

Focus: Understanding and answering questions about non-prose readings.

Directions: Read the passages, and then mark the best answers to the questions.

Questions 1 to 4 refer to the following itinerary:

NORTHERN ODYSSEY TOUR

DEPARTING SEPT. 9

For your convenience, we recommend that you check your luggage through to Helsinki, Finland. Please wear your NORTHERN ODYSSEY TOUR badge during transfers to facilitate identification by our representatives.

SAT. SEPT. 9	DEPART USA via air (Please refer to your personal air itineraries for departure/arrival times.)
SUN. SEPT. 10	ARRIVE HELSINKI, FINLAND <i>Accommodations:</i> Presidenti Hotel
TUE. SEPT. 12	DEPART HELSINKI motorcoach to dock <i>Accommodations:</i> SS Northern Lights
FRI. SEPT. 15	ARRIVE STOCKHOLM, SWEDEN via ship <i>Accommodations:</i> Royal Viking Hotel
MON. SEPT. 18	DEPART STOCKHOLM via Air Scandinavia ARRIVE COPENHAGEN, DENMARK <i>Accommodations:</i> Air Scandinavia Hotel
SAT. SEPT. 23	DEPART COPENHAGEN via Air Scandinavia ARRIVE OSLO, NORWAY <i>Accommodations:</i> Princess Christiana Hotel
WED. SEPT. 27	DEPART OSLO via railroad ARRIVE BERGEN, NORWAY <i>Accommodations:</i> Hotel Bryggen
SUN. OCT. 1	DEPART BERGEN by air ARRIVE USA (Please refer to your personal air itineraries. All passengers are required to clear U.S. Customs.)

- Why are the members of the tour asked to wear badges?
 - To get seats on the plane
 - To be recognized by tour representatives
 - To get through customs quickly
 - To recognize each other easily
- How will members of the tour go from Helsinki to Stockholm?
 - By car
 - By air
 - By train
 - By ship
- In which of these cities will members of the tour spend the most time?
 - Copenhagen
 - Stockholm
 - Bergen
 - Helsinki
- How long will the entire tour take?
 - 1 week
 - 2 weeks
 - 3 weeks
 - 4 weeks

Questions 5 to 7 refer to the following chart:

Type of light	Advantages	Drawbacks
Tungsten (incandescent)	Widely available; warm, yellowish light; inexpensive to purchase.	Needs frequent replacement; generates excessive heat; uses energy inefficiently.
Halogen	Cool, crisp light; brighter than tungsten, with a sparkling quality; excellent for display areas and decorative lighting.	Expensive; sometimes requires a transformer; generates heat.
Fluorescent	Uses the least amount of energy; inexpensive.	Distorts the appearance of colors and makes surroundings seem dull; sometimes flickers and often makes a humming noise.
Sodium	Useful in foggy or steamy conditions.	Distorts the appearance of colors; expensive; when disposed of may release toxic chemicals.
Xenon	Bright, white light that appears slightly blue; most closely simulates sunlight; very long lasting; no harmful chemicals released when disposed of; compact size.	Expensive; light may be blindingly bright.

5. What type of light would the author probably recommend for illuminating a display window of a department store?
- (A) Sodium
 - (B) Fluorescent
 - (C) Tungsten
 - (D) Halogen
6. What is one problem with fluorescent lights that is mentioned in the chart?
- (A) They sometimes make noise.
 - (B) They must frequently be replaced.
 - (C) They create too much heat.
 - (D) They use too much energy.
7. What is one characteristic that xenon and halogen lights have in common?
- (A) They are both useful in the fog.
 - (B) They both distort the appearance of colors.
 - (C) They both cost a lot.
 - (D) They can both be disposed of safely.

Questions 8 to 12 refer to the following instructions:

Dialing Instructions

Room to room	Floors 1 through 9 Floors 10 through 17	(6) + room number (7) + room number
Local calls	8 + phone number (\$.75 access charge)	
Long distance direct dial	8 + 1 + area code + phone number (\$1.00 access charge)	
International direct dial	8 + 1 + 011 + country code + city code + phone number (\$1.25 access charge)	
Credit card calls	8 + 0 + area code + phone number, then follow instructions on card (\$1.00 access charge)	
Local information	8 + 411 (\$.75 access fee)	
Long distance information	8 + 1 + area code + 555-1212	

A blinking red light on your phone signals that you have a message. Call the Message Center to receive your message.

Bell captain	57	Housekeeping/laundry	56	Messages	2
Business center	50	Concierge	3	Sports club	59
Front desk	0	Room service	59	Coffee shop	51

8. Where would these instructions probably be found?
- (A) In an office building
 - (B) In a phone booth
 - (C) In a hotel room
 - (D) In a hotel lobby
9. What number would someone call to speak to a person in Room 921?
- (A) 921
 - (B) 6 + 921
 - (C) 7 + 921
 - (D) 0 + 921
10. According to the instructions, how is a person informed of messages?
- (A) By a phone call from the front desk
 - (B) By visiting the Message Center
 - (C) By a written note
 - (D) By a blinking light
11. How much is the access fee to obtain the phone number of someone who lives in this city?
- (A) Nothing
 - (B) \$.75
 - (C) \$1.00
 - (D) \$1.25
12. What number would someone dial to have a room cleaned?
- (A) 2
 - (B) 3
 - (C) 56
 - (D) 59

Question 13 and 14 refer to the following chart:

Figure A: "Short and wide"

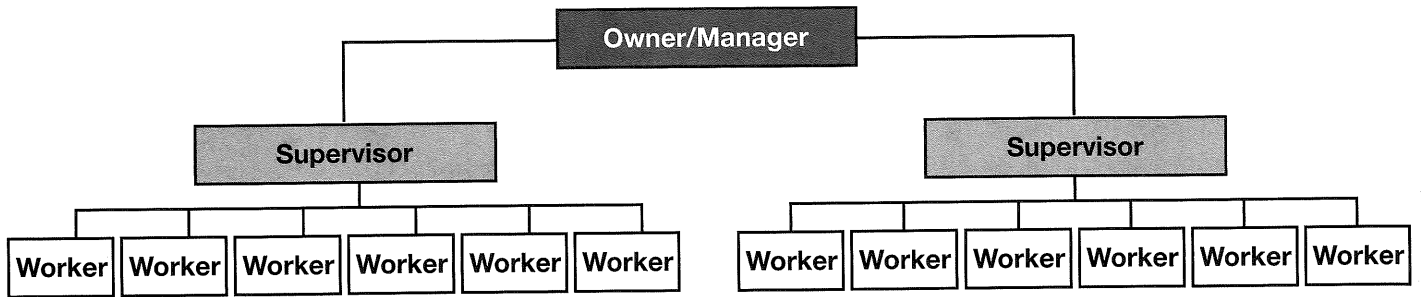
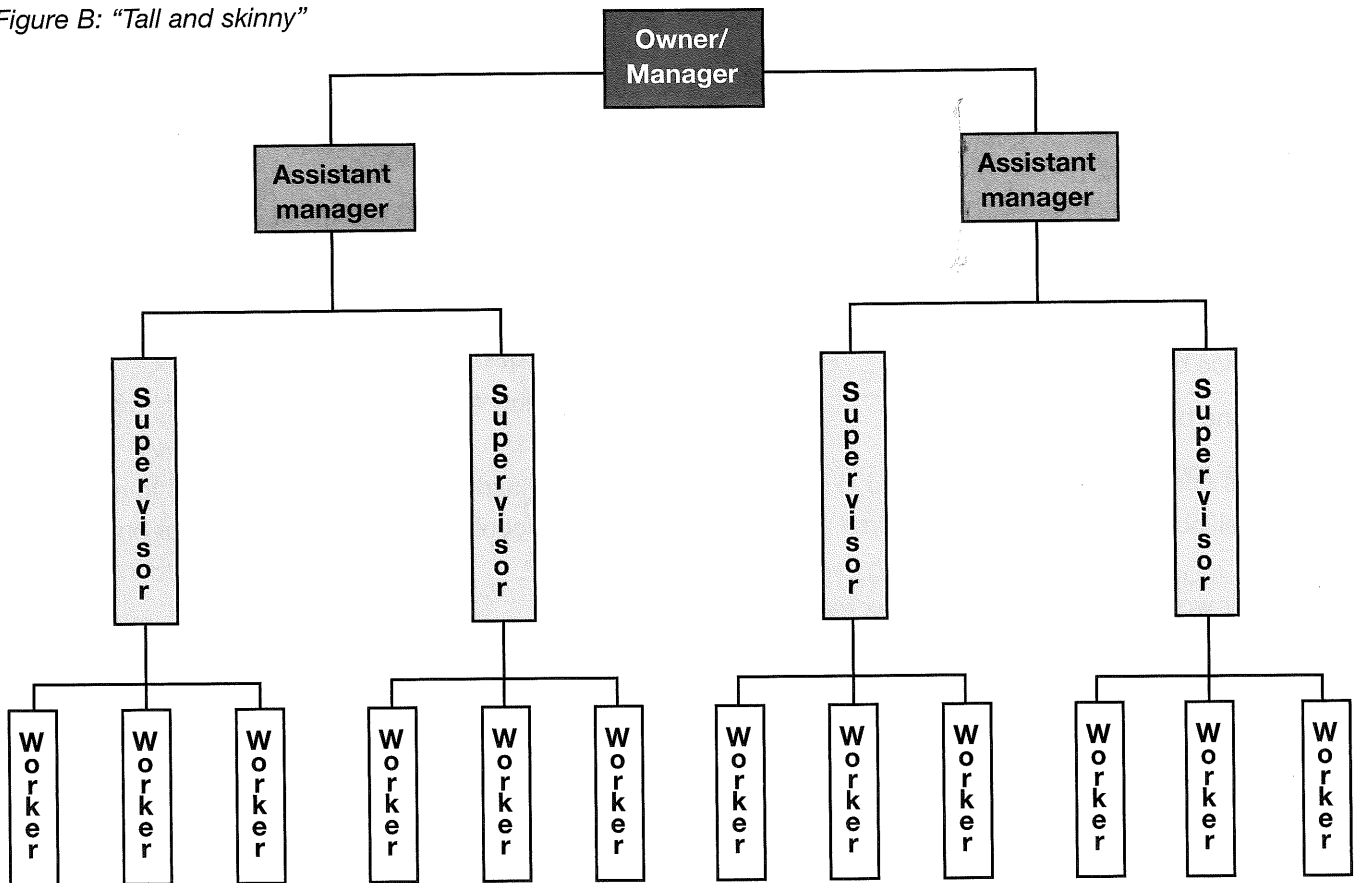


Figure B: "Tall and skinny"



13. What would be the best title for this chart?

- (A) "Two Methods for Organizing Small Businesses"
- (B) "The Changing Structure of Management"
- (C) "The Role of the Assistant Manager"
- (D) "Workers' Responsibility: Before and After"

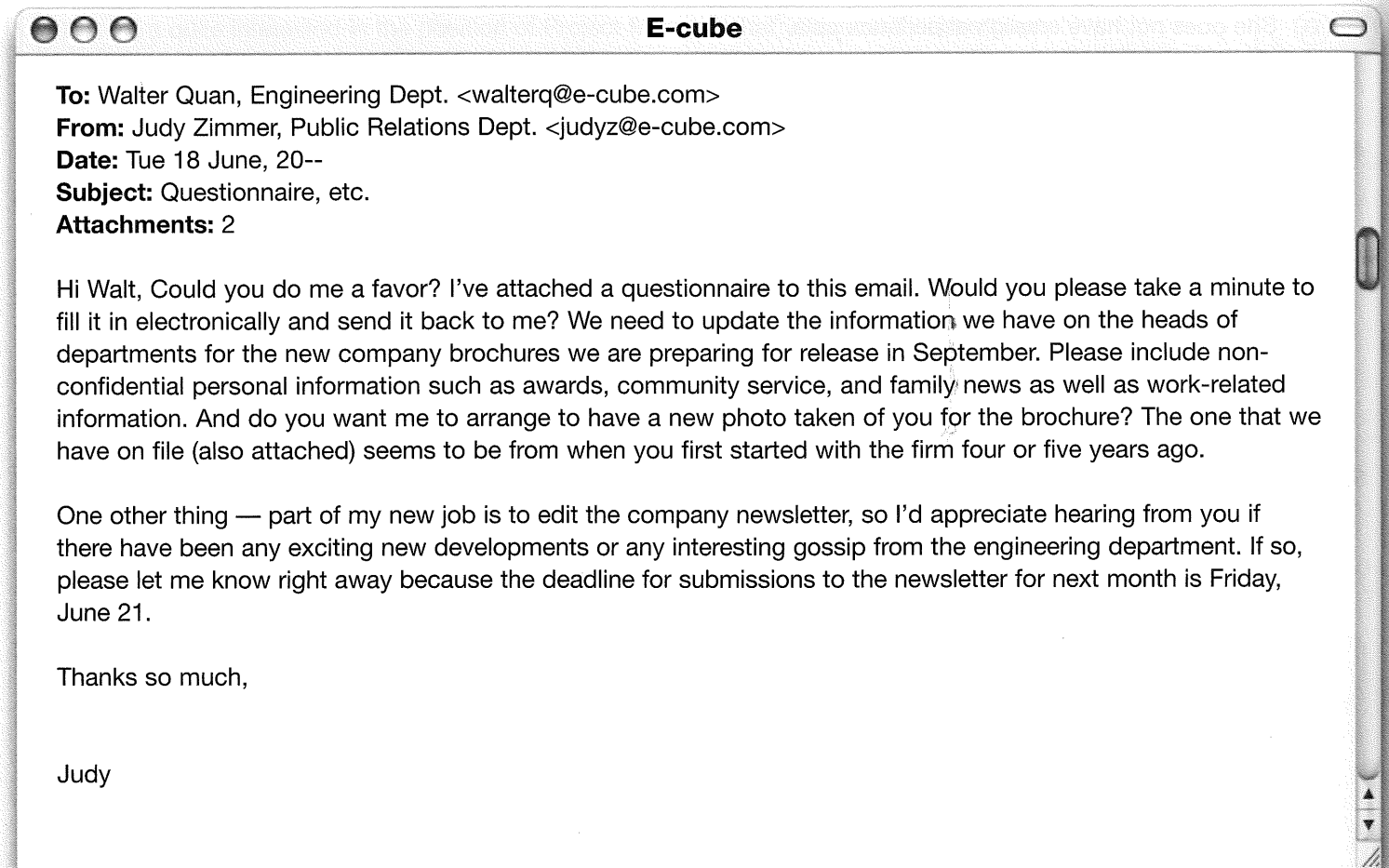
14. Based on the information in the chart, which of the following statements is true?

- (A) "Short and wide" involves fewer workers.
- (B) "Tall and skinny" involves another level of management.
- (C) "Short and wide" provides more jobs for more people.
- (D) "Tall and skinny" puts the owner/manager in closer contact with the workers.

Focus: Understanding and answering questions about Paired Readings.

Directions: Read both passages, and then mark the correct answer to the questions about them based on the information in the passages.

Questions 1 to 5 refer to the following two email messages:



To: Judy Zimmer, Public Relations Dept. <judyz@e-cube.com>
From: Walter Quan, Engineering Dept. <walterq@e-cube.com>
Date: Wed 19 June, 20--
Subject: Re. Questionnaire, etc.
Attachment(s): 1

Hey Judy,

I'll fill out the questionnaire and get it to you by the end of the week. I'm afraid I don't have all that much new to report since the last time I filled out one of these!

As far as information for the newsletter: I'd hoped to announce the release date of our newest product, the E-Cube Mark IV, in next month's newsletter, but there have been a few problems and the release date has been put off for a couple of weeks. However, you can report that the Mark IV will be released soon, and that it is the most advanced version of the E-Cube ever.

Gossip from the engineering department: My personal assistant Deborah Baines is getting married next Saturday. One of our engineers, Jae Sim, has organized an after-work computer game tournament. Max Taggart, my old boss, is retiring in July.

About the photo: it's really not *that* old. I think it was taken about two years ago. Guess I just looked young that day! However, I'm attaching a more recent one.

Oh, by the way, congratulations on being named head of the Public Relations Department!

Best wishes,

Walter Q.

1. What is the main purpose of Judy Zimmer's email?
 - (A) To explain the purpose of the company brochure
 - (B) To inform Walter Quan of her new position
 - (C) To find out when a photograph was taken
 - (D) To ask Walter Quan to provide some information
2. What can be inferred about Walter Quan?
 - (A) He is head of the Engineering Department.
 - (B) He just began working for this company.
 - (C) He has recently been promoted.
 - (D) He is Judy Zimmer's supervisor.
3. What is attached to the email that Walter Quan sent?
 - (A) The answers to some questions
 - (B) A recent photo
 - (C) The most recent company brochure
 - (D) An article from a newsletter
4. Which of the following has been delayed?
 - (A) The release of a new product
 - (B) The start of a computer game tournament
 - (C) The wedding of Walter Quan's assistant
 - (D) The deadline for submitting articles to the newsletter
5. What is Judy Zimmer mistaken about?
 - (A) When Walter Quan began working at this company
 - (B) How soon the corporate brochure will be published
 - (C) When Walter Quan's photograph was taken
 - (D) How old Walter Quan is

Questions 6 to 10 are based on the following itinerary and email:

Hollyfield Travel

Travel plan for Paula Scott, Ion Software, Inc.

Date: September 23, 20--

Airline	Flight	Date	From	To	Depart	Arrive	Class
Northeastern Airlines	310	30 Sep	Washington, D.C.	New York City	350 PM	505 PM	Bus
Air Europa	403	30 Sep	New York City	Frankfurt, Germany	700 PM	735 AM	Bus
<i>(Note: Air Europa 403 arrives Saturday 1 Oct)</i>							
Air Europa	3250	3 Oct	Frankfurt, Germany	Kiev, Ukraine	935 AM	110 PM	Bus
Turkey Air	610	6 Oct	Kiev, Ukraine	Istanbul, Turkey	220 PM	420 PM	Bus
Turkey Air	2018	10 Oct	Istanbul, Turkey	Frankfurt, Germany	620 AM	845 AM	Bus
Atlantic Air	402	12 Oct	Frankfurt, Germany	Washington, D.C.	1040 AM	250 PM	1st

Reservations made by travel consultant James Schroeder

To: James Schroeder <JS@hollyfield.com>
From: Paula Scott <Paula_Scott@IS.com>
Subject: Change in travel plans
Date: September 23, 20--

Hello James,

The itinerary and tickets for my trip to Frankfurt, Kiev, etc. next week were just delivered by courier. Thanks for arranging everything. Unfortunately, I just found out that I need to make some last-minute changes.

I have to stay in Frankfurt a few extra days for a series of important meetings, so now I would like to fly from Frankfurt to Kiev on October 9th. I'm going to have to cancel the trip to Istanbul, I'm afraid. I'll fly right back to Frankfurt from Kiev on the 11th on Air Europa and then return to Washington as planned on Atlantic Air on the 12th.

Also, I noticed that I am booked in first class for the flight from Frankfurt to Washington. I assume this means that business class was not available. While I would love to fly first class, company travel policy doesn't permit it and so you'll need to book me into the economy section, unfortunately.

Again, sorry!

Paula Scott

6. For which of these companies does James Schroeder work?
- (A) Air Europa
 - (B) Ion Software
 - (C) Northeastern Airways
 - (D) Hollyfield Travel
7. After her travel plan is changed, Paula Scott will spend the most time at which of these destinations?
- (A) New York
 - (B) Frankfurt
 - (C) Kiev
 - (D) Istanbul
8. After her travel plan is changed, Paula Scott will NOT fly on which of these airlines?
- (A) Northeastern Airlines
 - (B) Air Europa
 - (C) Turkey Air
 - (D) Atlantic Air
9. What does Paula Scott want to do on her flight from Frankfurt to Washington?
- (A) Change from business class to first class
 - (B) Change from economy class to first class
 - (C) Change from economy class to business class
 - (D) Change from first class to economy class
10. Why does Paula Scott apologize to James Schroeder?
- (A) Because she is going to use another travel agent
 - (B) Because she has to change her itinerary just before her trip
 - (C) Because she had to completely cancel her trip
 - (D) Because she forgot to pay him for her trip

ValleyviewLabs

740 Potero Avenue, Sunnyvale, California 94086

May 17, 20--

Carlos Reyes
3205 Craycroft Road
Tucson, AZ 85729

Dear Mr. Reyes:

I read with interest your curriculum vitae and letter dated April 30. Your education and prior experience in both research and management were impressive. However, I'm afraid I cannot offer you the position of research technician that you applied for. This is an entry-level position and would not offer the challenge or, frankly, the salary someone with your qualifications should have. I'm afraid you may have been misled by the advertisement, which was not clearly worded, and for that I apologize.

However, due to expansion here at Valleyview, there is a possibility that the position of deputy coordinator of the research and development team may be created. Given your background, you would be a strong candidate for the position.

I plan to be in Tucson on business along with my assistant director, Leigh Elliott, from May 30 to June 2. If you are still interested in a position with Valleyview Labs, please contact my personal assistant Ms. Rachel Stone within the next few days to arrange an appointment.

I look forward to meeting you.

Sincerely,

Philip H. Kappler

Philip H. Kappler, Executive Director
Valleyview Labs, Inc.

PHK/rs

Phone Message Sheet

To: Mr. Kappler

Date: May 19 20--

Time: 2:30 P.M.

From: Mr. Carlos Reyes

Message: Carlos Reyes called and said he would be happy to meet with you to discuss the deputy coordinator position. I know you wanted to see him on the 27th but he is not free then. I checked your schedule and it looks like you and Ms. Elliott are free the morning of your last day in Tucson so I scheduled your meeting with Mr. Reyes at 9 A.M. that day.

Message taken by: RS

11. What position did Mr. Reyes originally apply for?

- (A) Assistant director of Valleyview Labs
- (B) Deputy coordinator of a research team
- (C) Personal assistant to Mr. Kappler
- (D) Research technician

12. Why was Mr. Reyes NOT offered the position for which he applied?

- (A) He lacked the proper experience for it.
- (B) He was overqualified for it.
- (C) It had already been filled.
- (D) The company decided not to fill it.

13. Why does Mr. Kappler apologize in his letter?

- (A) Because the advertisement was unclear
- (B) Because the salary is so low
- (C) Because he took so long to respond
- (D) Because his letter is so short

14. When will Mr. Kappler probably meet with Mr. Reyes?

- (A) May 30
- (B) May 31
- (C) June 1
- (D) June 2

15. Who probably filled out the phone message sheet?

- (A) Carlos Reyes
- (B) Philip H. Kappler
- (C) Rachel Stone
- (D) Leigh Elliott

International Brands, Inc

Leave Request /Absence Report Form

Name Ms. S. H. Pham Date 4 Dec., 20--

Dept. Production

This form is to be submitted in advance by any employee who wishes to take leave or who will be away for any other reason.

Period requested: Jan. 7, 20-- to Jan. 12, 20--

Leave to be recorded as

Vacation	<u>30</u>	hours
Medical leave*	<u> </u>	hours
Maternity/paternity leave	<u> </u>	hours
Compensatory time off	<u>10</u>	hours
Assignment away from office	<u> </u>	hours
Leave of absence without pay (special cases only)	<u> </u>	hours
Total	<u>40</u>	hours

*This form is not to be used to record sick leave if it involves fewer than three consecutive days.

Comments: Brief description of how assignments are to be covered during employee's absence.

Approval

(supervisor)

Approval for administrative staff

Jason Dunn: Supervisor, Production Team C
(appropriate department head/vice-president)

Approval for executive personnel (department heads/vice-presidents)

(President)

Circulate approved copies to appropriate departments and return to the Human Resources Office, Room 1190.

Interoffice Memo

From the desk of Sarah Ingram
Human Resources Officer Room 1190
International Brands, Inc.

TO: *Jason Dunn* DATE: *6 Dec. 20--*

Hi Jason,

I'm returning Ms. Pham's request for time off. Please fill in the "comments" section. Also, could you sign her form on the proper line? Please return to me afterwards.

Sarah Ingram

16. Which of the following is closest in meaning to the phrase "three consecutive days" in line 15?
- (A) Three full days
 - (B) Three weekdays
 - (C) Three days in a row
 - (D) Three work days
17. Which of the following is Mr. Dunn most likely to write in the "Comments" section of the form?
- (A) "Ms. Pham will be attending a wedding in Vietnam during her vacation."
 - (B) "Ms. Pham has been doing a great job and deserves a promotion."
 - (C) "Ms. Pham's co-workers can cover for her because this is a slow time of year."
 - (D) "Ms. Pham will be in the hospital for minor surgery for several days."
18. What mistake did Mr. Dunn make when filling out this form?
- (A) He signed his name on the wrong line.
 - (B) He didn't add up the number of hours correctly.
 - (C) He didn't send this form to the appropriate department.
 - (D) He spelled the employee's name incorrectly.
19. Why did the president of International Brands not sign this form?
- (A) Because he is on vacation
 - (B) Because Ms. Pham is only asking for five days off
 - (C) Because Ms. Pham is not an executive
 - (D) Because a vice-president has already signed it
20. Where will this form eventually be filed?
- (A) In the president's office
 - (B) In Mr. Clark's office
 - (C) In Ms. Pham's office
 - (D) In Ms. Ingram's office