

TEST 07RC

PART 5

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

101. Some employees believe that their projects do not need to be assessed, _____ we should always evaluate and question project outcomes.
(A) which
(B) but
(C) neither
(D) or
102. The main purpose of the workshop is for new employees in different departments of the company to get to know _____.
(A) each
(B) the other
(C) another
(D) each other
103. We offer _____ outsourcing solutions to streamline your company's operations.
(A) innovate
(B) innovative
(C) innovation
(D) innovating
104. Most of the presentations overran, but Ms. Wismer finished _____ early.
(A) her
(B) she
(C) herself
(D) hers
105. In order to be _____ onto the Executive MBA program, candidates must have at least two years' work experience at an executive level.
(A) admission
(B) admit
(C) admitting
(D) admitted
106. Our customers value our customer service more _____ than that offered by our competitors.
(A) highly
(B) higher
(C) high
(D) highest
107. Ms. Jones has been Assistant Manager in the R&D Department _____ 2010.
(A) since
(B) from
(C) even
(D) only
108. We plan to focus on emerging markets, which have a _____ need for water.
(A) resultant
(B) planned
(C) periodic
(D) growing

109. The company's standard employment agreements require employees to give three months' _____ if they wish to terminate the agreement.
 (A) reference
 (B) quality
 (C) notice
 (D) recruitment
110. The consultant found that interdepartmental communication within the company was _____ poor.
 (A) except
 (B) exception
 (C) exceptional
 (D) exceptionally
111. I am interested _____ in the salary, but also in the job itself.
 (A) both
 (B) as well as
 (C) either
 (D) not only
112. We hold _____ meetings to ensure that all aspects of the project are properly coordinated.
 (A) frequent
 (B) frequency
 (C) frequented
 (D) frequently
113. We are not able to give _____ on discounted items purchased during sale periods.
 (A) profits
 (B) figures
 (C) refunds
 (D) savings
114. Your application _____ the Marketing Department has been received and will be dealt with shortly.
 (A) of
 (B) to
 (C) at
 (D) by
115. As no pool cars were available, the sales team _____ the express train to the conference.
 (A) drove
 (B) took
 (C) went
 (D) spent
116. Your company will need to satisfy certain eligibility _____ in order to receive a bank loan.
 (A) successes
 (B) requirements
 (C) credits
 (D) roles
117. The discounted gym membership _____ for company staff includes unlimited entry and complimentary towels on each visit.
 (A) condition
 (B) requirement
 (C) fee
 (D) allowance
118. We have succeeded in increasing _____ in our factories by 8% in order to meet rising demand for our products.
 (A) produce
 (B) output
 (C) sales
 (D) packaging
119. Ms. Jacobs and Mr. Vallon celebrated _____ promotions by buying dinner for the whole team.
 (A) they
 (B) them
 (C) their
 (D) theirs

120. Morale _____ employees is particularly high at the moment due to the company's outstanding successes last year and the accompanying staff bonuses.
 (A) between
 (B) beside
 (C) beneath
 (D) among
121. Please arrive on time so that we can begin the meeting _____ at 10:00 A.M.
 (A) soon
 (B) promptly
 (C) presently
 (D) sometime
122. I'd like to _____ the main conference room, but the online room booking function isn't working.
 (A) reserve
 (B) reserved
 (C) reserving
 (D) reservation
123. _____ sales are currently below our expectations, we are confident that the situation will improve in the next quarter.
 (A) Although
 (B) However
 (C) Despite
 (D) Whether
124. At the beginning of the meeting, Ms. Torres gave an _____ on progress with the restructuring plans.
 (A) updating
 (B) update
 (C) updated
 (D) updates
125. Our proposals met _____ the client's full agreement.
 (A) before
 (B) by
 (C) with
 (D) to
126. Access to the customer relationship management system _____ made available to all employees when they begin working at the company.
 (A) is
 (B) will be
 (C) was
 (D) has been
127. It is better for us to _____ the roles and responsibilities of those working in this department.
 (A) clarification
 (B) clarified
 (C) clarifying
 (D) clarify
128. After the first round of interviews for the graduate scheme, 100 candidates were _____ from the recruitment process.
 (A) eliminated
 (B) disappointed
 (C) fired
 (D) organized
129. The marketing plan for the following year was received _____ by the directors.
 (A) enthusiastic
 (B) enthusiasm
 (C) enthusiast
 (D) enthusiastically
130. Our research suggests that our competitors are seen as charging more _____ prices than we do.
 (A) consumable
 (B) reasonable
 (C) valuable
 (D) paying

PART 6

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

Questions 131-133 refer to the following notice.

Hancock Inc.
Hancock Towers
CBD Belapur
Navi Mumbai

August 18

Dear Ms. Timms,

It is my pleasure to inform you that we would like to offer you the position of Project Manager at Hancock Inc. Could you please give me a call anytime _____ business hours to confirm

131. (A) when
(B) into
(C) during
(D) while

that you would like to accept the position.

As discussed at interview, as a new employee you will receive a _____ contract for the first

132. (A) long
(B) frequent
(C) duration
(D) temporary

six months of your employment with us. After this time, a decision will be made, based on your performance over the six-month period, as to whether _____ you as a permanent

133. (A) employ
(B) to employ
(C) employing
(D) employed

member of staff.

I look forward to hearing from you in due course.

Kind regards,
Jessica Raj
Human Resources Officer

Questions 134-136 refer to the following article.

Growing Your Business Through Sales

By Ralph O'Hanlon

Your start-up company is in its early days, and your client base still mainly consists of your own personal contacts. Now, you want to grow the company by hiring your first salesperson. You may think that the salesperson you hire will adequately create and manage a sales plan for your business. However, you could not be more _____, as the

134. (A) wrong
(B) wronged
(C) wrongly
(D) wrongs

skills necessary for being a great salesperson differ considerably from those needed to be an effective sales manager. The fact of the matter is that a great sales record does not make for a great manager, and that not everyone is management _____.

135. (A) materialize
(B) materialization
(C) material
(D) materially

As a small business owner, it is your responsibility to plan your sales strategy before you hire your first salespeople. If you do this, you will know precisely what _____ of

136. (A) model
(B) role
(C) position
(D) type

salespeople you need to help you realize your strategy, and the salespeople will know what is expected of them. Just as you plan every other aspect of your business, so too must you plan your sales strategy if you want your company to fulfill its full potential.

Veronica Boroshvili
9 Hexton Avenue
Detroit, MI 48220
September 9

Dear Ms. Boroshvili,

Thank you for your telephone call of September 5 reporting an item on your credit card statement that had been charged twice. We contacted the merchant in question and this error has _____ been rectified.

137. (A) to
(B) because
(C) yet
(D) now

The amount overcharged last month will now be credited to your account and will _____

138. (A) appear
(B) appeared
(C) have appeared
(D) had appeared

on your statement next month.

We would like to take this opportunity to apologize for the inconvenience that this error has caused you. Unfortunately, the cause of the problem was _____ our control, and resulted

139. (A) above
(B) under
(C) past
(D) beyond

from an error on the part of the merchant with whom you made the purchase. Please do not hesitate to contact us again in the future in the event of any further problems with your credit card billing.

Yours sincerely,
John Pasqua
Fraud Investigation Dept.
Bell Card

From: Caroline Butcher<cbutcher@gcentral.gov>
To: all staff <mailer@gcentral.gov>
Subject: Computer maintenance
Date: January 18

Dear all,

The IT Department _____ new operating systems on all computers from 5 P.M. on Friday,

140. (A) to install

(B) installs

(C) were installed

(D) will be installing

March 12. We expect to complete the installation process on all terminals by midday on Sunday, March 14.

In order to assist us with this, we ask all staff to turn off their terminals by 4:45 P.M. on Friday, March 12. Company laptops may still be used after this time, but we ask that these also are switched off _____ you leave for the weekend on March 12.

141. (A) since

(B) before

(C) however

(D) whenever

Laptops must be left in the office that weekend so that they too can be upgraded by IT staff. The installation of the new operating system is not _____ to cause loss of or damage

142. (A) suggested

(B) asked

(C) expected

(D) required

to existing files, but nevertheless we recommend that you back up all your files beforehand. In any case, all files should ordinarily be saved on the central server, and not on individual computer drives.

Best regards,
Caroline Butcher
Head, IT Support

Questions 143–145 refer to the following article.

Shopping for Books Online

Virtual bookstores are popping up all over the Internet. One of the greatest _____ of virtual

143. (A) drawbacks
(B) advantages
(C) allowances
(D) interests

bookstores is that they can carry a vast selection of books.

As customers are more likely to shop in the places where they can find _____ they are seeking, the

144. (A) those
(B) whatever
(C) however
(D) some

availability of such allows the virtual bookstore to satisfy a greater number of customers.

By analyzing data on _____ purchases, software programs can identify a buyer's taste and can then

145. (A) previous
(B) necessary
(C) future
(D) contemporary

suggest products for their future consideration that bear a close to those already purchased by the customer.

Questions 146–148 refer to the following e-mail.

To: Mark Lund
From: Kyle Stewart
Date: June 12
Subject: Plant visit

Dear Mark,

I just got back from the semiconductor plant. _____ my tour of the new addition, I will give you a more

146. (A) Follow

(B) To follow

(C) Following

(D) Followed

complete report. Before that, however, I have a few comments to make. The wafer coating stall is experiencing some problems due to air quality. I think that we should change the new micro-particle air filtering system _____.

147. (A) recently

(B) roughly

(C) frequently

(D) immediately

This will increase air quality and greatly reduce defects. Also, let's try to schedule a meeting with the R&D and manufacturing departments next week. I will be back in the office on Tuesday and will have some additional ideas for _____ costs and improving efficiency.

148. (A) excluding

(B) decreasing

(C) eliminating

(D) postponing

Regards,
Kyle

PART 7

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

Questions 149-151 refer to the following memo.

To: All employees
From: Richard Park
Date: March 10

The following issues¹ regarding the new office on Kippel Street were brought to the attention of Facilities Management at the recent Staff Liaison Committee Meeting:

1. Lack² of space for meetings since the removal of Meeting Room 2
2. Unpleasant odor coming from bathrooms into the R&D department

Facilities Management, after consultation with the Managing Director, recommends the following measures to address these issues:

1. Staff should arrange meetings at company headquarters rather than in Kippel Street when the Kippel Street meeting room is unavailable. Also, employees based in Kippel Street should refrain³ from block-booking the meeting room for whole days⁴, and should insure that they cancel bookings that are no longer needed.
2. We have complained to our cleaning firm about the standard of cleaning in the Kippel Street bathrooms. We also intend to erect a screen to physically separate the bathrooms from the main office. We expect to have this in place within the next two weeks. Additionally, in order to facilitate better communication between the Kippel Street office and our contractors, we have appointed Frank Jones, R&D Manager, as Office Manager. Frank will be monitoring⁵ the condition of the bathrooms and will report any ongoing problems to the cleaning company as a matter of urgency.

149. What is the purpose of the memo?
- (A) To request employees' opinions
 - (B) To cancel a room booking
 - (C) To announce a meeting
 - (D) To deal with problems at an office

150. What is indicated about the meeting room?
- (A) It is sometimes unavailable all day.
 - (B) It often has a bad smell.
 - (C) It is not clean enough.
 - (D) It will be ready in two weeks.

151. What will Frank Jones do?
- (A) Build a screen
 - (B) Move to another department
 - (C) Hold regular meetings
 - (D) Oversee the work of another firm

Questions 152-154 refer to the following letter.

September 14

Sebastian Keita
MKC Partners
Bruche Street
Nairobi, Kenya

Dear Mr Keita,

Thank you very much for your letter of September 6 detailing the issues with your new air conditioning units¹, which were installed at your premises² on September 2. We are very sorry to hear about the problems you have experienced with your order. Your feedback is extremely important to us.

I have personally investigated this matter and our technicians have informed me that the problem is likely to relate to a faulty thermostat in one of the units. I have also discussed your comments regarding the poor³ service you received with our local installation partner, Nairobi Air Con. Nairobi Air Con have asked me to pass on their sincere apologies to you. An installation technician from that company will visit your offices on September 20 to replace the thermostat at no extra cost. Please could you contact Nairobi Air Con if this date is not convenient to arrange a more suitable time.

I would like to apologize once again for the problems with your order. Please feel free to contact me at any time if you encounter any further problems.

Kind regards,

Manish Bhundia
VP, Air Conditioning Division

152. What is the purpose of the letter?

- (A) To place an order
- (B) To give feedback on a product
- (C) To book a flight
- (D) To respond to a complaint

154. When will an employee likely visit?

- (A) On September 2
- (B) On September 6
- (C) On September 14
- (D) On September 20

153. What is suggested about Nairobi Air Con?

- (A) They received an item.
- (B) They damaged a product.
- (C) They failed to satisfy a customer.
- (D) They contacted a customer.

Questions 155-156 refer to the following notice.

ATTENTION CLASSIC CAR ENTHUSIASTS¹

The Warburton Classic Car Club will be holding its 37th Annual Car Show on Saturday June 13 and Sunday June 14 from 9 a.m. to 6 p.m. at the Pala Mesa Fairgrounds. Admission² is \$5. Children under 12 will be admitted free of charge.

First, second, and third prizes will be offered in each class (1920s-1970s), including Best in Show. Over 20 trophies will be awarded.

A flea market with antiques, collectibles car parts, and second-hand items will be open all weekend and the Warburton Youth Orchestra will perform at 3 p.m. on Sunday.

For further information, visit our website at www.WarburtonClassicCars.com.

155. Who will be most interested in this event?

- (A) Children under 12
- (B) Young musicians
- (C) Owners of old cars
- (D) Antique dealers

156. What do you need to do to enter the show?

- (A) Own a classic car
- (B) Visit the website
- (C) Shop at the flea market
- (D) Pay an admission fee

Questions 157-161 refer to the following information.

Baverstock Shipping Co.

FAQs¹

- How can I find my local Baverstock Shipping representative?

Baverstock Shipping has an extensive network of local branches throughout Asia, Europe, the Middle East, and North America. We also have more than 400 branches² in South America operated by our partner, Baverstock Transportes. You can find your nearest store using our on-line store finder at www.baverstockshipping.com/storefinder. Alternatively, you may call our international customer information hotline at 1-800-555-3434. At all our stores, you will find friendly and knowledgeable staff, as well as a range of items for all your shipping needs, such as packaging solutions, wrapping, and labels.

- Does Baverstock Shipping offer package collection?

Yes, Baverstock Shipping will pick up packages from business or residential addresses in most locations. To check your location, please visit our on-line address checker at www.baverstockshipping.com/addresscheck. The address checker can also tell you the operating hours of your local pick-up service. Same day collections are available at most city locations, except in South America, and 24-hour pick up is available from most branches in Asia.

- How can I track³ my shipment?

Baverstock Shipping has an industry-leading shipment tracking system which allows you to monitor your shipment at every stage of the process. To track your shipment, simply log onto our Web site at www.baverstockshipping.com and click on 'Track'. Then, enter the unique shipment number that you received when your order was processed. We also have a mobile application that allows you to track your shipment while you are on the move. The application is available for most popular platforms and can be downloaded from app stores in the usual way, free of charge.

- What happens if my package is lost?

Baverstock Shipping very rarely loses a package. However, there are times when, due to circumstances beyond our control, a shipment goes astray. If you believe for any reason that your shipment has gone missing, please contact our customer service department immediately at 1-800-555-3929. You can rest assured that our operators will do everything possible to locate your package. In the event that the item has been lost, you will benefit from Baverstock Shipping's free insurance on all shipped items.

157. For whom is the information most likely intended?

- (A) Customers
- (B) New recruits
- (C) Store managers
- (D) Delivery staff

158. What is mentioned about branches in South America?

- (A) They are run by an associate company.
- (B) They are newly opened.
- (C) They have a same day collection service.
- (D) They offer 24-hour pick up.

159. The word "unique" in paragraph 3, line 3, is closest in meaning to

- (A) unusual
- (B) individual
- (C) electronic
- (D) exceptional

160. How can shipments be monitored?

- (A) By visiting a Web site
- (B) By purchasing an application
- (C) By visiting a store
- (D) By making a telephone call

161. What should be done first if a package is lost?

- (A) The Web site should be checked.
- (B) A telephone call should be made.
- (C) An e-mail should be sent.
- (D) Insurance should be paid.

Questions 162-163 refer to the following e-mail.

From: Charlotte Peterson
To: Marketing Department
Subject: Thank you
Date: April 21

Dear all,

I'd like to thank you all for the efforts¹ you made in the run-up² to the company anniversary celebration³ last week. I am aware that you all worked late on a number of days to insure that the anniversary would be a success, as it most certainly was.

In order to reward you for your contribution, I'd like to invite you all to a lunch with me next week. I've booked a large table at Renfrew House on Charleston Avenue for 1 P.M. on Tuesday. I hope to see you all there. In the meantime, I'd be grateful if you could let my assistant, Paul, know whether or not you can attend so that we can make sure the table size is suitable.

Best wishes,
Charlotte Peterson
President and CEO

162. What does the e-mail indicate about marketing department staff?

- (A) They organized a special occasion.
- (B) They entered a sports event.
- (C) The celebrated a staff member's retirement.
- (D) They contributed to a charity collection.

163. What will happen next Tuesday?

- (A) An assistant will be hired.
- (B) An interview will take place.
- (C) A company anniversary celebration will be held.
- (D) A meal will be served.

Questions 164-166 refer to the following information.

Join¹ the Bar Association Student Chapter!

Are you interested in a career² in law? Do you want to improve your job hunting chances? If so, consider joining the Bar Association Student Chapter. There are so many reasons to join, including:

- Membership³ will look great on your resume, allowing you to secure that interview!
- Our members-only Web site contains hundreds of jobs listings, including internships and training contract vacancies for which you will be able to apply.
- Our monthly newsletter will help you keep up to date⁴ with issues and developments in the legal field, allowing you to perform better at interviews.
- Membership gives you access⁵ to member information. This enables⁶ you to contact people working in your field of interest about possible job opportunities.
- As a member, you will be eligible⁷ to attend our regular conferences and events, at state, regional, and national level. Here you can build a network of contacts, and learn about the latest developments in the field.

Why not join now in time for our upcoming seminar: Transnational Copyright and You, April 16, Miller Center, New York, NY. Plus, join up now and get free Gold Membership of the Bar Association Web site, giving you unlimited e-mail to Bar Association members for three months*.

Call us now on 555-459-4811 to sign up today, and take a step toward your future in the legal profession.

*Gold Membership fee of \$10/month payable after expiry of three-month period. Member has the right to downgrade to Silver Membership after this time.

- 164.** Why was this information written?
- (A) To announce a student event
 - (B) To call for job applications
 - (C) To advertise a conference
 - (D) To promote membership
- 165.** What is free for new members for a limited period only?
- (A) Silver Membership
 - (B) Seminar attendance
 - (C) Limitless e-mail
 - (D) Job searching
- 166.** What is NOT offered to members?
- (A) Member contact details
 - (B) Conference speaker eligibility
 - (C) Job vacancy announcements
 - (D) Regular information updates

¹ join (V) tham gia

² career (N) sự nghiệp, nghề nghiệp

³ membership (N) (tư cách) thành viên

⁴ up to date (adj) có được thông tin mới nhất, được

⁵ access (N) quyền truy cập

⁶ enable (V) làm cho (ai) có thể (làm cái gì)

⁷ eligible (Adj) đủ điều kiện, đủ tư cách

Design Magazine

October 9th

Dear Design Magazine subscriber¹,

We are delighted to invite you to our fifteenth annual² Design Magazine Exhibition³ and Conference⁴, to be held at the Belmont Plaza Center in Richmond, VA, February 10-13. This year's event will focus on digital innovations and the future of design, with a number of high-tech manufacturers exhibiting in the main hall.

Speakers at the conference will include leading figures from the world of digital and print media, as well as leading designers and academics. The following are already confirmed:

Anne Jefferies, Head of Design Operations, News Inc.

Rudy Salazar, CTO, Big Box Media

Professor⁵ Augustin Bravo, University of Delaware, Institute of Design

Nancy Jones, Lead Designer, X-TC Digital

Exhibition and Conference attendees will also have the opportunity to participate in a training session. As usual, the training session aims to deliver practical guidance on how to improve working practices. This year, Ikon Software Corp. will be leading⁶ the session⁷ on how to better integrate⁸ the design, editorial and authoring processes through use of the latest⁹ software. The session will be designed to benefit both people new to this kind of software and more experienced users.

Above all, the Exhibition and Conference is a chance to network with your colleagues across the industry, to share ideas and best practice, and to make valuable new contacts. We hope that this year's event will build on the great successes of previous years, and we very much look forward to seeing you there.

Further information and registration materials are enclosed for your convenience.

Best wishes,

Marsha McDermott

Marsha McDermott, Sales and Marketing Director

Design Magazine

¹ subscriber (N) người đăng ký, đặt mua dài hạn (báo, tạp chí, dịch vụ,...)

² annual (adj) hàng năm

³ exhibition (N) triển lãm

⁴ conference (N) hội nghị

⁵ professor (N) giáo sư, giảng viên

⁶ lead (V) dẫn dắt, hướng dẫn, điều khiển

⁷ session (N) buổi, phiên, đợt

⁸ integrate (V) kết hợp

⁹ latest (Adj) mới nhất, gần đây nhất

167. What is stated about the event?

- (A) It will begin on February 15.
- (B) It will be held at a university.
- (C) It will be broadcast digitally.
- (D) It is held every year.

168. Who most likely is Augustin Bravo?

- (A) An event organizer
- (B) A company representative
- (C) An experienced printer
- (D) A leading academic

169. According to the letter, what will Ikon Software Corp. do?

- (A) Design a publication
- (B) Show people how to use a product
- (C) Produce a new software package
- (D) Sell some items to authors

170. What is NOT stated in the letter?

- (A) Attendees can meet new people.
- (B) Training will be provided.
- (C) The event will be rescheduled.
- (D) Documents are enclosed.

Questions 171-175 refer to the following advertisement and e-mail.

K Foods

K Foods is the largest importer¹ and distributor² of Korean, Japanese, and Chinese food products in the Mid West. Our company was founded over 20 years ago, and has since become the market leader, supplying fresh meats, vegetables, and processed products to stores and restaurants throughout the region. We have a delivery fleet of more than 200 refrigerated³ vehicles, and a central warehouse with a storage capacity of 155,000 square feet.

As we seek to expand our network of contented customers, we are currently offering reduced delivery charges of up to 10% for new customers purchasing a minimum of \$20,000 of produce per month*.

For more information about purchasing from us, and for a product price list, please contact our customer account staff at customers@k-food-suppliers.com.

*terms and conditions apply

To: customers@k-food-suppliers.com
From: Betty Jeong <betty@littelseoul.com>
Subject: Korean food supplies
Date: December 9

Dear Sir/Madam,

I am in the process of opening a restaurant in Columbus, Ohio. As we will be specializing in Korean cuisine, we are looking for suppliers of Korean ingredients, primarily vegetables, meats, and alcoholic beverages. We expect to purchase somewhere within the region of \$5,000–\$10,000 of supplies per month. We are also aiming to expand our business by opening a number of other restaurants in surrounding areas over the coming years. We have been given an estimate⁴ by Arirang Wholesale, but we are unhappy with that company's delivery charges. They were unable to offer us a discount, even though we are a business with strong future growth potential. I'd be grateful if you could give me a call to discuss our requirements and to give me an estimate.

I look forward to hearing from you.

Regards,

Betty Jeong

171. What is NOT indicated about K Foods?

- (A) It owns a number of restaurants.
- (B) It delivers throughout the Mid West.
- (C) It supplies chilled products.
- (D) It gives discounts to new customers.

172. Why does Ms. Jeong write to K Foods?

- (A) To explore the possibility of doing business with K Foods
- (B) To give feedback about a supplier
- (C) To alter a food order
- (D) To apply for a position at K Foods

173. What is indicated about Ms. Jeong?

- (A) She has experience in the restaurant trade.
- (B) She is unhappy with her business partner.
- (C) She will try to grow her business.
- (D) She owns a food store.

174. What can be inferred about Arirang Wholesale?

- (A) It is more successful than K Foods.
- (B) It charges extra for shipping.
- (C) It has a larger delivery network than K Foods.
- (D) It was dissatisfied with Ms. Jeong.

175. What most likely will Ms. Jeong receive from K Foods?

- (A) A job offer
- (B) A 10% reduction on delivery charges
- (C) A price list
- (D) Product samples

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

ELECTRONICS MONTHLY

Please send me 6 monthly issues¹ of Electronics Monthly, at the special introductory rate² of \$1 per issue. Thereafter, please send me 6 further issues at the regular price of \$9.99.

Customer Details

Name: Gerald Linthe

Address: 45 Nelson Street, Toronto, Canada

E-mail: glinthe@plusmail.com

Payment Information

Credit Card: Visa

Name on card: Mr. Gerald Linthe

Card number: 4567-1991-7652-1999

CVS: 948

Two complimentary items courtesy of Electronics Monthly:

	Item Code	Quantity
Halogen lamp	FG13P	
Smartphone speaker dock	FG19P	1
Electric coffee maker	FG23P	
Universal cell phone charger	FG27P	1

Comments

Although I realize I can only have two free items from the list above, could I possibly purchase item FG23P and so receive this as well as the two other items I have selected?

To: Gerald Linthe

From: Patricia McCarthy

Subject: Electronics Monthly subscription

Thank you very much for subscribing to Electronics Monthly. You will be receiving your first discounted issue shortly.

I regret to inform you that one of the free items that you chose, FG19P, is not in stock¹ at the moment. We will dispatch the item to you as soon as it is available. I am afraid that at present I am unable to inform you when this will be. The other free item that you selected, FG27P, is available and will be sent to you along with your first issue of the magazine.

In response to your query regarding the possibility of purchasing an additional item, I am afraid that we are not able to sell any of the products on our free items list. I apologize for any disappointment that this may cause. I have no doubt that you would be able to source the item from a vendor who does sell such products.

Thank you again for your subscription.

Yours sincerely,

Patricia McCarthy
Subscriptions Dept
Monthly Magazines

176. Why did Mr. Linthe complete the form?

- (A) To purchase two items
- (B) To request a credit card refund
- (C) To place a regular order
- (D) To unsubscribe from a magazine

177. What is the total cost of Mr. Linthe's subscription?

- (A) \$6
- (B) \$9.99
- (C) \$65.94
- (D) \$119.88

178. What does Mr. Linthe indicate on the form?

- (A) He ordered the wrong product by mistake.
- (B) He moved to a new address.
- (C) He was overcharged on an order.
- (D) He wants to buy an item.

179. Which item in the e-mail is not available at present?

- (A) Halogen lamp
- (B) Smartphone speaker dock
- (C) Electric coffee maker
- (D) Universal cell phone charger

180. What does Ms. McCarthy suggest that Mr. Linthe do?

- (A) Choose a different item
- (B) Await a full refund
- (C) Find an alternative supplier
- (D) Resubscribe to the magazine

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

FROM: Ron Andrews<randrews@millsfinancecorp.com>

TO: Arthur Linebaugh<alinebaugh@initech.com>

SUBJECT: Workshop on Friday, June 3

Hi, Arthur!

I'm very happy that you have accepted our invitation¹ to hold a workshop² for us here at Mills Finance Corporation. We are looking forward to using your new software and believe that it will allow us to operate much more efficiently.

In our previous conversation, I informed you that only 100 employees would be attending the workshop. However, we will now have 300 employees attending the event. I hope this doesn't cause any problems for you.

If you are planning to have handouts for the participants, please e-mail the files to Dora Carver, my assistant. She can have them printed and distributed to all employees before the event. Her e-mail address is dcarver@millsfinancecorp.com.

Please don't hesitate to give me a call if you have any questions or concerns. I'm really looking forward to the event.

Sincerely,

Ron Andrews

FROM: Arthur Linebaugh<alinebaugh@initech.com>

TO: Ron Andrews<randrews@millsfinancecorp.com>

SUBJECT: Re: Workshop on Friday, June 3

Dear Mr. Andrews,

Thank you for contacting me. I'm also excited about the workshop on June 3. I'm certain that our computer software can significantly increase efficiency³ at your office.

Since so many people will be attending the event, I will bring another program with me which will allow us to speak face to face with anyone who might have any specific questions outside of the workshop presentation. I will also bring a colleague, Andy Simpson, to the event. He played a major role⁴ in the development of the software, and he can answer the most technical of questions.

As for handouts⁵, there are a few things I would like to distribute⁶ to your employees. I will send them to your assistant soon.

Thanks,

Arthur Linebaugh

¹ invitation (N) lời mời, thư mời, giấy mời

² hold a workshop: tổ chức một hội thảo

³ efficiency (N) sự hiệu quả

⁴ play a major role: đóng vai trò chính, quan trọng

⁵ handout (N) tài liệu phân phát

⁶ distribute (V) phân phát, phân phối

181. What is the purpose of Mr. Andrews' e-mail?

- (A) To notify employees of an event
- (B) To explain a change in a company policy
- (C) To introduce new computer software
- (D) To confirm the details of a workshop

182. What is stated in Mr. Andrews' e-mail?

- (A) More people will be present at the event.
- (B) The new software will be ordered next week.
- (C) Invitations will be e-mailed to the employees.
- (D) Copies of the policy will be handed out at the meeting.

183. What will Mr. Linebaugh bring?

- (A) A policy statement
- (B) A business contract
- (C) A video camera
- (D) A computer program

184. Who is Andy Simpson?

- (A) A software developer
- (B) A negotiator
- (C) An assistant
- (D) A financial analyst

185. What will Mr. Linebaugh do soon?

- (A) Distribute new software
- (B) Print copies of the handout
- (C) Meet with a client
- (D) E-mail files to Ms. Carver

Questions 186-190 refer to the following memo and e-mail.

To: Call-Center Team

From: Pete Smythe

Date: Aug. 3

Subject: New Policy

Here at Performance Sports, we have seen a significant increase in business over the past year; after all, the entire sporting-goods industry is growing. Along with this increase, the number of calls and e-mails we receive has increased as well. To improve our efficiency in dealing¹ with this increased call volume, we will be assigning² each member of our team to specific types of calls and e-mails.

Below is a list of all call-center employees and the types of calls and e-mails they will be assigned.

Joe Dooley	Customer Orders
Jake Powell	Catalog Requests
Arnie Baker	Customer Returns and Exchanges
Mary Goodman	Shipping and Delivery Issues

We believe that this will increase the efficiency of the call center and improve the quality of service we can offer our customers.

To: callcenter@performancesports.net

From: Fred Rockingham

Date: Aug. 10

Subject: Delivery Delay

I just found out that I will need to leave town tomorrow, August 11, on a business trip. I will not be returning until August 21. Yesterday, I placed an order with your company and, as I won't be here to receive it this week, I would like to have it shipped to me after I get back from my trip. Could you please delay shipping the item until August 22?

I apologize for the short notice, but I didn't know I would be required to leave town for business until this morning.

Please get in touch with me as soon as possible to let me know if you can delay the shipment. My cell phone number is 212-555-6661.

Yours sincerely,
Fred Rockingham

186. What is the purpose of Mr. Smythe's memo?

- (A) To make changes to shipping schedules
- (B) To increase the number of orders
- (C) To assign work to employees
- (D) To deal with customer inquiries

187. In the memo, the word "volume" in paragraph 1, line 4, is closest in meaning to

- (A) profit
- (B) space
- (C) sound
- (D) amount

188. What is indicated about Performance Sports?

- (A) Its business has improved.
- (B) Its staff has been working harder.
- (C) It has been receiving more customer complaints.
- (D) It has introduced many new products.

189. Who will address Mr. Rockingham's request?

- (A) Joe Dooley
- (B) Jake Powell
- (C) Arnie Baker
- (D) Mary Goodman

190. When will Mr. Rockingham return from his business trip?

- (A) August 3
- (B) August 10
- (C) August 11
- (D) August 21

Questions 191-195 refer to the following e-mails and attachment.

From:	Tom Anyati	
To:	Natasha Borzova; Rosana Trujillo; Marcus Paulet	
Date:	June 12, 7:54 A.M.	
Subject:	Office Space	Attachment: 0 Properties

Hi all,

I thoroughly enjoyed our work luncheon¹ at Motano Grill last Monday. As a fellow² Silen Consultants employee, I am thrilled to be part of the team headed to Edmonton to open our first branch³ there. At the meeting, I sensed⁴ our shared eagerness⁵ to land⁶ our first clients and begin advising⁷ firms⁸ in Edmonton on how best to use information technology in achieving their goals.

I appreciated the thoughts shared about the kind of office space that would be ideal. I have searched morbushtrealty.ca for suites⁹ that meet our basic criteria¹⁰ and budget and have come up with a short list of possibilities for everyone to look over. Please see the attached document and respond¹¹ with your comments.

Tom Anyati, Silen Consultants

2185 Rock Falls Boulevard

Open concept office/retail space in a well-developed suburban¹² area of Edmonton with plenty of pedestrian traffic. Building has high visibility along Rock Falls Boulevard for your company sign. Super energy-efficient heating system will save you hundreds in bills every winter. Monthly lease: \$1,000.

12440 Trimeck Way

First-floor office suite. Elegantly furnished. Covered on-site parking with security gates. Located at Landon Research Park, adjacent to a station on the city's main rail line, 20 minutes from downtown¹³. Marvin Park, whose trails¹⁴ are very popular with joggers, is nearby. User-friendly Zemtron phone system already installed for your use. Monthly lease: \$950.

5123 Office Park Drive

Free-standing, single-story building. Comes with designer furniture. Secure city parking across the street with a prearranged parking discount for renters. High-speed Internet access that can be customized to your requirements is provided. Located west of the city centre, in the 17th Street shopping district. Monthly lease: \$875.

9982 Croton Avenue

Fourth-floor office suite. Covered parking garage with security access controls. Located within Edmonton's central business district. Color copier/scanner/printer/fax on-site for your use. State-of-the-art videoconferencing studio and free high-speed wireless Internet. Monthly lease: \$1,000.

¹ work luncheon (N) buổi ăn trưa bàn công việc

² fellow (Adj) cùng chung

³ branch (N) chi nhánh

⁴ sense (V) nhận thấy

⁵ eagerness (N) sự háo hức

⁶ land (V) có được, giành được

⁷ advise on: tư vấn về

⁸ firm (N) công ty, hãng

⁹ suite (N) phòng cao cấp

¹⁰ meet the criteria: đáp ứng tiêu chí

¹¹ respond (V) phản hồi

¹² suburban (Adj) ngoại ô

¹³ downtown (N) khu trung tâm

¹⁴ trail (N) con đường

From: Marcus Paulet
To: Natasha Borzova; Tom Anyati; Rosana Trujillo
Date: June 15, 4:39 P.M.
Subject: Office Space

Dear all,

Thank you, Tom, for narrowing down our search to these options. It sounds like last Monday's team-planning meeting was very productive. I had hoped to be there, but my last-minute trip to Toronto couldn't be helped¹. Also, it looks like I am the last to comment on this e-mail discussion, so thank you for your patience.

Rosana, I appreciate the desire to locate in a spacious executive-style office, but I really feel we shouldn't compromise² on the priority of being right in the heart of downtown. Is anyone familiar with Edmonton's public transit system? It would help to know if using it to commute would be a possibility.

I also agree with Tom's idea that we should have a presence at the technology fair in Edmonton. I will try to look into it next weekend when my wife and I go up to view some housing options. Also, I will be having lunch with an Edmonton executive who used to work for Silen Consultants, thanks to a connection made by Rosana. I will report any new insights learned.

Marcus Paulet, Silen Consultants

191. Who most likely is Mr. Anyati?

- (A) A technology consultant
- (B) A worker at Motano Grill
- (C) A conference organizer
- (D) A real estate agent

192. What is one property feature that is mentioned in the attachment?

- (A) A shower room for employees
- (B) A popular restaurant in the building
- (C) Electricity bills paid for by the owner
- (D) Location close to exercise trails

193. What is suggested about Mr. Paulet?

- (A) He missed the gathering at Motano Grill.
- (B) He is considering selling his car.
- (C) He plans to attend a performance.
- (D) He hopes to tour Edmonton by bus.

194. What is indicated about Ms. Trujillo?

- (A) She just relocated to a new home.
- (B) She will meet a former colleague.
- (C) She sent an e-mail to her coworkers
- (D) She used to live in Edmonton.

195. Which property does Mr. Paulet likely favor?

- (A) 2185 Rock Falls Boulevard
- (B) 12440 Trimeck Way
- (C) 5123 Office Park Drive
- (D) 9982 Croton Avenue

Questions 196-200 refer to the following memo, e-mail and article.

From: Ravinder Kapur, CEO, LTL
To: LTL Factory Floor Employees
Subject: Update
Date: 26 November

On Tuesday, 4 December, a reporter¹ from *Asia Enterprise Monthly* will be touring LTL to collect information for an article about our new textile-printing² machines. An official³ from our public relations department will be guiding our guest through the factory. The reporter has been granted permission to speak to employees. Please feel free to respond to questions that involve your day-to-day work. You should, however, refer all other inquiries to the official accompanying the reporter. We encourage you to review our media policy prior to the visit. You will be informed of any changes to the plans for this event.

Thank you for your cooperation

From: Desmond Xueling <dxueling@aem.com.sg>
To: Ravinder Kapur <rkapur@ltl.com.sg>
Date: 27 November
Subject: Meeting

Dear Mr. Kapur,

Due to a scheduling conflict⁴, I have to reschedule my tour of your facility. I could visit on one of the following days and times instead: Monday morning, 3 December; Wednesday afternoon, 5 December; or Thursday afternoon, 6 December.

Also, I have spoken to our staff photographer. Per your request, She will limit her photography to the offices of the members of the management team. Rest assured that we will protect your company's proprietary information.

Thank you again for your time.

Desmond Xueling, *Asia Enterprise Monthly*

New Equipment a Boon for LTL

By Desmond Xueling

7 January

Tucked into a busy industrial area in Singapore, the LTL manufacturing facility is small, gray, and unassuming. But the building's nondescript exterior masks an abundance of color and activity inside. Early on a sunny December morning, two enormous new textile-printing machines were already churning out the largest swaths of fabric ever processed by the factory.

"Each machine is well over three meters wide," said LTL's Felicity Tong, who accompanied us on a tour of the factory floor. "Our machine operators are still

learning to use the machines effectively, as you can see from this pile of rejected pieces," Ms. Tong remarked. "The machines are efficient, but mastering them is posing some challenges for our work crews."

The machines come with the potential for big profits. Company CEO Ravinder Kapur commented that the demand for his company's fabrics has grown in recent years. "These machines will allow us to print on vinyl and other materials that we had lacked the resources to work with," he said. "We're very pleased to be able to satisfy client demand."

196. What is the purpose of the memo?
- (A) To publicize changes to the company's media policy
 - (B) To announce the purchase of new machinery
 - (C) To encourage staff members to read a newspaper article
 - (D) To provide guidelines for speaking to a journalist
197. In the memo, the word "refer" in paragraph 1 line 5, is closest in meaning to
- (A) check
 - (B) direct
 - (C) consider
 - (D) explain
198. When did Mr Xueling most likely visit the factory?
- (A) On December 3
 - (B) On December 5
 - (C) On December 6
 - (D) On January 7
199. What is suggested about Ms. Tong?
- (A) She joined LTL on November 26.
 - (B) She specializes in public relations.
 - (C) She had her picture taken with Mr. Kapur.
 - (D) She interviewed employees before the tour.
200. What does the article indicate about LTL?
- (A) Its machine operators have completed a training program.
 - (B) Its new machines are more reliable than the old ones.
 - (C) It has been losing customers in recent years.
 - (D) It is using fabrics that it had not used previously.