

TOEIC (R) Mock Test



LISTENING TEST
READING TEST

General Direction

This test is designed to measure your English language ability. The test is divided into two sections: Listening and Reading.

You must mark all of your answers on the answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your new answer.

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example:

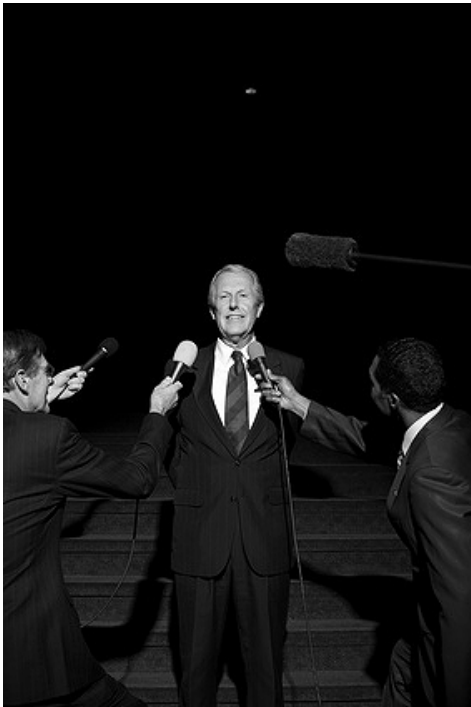
A B C D



1.



2.



3.



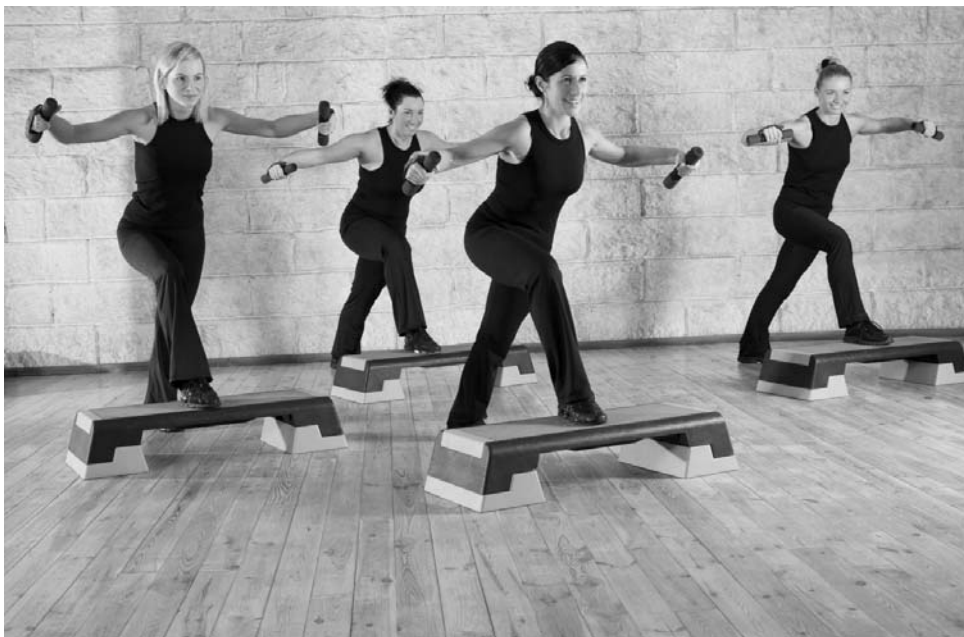
4.



5.



6.



7.



8.



9.



10.



PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director

(B) It's the first room on the right

(C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

PART 2

11. Excuse me, do you know where the laboratory is?

- (A) There is the laboratory in this building.
- (B) It's next to the meeting room.
- (C) We go to the laboratory.

12. How long have you lived in Boston?

- (A) For ten years.
- (B) On Sunday.
- (C) No, I went to Boston two years ago.

PART 2

13. I heard that Mr. James earned outstanding performance awards in his company.

(A) How admirable!

(B) He was involved in the administration.

(C) Our company decided to introduce performance appraisal system.

14. How far is this hotel from the center of the city?

(A) About 2 hours

(B) About 3 miles

(C) It's about time to leave.

PART 2

15. When is Ms. Mary's retirement party held?

- (A) Ms. Mary is holding it.
- (B) On next Sunday.
- (C) Yes, it's from Tom.

16. Did you make an accommodation at the hotel?

- (A) No, I haven't made a report yet.
- (B) I have lived there.
- (C) Yes, for two nights.

PART 2

17. May I take a message?

- (A) Yes, please.
- (B) There is no computer system.
- (C) I made a new record.

18. How much working experience does the applicant have?

- (A) It's 15 dollars.
- (B) Yes, he is working.
- (C) For twenty years.

PART 2

19. How often do you take a trip?

- (A) I came back last Wednesday.
- (B) Twice a year.
- (C) Next year.

20. How come Ben is so smart?

- (A) He is on a diet.
- (B) Yes, he is coming soon.
- (C) It's simply because he has read many books.

PART 2

21. Who was with Ms. Evans last night?

- (A) His boss.
- (B) He was at home.
- (C) Not always.

22. Does he need to participate in the competition the day after tomorrow?

- (A) Whenever
- (B) Definitely
- (C) Anytime

PART 2

23. Who is going to pick her up from the airport tomorrow?

- (A) John will choose her.
- (B) Please pick up your room.
- (C) James will give her a ride.

24. Have you ever studied overseas?

- (A) For the first time
- (B) Yes, in Australia.
- (C) No, I have never been to the sea.

PART 2

25. Could you fax me the direction to A&B Corporation?

(A) Certainly.

(B) I hope so.

(C) Not really.

26. Thank you very much for sending me a quotation list.

(A) I will send it shortly.

(B) I don't have a list.

(C) My pleasure.

PART 2

27. You are going to attend the analysts meeting next Monday, aren't you?
- (A) Definitely.
 - (B) In the meeting room.
 - (C) I will send you an order.
28. Could you tell me how to get to ABC Corporation?
- (A) I don't think so.
 - (B) Sorry, I'm not familiar with the area.
 - (C) Yes, you can fill in all the necessary items on this form.

PART 2

29. What's the date of the annual meeting?

- (A) Sorry, I couldn't find the data.
- (B) I'll take it.
- (C) Let me check.

30. That was the best concert I've ever been to.

- (A) I'm glad you liked it.
- (B) No, I couldn't go there.
- (C) No, thank you.

PART 2

31. I'm not sure how I can use this copy machine.

- (A) You should make a photocopy.
- (B) Just press this button.
- (C) Fifty copies each.

32. Whom should I hand this sales report in to?

- (A) You should hand back your assignment.
- (B) Yes, shortly.
- (C) The sales manager

PART 2

33. How about some tea?

- (A) I don't know much about tea.
- (B) Yes, please.
- (C) There is nothing on the table.

34. Why don't you take a nap?

- (A) That's a good idea.
- (B) Because I like sleeping.
- (C) I don't want to take a taxi.

PART 2

35. How would you like to pay, sir?

(A) By cash

(B) I have a bill.

(C) Yes, it is secured.

36. How are you going to get to the airport this evening?

(A) I'm fine, thank you.

(B) I'll take a limousine.

(C) In two hours.

PART 2

37. Do you know what exhibition from next week is about?

- (A) In San Francisco.
- (B) On Monday.
- (C) It's on the modern art.

38. Did you ask James if he would like to go to the party with us the day after tomorrow?

- (A) Not yet.
- (B) That's not true.
- (C) He doesn't know much about it.

PART 2

39. What is the purpose of his visit this time?
- (A) He should make a proposal to his supervisor.
 - (B) On business.
 - (C) He would like to know about the purpose.
40. They introduced the new marketing system, didn't they?
- (A) It is mainly about investment.
 - (B) They should set a password.
 - (C) Yes, a while ago.

PART 3

Directions:

You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your text book.

PART 3

41. What are the speakers doing?

- (A) They are sending an e-mail.
- (B) They are talking on the phone.
- (C) They are discussing about a project.
- (D) They are monitoring the system.

PART 3

42. When is Ms. White coming back?

- (A) Next Thursday
- (B) Next Wednesday
- (C) Next Monday
- (D) Last Thursday

PART 3

43. Where are the speakers most likely located?

- (A) At the gym
- (B) At the party
- (C) At the memorial hall
- (D) At the office

PART 3

44. What is the main purpose of this conversation?

- (A) To buy a flight ticket
- (B) To change the date of the airplane flight
- (C) To ask the time
- (D) To take a trip

PART 3

45. When will be the man's flight?

- (A) 9:00 pm on October 27th
- (B) 9:00 am on October 27th
- (C) 9:00 pm on October 26th
- (D) 9:00 am on October 26th

PART 3

46. Where do they have this conversation most likely?

- (A) In aerospace
- (B) In the bank
- (C) At the airport
- (D) At hotel room

PART 3

47. Where do they have this conversation most likely?

- (A) At school
- (B) In the library
- (C) At the office
- (D) In the cafeteria

PART 3

48. What time will be the monthly management meeting be held?

- (A) At 3:00 pm
- (B) At 12:00 pm
- (C) At 5:00 pm
- (D) In the early morning

PART 3

49. Why did Hanna have to come so early this morning?

- (A) To attend the monthly management meeting
- (B) To have lunch with the man
- (C) To make a business trip
- (D) To prepare for the presentation

PART 3

50. What will Mr. James do next month?

- (A) He will hold a farewell party.
- (B) He has a good idea.
- (C) He is leaving the current office.
- (D) He will pick up something.

PART 3

51. What was the woman's first suggestion in this conversation?

- (A) To see James in Germany
- (B) To arrange a goodbye party for James
- (C) To help the man
- (D) To pick up some places

PART 3

52. What will the man probably do next?

- (A) book the hotel room for the party
- (B) ask somebody about the recommended places
- (C) get some information from the website
- (D) pick up the woman at the office

PART 3

53. What did the woman lose?

- (A) mobile computer
- (B) cell-phone
- (C) train ticket
- (D) contact lens

PART 3

54. Where did the woman get on the subway?

- (A) St Lawrence Av
- (B) Manhattan
- (C) bus stop
- (D) Middletown Rd

PART 3

55. What will the woman need to do?

- (A) To look for her mobile
- (B) To get off the subway
- (C) To contact the mobile company
- (D) To remember the time of subway

PART 3

56. Where is this conversation taken place?

- (A) Electric store
- (B) Mobile shop
- (C) Grocery store
- (D) School

PART 3

57. When did the woman purchase her computer?

- (A) Within the warranty period
- (B) Anytime
- (C) About half a month ago
- (D) A week ago

PART 3

58. Who is going to fix the woman's computer?

- (A) A store employee
- (B) An employee of the computer manufacturer
- (C) The woman
- (D) No one

PART 3

59. What is the main topic of this conversation?

- (A) Temple
- (B) Tempura
- (C) Direction
- (D) Temperature

PART 3

60. What was the temperature yesterday?

- (A) Much colder
- (B) 38°C
- (C) Too hot
- (D) 35°C

PART 3

61. What is the temperature today?

- (A) Too hot
- (B) 38°C
- (C) Much colder
- (D) 35°C

PART 3

62. When did the man ask to create the file?

- (A) Last year
- (B) Today
- (C) The day before yesterday
- (D) Soon

PART 3

63. What are the graph and chart about?

- (A) D Corporation
- (B) Sales performance of last year
- (C) Meeting
- (D) Laboratory findings of last year

PART 3

64. What is the woman going to do after the meeting?

- (A) Complete the file
- (B) Put a graph and chart in the file
- (C) Shipping
- (D) Sending the file

PART 3

65. What is the woman's problem?

- (A) Stomachache
- (B) Cancellation of her flight
- (C) Meeting in Hong Kong
- (D) Relief flight

PART 3

66. When will the meeting be held?

- (A) From 11 o'clock
- (B) Late this afternoon
- (C) Tomorrow afternoon
- (D) Tomorrow morning

PART 3

67. What did the man suggest the woman to do?

- (A) Take a taxi
- (B) Hand in the report
- (C) Postpone the meeting
- (D) Contact airline

PART 3

68. Why did not the man hear about that he has to modify the file?

- (A) Because he is not the one who created the file.
- (B) Because he doesn't know his supervisor.
- (C) Because he had to hurry.
- (D) Because he was at the meeting this morning.

PART 3

69. When is the deadline to modify the file?

- (A) Next Friday
- (B) This morning
- (C) This Friday
- (D) Soon

PART 3

70. What will the man probably do next?
- (A) Modify the presentation file right away
 - (B) Check if the woman is in her office
 - (C) Ask about the needed change to his boss
 - (D) Check his work schedule

PART 4

Directions:

You will hear some short talks given by a single speaker. You will be asked to response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will be spoken only one time and will not be printed in your text book.

PART 4

71. Who left this voice mail message?

- (A) Mr. Wood
- (B) His boss
- (C) John Stanford
- (D) Jennifer Hilton

PART 4

72. What is the problem about the game?

- (A) It hasn't sent to the woman yet.
- (B) Some part of it needs to be changed.
- (C) The boss did not think it was interesting.
- (D) The last part should be added before selling it.

PART 4

73. What does Jennifer Hilton ask Mr. Wood to do?

- (A) To send an e-mail
- (B) To make a call to Jennifer Hilton
- (C) To commercialize the game
- (D) To attach the game to an e-mail

PART 4

74. What is the talk about most likely?

- (A) How to open the bank account
- (B) Classification
- (C) Order information
- (D) Due date for the assessment report

PART 4

75. According to this message, what will be sent to the customer when items are shipped?
- (A) Technical report
 - (B) Coupon
 - (C) Brochure
 - (D) Shipping confirmation

PART 4

76. What is inconvenient about a customer submitting an international order?

- (A) It takes 5 days to process an order.
- (B) It costs additional fee.
- (C) Customers cannot change their order details.
- (D) The store will not notify the shipping information.

PART 4

77. What is the message mainly about?

- (A) Morning call
- (B) Advertisement
- (C) Flight cancellation
- (D) Financial result

PART 4

78. Where is the speaker most likely?

- (A) Weather forecast
- (B) Airport
- (C) harbor
- (D) On the phone

PART 4

79. What will the passengers need to do to go back?

- (A) Check in for relief flight
- (B) Release a document
- (C) Cancel the airline ticket
- (D) Pay attention to the following announcement

PART 4

80. What is the main topic of this report?

- (A) Environmental issue
- (B) Divorce rate
- (C) Genetic abnormality
- (D) Asthma

PART 4

81. What may be responsible for asthma?

- (A) Combined administration
- (B) Combination of both environmental and genetic conditions
- (C) Combined analysis
- (D) Unknown

PART 4

82. What percentage of the people with asthma has allergies?

- (A) 70%
- (B) 40%
- (C) Unknown
- (D) 50%

PART 4

83. What is this message about most likely?

- (A) Office hours during and after holidays
- (B) Christmas presents
- (C) New Year's Day
- (D) Holidays

PART 4

84. When will be Sky Corporation opened again?

- (A) On December 26
- (B) On January 1st
- (C) On January 2nd
- (D) On January 4th

PART 4

85. Where is the speaker most likely to leave this message?

- (A) On vacation
- (B) At the office
- (C) At the train station
- (D) In the theater

PART 4

86. What is the main topic of this report?

- (A) The rising obesity rates in Pacific island countries
- (B) Less nutrition of imported foods
- (C) Comparison between imported foods and healthier foods
- (D) The rising obesity rates in the United States

PART 4

87. What is a major cause in the rise of obesity rates in Pacific island countries?

- (A) Too much fruits
- (B) Imported foods
- (C) Lack of exercise
- (D) Heredity

PART 4

88. What is another cause of the rise of obesity rates in Pacific island countries?

- (A) Too much healthier foods
- (B) Lack of nutrition
- (C) Physical inactivity
- (D) Heredity

PART 4

89. What is the main topic of this talk?
- (A) Difference between high school and college
 - (B) Two types of field trips
 - (C) Vocational school and college
 - (D) Average income

PART 4

90. What is the concern the college education supporters have for the students who attend vocational schools?
- (A) To make more money
 - (B) To miss a chance to have the college experience
 - (C) To go to college
 - (D) To quit a job

PART 4

91. What do the college education supporters suggest to the students?

- (A) To have higher education
- (B) To make more money
- (C) To attend vocational schools
- (D) Not to quit a job

PART 4

92. What is the advertisement about?

- (A) Restaurant
- (B) Thai massage
- (C) Hotel
- (D) Nightclubs

PART 4

93. What is NOT close to the hotel?

- (A) Darling Harbor
- (B) Australian Museum
- (C) Chinatown
- (D) Sydney Convention and Exhibition Center

PART 4

94. What does the hotel provide to relax customers?

- (A) Free drink
- (B) Yoga lesson
- (C) Thai massage
- (D) Free tour

PART 4

95. What is the main topic in this report?

- (A) People in developing countries
- (B) Cancer
- (C) AIDS
- (D) World population

PART 4

96. How many people in the world die because of cancer in a year?

- (A) Less than seven and a half million
- (B) About two-thirds of world population
- (C) More than seven and a half million
- (D) About a half million

PART 4

97. Which statement about developing countries does the report mention?

- (A) Cancer is more severe than AIDS.
- (B) AIDS is the most serious disease.
- (C) Cancer has been increasing.
- (D) Malaria has been decreasing.

PART 4

98. What number do you need to press to receive support in Mandarin?

- (A) 0
- (B) 1
- (C) 2
- (D) 3

PART 4

99. What can you do if you press 3?

- (A) To hear this recorded message
- (B) To receive support in English
- (C) To call Best System
- (D) To leave the message

PART 4

100. What do you have to do to speak to a staff?

- (A) To hang up
- (B) To get back to a staff
- (C) To stay on the phone
- (D) To come to the office

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

PART 5

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.

PART 5

101. Voters ----- rejected a federal mandate to purchase health insurance, rebuking the current administration.

- (A) to overwhelm
- (B) overwhelmingly
- (C) overwhelms
- (D) overwhelming

102. As he was too busy to talk with his friends, he ----- ate the food at the party.

- (A) often
- (B) was
- (C) almost
- (D) scarcely

PART 5

103. ABC Systems is a ----- partner to provide stable and high-quality service.

- (A) relied
- (B) reliance
- (C) reliable
- (D) reliably

104. The teachers told students ----- the grass.

- (A) kept off
- (B) keep off
- (C) to keep off
- (D) keeping off

PART 5

105. This novel should very useful for beginners because it is written --- easy English.

- (A) at
- (B) over
- (C) of
- (D) in

106. He remained ----- because he didn't not know what to say to his boss when his boss mentioned about sales performance last month.

- (A) silence
- (B) to silent
- (C) silenced
- (D) silencing

PART 5

107. James called Anna during her ----- as he had something emergency to tell her.

- (A) absent
- (B) absence
- (C) absented
- (D) absentee

108. Are you ----- with your marriage life even if the standard of living has been lower than at time of single life due to this economic depression?

- (A) satisfy
- (B) satisfying
- (C) to satisfy
- (D) satisfied

PART 5

109. We went to our uncle's house the day before yesterday, ----- we had dinner last Sunday.

- (A) where
- (B) which
- (C) when
- (D) whose

110. Although there is a welcome party tonight, I have to get it ----- by tomorrow.

- (A) to do
- (B) done
- (C) doing
- (D) do

PART 5

111. I had my subordinate officer ----- the parcel to Australia yesterday.

- (A) to send
- (B) being sent
- (C) send
- (D) sending

112. The younger people are, ----- they learn foreign language.

- (A) the easier
- (B) being easy
- (C) easy when
- (D) it eases

PART 5

113. In Japan, ----- education starts from the first grade of elementary school.

- (A) complimentary
- (B) contaminated
- (C) corresponding
- (D) compulsory

114. The mayor will ----- his post next month as he has been in violation of the Political Funding Regulation Law.

- (A) console
- (B) recommend
- (C) resign
- (D) ferment

PART 5

115. Next year this department's ----- will be significantly reduced because of this prolonged economic depression.

- (A) boundary
- (B) budget
- (C) profound
- (D) remedy

116. The computer ----- will be postponed to a later date due to the effect of swine flu.

- (A) facility
- (B) eliminate
- (C) commodity
- (D) conference

PART 5

117. People should pay more attention to new flu, ----- when it is pandemic, they can address it calmly.

- (A) only
- (B) so that
- (C) although
- (D) as if

118. The government has tried to ----- money-losing facilities for financial reconstruction.

- (A) abandon
- (B) abuse
- (C) abolish
- (D) acclaim

PART 5

119. Every year the standard ----- amount changes depending on inflation.

- (A) subscription
- (B) impudence
- (C) deduction
- (D) brochure

120. According to the study result ----- by Harvard School of Public Health, intake of white rice can lead to increase of type 2 diabetes risks.

- (A) presented
- (B) consumed
- (C) contributed
- (D) inherited

PART 5

121. He could take ----- two days as his summer vacation this year because he was too busy to prepare for his business trip to China next month.

- (A) all the more
- (B) no more than
- (C) no less than
- (D) even more

122. Bob and Dennis are similar ----- they both need more attention from their parents.

- (A) even if
- (B) in case
- (C) so that
- (D) in that

PART 5

123. He has been deceived by the man ----- he thought was his best friend.

- (A) as
- (B) who
- (C) whoever
- (D) whom

124. The town is now very different from ----- it was fifteen years ago.

- (A) as
- (B) that
- (C) what
- (D) which

PART 5

125. Although there was a weekly meeting at school, she was absent, -----
----- is often the case.

- (A) what
- (B) that
- (C) but
- (D) as

126. Although I got this jacket from my best friend as my birthday present, it
is ----- big for me.

- (A) very much
- (B) much too
- (C) too much
- (D) much very

PART 5

127. I prefer going to the theater to ----- DVD on TV whenever I stay with my family.

- (A) be watched
- (B) being watched
- (C) watch
- (D) watching

128. While you are in Australia, don't forget to ----- me a line once in a while.

- (A) drop
- (B) send
- (C) ask
- (D) give

PART 5

129. It is obvious that those abominable conditions have given ----- to a lot of crime on the street.

- (A) way
- (B) rise
- (C) cause
- (D) what

130. ----- it rains tomorrow, do you have any other plan other than the outdoor activities we planned last week?

- (A) Although
- (B) Whenever
- (C) Supposing
- (D) Since

PART 5

131. Mr. Simpson ----- a new assignment offered by his supervisor.

- (A) infected
- (B) accepted
- (C) informed
- (D) irradiated

132. Nancy ----- about her vacation in France during lunchtime.

- (A) went on to
- (B) went talking
- (C) went to talk
- (D) went on talking

PART 5

133. The ----- market for the stock will continue until the summer of 2011.

- (A) bull
- (B) tiger
- (C) cow
- (D) horse

134. Our company ----- a global marketing plan and sales for new system from the summer in 2011.

- (A) implement
- (B) is to implement
- (C) implementing
- (D) implementation

PART 5

135. Mr. White, ----- is in charge of the sales of new products, is busy for sales promotion.

- (A) whom
- (B) that
- (C) when
- (D) who

136. It's high time they ----- a final decision on the new plan.

- (A) make
- (B) will make
- (C) made
- (D) to make

PART 5

137. Nancy ----- good ideas for improving on her previous plans.

- (A) came up with
- (B) came in for
- (C) came along with
- (D) came about

138. John ----- his colleague on the way to the station from his office.

- (A) ran out of
- (B) ran across
- (C) ran up
- (D) ran over

PART 5

139. If it ----- not for his help, she could not succeed in her initial attempt.

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

140. They took ----- of a boom to boost sales of their new product last year.

- (A) care
- (B) photos
- (C) advantage
- (D) as

PART 6

Directions:

Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Question 141 to 143 refers to the following email.

September 10, 2010

Dear valued customer,

We are proud _____ you our latest effort to interact with our valued customers and to know about their complaints and suggestions.

141. (A) to present
(B) presenting
(C) to be presented
(D) being present

For this purpose we are inviting you to our company sponsored dinner party. Our whole team will be there with you to discuss your complaints and problems. Also we will _____ precious suggestions from your side. Following is the details of venue for this function.

142. (A) anticipate
(B) encourage
(C) diagnose
(D) eliminate

VENUE ADDRESS: 9230 WM Hills Blvd #287, Beaverton, PA 65310

You are also requested to bring your membership card along with you so we can recognize our valued customers without any hesitation.

Thanks for taking out time for reading this letter and we are looking forward _____ you in our party.

143. (A) to see
(B) for be seen
(C) in seeing
(D) to seeing

Best Regards,
Sincerely,

Mike Thompson
Chief Executive Officer

Question 144 to 146 refers to the following letter

December 7, 2010/09/28

Global Magazine

385 Queens Ave.

To whom it may concern

I am writing to inform you that I would like to cancel my _ _ _ _ _ _ _ _ to Global Magazine effective on the next year issue. Although I would like to continue subscription, I don't have much time to enjoy the magazine.

144. (A) verification
(B) subscription
(C) contribution
(D) collision

I would appreciate if you could please refund _ _ _ _ _ _ _ _ is left on my payment, if possible. Is there any procedure I have to take for refund?

145. (A) in which
(B) that
(C) which
(D) whatever

I would also appreciate if you can give me a written _ _ _ _ _ _ _ _ about my cancellation of your Global magazine. If you have any questions for this matter, please let me know.

146. (A) confirmation
(B) accusation
(C) appointment
(D) claim

Sincerely Yours,

Nancy Brown

Question 147 to 149 refers to the following letter

July 15, 2010
530 Anderson Ave
James Carter

Dear Mr. Carter,

This letter is to let you _ _ _ _ _ that I will be leaving the H&A Corporation. I have accepted the offer of J&C Company as a sales manger in the coming month of August.

147. (A) to know
(B) knowing
(C) know
(D) known

I want you to know that I enjoyed working in H&A Corporation. I will treasure all the lessons that you have shared with me as your staff. I am very much thankful because you have _ _ _ _ _ me in many ways. I will not deny that I will miss you and all my colleagues here in the company.

148. (A) innovated
(B) inspired
(C) contradicted
(D) presumed

I am also looking forward for the new challenges that I will encounter in the J&C Company. Here is my e-mail and my personal phone number.

Please keep in _ _ _ _ _ .

149. (A) trust
(B) order
(C) line
(D) touch

E-mail address: white@jandc.com

My personal phone number: 084358291

Thank you,
Bob White

Question 150 to 152 refers to the following letter

To: "Thomas Clark" tclark@skyelectronics.com
Cc: All members in sales department
From: "Matthew Morgan" <mmorgan@skyelectronics.com>
Subject: Welcome to our sales department!

Dear Thomas,

Welcome to our sales department!

It is our great pleasure to welcome you _ _ _ _ _ a member in our sales department of Sky Electronics. We are excited to have you join our team, and we hope that you will enjoy working with us.

10. (A) in
(B) as
(C) for
(D) of

On the first Monday of each month, we hold a special member lunch to welcome any new employees. Please be sure to come next week to meet all of our senior members and any other new members who have joined our team this month. Mary Wood will send you an e-mail with further details _ _ _ _ _ to this lunch.

11. (A) pertaining
(B) concerned
(C) informed
(D) even

If you have any questions during your training period, please feel _ _ _ _ _ to contact me. You can reach me at my e-mail address or on my office number at 628-2971.

12. (A) attached
(B) close
(C) free
(D) obliged

Warm regards,
Matthew,

Matthew Morgan, Sales Manager
mmorgan@skyelectronics.com
Tel: 628-2971

Question 153 to 154 refers to the following letter

Bus Service Timetable

Bus number	Chatswood	Lane Cove	St Leonards	Crows Nest	Neutral Bay Jn	Spit Jn	Manly
852	11:51	11:58	12:05	12:08	12:17	12:23	12:35
293	12:02	12:09	12:17	12:20	12:32	12:38	12:50
169	12:21	12:28	12:35	12:38	12:47	12:53	1:05
524	12:32	12:39	12:47	12:50	12:53	1:02	1:08

Between Christmas and New Year (excluding public holidays) a reduced peak hour timetable may operate. If you have not used our services for a long period of time, we suggest you confirm that this timetable is still current by visiting our website at www.greenbuses.com.au, or by calling 583-2947.

Green Buses endeavors to ensure services depart at the specified times. Timetables may change and buses may be delayed or cancelled due to circumstances beyond our control.

153. What time is the earliest that you can depart from Chatswood?

- (A) 12:28
- (B) 12:02
- (C) 11:48
- (D) 11:51

154. What do you need to do if you have old timetable?

- (A) Change the bus
- (B) Ask your friends
- (C) Contact the bus company
- (D) Purchase a new guidebook

Question 155 to 156 refers to the following invoice.

Date: September 3, 2010

Green Wood Technology 572 Green Wood Ave St Louise, NY 29573 http://www.greenwood.com E-mail: support@greenwood.com	Phone (682) 915-8439 Fax (682) 916-8354
---	--

Purchase Order# (if applicable): 39419861

Bill To: Allan Young Address: 8395 Diamond Ave, CA, 9483701 Phone: (916)835-9570 e-mail address: ayoung@ayoungcorp.com	Ship To: Check here if same as bill to: <input checked="" type="checkbox"/>
--	---

Qty	Item	Description	Each	Total
1	Easy Spreadsheet	Spreadsheet software	\$30.95	\$ 30.95
1	GW Organizer	Schedule software	\$29.95	\$ 29.95
1	GW Protector (package)	Anti-virus software	\$20.99	\$ 20.99
2	License of GW Protector	Anti-virus software license	\$9.95	\$ 19.90

Thanks for your shopping! Payment should be made in US funds to Green Wood System, LLC. For customer support, visit our web site at <http://www.greenwood.com>, or e-mail support@greenwood.com.

Total : \$ 101.79

Balance Due \$101.79

155. Who is supposed to make payment for this purchase?

- (A) Green Wood System, LLC
- (B) Allan Young
- (C) US foundation
- (D) Customer support

156. Where are these products going to be shipped?

- (A) Green Wood System, LLC
- (B) Allan Young
- (C) US foundation
- (D) Customer support

Question 157 to 160 refers to the following letter

June 29th, 2010

Dear Mr. Lincoln

We are very sorry to hear that you have been experiencing problems with your new laptop.

While we do ask that our customers contact their dealer in the event of a problem, we recognize that, in your case, it would be impossible. Therefore, if you will carefully package the unit in its original carton and send it to us, our "doctors" will put it through an examination to determine the source of the problem.

If the problem turns out to be a minor adjustment, we shall make the repair and be sure to return the laptop to you within thirty days. If our determination is that the unit is defective, we will send you an immediate replacement.

Again, we are very sorry that you experienced this difficulty and wish to thank you for your patience and for purchasing our products.

Sincerely,

Dennis Sayles
Green House Technology

157. What problem does Mr. Lincoln currently have?

- (A) Serious disease
- (B) Air conditioner problem
- (C) Computer problem
- (D) Motorcycle problem

158. What does Mr. Lincoln need to do to fix his laptop problem?

- (A) Contacting the dealer
- (B) Purchasing new laptop
- (C) Seeing a doctor
- (D) Sending the laptop

QUESTIONS
CONTINUED TO
THE NEXT PAGE

Question 157 to 160 refers to the following letter

June 29th, 2010

Dear Mr. Lincoln

We are very sorry to hear that you have been experiencing problems with your new laptop.

While we do ask that our customers contact their dealer in the event of a problem, we recognize that, in your case, it would be impossible. Therefore, if you will carefully package the unit in its original carton and send it to us, our "doctors" will put it through an examination to determine the source of the problem.

If the problem turns out to be a minor adjustment, we shall make the repair and be sure to return the laptop to you within thirty days. If our determination is that the unit is defective, we will send you an immediate replacement.

Again, we are very sorry that you experienced this difficulty and wish to thank you for your patience and for purchasing our products.

Sincerely,

Dennis Sayles
Green House Technology

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

159. If Mr. Lincoln sends his laptop on July 1st, when will Mr. Lincoln receive it by?
- (A) July 28
 - (B) July 13
 - (C) July 30
 - (D) August 1
160. If the laptop has defects, what will Green House Technology do?
- (A) Bringing it to a doctor
 - (B) Replacing it with new unit
 - (C) Contacting the dealer
 - (D) Purchasing a new laptop

Question 161 to 164 refers to the following shipping information.

Shipping Information

Orders shipping Express are delivered via ABC Ex International Priority service and are typically delivered within 5 business days. Tracking is available with Express service. We cannot ship to P.O. boxes with Express service.

The shipping cost is based on the total purchase amount.

Canada

Purchase Amount [Ⓐ]	Canada Express Delivery [Ⓐ]
\$0 - \$75 [Ⓐ]	\$15 [Ⓐ]
\$75.01 - \$125 [Ⓐ]	\$20 [Ⓐ]
\$125.01 - \$175 [Ⓐ]	\$30 [Ⓐ]
\$175.01 - \$225 [Ⓐ]	\$35 [Ⓐ]
\$225.01 - \$325 [Ⓐ]	\$45 [Ⓐ]
\$325.01 - \$425 [Ⓐ]	\$55 [Ⓐ]
\$425.01 - \$525 [Ⓐ]	\$65 [Ⓐ]
\$525.01 - \$1,400 [Ⓐ]	\$120 [Ⓐ]
\$1,400.01 and over [Ⓐ]	Not Available [Ⓐ]

Please note: Canadian Customs limits imports of textile products to \$1,600 Canadian dollars per day for individuals who are not licensed importers. Orders in excess of these limits will be stopped at Canadian Customs and returned to Blue Hearts. Please do not exceed these order amounts.

QUESTIONS
CONTINUED TO
THE NEXT PAGE

161. How much does it cost to ship to Canada by express delivery when the purchase amount is \$80?

- (A) \$15
- (B) \$10
- (C) \$13
- (D) \$20

162. If the customer orders in the evening of Thursday, what day of the week will be the last day for those orders shipping Express to be delivered?

- (A) Next Tuesday
- (B) Next Thursday
- (C) Next Wednesday
- (D) Saturday

Question 161 to 164 refers to the following shipping information.

Shipping Information

Orders shipping Express are delivered via ABC Ex International Priority service and are typically delivered within 5 business days. Tracking is available with Express service. We cannot ship to P.O. boxes with Express service.

The shipping cost is based on the total purchase amount.

Canada

Purchase Amount [Ⓐ]	Canada Express Delivery [Ⓐ]
\$0 - \$75 [Ⓐ]	\$15 [Ⓐ]
\$75.01 - \$125 [Ⓐ]	\$20 [Ⓐ]
\$125.01 - \$175 [Ⓐ]	\$30 [Ⓐ]
\$175.01 - \$225 [Ⓐ]	\$35 [Ⓐ]
\$225.01 - \$325 [Ⓐ]	\$45 [Ⓐ]
\$325.01 - \$425 [Ⓐ]	\$55 [Ⓐ]
\$425.01 - \$525 [Ⓐ]	\$65 [Ⓐ]
\$525.01 - \$1,400 [Ⓐ]	\$120 [Ⓐ]
\$1,400.01 and over [Ⓐ]	Not Available [Ⓐ]

Please note: Canadian Customs limits imports of textile products to \$1,600 Canadian dollars per day for individuals who are not licensed importers. Orders in excess of these limits will be stopped at Canadian Customs and returned to Blue Hearts. Please do not exceed these order amounts.

QUESTIONS
CONTINUED FROM
THE PREVIOUS
PAGE

163. If the individual customer in Canada would like to import textiles for the amount of 5,000 Canadian dollars, how many days does it take for this customer to complete placing orders?

- (A) 2 days
- (B) Per day
- (C) 4 days
- (D) 3 days

164. What is NOT mentioned above to place orders?

- (A) Orders in excess of 1,600 AUD will be returned to the shop.
- (B) The customers can track their order status with Express service.
- (C) Unlicensed Canadians must not exceed \$1,600 Canadian dollars per day to import textiles.
- (D) Blue Hearts cannot ship the products to P.O. boxes with Express service.

Question 165 to 167 refers to the following instruction.

Special Vegetable Soup

Ingredients (Serves four)

2 tbsp olive oil
1 onion (finely chopped)
2 gloves of garlic (crushed)
400g potatoes (lightly chopped)
1 carrot (finely chopped)
4 cups low-sodium vegetable broth
400g can diced tomatoes
2 cups water
2 x 300g cans soybeans (rinsed and drained)
1 bunch spinach (trimmed, washed and chopped)
1/3 cup parsley leaves (chopped)

Directions

1. Heat oil in a large saucepan over medium heat. Cook onion, carrot, and garlic until slightly softened. Add potatoes and cook, tossing for a couple of minutes.
2. Add broth, tomatoes and water. Bring to the boil. Reduce heat to medium and simmer, uncovered, for 20 to 25 minutes.
3. Stir in soybeans and cook, uncovered, for 6 to 7 minutes.
4. Stir in spinach and parsley. Cook until spinach gets softened. Season with black pepper.

165. How much soybeans do you need to make this soup?

- (A) 400g
- (B) 300g
- (C) 500g
- (D) 600g

166. What do you need to do after putting soybeans?

- (A) Put spinach and parsley.
- (B) Cook uncovered for 6 to 7 minutes.
- (C) Season with pepper.
- (D) Cook until they get tender.

167. What is NOT mentioned above?

- (A) Cook potatoes tossing after onions, carrot and garlic get tender.
- (B) Add vegetable stock with tomatoes and water.
- (C) Cook soybeans without covering.
- (D) Put some pepper before cooking

Question 168 to 171 refers to the following warranty.

U.S. Warranty

You may need only simple instructions to correct a problem with your product. Try our website at www.xyztechnology.com or call our Customer Assistance Hotline at 1-800-865-2760, rather than going to your retailer. Hours of operation are 7 a.m. to 8 p.m., Pacific Time, Monday - Sunday. If the problem cannot be solved with the troubleshooting information available online or over the phone, you will be offered express factory service through XYZ Technology or referred to its nearest repair center. Please contact us first before sending any products.

Hardware Warranty

XYZ Technology warrants to the original purchaser that the hardware product shall be free from defects in material and workmanship for twelve months from the date of purchase. If a defect covered by this warranty occurs during this warranty period, XYZ Technology or its repair center will repair the defective hardware product or component, free of charge. The original purchaser is entitled to this warranty only if the date of purchase is registered at point of sale or the consumer can demonstrate, to XYZ Technology satisfaction, that the product was purchased within the last twelve months.

Service after expiration of warranty

Please try our website at www.xyztechnology.com or call our Customer Assistance Hotline at 1-800-865-2760 for troubleshooting information and/or referral to our authorized repair center. In some instances, it may be necessary for you to ship the complete product, **FREIGHT PREPAID AND INSURED FOR LOSS OR DAMAGE**, to the nearest service station. Please contact us first before sending any products.

168. What are the customers encouraged to do to correct problems with their product?
- (A) To go to their retailer
 - (B) To send the product to XYZ Technology
 - (C) To contact customer service
 - (D) To download a software
169. If the customer purchased the product on July 1, 2010, when will the product warranty be expired?
- (A) June 30, 2011
 - (B) December 31, 2010
 - (C) July 1, 2011
 - (D) June 30, 2012
170. What are the customers encouraged to do after expiration of warranty?
- (A) To register your personal information again
 - (B) To renew warranty
 - (C) To get troubleshooting information or introduction to the authorized repair center
 - (D) To go to the nearest service station directly
171. What do you need to do to send the product to the service station after expiration of warranty?
- (A) To ask a service man to come to fix
 - (B) To fill in the application form to repair
 - (C) To set the security password for the product
 - (D) To prepay freight and insure the product for loss or damage to ship

Question 172 to 174 refers to the following letter.

Mike Head
Grace Avenue
Chicago, 896000
794-63015
mike.head@skysystem.com
Date: 1st March 2010

Mr. Bob Anderson
HR Manager
Edward Smith Associates
Green Towers,
New York, 297000

Dear Bob,

Thank you for choosing Sky System for your software needs. We are confident that you will be very satisfied with the services that we offer.

The information enclosed will help you make the most of our services. If you have questions, please contact us. Mr. James Hilton, our accounts manager, can be reached at 859-2730. Your account number is QNZ-637216SK82. When you call, please have it handy so that we can expedite your requests.

As your needs change, we will be happy to help you evaluate those needs and offer you the services that will help you achieve your new goals. Again, thank you for choosing Sky System.

Sincerely,

Mike Head

172. What is the main purpose of this letter to Mr. Bob Anderson?

- (A) To offer personal information
- (B) To send him the estimate
- (C) To ask him to attend the conference
- (D) To appreciate his selection for the software

173. What do you need when you call their account manager?

- (A) account number
- (B) personal information
- (C) security password
- (D) registration number

174. What is mentioned in this letter?

- (A) competitive quotes
- (B) account Manager's number
- (C) security number
- (D) registration code

Question 175 to 178 refers to the following letter.

Monday 5th April 2010

ELG is seeking an exceptional graphic designer to join its creative in-house team. This is a fantastic opportunity to be part of a unique global lifestyle brand.

You will be working on all print based materials both for marketing and in-house departments. Including POS, in-store signage, look books, stationery to large format graphics. Each project will be designed from concept to completion. The ideal candidate will be a versatile, reliable designer, with strong layout typographic skills, a good eye for detail, have print production knowledge, a minimum of 3 years commercial experience and possess a sound knowledge of CS suite and Office applications.

We can offer a competitive salary and benefits package. To apply, please email your CV and work samples (no larger than 3MB) together with a covering letter stating your current salary emailed to: recruitment@elg.com

Closing date for applications: Friday 23rd

April 2010

QUESTIONS
CONTINUED TO
THE NEXT PAGE

175. What is the information above mainly about?

- (A) technology development
- (B) job opportunity
- (C) computer system
- (D) company rules

176. What is NOT mentioned about the ideal candidate in this information?

- (A) all-round
- (B) at least three years of commercial experience
- (C) good eyesight
- (D) print production knowledge

177. If you would like to apply, what do you need to do?

- (A) Send your resume with work sample and current payroll information
- (B) Get approval from your supervisor
- (C) Renew the contract
- (D) Send the package

Question 175 to 178 refers to the following letter.

Monday 5th April 2010

ELG is seeking an exceptional graphic designer to join its creative in-house team. This is a fantastic opportunity to be part of a unique global lifestyle brand.

You will be working on all print based materials both for marketing and in-house departments. Including POS, in-store signage, look books, stationery to large format graphics. Each project will be designed from concept to completion. The ideal candidate will be a versatile, reliable designer, with strong layout typographic skills, a good eye for detail, have print production knowledge, a minimum of 3 years commercial experience and possess a sound knowledge of CS suite and Office applications.

We can offer a competitive salary and benefits package. To apply, please email your CV and work samples (no larger than 3MB) together with a covering letter stating your current salary emailed to: recruitment@elg.com

Closing date for applications: Friday 23rd

April 2010

QUESTIONS
CONTINUED FROM
THE PREVIOUS
PAGE

178. When is the deadline to apply?

- (A) At least three years
- (B) April 5, 2010
- (C) As soon as sending the package
- (D) April 23, 2010

Question 179 to 180 refers to the following e-mail.

TO: Sales Department Members
FROM: David Collins
SUBJECT: Monthly Results

The numbers are in and I am proud to inform you that our total sales for the period of September 1st through September 30th amount to \$400,000.00, which represents a 10% increase over our sales for the preceding period.

You have achieved the goal we established in the first week of September, and you are all to be highly commended for your achievement. Congratulations!

179. What is this e-mail mainly about?

- (A) Sales plan
- (B) Compliment to sales amount
- (C) Comparison of total sales
- (D) Sales Meeting

180. The word "preceding" in Paragraph, Line 3 is closest in meaning to

- (A) previous
- (B) latter
- (C) prosperous
- (D) flourishing

Question 181 to 185 refers to the following e-mail.

To: Green Vacation Inn
Customer Service Representative
ATTN: Sophy Wright
Date: June 16, 2010
Title: Complaint about cancellation of my reservation for Green Vacation Inn

Dear Ms. Wright

Thank you very much for talking with me on June 13, regarding improper charges by Green vacation Inn. I have enclosed all the materials that you asked me to fax to you.

As I explained to you on the phone on the other day, I initially had called Green Vacation Inn on May 15, 2010, and made a reservation for two nights, which begins the evening of July 7. I was given a confirmation number, which is 893647.

Although I had made the preceeding reservation on May 15, I called back the Mundane Molehill Inn two days after to cancel the reservation I had made two days ago. In the phone conversation I asked for another confirmation number to validate my cancellation. However the reservation clerk at the Green Vacation Inn told me that there is no need for me to have another confirmation number and assured me that my reservation was deleted from the system.

I have attached records from my phone bills to verify when those calls were made. In the bills I have indicated those calls with stars. I have also attached my credit card statement that shows that Green Vacation Inn ignored my cancellation request and charged me \$220 as no-show charge. Please go through all these materials I have enclosed.

As it is true that I canceled the reservation, I would like to request reimbursement of this \$220. I would appreciate your understanding and cooperation.

Here's how to reach me:

Office, Weekdays, 9:00 a.m. – 5:00 p.m.: (835) 267-6380

Home, evenings (after 7:30 p.m.) and weekends: (865) 827-2835

Cell phone: (819) 253-8596

E-mail: dcollins@qctd.com

I'm looking forward to your reply.

Sincerely,

David Collins

181. Why did Mr. Collins send this fax?

- (A) To make a reservation
- (B) To cancel his reservation
- (C) To confirm his reservation
- (D) To file a claim on cancellation

182. What does Mr. Collins ask Green Vacation Inn to do?

- (A) To use his credit card for reservation
- (B) To pay back the entire amount of improper charge
- (C) To give him a confirmation number
- (D) To check all the materials enclosed

183. Why did Mr. Brown send this e-mail to Mr. Collins?

- (A) To express his regret and talk about further response
- (B) To thank for Mr. Collins' cancellation
- (C) To check the reservation system
- (D) To invite Mr. Collins to Green Vacation Inn for free

**2ND ARTICLE &
QUESTIONS ON THE
NEXT PAGE**

Question 181 to 185 refers to the following e-mail.

1ST ARTICLE AND QUESTIONS ON THE PREVIOUS PAGE

From: James Brown [jbrown@greenvacationinn.com]
To: David Collins [dcollins@qctd.com]
Cc: Sophy Wright [swright@greenvacationinn.com]
Date: June 17, 2010
RE: Complaint about cancellation of my reservation for Green Vacation Inn

Dear Mr. Collins

I'm James Brown, the general manager of Green vacation Inn.

I have heard everything from Ms. Sophy Wright, Customer Service Representative of Green Vacation Inn.

We deeply apologize for inconvenience this has caused.

Thank you for your time to send us fax and all materials. We went through all those materials and check our system status on the day when you requested to cancel the reservation. It seems that this problem was caused due to the reservation system trouble on that day. Although this kind of problem rarely occurs, we are very sorry for the inconvenience this system trouble caused you. We of course would like to reimburse the entire amount to you as soon as possible. To take a procedure of this reimbursement, please kindly let us know your bank account information.

For the inconvenience we have caused you, we will send accommodation coupons that can be used for any future staying at Green Vacation Inn for free.

If you have any questions for this matter, please feel free to contact us any time.

Once again, we apologize for any trouble this may have caused you. We will do our best to prevent such things from happening in the future.

Sincerely,

James Brown
General manager of Green Vacation Inn

184. What is this e-mail mainly about?

- (A) Sales plan
- (B) Compliment to sales amount
- (C) Comparison of total sales
- (D) Sales Meeting

185. The word "preceding" in first aragraph, underlined is closest in meaning to

- (A) previous
- (B) latter
- (C) prosperous
- (D) flourishing

Question 186 to 190 refers to the following e-mail.

To: All members in Sales department
From: Nancy Morris [nmorris@fopcorp.com]
Subject: Farewell for Mr. Kelly
Date: March 3, 2:50p.m.

Dear All members in Sales department,

As you may already know, Mr. Kelly is leaving FOP Corporation and joining QWS Company in the next month. I am sending this e-mail to inform all of you about his farewell party.

Party Details

Date: March 10, 2010

Time: From 8:00 p.m. to 10:00 p.m.

Place: Thai Dining Restaurant

Please let me know your attendance by the end of this Thursday.

In addition, I also would like to collect \$5 from each of you to purchase a gift for Mr. Kelly. I will ask all group leaders to collect it soon. I would appreciate your understanding cooperation.

Anyone interested in volunteering to help out with this event is encouraged to call me at Ext# 8495. If you have any questions on this matter, please feel free to contact me.

Regards,

Nancy Morris
Secretary of the Sales Manager

186. What is Mr. Kelly going to do?

- (A) To quit the current job
- (B) To attend the meeting of QWS Company
- (C) To attend the party
- (D) To go on a business trip

187. What is NOT mentioned in the e-mail sent from Ms. Morris?

- (A) Help as a volunteer
- (B) Going-away party
- (C) Bill Collection
- (D) Group leaders meeting

188. Who is currently Ms. Morris received the e-mail from?

- (A) All members in sales department
- (B) Mr. Kelly
- (C) Ms. Simpson
- (D) Group leaders

**2ND ARTICLE &
QUESTIONS ON THE
NEXT PAGE**

Question 186 to 190 refers to the following e-mail.

1ST ARTICLE AND QUESTIONS ON THE PREVIOUS PAGE

To: Nancy Morris [nmorris@fopcorp.com]
From: Jessica Simpson [jsimpson@fopcorp.com]
Subject: Re: Farewell for Mr. Kelly
Date: March 3, 4:18p.m.

Nancy,

Thank you for your e-mail about farewell for Mr. Kelly. As for farewell for Mr. Kelly, I would be delighted to attend.

As for collecting some money from each member for a going-away gift, I can do it instead of my group leader since he has been on business trip and won't be back until next Monday. Please let me know when the deadline is.

I also would like to help you if there is something I can do for Mr. Kelly's farewell related. Please do not hesitate to ask me to do anything. I will be more than happy to help you.

If you have any questions for the matter above, please let me know.

Regards,

Jessica Simpson
Assistant leader of Group A in Sales Department

189. What is the title of Ms. Simpson?

- (A) Sales department
- (B) Assistant leader
- (C) Group leader
- (D) Secretary of the sales manager

190. What is the meaning of the phrase "be delighted to"?

- (A) be perfectly willing to
- (B) be proactive in doing
- (C) have the huge job of
- (D) make a half-hearted attempt to

Question 191 to 195 refers to the following e-mail and advertisement.

To: Robert Smith [rsmith@oceanvacation.com]
From: Tiffany Richards [trichards@dreamtravel.com]
Date: Friday, April 15, 10:27 A.M.
Subject: Promotional advertisement

Mr. Smith,

As we have discussed in the last meeting on last Thursday, I created some phrases for the promotional advertisement for Ocean Vacation. Please check the file I attached on this e-mail and see if there is anything to be modified or add.

I would like you to suggest putting some pictures on this advertisement, pictures such as English breakfast, Special value-added amenity, and the upgraded room. If you already have some picture data, could you kindly send them to me by next Tuesday?

If there is no picture for this advertisement, I will send someone to take some photos whenever it is convenient to you. In that case, please kindly let me know your schedule at the earliest possible date.

If you have any questions on this matter, please let me know. Thank you for your understanding and cooperation in advance.

Sincerely,

Tiffany Richards,
Assistant Manager of Advertising Department of Dream Travel

191. What is the purpose for Ms. Richards to send this e-mail to Mr. Smith?
- (A) To ask him to stay at Ocean Vacation Hotel
 - (B) To send him accommodation coupons
 - (C) To send some picture data
 - (D) To ask him to confirm the contents of the advertisement

192. What was the main topic in the meeting held on last Thursday most likely?
- (A) To create the promotional advertisement
 - (B) To insert some pictures in the promotional advertisement
 - (C) To modify the promotional advertisement
 - (D) To contact the advertising firm for TV commercial

193. Which is included in this promotional advertisement?
- (A) To offer complimentary shuttle service
 - (B) To offer continental breakfast
 - (C) To offer accommodations at a 25% discount
 - (D) To offer an exclusive amenity

**2ND ARTICLE &
QUESTIONS ON THE
NEXT PAGE**

Question 191 to 195 refers to the following e-mail.

1ST ARTICLE AND QUESTIONS ON THE PREVIOUS PAGE

Ocean Vacation Luxuries - Service Beyond Compare At All Ocean Vacation Resorts Worldwide

We feel when you elect to stay at the best resorts and hotels in the world, in addition to the best service we aim to provide, you should also receive the very best amenities.

Dream Travel is a preferred partner with Ocean Vacation Hotels and Resorts that enables us to extend high-grade value-added offers for stays at any Ocean Vacation worldwide. There are only about 70 preferred partners worldwide, so you can be assured the value-added benefits we offer are quite high-class. In addition to any specific promotional offers, when you book your Ocean Vacation stay with us you will receive:

Your Room would be upgraded based on availability when you check-in.

English breakfast for two people would be offered through in-room dining or in the hotel restaurant (including buffets) each day of your stay.

Special value-added amenity (based on hotel) would be offered, which is usually \$95 to \$120 values.

We invite you to check our current promotion with Ocean Vacation Resorts worldwide.

For the world's best accommodations, contact your Dream Travel professionals who can advise you on the high-grade offers specific to Ocean Vacation properties, or call us at 1-800-935-2847.

194. What is the suggestion from Ms. Richards to Mr. Smith?

- (A) To change the schedule of the promotional campaign
- (B) To modify the content of this advertisement
- (C) To insert some image into this advertisement
- (D) To have another conference pertaining to this promotion

195. When is the deadline for Mr. Smith to send some images to Ms. Richards?

- (A) Next Tuesday
- (B) As soon as possible
- (C) Last Thursday
- (D) Next Thursday

To: Joseph Wilson [jwilson@qwer.com]
From: Thomas Edward [tedward@qwer.com]
Date: Tuesday, June 3, 9:48 A.M.
Subject: To introduce right IT service

Joseph,

Please check the article I attached to this e-mail. As we have discussed, it is almost time for us to consider to introduce right IT service at the earliest possible opportunity since we had serious virus infection problem on several computer servers last month. I don't think we have been satisfied with the current system we use which was offered by ZXC Technology.

You may also know that it is very important for our company to use the right IT service, as it has a big impact on our business. If we would like to achieve a healthy bottom line, we should use the right technology for our needs. In the article I attached to this e-mail, we can find four ways to help our profit margin through the usage of a good IT company.

Please kindly go through the article and let's have more discussion about this matter. Since I would like to make schedule for another conference inviting CEO, please let me know your convenience.

Thank you for your understanding and cooperation.

Regards,

Thomas Edward
Manager of IT department

196. What is the main purpose for Mr. Edward to send the e-mail to Mr. Wilson?

- (A) To advance the interests of their company
- (B) To have another meeting with Mr. Wilson
- (C) To discuss about adoption of right IT service
- (D) To invite CEO to next meeting

197. Which is NOT what Mr. Edward asks Mr. Wilson to do in this e-mail?

- (A) To read the attached article
- (B) To inform Mr. Wilson's schedule to Mr. Edward
- (C) To have a chance to discuss about the introduction of the right IT service
- (D) To invite CEO to the next conference

198. What is the first advantage for the company to use the good IT consulting?

- (A) To tighten the security of the company
- (B) To reduce labor cost
- (C) To grow IT support along with the business
- (D) To take additional training

**2ND ARTICLE &
QUESTIONS ON THE
NEXT PAGE**

Question 186 to 190 refers to the following e-mail.

1ST ARTICLE AND QUESTIONS ON THE PREVIOUS PAGE

The first advantage that you can achieve is cost cutting on your business by using good IT consulting. Through the usage of good IT consulting, you can streamline business information and achieve many benefits. The biggest benefit that you will be able to achieve through the usage of good IT consulting is to reduce the manpower.

The second benefit to use premier business IT service is security. There should be some confidential information in your business records, which you would not like to share with anyone. However you would like to make sure that that information is easily accessible to you and your employees whenever you need them. Your business technology will be managed by the right IT solution with the utmost care. If you use a good IT service management company, their support will be able to grow along with your business, which is the third benefit to use this kind of IT company. It should be bad if IT support stops with the initial setup of your system.

If your company is a good one, it will also assess your needs regularly and you can ensure that your technology has been keeping up with your evolving business, which means that no matter how big your company becomes, your information technology will be able to rise to the challenges presented and meet your needs wherever you are at.

Any companies need some level of support and when the occasional problem occurs with your system, your IT service company should be available for ongoing support and solutions. This might be the additional training for your employee on your current systems or a help desk that is available whenever there is a problem. This also might be regular maintenance, or audits to ensure your system keeps working efficiently to meet your needs.

Depending on which IT service you use, there will be a big difference in company's success between your company and others.

199. Which is NOT mentioned in this article as advantages to use the good IT consulting or service?

- (A) To keep information as confidential if necessary
- (B) To make business information more efficient
- (C) To make business information accessible to anyone
- (D) To have them offer ongoing support and solutions

200. The word "confidential" in Paragraph 2, Line 2 of the article is closest in meaning to

- (A) restricted
- (B) common
- (C) elaborate
- (D) minute