

SECTION II: READING

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. The complete Reading test lasts 75 minutes. Write your answers on the answer sheet, and do not mark in your test book.

Part 5: Incomplete Sentences

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.

101 If there is anything else I can do for you, do not _____.

- (A) hesitate to ask
- (B) worry to say
- (C) concern about asking
- (D) worried

102 Ms. Banks will notify the relevant authorities about this transaction, _____ she?

- (A) doesn't
- (B) hasn't
- (C) won't
- (D) isn't

103 _____ the flight from Hong Kong landed than the snow storm began.

- (A) As soon
- (B) When
- (C) Yet
- (D) No sooner had

104 With employees from around the world, international firms benefit from _____ training.

- (A) diversely
- (B) diversity
- (C) diversion
- (D) diversify

105 The Chief Financial Officer was surprised to learn that it was _____ who had been chosen.

- (A) hers
- (B) her
- (C) she
- (D) them

106 Mr. Frank's fight against the union _____ his claims to care about worker rights.

- (A) blink of an eye
- (B) flies in the face of
- (C) face value
- (D) about face

107 As my grandmother says, the less you need, the _____ you have.

- (A) most
- (B) more
- (C) many
- (D) much

108 They insisted on attending _____ the cocktail reception nor the gala dinner afterwards.

- (A) neither
- (B) both
- (C) either
- (D) such

109 The chairman's scandals, ranging from insider trading to fraud, _____ not enough to draw a jail sentence.

- (A) was
- (B) had
- (C) is
- (D) were

110 The Japanese tourism industry _____ a lot to the overwhelming success of the latest big-budget samurai film.

- (A) own
- (B) owe
- (C) owing
- (D) owes

111 _____, this industry has been allowed to operate with limited concern for the environment.

- (A) Essential
- (B) By and large
- (C) Primary
- (D) By the by

112 The thesis paper was so badly written, and its structure was so chaotic, that the overall meaning remained _____.

- (A) intelligible
- (B) transparent
- (C) incomprehensible
- (D) unambiguous

113 _____ has been made of the program to develop employee morale, but few tangible improvements have resulted.

- (A) Much
- (B) Many
- (C) Less
- (D) Any

114 If it had not rained, Jerry _____ to the football field.

- (A) had gone
- (B) will go
- (C) is going
- (D) would have gone

115 Today's merger of Brazil's rival software companies is causing commotion _____ the stock market.

- (A) in
- (B) by
- (C) into
- (D) under

116 Before we negotiate any further, we must _____ a tentative contract.

- (A) take notice
- (B) write over
- (C) draw up
- (D) sign to

117 Only through _____ leadership will that company ever make a profit.

- (A) consistent
- (B) consistently
- (C) consistence
- (D) constantly

118 The grant funding provided was, unfortunately, too _____ too late.

- (A) many
- (B) little
- (C) much
- (D) few

119 No one realized that the car _____ to Edinburgh and back overnight.

- (A) drive
- (B) were driven
- (C) are driving
- (D) had been driven

120 _____ of the clear demand for better telecommunications services, conditions have actually gotten worse.

- (A) Considering
- (B) In spite
- (C) Because
- (D) Despite

- 121** This study on the communication patterns between men and women _____ inconclusive.
 (A) have proven
 (B) have shown
 (C) has proven
 (D) is shown
- 122** The Credit Department is not as _____ it could be.
 (A) profit like
 (B) profiting so
 (C) profiting like
 (D) profitable as
- 123** I _____ you did not attend the convention this year.
 (A) hoping
 (B) am confident such
 (C) were assumed
 (D) would rather that
- 124** Given his prior knowledge of events, Gupta was _____ surprised to learn that earnings had fallen by a full fifteen percent.
 (A) less than
 (B) much
 (C) real
 (D) such
- 125** Without _____ handshake, our limousine driver sped off into the night.
 (A) further ado
 (B) so much as a
 (C) missing a beat
 (D) so on and so forth
- 126** _____ Dr. Spiel started delegating to all of the associates, his work has decreased.
 (A) During
 (B) When
 (C) Ever since
 (D) While
- 127** The 8 am train, _____ surprisingly was on time this morning, takes ten minutes to the city.
 (A) so
 (B) which
 (C) but
 (D) and
- 128** The successful conclusion of the labor lawsuit led to Joe's receiving _____ payment for his salaries of the previous four years.
 (A) callow
 (B) retrospect
 (C) infantile
 (D) retroactive
- 129** Dr. King, _____ last Friday, is due to visit us next week.
 (A) whose sister you met
 (B) which visit
 (C) whose brother
 (D) he telephoned
- 130** When Mr. Carvajal _____ to Senior Director, he requested a transfer to the head office in Rome.
 (A) was promoting
 (B) has promoted
 (C) promoted
 (D) was promoted
- 131** Have you heard who will take _____ for Jackie when she is on maternity leave?
 (A) apart
 (B) over
 (C) to
 (D) after
- 132** It is important that we have appropriate disability infrastructure, _____ wheelchair ramps and special parking places.
 (A) included
 (B) such
 (C) example
 (D) such as

133 When Professor Brinkley won the top scientific award, he was humble and took _____.

- (A) for granted
- (B) a rain check
- (C) it all in stride
- (D) a straw poll

134 The Association of Environmental Analysts has _____ guidelines for the implementation of its latest conservation project.

- (A) agreed upon
- (B) talked into
- (C) acted up
- (D) asked over

135 While the presentation was _____, the room was so hot that I had a hard time staying awake.

- (A) information
- (B) inform
- (C) informative
- (D) informal

136 The two directors have not spoken to _____ since the merger took place in September.

- (A) another
- (B) other
- (C) together
- (D) each other

137 _____ an increase in government spending, the agricultural sector is now flourishing.

- (A) Due
- (B) Because of
- (C) Since
- (D) Because

138 _____ bought the house, we would be much more stable financially.

- (A) If we
- (B) Since we
- (C) Had we not
- (D) Yesterday we

139 The central bank will offer tax incentives in order to put some life into the slow and _____ stock market.

- (A) sluggish
- (B) bustling
- (C) dynamic
- (D) thriving

140 We were sad to learn that our favorite restaurant is shutting down _____.

- (A) a bit much
- (B) fish out of water
- (C) a penny for your thoughts
- (D) for good

Part 6: Text Completion

Directions: A word or phrase is missing from some sentences in the following texts. Select the best of the four answers given below each of the sentences and mark your answer sheet.

Questions 141–143 refer to the following email.

It is with regret that Harrison Insurance Ltd. must hereby cancel the health insurance policies Bixby & Co. has had with our company. As indicated in our previous communications, Bixby & Co. is _____ on its relevant payments. Despite our

- 141** (A) under
(B) behind
(C) above
(D) near

repeated phone calls and emails to Bixby & Co., however, the situation has not been rectified. As such, we must inform you that the health insurance policies for your 35 employees have become invalid – effective immediately. While we understand that Bixby & Co.'s current cash flow difficulty is causing the payment delay, we must _____ you

- 142** (A) reminder
(B) remember
(C) remind
(D) remembrance

that your group policy clearly states late payment as grounds for termination of the contractual agreement. _____, Bixby & Co. employees currently have no

- 143** (A) Effect
(B) According
(C) A consequence
(D) As a result

supplemental health insurance coverage from Harrison Insurance Ltd. Should you decide to reinstate your employees' health coverage or to set up an alternative level of coverage, do not hesitate to contact your Harrison Insurance representative.

Questions 144–146 refer to the following article.

Your hamburger and fries just got greener. While it seems that there is never any good environmental news these days, the Happy Friends fast food chain just announced an important decision. _____ public protest regarding wasteful packaging, polystyrene

- 144** (A) Thanks to
(B) Due
(C) On account
(D) Because

packaging will _____ seen at any Happy Friends fast food restaurant.

- 145** (A) not anymore
(B) never again
(C) not again
(D) no longer be

The decision comes one day after angry demonstrations shut down a Cleveland Happy Friends restaurant. The announcement also follows on the heels of three environmental groups threatening to organize a nationwide boycott against the fast food chain. The company spokesperson said that paper containers would now be _____ of polystyrene

- 146** (A) useful so
(B) used instead
(C) useful rather
(D) use

packaging, and he praised Happy Friends' commitment to the environment.

Questions 147–149 refer to the following presentation.

Good morning everyone. Thank you for coming. Today, I am going to fill you in on some recent strategic developments related to the collapse of our subsidiary, Powell Publishers. I would like to begin by _____ the main conclusions we have drawn from the

- 147** (A) will talk about
(B) show
(C) outlining
(D) discuss

preliminary report about why Powell suddenly went bankrupt and how we could have missed the warning signals. After that, I will _____ the ideas we have come up with

- 148** (A) call off
(B) put forward
(C) bring over
(D) put off

for enhancing our risk-management capabilities as well as the steps we are planning to decrease the damage caused by the Powell collapse. As you know, the media are already reporting the potential damage this affair could have on our company's reputation. Finally, I will _____ the question of how we can increase our competitiveness globally.

- 149** (A) address
(B) focus
(C) ask
(D) look

The Asian market is looking increasingly attractive for our brand, and we may begin expanding our operations in both Japan and Indonesia by the end of the year.

Questions 150–152 refer to the following advertisement.

Experience the world of elegance with Performance watches. _____ piece features

- 150** (A) Most
(B) All
(C) Both
(D) Each

quartz movement and is water-resistant to 90 feet. Most of all, Performance watches are handcrafted and made of the finest precious metals available. Our Senator model, for example, features five diamonds set in a blue mother-of-pearl dial. Known for their unique and artistic design, Performance watches emphasize bold lines and subtle nuance. One example is The Aviator, which features a black dial, gold tone hands, a diamond buckle and hound's-tooth detail. Enter the world of Performance to experience _____ precision

- 151** (A) technique
(B) totally
(C) optimum
(D) absolutely

and a level of class comparable to none. Let every day of your life be filled with _____

- 152** (A) their
(B) its
(C) they're
(D) it's

own, perfect performance. Warranty: Performance offers a manufacturer's warranty for three years from date of purchase against all defects, under normal use.

Part 7: Reading Comprehension

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.

Questions 153–155 refer to the following article.

It is easy to write a powerful résumé. First, make your Objective section very specific. What field and type of position are you interested in, and why are you a suitable candidate for the job? An Objective section that is as general as, "I am looking for an exciting position in a large company..." will not help. Second, summarize your qualifications (education and work experience) in enough detail that the prospective employer can get a clear picture of what you offer. Third, since your résumé will initially be screened by a scanner in most large companies, be sure it is loaded with keywords relevant to the position you are seeking. Finally, before you sign up with any résumé-writing services, learn about their credentials and ask to see examples of their work.

153 What would be a suitable Objective?

- (A) To get a well-paying job in a good location and with friendly co-workers
- (B) To work as an educator in a school district with good health benefits
- (C) To join an aircraft research team and apply my knowledge of avionics and electrical systems
- (D) To get hired as an Administrative Assistant to a boss who is nice and supports my career

154 What might be keywords for a bank teller's résumé?

- (A) Slip, deposit, transfer
- (B) Customer, clinic, money
- (C) Telephoning, travel, service
- (D) Bank, medication, classroom

155 What is a basic rule in writing résumés?

- (A) Avoid detail.
- (B) Be explicit.
- (C) Shun keywords.
- (D) Use a résumé-writing service.

Questions 156–158 refer to the following advertisement.

Get Moving with CHS

Here at Corporate Housing Specialists (CHS), we know how hard it can be to relocate your critical employees, whether across town or around the world. Finding the perfect apartment, furniture, cars and hotels takes time and inside knowledge. Let the experts at CHS help you! Here are just a few of our world-class offerings:

- Short-term Housing

We can provide your employees with special rates at leading hotels across the world. If they prefer the comfort of an apartment or house instead, our database of short-term rentals features over 10,000 fully-furnished units.

- Long-term Housing

We know what apartments are actually available in each market and can help you bypass expensive rental deposits. Our interior designers are always available to help recommend furniture choices or even to act as personal shoppers. We can set up rental agreements for furnishings if you prefer not to purchase.

- Superior Customer Service

We can accommodate telephone, email or person-to-person requests.

- Settling-in Services

To help your employees more quickly accommodate to their new surroundings, we offer tour services, cross-cultural training and courses in a variety of other related areas.

156 What kind of business would most likely need the services of CHS?

- (A) Local café
- (B) Tailor shop
- (C) Dry-cleaning store
- (D) Multinational bank

157 What can CHS arrange for clients to do?

- (A) Pay expensive rental deposits
- (B) Become interior designers
- (C) Get hotel discounts
- (D) Purchase houses

158 What might be an example of a course topic offered by Settling-in Services?

- (A) Language instruction
- (B) Advanced calculus
- (C) Metaphysics and future trends
- (D) Managing finances

Questions 159–161 refer to the following policy.

All sales are final. Please ask any questions you have prior to purchase. No refunds or exchanges are possible. WE RESPECT YOUR PRIVACY. No information gathered from the use of this site will be used for any purpose other than order processing and shipment. All credit card transactions are processed on a secure server, verified daily. You can see the verification seals of our payment processors by scrolling to the bottom of the page. Payment by check, bank transfer or money order is also possible. Mailing address and bank information are available in the About Us section of the site. Enjoy your shopping experience!

159 In what case can a purchased item be returned?

- (A) It does not fit.
- (B) Items cannot be returned.
- (C) It is the wrong color.
- (D) It is broken.

160 What does the policy promise?

- (A) Deliveries are sent quickly.
- (B) Payment information is secure.
- (C) The site's customer list is shared with others.
- (D) Every order is verified on a daily basis.

161 Which payment option is not possible?

- (A) Bank transfer
- (B) Credit card
- (C) Money order
- (D) Cash

Questions 162–164 refer to the following article.

Structural surplus in this region is largely based on demographics, as the so-called baby boomers (currently between 40 and 60 years old) have taken measures to increase their personal savings.

Boomers are concerned that state pensions may dry up. They fear the government might be unable to provide care when retirement age rolls around, so they are socking away nest eggs now.

Today's climate of corporate restructuring is also giving boomers the jitters. As companies downsize to cut costs, job security has suffered. Boomer households have increased personal savings to compensate.

This trend is not necessarily bad, but so-called "excess" saving can lead to an overall decrease in consumption and a weaker economic spiral. That's why politicians are now looking at both deficit spending and creating a lower rate of return on new assets.

162 What factor contributes to higher savings rates?

- (A) Growing job security
- (B) Availability of eggs
- (C) Economic insecurity
- (D) More efficient banks

163 What is a disadvantage of increased savings?

- (A) Heightened consumption
- (B) Better economic trends
- (C) Fewer purchases
- (D) More boomers

164 What might counteract increased savings?

- (A) Less corporate restructuring
- (B) Elevated rate of return
- (C) Decreased job security
- (D) Lower consumption

Questions 165–167 refer to the following contract.

If any circumstances preventing the fulfillment by either of the parties of the obligations taken under this contract arise, the time for the fulfillment of the obligations will be extended for a period equal to that during which such circumstances will remain in force. Examples of relevant circumstances include: fire, floods, earthquake, typhoon, epidemics and other actions or force of nature, as well as military operations of any character and prohibitions of export or import. If these circumstances continue for over four months, each party has the right to withdraw from the contract and neither party has the right to claim damages from the other party.

- 165** What is the focus of the passage?
(A) The benefits of having a contract
(B) Interesting circumstances
(C) Withdrawing from a political party
(D) Acceptable reasons for delay
- 166** What would be an example of a relevant circumstance?
(A) Supplier late with order
(B) War
(C) Raw materials too expensive
(D) Bankruptcy
- 167** What happens if relevant circumstances continue for five months?
(A) One party cannot sue another.
(B) The contract automatically terminates.
(C) Only one party can claim damages.
(D) Each party must withdraw from the contract.

Questions 168–170 refer to the following technical specifications.

FreeDoc Technical Specifications

Technical specifications for the FreeDoc standard were developed by numerous organizations and are non-proprietary. In other words, the format can be used by anyone without restriction. FreeDoc can handle text documents ranging from spreadsheets and presentations to drawings/graphics and mathematical formulas.

The most common file extensions used for FreeDoc documents are .fdt for text documents and .fds for spreadsheets. In other words, “.fd” is an abbreviation for FreeDoc and the third letter indicates the focus (i.e. .fdp for presentation).

FreeDoc’s format is adaptable enough to support both simple and advanced functions. Examples include headings, numbered lists, paragraphs, hyperlinks and bookmarks.

- 168** How can FreeDoc’s availability be described?
(A) Proprietary
(B) Strictly for developers
(C) Free to the public
(D) Private and controlled
- 169** What would be the file extension for hyperlinks?
(A) .fdhyp
(B) .fdh
(C) .fdhl
(D) .fdhyperlinks
- 170** How can FreeDoc’s format be described?
(A) Highly focused
(B) Narrow
(C) Limited
(D) Flexible

Questions 171–174 refer to the following lecture.

The General Agreement on Tariffs and Trade, or GATT, was designed to support international trade and reduce protectionism, or the promotion of domestic industries at the expense of those abroad. The idea was that every country would profit by producing commodities for which it had a relative advantage. Countries with inexpensive labor, valuable raw materials or infrastructure for large-scale production, for example, would benefit by capitalizing on those areas.

In theory, with all countries producing at their optimum levels, all countries would profit. In reality, however, some governments carry out protectionism, often in the form of trade barriers and targeted subsidies.

In the 1990s, the World Trade Organization (WTO) effectively replaced GATT by assuming its functions. Whereas GATT was simply a treaty, the WTO is an institutional body.

Tonight, we will look at the history of GATT as well as at potential future scenarios for the WTO.

171 How can the tone of the lecture be described?

- (A) Passionate
- (B) Hostile
- (C) Balanced
- (D) Disoriented

172 What was GATT created to accomplish?

- (A) To counteract protectionism
- (B) To reduce international trade
- (C) To promote targeted subsidies
- (D) To produce commodities

173 What was a threat to GATT?

- (A) Trade barriers
- (B) Countries with inexpensive labor
- (C) International trade
- (D) Transportation infrastructure

174 What topic might follow in the lecture?

- (A) Time as a valuable commodity
- (B) Future activities of GATT
- (C) Ten ways to protect the environment
- (D) The inception of the WTO

Questions 175–177 refer to the following terms and conditions.

Terms and Conditions for *Stanford Hotel* Reservations

1. You can only make a booking if you are 18 years old or over.
2. Your booking will be subject to availability at the time you make it.
3. You need only state the name of one guest per room but, once stated, you cannot change this name later without making a cancellation and rebooking.
4. When you make your booking, you must not attempt to use any name other than your own (although it is possible to make a booking on someone else's behalf).
5. You must not resell or transfer any booking. We may treat any attempt by you to do so as a terminable breach of this contract, and, accordingly, we will have the right to terminate your booking and retain any money you have paid to us in relation to that booking. We may also refuse to take any further bookings from you in the future.

175 What is necessary when making a reservation?

- (A) Using a pseudonym
- (B) Being of a certain age
- (C) Stating the name of every guest
- (D) Booking on someone else's behalf

176 How many names must be provided to book five double rooms?

- (A) None
- (B) One
- (C) Five
- (D) Ten

177 In which case can Stanford Hotel cancel a booking?

- (A) If guest transfers funds electronically
- (B) If guest sells a reservation
- (C) If guest makes an extension to an existing booking
- (D) If guests use their own names

Questions 178–180 refer to the following article.

Executives from WaterFresh Inc. face criminal charges after revelations that the company knowingly withheld information regarding traces of benzene found in its premium bottled water. Benzene has been linked to cancer. Company spokesperson Jon Wei admitted that chemists had discovered traces of benzene in WaterFresh products, but said that the amounts were so small as to be of no health risk. The general public, however, disagreed and has shunned all five of the brand's offerings ever since the story broke last week. WaterFresh Inc. shares fell 25% yesterday under heavy trading. Analysts are predicting that this latest announcement will sink WaterFresh shares even further.

178 What had WaterFresh executives done?

- (A) Consumed premium bottled water
- (B) Talked to criminals
- (C) Hidden the truth
- (D) Become chemists

179 What can be said about benzene?

- (A) It is carcinogenic.
- (B) It improves the taste of water.
- (C) It costs extra.
- (D) It poses no health risk.

180 What happened to WaterFresh Inc. shares?

- (A) They soared.
- (B) They skyrocketed.
- (C) They stabilized.
- (D) They plummeted.

Questions 181–185 are based on the following editorial and email.

Sunday News Editorial - June 13

Chris Garner is the One

Chris Garner is by far our best candidate for the office of mayor. As a successful local business person, Garner understands how our city works and what it needs. His stellar performance as mayor for the past four years speaks for itself. The subsidies he has provided for business development have created critical jobs for our community. His work in loosening unnecessary environmental regulations has allowed much more development around Lake Philips.

Chris has been actively involved in politics on the local, state and national levels since 1985 and has played an important part in mobilizing the electorate in the last two elections. He serves on the Committee for Energy Independence, which oversees a budget of \$250 million. Unlike his competitor, Chris knows how to balance a budget.

If re-elected, Chris has vowed to slash spending and create more jobs. Vote Chris Garner for mayor.

From: Francis Maglia
To: Sunday News Editor
Subject: June 13 Editorial

Dear Sunday News Editor,

I must take issue with your biased editorial of June 13. The reasons you give for supporting Chris Garner are exactly the reasons voters should support D.L. Swanson, the preferable candidate for governor, instead.

Yes, Garner has provided subsidies for business development, and yes, that has led to almost 200 new jobs. It has also led, however, to degradation of our environment. The three new factories subsidized through Garner have been allowed to get away with releasing an unprecedented level of toxins into our air and water. In addition, Garner's loosening of regulations, which you call "unnecessary," around Lake Philips, has led to more mercury in our waters and more trash on our shores. Is that an improvement?

D.L. Swanson is also an accomplished business person, and unlike Garner, has fought to improve the schools in our communities. Most recently, Swanson led the fight for the School Modernization Act, which passed April 3.

Swanson not only opposed Garner's efforts to cut back social-service jobs but also led the fight to save the downtown youth center. While Garner was relaxing on golf courses, Swanson was holding Town Hall meetings across the state.

So I must issue a correction to your newspaper: D.L. Swanson is the One!

Sincerely,
Francis Maglia

181 What can be assumed about Garner?

- (A) He is older than Swanson.
- (B) He is the incumbent.
- (C) Public opinion backs him.
- (D) He is the best candidate.

182 Which of Garner's qualities does the editorial praise?

- (A) He is experienced.
- (B) He is punctual.
- (C) He is affluent.
- (D) He is intelligent.

183 On which point does Maglia disagree?

- (A) The impact of the subsidized business development
- (B) Garner's effectiveness on the Committee for Energy Independence
- (C) The number of jobs created by the subsidies
- (D) Garner's length of time in politics

184 What problem does Maglia mention regarding the factories?

- (A) Unprecedented production levels
- (B) Insufficient pay
- (C) Poor working conditions
- (D) Increased pollution

185 What similarity between the two candidates does Maglia mention?

- (A) Both have worked to improve schools
- (B) Both have a business background
- (C) Both have tried to cut social-service jobs
- (D) Both enjoy golfing

Questions 186–190 are based on the following budget worksheet and memo.

Start-up Costs (first three months)	Actual	Budgeted
Furniture and office equipment	\$15,000	\$12,000
Advertising and promotion	\$4,600	\$4,100
Accounting services	\$500	\$2,000
Printing	\$2,000	\$2,000
Estimated taxes	\$5,000	\$3,000
Salaries	\$10,000	\$11,000
Installation of equipment	\$1,400	\$800
Legal costs	\$900	\$400
Licenses and permits	\$3,500	\$2,450
Rent	\$4,600	\$4,600

Memo

Hi All

The results are in, and they don't look good. For the first three months, our company's actual expenses have significantly outpaced budgeted expenses. Looking at the table, I find it obvious that we really underestimated the outlay required for taxes and furniture, for example. Salaries and accounting are the only areas in which budgeted expenses were comparatively higher than the actual ones, and, as we know, those don't count. Each of us on the Executive Committee took a pay cut to increase cash on hand, and I have stepped in temporarily to do the bookkeeping until we get on our feet. Our predictions were correct in only two categories – that's just not good enough.

What can we do to improve these numbers and beef up revenue for next quarter? We promised our investors that we would break even by the end of the year.

Sasha

- 186** What problem does Sasha mention?
(A) The Executive Committee must work harder.
(B) The company is not spending enough money.
(C) The budget does not balance.
(D) The company overestimated its outlay.
- 187** Why did "Accounting services" cost less than expected?
(A) An Executive Committee member is doing it.
(B) The accountant hurt his foot.
(C) The Executive Committee took a pay cut.
(D) The accountant cannot count.
- 188** In which two categories were the predictions correct?
(A) Advertising and promotion, Legal costs
(B) Salaries, Furniture and office equipment
(C) Installation of equipment, Licenses and permits
(D) Rent, Printing
- 189** What feedback does Sasha want?
(A) Ways to increase outlay
(B) Ways to increase earnings
(C) Ways to decrease income
(D) Ways to decrease productivity
- 190** What should happen by the end of the year?
(A) The Executive Committee should resign.
(B) The company should recoup its investment.
(C) The investors should join the Executive Committee.
(D) The company should break apart.

Questions 191–195 are based on the following letter and email.

Dear Oxford Travel Associates,

I am writing in reference to your job advertisement in today's San Jose Chronicle. To explore the possibility of joining Oxford Travel Associates, I am enclosing my résumé for your consideration.

Fifteen years as Office Manager at Brandise and Sons in Detroit have given me organizational skills that will no doubt prove an asset to your group. As indicated in my résumé, I have been responsible for the areas of workers' compensation, accounting and income tax. I also have hands-on experience with team building and staff training, specifically in the area of tourism.

I understand that you are advertising for positions across the country and would like to add that I am somewhat flexible in relocating.

My decision to leave Brandise and Sons stems from disagreements with my direct superior. I request that any communication with me take place via my private email and phone.

It would be a pleasure to visit your headquarters in Boise to further explore the ways in which I might be of service to Oxford Travel Associates.

Yours sincerely,
Dirk Huber

From: Oxford Travel Associates
 To: Dirk Huber
 Subject: Positions at Oxford Travel Associates

Dear Mr. Huber,

We received your materials last week and are interested in meeting with you at your earliest convenience.

You stated that you are "somewhat flexible in relocating." We have an office manager position opening up in Montgomery, Alabama at the end of the month. Would you be willing to relocate there?

The position in Montgomery would require the skills mentioned on your résumé, in addition to policy design. Is that an area you are interested in exploring?

As per your request, we will not contact anyone at Brandise and Sons at this point. We will, however, eventually need at least one personal reference from your current place of employment.

Please contact me directly to set up a meeting at our headquarters.

Yours,
 Kiriko Sonoda

191 How can Huber's letter best be described?

- (A) Cover letter for an application
- (B) Collection letter
- (C) Adjustment letter
- (D) Public relations letter

192 Which job area is most likely not mentioned on the résumé?

- (A) Team building
- (B) Income tax
- (C) Accounting
- (D) Policy design

193 Why does Huber want to leave Brandise and Sons?

- (A) Insufficient remuneration
- (B) Unchallenging work
- (C) Desire to relocate
- (D) Conflicts with boss

194 Where will Huber most likely visit next?

- (A) San Jose
- (B) Detroit
- (C) Boise
- (D) Montgomery

195 What does Oxford Travel Associates require from Huber?

- (A) University transcripts
- (B) Monetary compensation
- (C) Proof of organizational skills
- (D) Reference from Brandise and Sons

Questions 196–200 are based on the following order form and email.

**Trailblazer Fashions
Product Order Form**

Item	Quantity	Color	Item #	Catalog	Price per item
Capri Pants	2	beige	TY6RW	Spring	\$35
Skirt Set	1	navy blue	BH34T	Summer	\$150
Pant Suit	1	black	TY39S	Spring	\$200
Blouse	2	white	TY19H	Spring	\$75
Cardigan	1	pink	JU80S	Fall	\$60

Shipping method chosen: Standard Delivery, send items in one shipment

Return policy: Any returned items accompanied by a receipt dated within 90 days of purchase will be refunded at the original purchase price, plus applicable sales tax, in the original payment method.

Trailblazer Fashions credit card: Open an account today and get 10% off your first purchase (subject to credit approval). Discount does not apply to prior purchases or orders currently being processed.

To: Wanda Bright
From: Leona Johnson
Subject: Your order with Trailblazer Fashions

Dear Wanda Bright,

Thank you for your recent order.

We regret to inform you that items TY39S and JU80S are not in stock and have been placed on back order. The shipping date for TY39S is estimated at August 29th, and the shipping date for JU80S is estimated at August 30th.

When you placed your order, you requested that all items be included in one shipment and sent by Standard Delivery. Your cover letter also stated, however, that you wanted to receive all of the items by August 30th, at the latest.

At your request, we would be happy to either change your preferred shipping method to Express Delivery or to ship each item as it becomes available. Please use Trailblazer Fashions' convenient online form to make any changes to your shipping preferences.

Best regards,
Leona Johnson

196 What problem does Johnson mention?

- (A) Item unavailability
- (B) Incorrect address
- (C) Damaged item
- (D) Trailblazer Fashions' business troubles

197 Which items are affected?

- (A) Capri Pants, Pant Suit
- (B) Blouse, Skirt Set
- (C) Pant Suit, Cardigan
- (D) Cardigan, Skirt Set

198 How can the problem be resolved?

- (A) By writing a cover letter
- (B) By altering the order
- (C) By choosing Standard Delivery
- (D) By putting items into one shipment

199 In which case will a product return most likely not be granted?

- (A) If item is returned within two months of purchase
- (B) If item was purchased with credit card
- (C) If there is no receipt provided
- (D) If item is out of stock

200 When would a *Trailblazer Fashions* credit card be denied?

- (A) No prior purchases were made.
- (B) Requested items are not in stock.
- (C) Orders are currently being processed.
- (D) Credit approval request was rejected.

