase now _____?
(A) doesn't he
(B) will she
(C) shouldn't he
(D) is she
122. Ms. Heffron's _____ concern in taking the new job and relocating was the effect it would have on her very large dog.
(A) mainly
(B) primarily
(C) main
(D) majority
123. The newspaper editorial _____ our governor for his mishandling of the budgetary crisis.
(A) criticism
(B) censored
(C) criticize
(D) censured
124. The taxi driver will never forget _____ of gas in the middle of a dangerous intersection.
(A) running out
(B) setting off
(C) to run out
(D) breaking off
125. I don't understand where Mr. Friedman is. He _____ be here, but he isn't.
(A) must
(B) might
(C) should
(D) maybe
126. Wholesalers fill the gap between retailers and producers, stocking goods _____ and delivering them when ordered.
(A) large quantities
(B) in bulk
(C) many
(D) a lot
127. Dr. Anser tried not to show his _____ at having been left waiting at the airport for two hours.
(A) irritated
(B) irritant
(C) irritation
(D) irritate
128. Please email your instructions _____ we can handle the matter as swiftly and effectively as possible.
(A) in order
(B) therefore
(C) because
(D) so that

129. Mr. Abraham has consulted for businesses of all sizes, _____ one-person operations to multinational corporations.

- (A) ranging from
- (B) in the range
- (C) ranging
- (D) in range

130. To stop the conflict, they have contacted a lawyer to recommend _____ distribution of property among the heirs.

- (A) an equally
- (B) fairness
- (C) an equitable
- (D) fairly

131. Ms. Klein is so _____ that everyone here knows and adores her.

- (A) personal
- (B) personable
- (C) personality
- (D) personify

132. _____ the Head of Production was fired for poor performance, he still received approximately three years' salary and a full pension.

- (A) Even though
- (B) Despite
- (C) Due to
- (D) Since

133. The children asked nicely but still were not _____ to have cookies before dinner was served.

- (A) allowance
- (B) prohibited
- (C) allow
- (D) permitted

134. Most countries have to pay their deficits with foreign currencies from their reserves, but some can try to _____ an exchange of goods.

- (A) look out
- (B) set up
- (C) see off
- (D) take care

135. The weather _____ improve by this weekend, but at this point it is hard to tell.

- (A) apparently so
- (B) predicted
- (C) ought to
- (D) forecast

136. When the bank _____ our company's bad credit rating, it refused to issue a loan.

- (A) caught short
- (B) let it ride
- (C) buckled down
- (D) got wind of

137. Lock the front door and turn off all of the lights before you leave the office, _____ you?

- (A) would
- (B) have
- (C) did
- (D) agree

138. Inflation indexes measure the cost of a "basket" of goods and services _____ transport, housing, fuel and health care.

- (A) like the
- (B) such as
- (C) example
- (D) such

139. You _____ worried, because we arrived in plenty of time and the presentation went really well.

- (A) should not
- (B) did not
- (C) need not have
- (D) will never

140. Companies wanting to raise more money from expansion can issue new shares, and these frequently are offered to shareholders at a _____ price.

- (A) reduction
- (B) reduce
- (C) reducing
- (D) reduced

PART VI. TEXT COMPLETION

12 questions

Directions: Questions 141-152 are based on incomplete sentences. Four words or phrases, marked (A), (B), (C), (D) are given beneath each sentence. You are to choose the one word or phrase that best completes the sentence. Then, on your answer sheet, find the number of the question and mark your answer.

Questions 141-143 refer to the following text

Welcome to Mayberryville! The history of this town begins when Mayberryville was first 141. _____ by European settlers in 1790. First named "Mayberry Village," the settlement expanded quickly over the 142. _____ century thanks to its 143. _____ position on the burgeoning trade routes at that time. These days, Mayberryville is far from the sleepy village of yesteryear, and offers countless opportunities for visitors to enjoy the splendor of the natural environment that surrounds it.

141.

- (A) attacked
- (B) developed
- (C) established
- (D) undermined

142.

- (A) preceding
- (B) following
- (C) proceeding
- (D) after

143.

- (A) helpful
- (B) irrelevant
- (C) central
- (D) exclusive

Questions 144-146 refer to the following text

Special Closeout Sale and Extended Hours - May 19th only!

In order to 144. _____ for our special spring collection, Katie's Closet has decided to 145. _____ a special off-season sale on May 19th. This day only, we will open our doors at 6a.m. and close at 11p.m. During this sale, everything in the store will be 50 percent to 70 percent off. Don't let this special opportunity 146. _____ you _____, so mark your calendars for the May 19th sale today!

144.

- (A) make way
- (B) get rid of
- (C) sell
- (D) throw out

145.

- (A) establish
- (B) hold
- (C) grant
- (D) pass

146.

- (A) sum . . . up
- (B) pass . . . by
- (C) take . . . up
- (D) dream . . . on

Questions 147-149 refer to the following text

November 30th, 2006
Mr. David Clark
General Manager
Hybrids Inc.
16 Seaway View
Hawaii

Dear David,

I would like to take this opportunity to express my heartfelt thanks to you for your very active participation in our recent conference in Montreal on the "future of genetic engineering". The Chairman and Board Members have also asked me to 147. _____ their sincere appreciation for your efforts in supporting the Institute in this important undertaking. I have no doubt that it would not have been the success that it was without your presence.

Please keep 148. _____, and drop in and visit us 149. _____ you are in this part of the world.

Very sincerely,

John Tailor
Events Coordinator

- 147.
- (A) express
 - (B) impress
 - (C) interest
 - (D) show
- 148.
- (A) in step
 - (B) in touch
 - (C) out of touch
 - (D) up
- 149.
- (A) wherever
 - (B) however
 - (C) ever
 - (D) whenever

Questions 150-152 refer to the following text

Taxes for Homeowners

If you are planning to buy a house, you will first have to save enough money for the down payment. Then, of course, you will have to pay additional taxes. Once you have made a real estate 150. _____, you will also have to pay a property tax 151. _____ levied on the value of the property. Property tax on real estate is usually assessed and paid to local government. 152. _____, the taxing authority performs the appraisal of the property and tax is assessed in proportion to that appraised value.

150.

- (A) buy
- (B) bought
- (C) purchase
- (D) purchased

151.

- (A) that is
- (B) which was
- (C) that had been
- (D) which will have been

152.

- (A) Although
- (B) However
- (C) Therefore
- (D) Moreover

PART VII. SHORT READINGS

48 questions

Directions: Questions 153-200 are based on a selection of reading materials, such as notices, letters, forms, newspaper and magazine articles, and advertisements. You are to choose the one best answer (A), (B), (C), (D) to each question. Then, on your answer sheet, find the number of the question and mark your answer. Answer all questions following each reading selection on the basis of what is stated or implied in that selection.

Read the following example.

Chile is becoming one of the world's most renowned wine producers. The country's dry climate, cool ocean breezes and abundant sunshine, not to mention low-cost labor and real estate, have prompted countless international winemakers to set up shop in Chile. And sales are booming; one local winemaker, for example, increased exports from 70,000 cases in 1998 to over 110,000 this year.

What is a benefit of producing wine in Chile?

- (A) A lack of sunshine
- (B) Increased export tax
- (C) Inexpensive land
- (D) Legal cases

The reading selection says that Chile has low cost real estate. Therefore, you should choose answer (C).

Now begin work on the questions.

Questions 153-156 refer to the following text

At the Sunland Sports Hotel, you can try wild water-sports such as canyoning, rafting, and canoeing. A qualified trainer will put your stamina to the test with swimming exercises and some paddling before you take a leap into the turbulent waters with a vessel of your choice from a height of 2.5 meters! Beginners with no previous experience are just as welcome and can learn the basics of these water sports as well as some finer tricks of the trade, including how to change direction and do special jumps.

Cave diving, though great fun, can be quite dangerous, which is why it is restricted to experts with plenty of cave experience. So if that is you, the caves in the lower region offer great opportunities for an adventure. You will have to obtain permission from the relevant authorities, however, before you are allowed access to these caves.

Presenting a novel opportunity for managerial groups to cooperate, not to mention cope effectively with adrenaline surges through outdoor activities, try our Corporate High program. Aimed particularly at those with high pressure jobs, it invites you to take on challenges which are easier to solve in teams and puts your mental and physical limits to the test.

153. What can be said about the water activities?

- (A) They are restricted to experts.
- (B) No boats are involved.
- (C) The waters are calm.
- (D) They involve more than swimming.

154. Who can go cave diving?
- (A) Relevant authorities
 - (B) Those with permission
 - (C) Experts in water-sports
 - (D) Those who are dangerous

155. What is taught in the Corporate High program?
- (A) Novel writing
 - (B) Pressure cooking
 - (C) Team building
 - (D) Test-taking skills

156. How can the Corporate High program be described?
- (A) Relaxing
 - (B) Lazy
 - (C) Easy-going
 - (D) Stressful

Questions 157-158 refer to the following text

TABLE OF CALORIES

The number of calories that appears in the left-hand column is approximate.
Dairy Products

<u>Calories</u>	<u>Product</u>
100	Butter, 1 tablespoon
52	Blue cheese, 1 tablespoon
113	Cheddar cheese, 1 ounce
30	Cheddar cheese, grated, 1 tablespoon
230	Cottage cheese, 8-ounce cup
106	Cream cheese, 1 ounce
50	Cream, heavy, 1 tablespoon
30	Cream, light, 1 tablespoon
81	Egg, boiled
114	Egg, scrambled

157. One tablespoon of which of the following has more calories?
- (A) Blue cheese
 - (B) Grated cheddar cheese
 - (C) Light cream
 - (D) Heavy cream
158. Which of the following statements is true?
- (A) A scrambled egg has the same calories as a boiled egg.
 - (B) Cheddar cheese has more calories than cream cheese.
 - (C) Blue cheese and butter have the same calories.
 - (D) Heavy cream has the same calories as cheddar cheese.

Questions 159-162 refer to the following text

This electronic ticket is not transferable. This ticket is valid for travel on the designated flight only, and is non-refundable. If you choose to change your itinerary, any fare increases and a change fee will be collected at that time.

In addition to the three checked-in items, there is a limit of two carry-on items per passenger which includes purses, briefcases, and laptop computers. Each of these items must measure less than 9 inches high, 14 inches wide, and 22 inches long. In the cabin, please stow items under the seat in front of you and save the shared overhead compartment for larger items. Reserved seats will be held for you until 20 minutes before departure time (40 minutes for international flights). To accommodate everyone wishing to travel on your flight, you must be in your confirmed seat at least 10 minutes before scheduled departure (30 minutes for international flights). This will ensure that your reservations are not canceled.

159. How many items can be taken in the cabin?

- (A) 5
- (B) 2
- (C) 1
- (D) 3

160. Where should large items be put?

- (A) Under a seat
- (B) In a briefcase
- (C) Overhead
- (D) On the seat in front of you

161. What can be said about the ticket?

- (A) You can give it to a friend.
- (B) You can get your money back.
- (C) The travel date cannot be changed.
- (D) It costs extra to make alterations.

162. When could you lose your seat?

- (A) If you check in 30 minutes before international flights.
- (B) If you do not cancel your reservation.
- (C) If your seat is held for you.
- (D) If you are in your seat 30 minutes before a domestic flight.

Questions 163-165 refer to the following text

To: All Investment Analysts
Subject: Policy Changes

As you are no doubt aware, our company has recently faced heavy criticism that its investment analysts are less concerned with presenting straight facts about companies than with winning investment banking deals. As you of course also know, the personal holdings of analysts have emerged as an area of possible conflict of interest that could influence research opinions.

Given both of the above, as of February 1st, all investment analysts will be barred from buying shares in the companies they cover. Spouses and children will also be covered by the new policy. Analysts with existing holdings will be given the option of selling them, transferring them to a managed account over which they have no control, or holding positions subject to stricter rules concerning disclosure and sales.

We realize this will put the 20%-25% of you currently owning shares in companies you cover, not to mention the additional 10% whose spouses or children own similar shares, at a disadvantage; however, we are confident you can understand why these measures are necessary.

163. Of what are analysts accused?

- (A) Being too critical
- (B) Presenting straight facts
- (C) Prejudicing results
- (D) Buying shares

164. According to the new policy, who is allowed to keep the shares?

- (A) Investment analysts
- (B) An investment analyst's mother
- (C) An investment analyst's husband
- (D) An investment analyst's child

165. What percent of analysts are not affected by the new policy?

- (A) 70
- (B) 25
- (C) 20
- (D) 10

Questions 166-168 refer to the following text

Twenty-one people were injured in a train collision on Friday evening, calling 170 workers to the scene. Three of the victims suffered life-threatening injuries in the crash, two of which were later described as out of danger, while one remained in critical condition over the weekend. Names of the victims have yet to be released.

The accident occurred at 8:15 Friday. Preliminary investigations indicate that the trains struck each other at an estimated 40 km per hour. An emergency brake was engaged, but could not prevent the regional train's engine from impacting with the rear car of the commuter train. Initial findings suggest that either an engineer did not react adequately to a stop signal, or that a technical defect in the engine car may have caused the accident. Both engineers fled toward the rear of the car, but both sustained injuries.

Damage to the two trains has been described as "very extensive." A six-person special team has been formed to determine the cause of the collision.

166. How many people lost their lives?

- (A) 21
- (B) 3
- (C) 2
- (D) 0

167. What decreased the seriousness of the accident?

- (A) Engineers fled.
- (B) Emergency brake was on.
- (C) Six-person special team was formed.
- (D) Stop signal had a defect.

168. What caused the accident?

- (A) An engineer did not react.
- (B) It was a technical defect.
- (C) It is not determined.
- (D) The emergency break was engaged.

Questions 169-171 refer to the following text

Now that you have invested in a fine piece of jewelry, it is important to learn how to properly care for it. Remember that direct contact with hairsprays, deodorants and perfumes can damage your jewelry, as can excessive heat or sun exposure. When cleaning, avoid immersing the jewelry in water or using alcohol or ammonia-based cleaners. Simply polish with a soft cloth to keep your jewelry shiny.

When using a soft cloth, follow these directions:

TO CLEAN: Rub surface firmly to loosen tarnish. For stubborn tarnish, first lightly moisten the surface to be cleaned. Several brisk strokes may be required.

TO POLISH: Buff lightly to remove tarnish and to instantly obtain a brilliant shine.

We recommend using a Jewel Care cloth, available in most fine jewelry stores. This unique cloth cleans and restores the original brilliance to flatware, accessories, and antiques. Its inner 100% cotton flannel cloth is thoroughly impregnated with cleaning and polishing agents especially formulated for silver. It is non-toxic and environmentally safe.

169. Which of the following is recommended?

- (A) Wear the cloth as jewelry
- (B) Directly contact jewelry producer
- (C) Put jewelry in water
- (D) Keep jewelry in the shade

170. What can be said about using a soft cloth?

- (A) Multiple strokes may be necessary.
- (B) Use more pressure when polishing than cleaning.
- (C) Wet the cloth before removing tarnish.
- (D) To avoid damaging the jewelry, use light strokes.

171. What can be assumed about the Jewel Care cloth?

- (A) It can be used only once.
- (B) It is actually two connected cloths.
- (C) It should be washed regularly.
- (D) The cleaning agents are poisonous.

Questions 172-175 refer to the following text

Dear Ms. Hokkaido

Re.: Policy number 87219P, Claim Ref. Y3650

We are writing in reference to your claim relating to the flooding at your clothing store. We confirm that your policy is comprehensive, and therefore covers water damage.

Our loss adjuster, Alfonso Ramirez, will visit you on November 10th to assess the damage. We apologize for the relative delay, but given the number of businesses affected by the recent flood, you can imagine how busy we are. We appreciate your patience in this matter.

You will receive indemnity for any damage to the building and merchandise. You should supply quotations from two firms for the repairs. You will also receive compensation for loss of business. In order to receive this, you will have to file an additional claim. In addition, your policy provides cover for any legal costs which may arise.

At this point, we need to inform you that your premium will increase by 5% as your no-claims bonus will be affected by this incident.

Sincerely yours,
Sue Bradley
Claims Manager

172. What will Ms. Hokkaido receive?

- (A) Clothes
- (B) Damage to the building
- (C) Reimbursement
- (D) New merchandise

173. What must Ms. Hokkaido do?

- (A) Get legal help
- (B) Visit Mr. Ramirez
- (C) Compensate the insurance company for loss of business
- (D) Have companies estimate the damage

174. How will loss of business be covered?

- (A) Under a separate claim
- (B) By filing taxes
- (C) With legal costs
- (D) By making quotations

175. Why will Ms. Hokkaido have to pay more?

- (A) She lost business.
- (B) She called a lawyer.
- (C) Her policy is comprehensive.
- (D) She filed a claim.

Questions 176-178 refer to the following text

In a landmark settlement, the State of Indiana agreed to pay nearly \$115 million to the federal government for cleanup costs at two toxic dump sites. The Environmental Protection Agency will receive \$20 million to resolve state responsibility for the county's Casper Resources Facility, where toxic waste was moved from the Longwood site, the recipient of the rest of the settlement. The state was found liable for a majority of the cleanup costs in a massive lawsuit involving the federal government and more than 100 private companies.

The Casper residential community, located near the toxic waste site, began registering official complaints when it became apparent that the elevated number of sicknesses among community members could be directly attributed to the toxic waste. Brenda Arnold, the residential community spokesperson, said, "We feel vindicated by the results of the case. It won't take away the damage that has already been done, but will hopefully prevent further problems."

176. How much money will Longwood receive?

- (A) \$115 million
- (B) \$20 million
- (C) \$95 million
- (D) \$100 million

177. About what did the residential community complain?

- (A) Wasted resources
- (B) Increased illnesses
- (C) Voting registration
- (D) Public officials

Chapter 14

178. Who was found guilty?
(A) Casper Resources Facility
(B) Environmental Protection Agency
(C) State of Indiana
(D) Federal Government

Questions 179-182 refer to the following text

MELPRO PLC, the London-based linen manufacturer, reported a dismal end to the financial year 2000/2001 (end of April). According to figures released by the firm, results from normal business activities dropped by almost 97% or 187,000 Euro. For the first time in the history of the company, management agreed there would be no dividends for shareholders. The consolidated company turnover for 2000/2001 rose by two percent, or 143.9 million Euro, over the previous year but original optimistic estimates had placed the rise at ten percent. The operating results showed a decrease of 35%, down to three million Euro. MELPRO's Chief Executive Officer, David Andrews, stated, "We are of course unhappy with the current results, but feel confident the situation will turn around." He added, "We are in the process of reviewing our budget."

179. How can the results be described?
(A) Optimistic
(B) Normal
(C) Disappointing
(D) Expected
180. What is the new development?
(A) Management will not join shareholders.
(B) Shareholders will not provide dividends.
(C) Normal business activity results worsened.
(D) Shareholders will not be paid.
181. What can be said about turnover?
(A) Its rise was estimated correctly.
(B) It fell sharply.
(C) It rose less than expected.
(D) It fell by 35%.
182. Which figure is greater?
(A) Loss from normal business activity
(B) Gain from consolidated turnover for 2000/2001
(C) Loss from operating results
(D) Gain from consolidated turnover for 1999/2000

Questions 183-186 refer to the following text

To: Human Resources Department
Regarding: Personnel Policies

As we discussed last week, we currently have a situation in which many are unsure what they are supposed to be doing. Lack of clarity in job descriptions leads to a lack of productivity and motivation, and unsure reporting hierarchies. Each new person hired must be sure where she or he fits into the organizational chart, and certain about the specific duties involved. Supervisors must carefully monitor employee performance against clearly established criteria.

In addition, personnel evaluations must be instituted by June, and performed on a semi-annual basis. The criteria for evaluation must be clear and objective to avoid the perception of bias and the tendency of supervisors to inflate the scores of those personally favored. Employees must be given the opportunity to respond to their evaluations, and a commonly agreed path for performance enhancement must be agreed upon and implemented.

I would like to see the above implemented a.s.a.p.

Regards,
Judy Monte

183. What is the problem?

- (A) Workers are unclear about their responsibilities.
- (B) Productivity/motivation are too high.
- (C) Reporters are unsure about hierarchies.
- (D) Supervisors are monitoring employee performance.

184. How are the desired criteria described?

- (A) Subjective
- (B) Transparent
- (C) Clean
- (B) Perceptive

185. How often will evaluations take place?

- (A) Yearly
- (B) Every two years
- (C) In June
- (D) Twice a year

186. What do some supervisors do?

- (A) Perceive bias in their employees
- (B) Give friends better marks
- (C) Purchase inflatables
- (D) Respond to evaluations

Questions 187-190 refer to the following text

Dublin City Guide - Your Guide to the Good Life in a Great City!

The Dublin City Guide, with a print run of 1.8 million copies annually, provides visitors, newcomers, and locals with important information and helpful maps. Our unmatched circulation makes The Dublin City Guide the most visible guide, while its handy size, sharp appearance, and comprehensive maps and information make it the most popular with visitors. Circulated to hotels in pads of 250, 500 and folded single sheets, the guide is free of charge and readily available, so attractive to all tourists. Every effort has been made to verify the accuracy of the information within. Please call vendors ahead to verify location, prices, hours, and dates.

The Dublin City Guide

Advertising Prices

Advertisement Type	1 year	2 years
Quarter-Page	\$200	***
Half-Page	\$450	\$625
Full-Page	\$700	\$900

The Dublin City Guide has been published since 1982. Copyright 1982 and all rights are reserved. No reproduction of the magazine in whole or in part may take place without the written permission of the publisher.

187. What can be assumed about the guide?

- (A) It is portable.
- (B) It is only for tourists.
- (C) It is expensive.
- (D) It is hard to find.

188. What is prohibited?

- (A) Calling vendors ahead
- (B) Verifying the accuracy of information
- (C) Making copies of pages
- (D) Writing for the guide

189. Why might a business choose a two-year plan?

- (A) Their marketing approach is unchanging
- (B) It is cheaper than 1 year
- (C) There are better size options
- (D) There is a special deal for 2 years

190. What can we infer about the information contained in the guide?

- (A) It is usually the same from issue to issue.
- (B) There are few advertisements.
- (C) The information it contains may change between publications.
- (D) It is more expensive to purchase a 2-year package than two 1-year packages.

Questions 191-194 refer to the following text

The prices quoted in this contract are valid for one month, effective immediately, but changes to scope of supply and services may affect the given lump sum. Travel expenses (travel costs, hotels, etc.) will be billed separately based on the actual costs. The overall bill will be invoiced in two parts: 50% at project start and 50% at project end.

Any licenses granted are exclusive, non-transferable, and temporally unrestricted, contingent upon fulfilling previously agreed-upon payment obligations. Licenses from third providers are to be acquired separately, and in the aforementioned case, those costs will not be considered.

This contract is governed by and will be conducted in accordance with local law, and the parties must irrevocably submit to the jurisdiction of their local courts any claims, disputes, or differences arising out of or in connection with this contract.

From: Helen Thompson
To: Jeanne Terence
Subject: Consulting Contract

Dear Ms. Terence,

I have attached the contract for the consulting I will be doing for your company to this email. I hope everything is clear. I would like to draw your attention to the fact that travel expenses are billed separately, and I expect to bill on a monthly basis. If you have questions about this or any of the other items in the contract, please do not hesitate to contact me.

Sincerely,

Helen Thompson

191. What will not directly affect costs?

- (A) Additional services
- (B) Travel expenses
- (C) Project end-date
- (D) Scope of supply

192. What is stated about licenses?

- (A) They can be shared freely.
- (B) They are complimentary.
- (C) They all come from third providers.
- (D) They do not expire.

193. What does the contract designate local courts do?

- (A) Hold parties
- (B) Resolve conflicts
- (C) Create disputes
- (D) Respect claims

194. Which items are not included in quoted costs?

- (A) Third-party licenses and travel expenses
- (B) Supplies and licenses
- (C) Travel expenses and services
- (D) Actual expenses and hotels

Questions 195-197 refer to the following text

Web Design with HTML/XHTML: Intermediate Course

Description: In this hands-on course, you will learn to enhance web pages using HTML. This class is intended for students with some background in HTML basics that are taught in the Beginners course.

While there are several tools that automate the process of creating web pages available on the market today, there are several reasons why one would still need to know HTML. First, as good as many of the graphical tools are, there are still moments where one would want to make edits to the HTML directly. Second, an essential part of web design today is designing for people with disabilities. None of the existing graphic design tools completely account for web accessibility standards.

B109 Technical Services Building
Mondays, 01:00 PM - 04:30 PM

Job Opening - Start Immediately!

Web Development Assistant - Part-Time

JOB DESCRIPTION: Work 10 - 20 hours per week between 8:00 a.m. and 4:30 p.m. Monday through Friday a minimum of a one-year commitment. Responsible for making approved changes to distance education courses by creating or editing existing HTML pages using defined processes and templates.

SKILLS: Must be proficient in HTML and have excellent attention to detail and thorough knowledge of web design and accessibility standards. Other programming language experience desirable but not required.

EXPERIENCE: Work or school experience demonstrating technical skill and attention to detail. Send resume or letter of qualifications to webdesign@learn.edu

195. What would the course provide necessary for the job?

- (A) Work experience demonstrating technical skill
- (B) HTML and knowledge of standards
- (C) Experience showing attention to detail
- (D) Programming languages and templates

196. What can we assume about the course?

- (A) It must be taken before applying to the job.
- (B) It cannot be attended concurrently with the position.
- (C) It is not useful for the position.
- (D) It counts as work experience for the job.

197. What can we infer about the job position?

- (A) It is a full-time position.
- (B) It is a consulting position.
- (C) It is a freelance job.
- (D) It is a student job.

Questions 198-200 refer to the following text

**BILLMAN CORPORATION INTERNATIONAL DEVELOPMENT CONFERENCE
FITZGERALD CENTER
FRIDAY, DECEMBER 10th, 2007**

8:00 - 8:45: Registration

8:45 - 9:00: Welcome

9:00 - 10:30: Business Development Initiative

10:30 - 10:45: Break

10:45 - 12:15: Entrepreneurship in Developing Countries

12:15 - 1:00: Lunch

1:00 - 2:00: Keynote Address*

* Keynote Speaker: **Ben Hillman**, Co-Founder and CEO, International Initiative

2:00 - 4:30: International Operations

4:30 - 5:00: Break

5:00 - 6:00: International Affairs and the Domestic Economy

6:00 - 7:30: Cocktail (business casual)

Sent: 5:34 p.m. Sunday, November 24, 2007
From: Ben Hillman <b.hillman@tillmancorp.com>
Subject: Conference Schedule
To: Jennifer Schultz <j.schultz@billman.com>

Ms. Schultz,
Thank you for sending me the Billman Corporation International Development Conference schedule for Friday, December 10th. I see that you have scheduled my keynote address for 1:00 p.m. Even though I specifically requested to be scheduled in the afternoon, I must request that you move my presentation even later in the afternoon. You see, I will be flying into the city that morning, and I would like to stop by the hotel before joining you at the conference. Would it be possible to schedule my keynote address for 3 p.m.? This would allow me the opportunity to be in top form. Please let me know if this is suitable ASAP.

Thanks!

Best regards,

Ben Hillman
CEO
International Initiative

198. If Mr. Hillman's request is granted, how will the conference schedule change?

- (A) The section dealing with international relations will have to be moved.
- (B) The conference organizers will have to cancel the keynote address.
- (C) The cocktail will have to start at 7 p.m. instead of 6 p.m.
- (D) Lunch will be postponed.

199. For which function is the attire specified?

- (A) registration
- (B) lunch
- (C) keynote address
- (D) cocktail

200. When does Mr. Hillman hope to hear back from the coordinator?

- (A) the same day
- (B) the following day
- (C) the following week
- (D) as soon as possible