

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

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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.

PART2

11. How do you know James is diligent?

- (A) To ask his friends.
- (B) His friend said so.
- (C) On schedule we made last month.

12. May I use this meeting room?

- (A) Go ahead.
- (B) Not always.
- (C) Not really.

PART 2

13. Mary speaks good French, doesn't she?

- (A) It doesn't matter.
- (B) There's nothing serious.
- (C) She is awesome.

14. How often does David visit ABC Company?

- (A) On time.
- (B) At random times.
- (C) Chronically.

PART2

15. Did you know Mr. Blackman's relocation?

- (A) Never.
- (B) In any case.
- (C) Not always.

16. How far is it from your office to the closest station?

- (A) Ten minutes on foot.
- (B) So far.
- (C) About a half mile.

PART 2

17. Whoever said that Mr. Lincoln would resign his position at the end of this month?

- (A) I guess so.
- (B) I have no idea.
- (C) I hope not.

18. I think that the governing party will beat the opposition in the next election.

- (A) Me, either.
- (B) Not very often.
- (C) As usual.

PART2

9. Why did you take the economic seminar?

- (A) I wanted to improve myself.
- (B) On last Friday.
- (C) From 7:00 pm to 8:00 pm.

10. What are you going to do on next weekend?

- (A) By subway.
- (B) I haven't decided yet.
- (C) Yes, I will do it.

PART 2

21. How about holding party for Lucy?

- (A) Not really.
- (B) At any time.
- (C) That would be nice.

22. Who'll be the next CEO of our company?

- (A) In the next election.
- (B) We'll see later.
- (C) No, someone will.

PART 2

23. Could you help me to make photocopies of presentation materials?

- (A) Certainly.
- (B) On the contrary.
- (C) Dominantly.

24. Did you ask James if he would attend the economic seminar tonight?

- (A) I have to write the monthly report.
- (B) We need to consider ecology.
- (C) Yes, this morning.

PART 2

25. Have you contacted the customer who has the problem on his computer?

- (A) He definitely has the computer problem.
- (B) I'll do it from now.
- (C) He is such a good customer.

26. How are you going to get to the international convention center?

- (A) Let's look it up on the Internet.
- (B) Yes, I'm fine thank you.
- (C) Her way of thinking is pretty conventional.

PART 2

27. How was Tracy's presentation in the monthly meeting today?

- (A) She just turned 29.
- (B) Yes, she takes every month.
- (C) She did a great job.

28. Make sure to put these boxes in the meeting room A.

- (A) I will.
- (B) I'd like to make a deposit.
- (C) I will wear a coat.

PART 2

29. Could you tell me how to get to the national museum?

- (A) Go straight down this street.
- (B) I was so amazed to see you there.
- (C) Let me get to the point of a problem.

30. Do you think those new employees understood what their manager said?

- (A) He is such a good employer.
- (B) They managed to achieve their goal.
- (C) I doubt it.

PART2

31. Tell me the detail about the brand-new product of your company.

- (A) I knew the detail of the monthly meeting.
- (B) Sorry, it's confidential.
- (C) I already contacted the business partner.

32. He was the best CEO we ever had in our company.

- (A) I agree with that.
- (B) He'd better go to see a doctor.
- (C) Yes, it's on the schedule.

PART 2

33. Did you bring a digital camera?

(A) Yes, I rang the bell.

(B) Sorry, I was wrong.

(C) No, I thought you did.

34. Did you make a hotel reservation for your business trip?

(A) Not now.

(B) I'll do it from now.

(C) No, I haven't stayed there.

PART2

35. Would you like me to modify the design of the new product?

- (A) Yes, if you don't mind.
- (B) No, not yet.
- (C) She is a famous model.

36. Can I still use this coupon to purchase this?

- (A) Yes, it is very useful.
- (B) I can't translate it now.
- (C) Sorry, it's already expired.

PART2

37. We are supposed to attend the training for project manager next week, aren't we?

(A) I guess.

(B) Yes, we will take the train.

(C) His major was business management.

38. Where's the next international competition going to be held next month?

(A) I have to place an order.

(B) You can get a discount of 20 %.

(C) I have no idea.

PART2

39. Do you need an instruction manual how to use the new computer?

- (A) It's behind the schedule.
- (B) Yes, definitely.
- (C) Yes, I'd like to invest.

40. Which model is the brand new one you recommend?

- (A) Yes, it's the best model we have here.
- (B) It is the best brand in the world.
- (C) The red one with the company logo.

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), (C) 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. Where are these speakers most likely?

- (A) At the library.
- (B) At the restaurant.
- (C) At the laboratory.
- (D) At the post office.

PART 3

42. What is the problem to send the box by the Special Economy?

- (A) There is no record and warranty.
- (B) The size of the boxes is too big.
- (C) It takes too long to get to Mexico.
- (D) The shipping route has changed recently.

PART 3

43. What did the man decide to do?

- (A) He will send the boxes by the Express.
- (B) He will send the boxes by the Economy.
- (C) He will send the boxes by the Super Economy.
- (D) He will change the shipping schedule.

PART 3

44. What does the woman want to do?

- (A) She would like to check the new sample.
- (B) She would like to take the subway.
- (C) She would like to check the timetable.
- (D) She would like the man to check the sample.

PART 3

45. What does the man suggest to do?

- (A) To check the timetable on the Internet.
- (B) To show him the new sample.
- (C) To check the timetable at the stop.
- (D) To take a taxi this time.

PART 3

46. Which is mentioned in the conversation above?

- (A) The man is going to be out of office from tomorrow.
- (B) The woman needs a security password for the website.
- (C) The woman will head for the Diamond Hotel soon.
- (D) The man is helping the woman to check the timetable.

PART 3

47. When will Mr. Bennet come back to his desk?

- (A) In half an hour.
- (B) Around 12 pm.
- (C) In this afternoon.
- (D) Shortly.

PART 3

48. What will the woman do as soon as Mr. Bennet comes back to his desk?

- (A) She will go to R&D department immediately.
- (B) She will make a call to Mr. Chapman right away.
- (C) She will let him call back to Mr. Chapman in the afternoon.
- (D) She will visit IOP Company with Mr. Bennet.

PART 3

49. What is Mr. Bennet doing now?

- (A) He is attending the monthly meeting.
- (B) He is checking the new sample in R&D department.
- (C) He is away from his desk to have a break.
- (D) He is in the videoconference to negotiate business deals.

PART 3

50. What is this conversation most likely for?

- (A) The international conference in China
- (B) The birthday present to the woman
- (C) The hotel reservation in China
- (D) The preparation for business trip

PART 3

51. What is John currently doing most likely?

- (A) He is wrapping the present for his friend.
- (B) He is working on the presentation material.
- (C) He is checking the accommodation in China.
- (D) He is getting ready for the meeting from 2:00 pm.

PART 3

52. What does John ask the woman to do in the afternoon?

- (A) To go through the data he created
- (B) To express an opinion in the meeting
- (C) To attend the meeting from 2:00 pm
- (D) To get a present for the party in China

PART 3

53. Where are the speakers most likely?

- (A) At the auditorium.
- (B) At the train station.
- (C) At the airport.
- (D) At the movie theater.

PART 3

54. What is the main topic in this conversation most likely?

- (A) How to get to London
- (B) To have a safe trip to London
- (C) How to get a passport
- (D) To change the flight schedule

PART 3

55. What does the man decide to do?

- (A) To cancel his flight
- (B) To take 8 o'clock flight
- (C) To take 9 o'clock flight
- (D) To take 7 o'clock flight

PART 3

56. Where are the speakers most likely?

- (A) electric appliance store
- (B) gas station
- (C) operation room
- (D) grocery store

PART 3

57. Which is NOT the reason to recommend that vacuum cleaner?

- (A) Much bigger
- (B) Less weight
- (C) More quiet
- (D) Brand-new

PART 3

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

- (A) To use a coupon
- (B) To use both her coupon and their campaign
- (C) To use their campaign
- (D) To purchase on the Internet

PART 3

59. What is the main topic in this conversation most likely?

- (A) Computer problem
- (B) Typhoon in Malaysia
- (C) Delay in project plan
- (D) Meeting from 1:00 pm

PART 3

60. What is the main reason for the delay in their project schedule?

- (A) Insurgency in Thailand
- (B) Technical problem
- (C) Malfunction of the system
- (D) Bad weather in Malaysia

PART 3

61. What is the woman going to do?

- (A) She will check the project schedule right away.
- (B) She will tell all members about the meeting.
- (C) She will immediately contact the business partner.
- (D) She will place an order of the same parts by fax.

PART 3

62. Where are these speakers most likely?

- (A) At the international party
- (B) At the international airport
- (C) At the work site
- (D) At the grocery store

PART 3

63. What does the man suggest the woman to do?

- (A) To get a security password
- (B) To download the data file
- (C) To use the data A for the presentation material
- (D) To replace the old data with new one

PART 3

64. Why does the woman would like to look for the data B?

- (A) Because it is confidential.
- (B) Because it has more information.
- (C) Because it needs to be modified.
- (D) Because she needs to delete it.

PART 3

65. What is the main topic in this conversation most likely?

- (A) How to write a financial report
- (B) How to reset security password
- (C) How to use the financial system
- (D) How to get to Financial Department

PART 3

66. Why does the man make a call to the woman?

- (A) Because he has an appointment with her.
- (B) Because he has to finish his financial report.
- (C) Because he will be out of office from the next day.
- (D) Because he forgets the system password.

PART 3

67. What does the woman ask the man to do?

- (A) To click the URL link in the e-mail
- (B) To show a direct link between two data
- (C) To get back to her in half an hour
- (D) To check his personal information again

PART 3

68. Where are these speakers most likely?

- (A) At the TV studio
- (B) At the medical center
- (C) At the office
- (D) At the auditorium

PART 3

69. What was Mr. Warner doing when Mr. Scott called him?

- (A) He was on the business trip.
- (B) He was in the conference.
- (C) He was in the laboratory.
- (D) He was checking the monitor.

PART 3

70. Why did Mr. Scott make a call to Mr. Warner?

- (A) To modify commercial message
- (B) To attend the seminar with Mr. Warner
- (C) To check presentation materials
- (D) To talk about the airdate

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. What is the voice mail message about?

- (A) New system in Singapore
- (B) International conference
- (C) Shipping delay
- (D) Monthly sales

PART 4

72. What does David Collins talk about other products?

- (A) They are still in the middle of production.
- (B) They need some parts from Singapore.
- (C) They will ship early in the next month.
- (D) They are all set to ship out.

PART 4

73. What does Mr. Hopkins need to do if he wants other products?

- (A) He needs to contact Mr. Collins.
- (B) He needs to place an order of them.
- (C) He needs to cancel the product X.
- (D) He needs to use other system in China.

PART 4

74. What did Mr. Miller make a call to Mr. Carter for?

- (A) To inform the project schedule
- (B) To modify the design of the new product
- (C) To express his regret for defective parts
- (D) To confirm the data from Mr. Carter

PART 4

75. What will IOP Company do for the material urgently required?

- (A) They will use different parts to prepare.
- (B) They will cancel it as early as possible.
- (C) They will compensate for it immediately.
- (D) They will modify the design of it right away.

PART 4

76. What is the relationship between Mr. Carter and Mr. Miller?

- (A) A teacher and a student
- (B) A older brother and a younger brother
- (C) A boss and a subordinate
- (D) A business partner and a producer

PART 4

77. What is the voice mail message about?

- (A) Inspection and maintenance
- (B) Inferior goods
- (C) Purchase order
- (D) Investment in high technology

PART 4

78. What did the manufacturing division of CVX Company do for defective parts?

- (A) They canceled the order of them.
- (B) They checked the design on the monitor.
- (C) They discarded the defective parts.
- (D) They had a meeting with the manufacturer.

PART 4

79. What does CVX Company want to do for acceptable range of scratches?

- (A) To check information materials Mr. Hill has.
- (B) To conduct in-house research in CVX Company.
- (C) To modify the checklist for acceptable range.
- (D) To use other parts for the product

PART 4

80. What number will the listener need to press if he/she would like to hear the message in Spanish?

- (A) 1
- (B) 3
- (C) 2
- (D) 6

PART 4

81. Who is the speaker most likely?

- (A) A market researcher
- (B) A computer engineer
- (C) A corporate manager
- (D) An airline staff

PART 4

82. What does the listener need to do if he would like to contact with an airline staff?

- (A) He needs to press 6.
- (B) He needs to stay on the line.
- (C) He needs to access the website.
- (D) He needs to press 0.

PART 4

83. Where is the speaker most likely?

- (A) At the economic seminar
- (B) At the working place
- (C) At the university
- (D) At the computer room

PART 4

84. What is Mr. Blackman's position at his current working place?

- (A) Brand manager
- (B) Sales manager
- (C) Financial manager
- (D) Development manager

PART 4

85. What does Mr. Blackman think to do after this speech?

- (A) To have a break
- (B) To go on a business trip
- (C) To have a conference
- (D) To check the new product

PART 4

86. What is this news mainly about?

- (A) Results of International conference
- (B) Experimental result of new system
- (C) Results of international achievement test
- (D) Results of international match

PART 4

87. How old are the target students?

- (A) 17
- (B) 16
- (C) 18
- (D) 15

PART 4

88. What was the rank of New Zealand?

- (A) 3rd
- (B) 5th
- (C) 7th
- (D) 2nd

PART 4

89. What is the advertisement mainly about?

- (A) Discount tickets for Christmas
- (B) Christmas sale at toy store
- (C) Christmas campaign at the hotel
- (D) Christmas tour offered by a travel agency

PART 4

90. Which is NOT mentioned in this advertisement?

- (A) Everything at the hotel will be 50 percent off.
- (B) All rooms including deluxe suites will be 15 percent off.
- (C) A free bottle of champagne will come with Christmas special dinner.
- (D) The hotel will offer special welcome drink.

PART 4

91. How long will these events last?

- (A) From November 25th to December 25th
- (B) From December 1st to December 31st
- (C) From December 10th to December 25th
- (D) From December 1st to December 25th

PART 4

92. Who left this voice mail message?

- (A) Mr. Wood
- (B) Ms. Nancy Scott
- (C) Mr. Bob Williams
- (D) Ms. Tracy White

PART 4

93. What is this voice mail message about?

- (A) Modification of the schedule
- (B) The release schedule of the product
- (C) Shipping system
- (D) Product test schedule

PART 4

94. What does Ms. Scott want to do?

- (A) She wants to make a visiting schedule.
- (B) She wants to take an engineer test.
- (C) She wants to check the design.
- (D) She wants to create the new system.

PART 4

95. What is this report mainly about?

- (A) When the babies begin learning
- (B) How to keep the babies warm and clean
- (C) What is important for the babies' health
- (D) How to provide good education to the babies

PART 4

96. When does the baby start to learn?

- (A) From the age of five
- (B) From six months old
- (C) From their first day of life
- (D) From three years old

PART 4

97. What is the most important for babies according to this report?

- (A) Education
- (B) Foods
- (C) Religion
- (D) Environment

PART 4

98. What does this talk mainly about?

- (A) A new department launch
- (B) Market strategies
- (C) New system installation
- (D) Sales promotion

PART 4

99. Who is this message for?

- (A) People in the financial department
- (B) Customers who purchased over \$200
- (C) People in the sales department
- (D) All managers of the company

PART 4

100. What do the listeners need to do after this talk?

- (A) To uninstall the current system
- (B) To make a financial report
- (C) To check the new system
- (D) To inform their training schedule

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. Mr. Stephen King is usually in the corporate headquarters office but has been in the Singapore office over the last three months _____ the new system.

- (A) check
- (B) checking
- (C) checked
- (D) checks

102. Diana says that she needs to _____ her presentation material before 1:00pm today.

- (A) work off
- (B) work away
- (C) work up
- (D) work around

PART 5

103. Ailing restaurant-chain group Best Food Corporation will announce a revised restructuring plan _____ aimed at slashing its debts.

- (A) as the end of this month
- (B) by the end of this month
- (C) on the end of this month
- (D) until the end of this month

104. Did you hear that our company would install _____ _____ workstations next year to increase our work efficiency?

- (A) state-of-the-art
- (B) compound
- (C) authoritative
- (D) coherent

PART 5

105. As Bill can take a day off next Monday, he is going to _____ an afternoon seeing a movie through DVD.

- (A) go overboard
- (B) dry run
- (C) while away
- (D) keep house

106. Since Paul is skilled enough as a web designer, he will meet with success if he has _____ .

- (A) concealment
- (B) confidence
- (C) consolation
- (D) confidant

PART 5

107. Did you ask Mr. Blackman to take _____ new project in the sales department after completing his current assignment?

- (A) on
- (B) in
- (C) at
- (D) into

108. It doesn't take _____ to predict American's economy is going down further in the next 5 years.

- (A) economic
- (B) an economy
- (C) economical
- (D) an economist

PART 5

109. As Nagasaki has a _____ close relationship with China, the festival is a celebration of the Chinese New Year.

- (A) chronically
- (B) historically
- (C) periodically
- (D) simultaneously

110. Mr. Han received a call from one of his business partners while _____ a monthly sales meeting with his subordinates this morning.

- (A) being
- (B) had
- (C) was
- (D) having

PART 5

111. The latest version of our system _____ this year secures devices against viruses and other malicious code.

- (A) develops
- (B) developing
- (C) developed
- (D) development

112. Most doctors _____ for a long time that extremely loud noises can cause hearing damage or loss.

- (A) have known
- (B) are knowing
- (C) know
- (D) have been knowing

PART 5

113. Both Japan and Britain have many castles, _____ a long time ago lords lived with their soldiers.

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

114. In many countries, all young people who join the armed service must be taught a trade or a skill, _____ when they leave, they have a job that they can do.

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

PART 5

115. Everyone should know that if it _____ water, all creatures on the globe can't be alive.

- (A) does have
- (B) was not for
- (C) were not for
- (D) not being

116. I always tell my student not to forget that people will call him/her a liar if he/she goes back _____ his/her word.

- (A) on
- (B) over
- (C) to
- (D) in

PART 5

117. Don't you think we need to look for someone to help our project since I think it is too much for us to do _____ ?

- (A) head over heels
- (B) in due course
- (C) after our blood
- (D) under our own steam

118. Everyone thinks that these bad conditions will give _____ to many crimes on the street.

- (A) over
- (B) rise
- (C) place
- (D) offense

PART 5

119. Don't you think Mr. Peterson has really _____ in the world since he got divorced?

- (A) got down
- (B) dropped down
- (C) come down
- (D) driven down

120. Mr. King was _____ near the end of World War II and sent to Vietnam.

- (A) called in
- (B) called about
- (C) called out
- (D) called up

PART 5

121. Anna accessed one of the confidential data without permission from our supervisor, though I told her _____.

- (A) none
- (B) doesn't
- (C) neither
- (D) not to

122. Mr. White allowed his daughter _____ his laptop computer.

- (A) to be used
- (B) using
- (C) to use
- (D) use

PART 5

123. I prefer talking with my friend on the phone to _____ with them face to face.

- (A) talk
- (B) being talked
- (C) talking
- (D) be talked

124. It was _____ that she won the first prize at the international exhibition.

- (A) much surprised
- (B) very surprised
- (C) much surprising
- (D) very surprising

PART 5

125.Scott stepped aside _____ his manager pass in the laboratory.

- (A) for
- (B) so as
- (C) to let
- (D) in order

126. _____ , it began raining heavily on the way back to home.

- (A) To make matters worse
- (B) To be worse
- (C) To make worse
- (D) To matters worse

PART 5

127. It _____ saying that health is more important than wealth.

- (A) cannot help
- (B) is without
- (C) goes without
- (D) does without

128. This is the _____ best computer system that I have ever used.

- (A) much
- (B) very
- (C) most
- (D) quite

PART 5

129. Nancy has been deceived by the woman _____ she thought was her best friend.

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

130. _____ is well known, Mr. Dickinson is the famous house designer who won the first prize at the international house design competition.

- (A) As
- (B) It
- (C) What
- (D) Who

PART 5

131. Mr. Bosman belongs to the orchestra, _____ Mr. Lee is also a member.

- (A) that
- (B) of whom
- (C) whose
- (D) of which

132. When I was a child, I _____ get up at six o'clock every morning.

- (A) had been
- (B) used to
- (C) would have had to
- (D) might have to

PART 5

133. _____ he can't come on time, who will make the presentation to the board?

- (A) As if
- (B) Although
- (C) Since
- (D) Supposing

134. Even though Steven is responsible for the misplacement of the computer room key, he is not likely to _____ it.

- (A) take shape
- (B) own up to
- (C) tell off
- (D) run around with

PART 5

135. A taxi _____ outside the Green Hill station and a very old gentleman climbed into it.

- (A) put up
- (B) turned up
- (C) drew up
- (D) brought up

136. Her hometown is now very different from _____ it was twenty years ago.

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

PART 5

137. You will miss the train _____ you leave now.

- (A) unless
- (B) needless
- (C) as though
- (D) if only

138. It is _____ time you go back to the headquarters office as a manager.

- (A) low
- (B) very
- (C) exact
- (D) high

PART 5

139. _____ how hard you work, you will find it difficult to overcome age boundaries.

- (A) No more
- (B) As if
- (C) No matter
- (D) Unless

140. You should warn Scott that he won't be able to wash his _____ of this competition.

- (A) toes
- (B) hands
- (C) feet
- (D) fingers

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.

August 1, 2010

Tracy Peterson
742 Blue Light St.
Unit 274
Chicago, IL 348570

Dear Ms. Peterson,

Because of some negative effect of economy to our business, we need to decrease the number of our employees at the end of this year. The company has decided to terminate the contract with all contract positions whose contracts are under twelve months. As your contract is under twelve months, you are the one of those _____.

141. (A) affecting
(B) affected
(C) to affect
(D) affects

This decision is not related to the company's impression on you at all. We actually heard from your supervisor that you are the one of the most productive in Sales Department of the company. A separation pay that is _____ to six months salary will be offered to you by the company. In addition, the company will provide you other medical privileges for six months.

142. (A) inferior
(B) entitled
(C) insufficient
(D) equivalent

CONTINUED TO THE NEXT PAGE

CONTINUED FROM THE PREVIOUS PAGE

Since you have abilities and many qualifications, we are quite sure that there should be a company that will hire you for a _____ position in the near future. We would be more than happy to write a recommendation letter for you to help finding another job. Thank you very much for your understanding and cooperation.

- 143.(A) comparable
(B) spacious
(C) contradictory
(D) tangible

Sincerely,
Thomas King
Executive Director
Best Web Design Company

Mike Thompson
3847 Park Avenue
Crystal City, TX 485924
869-384-2849

Scott Brown
2849 Central Avenue
Austin, TX 284950

Dear Scott,

I feel very honored to receive an invitation from you. Thank you very much for choosing me as a speaker on the International Education Conference at Central University on February 3, 2011 at 10:00 am. I am pleased to inform you that I am _____ willing to take this offer to talk what I think about international education.

- 144.(A) other than
(B) less than
(C) more than
(D) more in

As I have been in different conferences about international education for the last half year, I am currently putting together my thoughts including some from those conferences. Therefore this International Education Conference should be the best opportunity to convey my own views and to tell everyone _____ I heard in other conferences.

- 145.(A) that
(B) which
(C) how
(D) what

[CONTINUED TO THE NEXT PAGE](#)

CONTINUED FROM THE PREVIOUS PAGE

Are there any overhead projector and projection screen I can borrow for my presentation? _____ I will use MS Power Point for my presentation, I will highly appreciate if you can let me know those availabilities. I also would like to thank you for arranging hotel accommodations for me. I look forward to hearing from you soon.

- 146.(A) If
(B) Since
(C) Although
(D) When

Sincerely,
Mike Thompson

Dear all members in R&D Department

Please accept this message as _____ that I am leaving my position with Excellent Technology Corporation effective August 31.

147. (A) registration
(B) notification
(C) resignation
(D) nomination

I appreciate the opportunities I _____ at Excellent technology Corporation and your professional guidance and support. I wish all of you and the company meet with success in the future.

148. (A) was giving
(B) will be given
(C) gave
(D) have been given

CONTINUED TO THE NEXT PAGE

CONTINUED FROM THE PREVIOUS PAGE

Please _____ ask me anytime by the end of this week if you have any questions about the new product I designed. If I can be of assistance for your current work, please let me know.

- 149.(A) feel free to
(B) hesitate to
(C) according to
(D) attached to

Sincerely,

Scott Blackman
Designer of Team A

March 25, 2011
Ms. Tracy White
3894 Central Ave.
Tower City, PA, 39485

Dear Ms. White

Thank you very much for purchasing "Best Special Trial" this time. We would like to welcome you as our new client to our shop. We hope that you are extremely satisfied _____ our new line of products and the services we provide to our clients.

- 150.(A) with
(B) in
(C) at
(D) for

Please feel free to purchase our beauty products at our shop or at our online store, <http://www.bestbeauty.com>. Our beauty staffs will be more than happy to help you out to choose the product that is the most suitable to your skin.

We would like to let you know that we will offer our customers special discounts from next week to express our continuing _____. This sale will last until the end of this month. Please see our enclosed catalog and price for your review.

- 151.(A) conspicuity
(B) gratitude
(C) contamination
(D) aspiration

[CONTINUED TO THE NEXT PAGE](#)

CONTINUED FROM THE PREVIOUS PAGE

We enjoy hearing from you and appreciate your feedback about our products.
For any questions, comments or concerns, please email us at
customer_service@bestbeauty.com or call us at (378) 857-1847.

We look forward _____ you.

- 152.(A) in assisting
(B) to assist
(C) into assistance
(D) to assisting

Best Beauty Customer Service

PART 7

Directions:

In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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.

April 4, 2011

Ms. Mary Dickinson
2384 Rock Street
Tower City, NJ, 39485

Dear Ms. Dickinson:

We are more than happy to see your payments have been made duly and swiftly when we look over our accounts. We are greatly satisfied with this condition and we assure you that your credit relations with us are very satisfactory. We are currently having a great furniture sale. As you know, since you are a loyal customer of our store, we write to extend to you our invitation to call and select such articles as you may be in need of at the present time. We will be more than happy to deliver to you with or without any initial payment, and on terms that suit your convenience.

Regardless of whether or not you are currently in the market, it will be very interesting for you to call and check the exceptional values offered during this sale.

To be consistent with first class merchandise, we would like to do our best to please you and to give you the best value as much as possible.

We would like to thank you again for your patronage, and await your next orders.

Sincerely yours,

Stephanie King
Sales Manager

153. What is this letter mainly about?

- (A) Collection reminder
- (B) Account balance
- (C) Sales report
- (D) Sale invitation

154. Which is NOT mentioned in this letter about Ms. Dickinson's past payment?

- (A) It was made promptly.
- (B) It was made behind time.
- (C) It was made on time.
- (D) It was made by the deadline.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

April 4, 2011

Ms. Mary Dickinson
2384 Rock Street
Tower City, NJ, 39485

Dear Ms. Dickinson:

We are more than happy to see your payments have been made duly and swiftly when we look over our accounts. We are greatly satisfied with this condition and we assure you that your credit relations with us are very satisfactory. We are currently having a great furniture sale. As you know, since you are a loyal customer of our store, we write to extend to you our invitation to call and select such articles as you may be in need of at the present time. We will be more than happy to deliver to you with or without any initial payment, and on terms that suit your convenience. Regardless of whether or not you are currently in the market, it will be very interesting for you to call and check the exceptional values offered during this sale. To be consistent with first class merchandise, we would like to do our best to please you and to give you the best value as much as possible. We would like to thank you again for your patronage, and await your next orders.

Sincerely yours,

Stephanie King
Sales Manager

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

155. The word "patronage" in Paragraph, Line 18 is closest in meaning to

- (A) Custom
- (B) Cooperation
- (C) Kindness
- (D) Subordinate

156. What does Mr. King want Ms. Dickinson to do?

- (A) To invest in his company's stock
- (B) To pay a bill for the product she purchased
- (C) To purchase another product on sale
- (D) To check balance in her account immediately

Questions 157 to 161 refer to the following information.

Timetable of Best Travel

Depart Crystal City to Green Land	Depart Green land to Crystal City
Monday - Sunday and Public Holidays	Monday - Sunday and Public Holidays
7:10am*	8:00am*
9:10 am	10:00 am
11:10 am	12:00 pm
1:10 pm	2:00 pm
3:10 pm	4:00 pm
5:10 pm*	6:00 pm*
* Weekends and public holidays only	* Weekends and public holidays only

All fares are inclusive of goods and services tax.

Free travel period applies Monday to Friday from 8am to 8pm the day, and all day weekends and public holidays. Please note that you must obtain a ticket prior to travel. One-way tickets are only available. Special Gold Card must be shown when you buy a ticket. If you travel before 8 am you must pay the full adult fare.

** Special conditions apply - see our website

<http://www.besttravel.com/legal/terms.php>.

*** No refund on unused clips. Platinum Weekly Pass does not include buses. Valid for 7 consecutive days from date of purchase.

**** Proof of age required. Ticket can only be obtained at Best Travel Ticket Offices.

We reserve the right to change prices and departure times without notice.

Please read terms and conditions at

<http://www.besttravel.com/legal/terms.php>.

157. Which is the earliest to Green Land on Saturday?

- (A) 8:00am
- (B) 7:10am
- (C) 6:00 pm
- (D) 5:10 pm

158. Which is mentioned in this information above?

- (A) You can receive student discount to buy a ticket.
- (B) You need to pay the adult fare after 8:00pm.
- (C) You can purchase a round-trip ticket.
- (D) You need to show your ID to buy a ticket.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 157 to 160 refer to the following information.

Timetable of Best Travel

Depart Crystal City to Green Land	Depart Green land to Crystal City
Monday - Sunday and Public Holidays	Monday - Sunday and Public Holidays
7:10am*	8:00am*
9:10 am	10:00 am
11:10 am	12:00 pm
1:10 pm	2:00 pm
3:10 pm	4:00 pm
5:10 pm*	6:00 pm*
* Weekends and public holidays only	* Weekends and public holidays only

All fares are inclusive of goods and services tax.

Free travel period applies Monday to Friday from 8am to 8pm the day, and all day weekends and public holidays. Please note that you must obtain a ticket prior to travel. One-way tickets are only available. Special Gold Card must be shown when you buy a ticket. If you travel before 8 am you must pay the full adult fare.

** Special conditions apply - see our website

<http://www.besttravel.com/legal/terms.php>.

*** No refund on unused clips. Platinum Weekly Pass does not include buses. Valid for 7 consecutive days from date of purchase.

**** Proof of age required. Ticket can only be obtained at Best Travel Ticket Offices.

We reserve the right to change prices and departure times without notice.

Please read terms and conditions at

<http://www.besttravel.com/legal/terms.php>.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

159. The word "Valid" in Paragraph, Line 18 is closest in meaning to

- (A) Available
- (B) Expired
- (C) Explicit
- (D) Tentative

160. What do you need to do to obtain a ticket?

- (A) To get a permission from your parent
- (B) To present Special Gold Card
- (C) To go to travel agency beforehand
- (D) To reserve the seat on the Internet

Questions 161 to 165 refer to the following information.

Enroll in Best Foods Rewards

Welcome to Best Foods Rewards. To enroll in Best Foods Rewards, please complete the information below.

Do you have an online account with Best Foods?

YES, I already have an online account:

Please sign in now. We will use your saved information to help complete this form.

NO, I do not have an online account:

Please enter the required information below. When you enroll in Best Foods Rewards, you will also have an online account at Best Foods.com.

Why become a member?

Enjoy exclusive benefits by using your Best Food Rewards card every time you shop. You'll earn 1 point for every \$1 you spend at Best Food, Best Food.com and Best Food Outlet. Membership is free - enroll now!

[CONTINUED TO THE NEXT PAGE](#)

161. What is this information mainly about?

- (A) Closeout sale
- (B) Purchase order
- (C) Membership registration
- (D) Shipping information

162. Which is NOT mentioned as benefits to become a member?

- (A) You need to earn 200 points to get \$5 rewards certificate.
- (B) If you spend \$1, you can get 2 points.
- (C) You'll exclusively get sale or promotion information.
- (D) You'll be able to join members-only bonus point events.

[QUESTIONS CONTINUED TO THE NEXT PAGE](#)

CONTINUED FROM THE PREVIOUS PAGE

- You can get \$5 rewards certificate for every 200 points earned.
- You can join special members-only bonus point events.
- You can get exclusive access to special savings and promotions.

Contact Us

If you have any questions or need any help, please feel free to contact our Customer Service team.

Email: rewards@bestfood.com

Phone: 1-948-394-5860

Mon - Fri: 9 a.m. to 9 p.m. (PT)

Sat: 9 a.m. to 9 p.m. (PT)

Sun: 9 a.m. to 4 p.m. (PT)

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

163. The word "exclusive" in Paragraph, Line 11 is closest in meaning to

- (A) Concrete
- (B) Clannish
- (C) Abundant
- (D) Deteriorated

164. If you already have an online account, what do you need to do to complete registration?

- (A) To enter required information
- (B) To have fingerprints scanned at security check
- (C) To send a photocopy of your driver's license
- (D) To login the system to get saved information

Questions 165 to 168 refer to the following information.

Best Home Deco currently ships to over 30 countries in Europe, Asia, North America and South America as well as to Military (APO/FPO) addresses and U.S. Territories (including Puerto Rico, the Virgin Islands, the Pacific Islands, Guam and American Samoa). In addition, the site accepts international billing addresses.

To see the location of the nearest store in Canada, please use our store locator. To check our other international stores visit the International Locations page in Customer Service.

Prices, Duties & Taxes

Prices on besthomedeco.com are in U.S. dollars and we only accept payment in U.S. dollars. Please be advised that both taxes and duties are not reflected in our prices. The carriers will charge you the followings when you receive delivered products: any applicable duties, taxes and/or brokerage fees. Each local government assesses taxes and duties based on the shipment destination. For further information about duties, taxes and/or brokerage fees, please contact your local customs office.

165. Who are the readers of this information most likely?

- (A) The crowd in the concert hall
- (B) International customers
- (C) Foreign service personnel
- (D) Seminar participants

166. Which is NOT mentioned in the information above?

- (A) Best Home Deco ships the products over 30 countries.
- (B) All applicable duties and taxes will be charged.
- (C) Any currency will be accepted at the time of payment.
- (D) The prices don't include both taxes and duties.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 166to 169 refer to the following information.

Best Home Deco currently ships to over 30 countries in Europe, Asia, North America and South America as well as to Military (APO/FPO) addresses and U.S. Territories (including Puerto Rico, the Virgin Islands, the Pacific Islands, Guam and American Samoa). In addition, the site accepts international billing addresses.

To see the location of the nearest store in Canada, please use our store locator. To check our other international stores visit the International Locations page in Customer Service.

Prices, Duties & Taxes

Prices on besthomedeco.com are in U.S. dollars and we only accept payment in U.S. dollars. Please be advised that both taxes and duties are not reflected in our prices. The carriers will charge you the followings when you receive delivered products: any applicable duties, taxes and/or brokerage fees. Each local government assesses taxes and duties based on the shipment destination. For further information about duties, taxes and/or brokerage fees, please contact your local customs office.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

167. The word "destination" in Paragraph, Line 14 is closest in meaning to

- (A) Goal
- (B) Designation
- (C) Reconciliation
- (D) Testimony

168. Which will NOT be charged when you receive your products from the carrier?

- (A) Duty
- (B) Delivery charge
- (C) Tax
- (D) Brokerage fee

Questions 169 to 173 refer to the following information.

Best Rent A Car System

Best Rent A Car System has more than 1500 branches in cities and towns in more than 30 countries such as Canada, Australia, Japan and China. We make a classification of cars based on type of car and they are available for rental at each branch. We have a manager and a number of booking clerks at each branch, and they will handle rentals for you.

Rentals

Please note that most rentals are by advance reservation only. When you make a reservation, you can specify the rental period and the car group. In case we have some cars available, we will accept immediate rentals. We assign cars to reservations for the following day at the end of each day. If the number of requested cars for the following day is larger than the one of available cars in a car group at a branch, the manager of the branch will possibly ask other branches if there are some available cars that can be transferred.

Returns

Please note that you may return the car you rented from one of our branches to a different branch. In this case, the renting branch must assure that the rented car has been returned to the other branch at the end of the rental period. In case that the rented car is returned to the other branch, the new branch will retain ownership of this car from then on.

CONTINUED TO THE NEXT PAGE

169. What is this information mainly about?

- (A) Rent a house
- (B) Car inspection
- (C) Sale of preowned cars
- (D) Rent a vehicle

170. Which is NOT mentioned in the information above?

- (A) Basically you need to make a reservation to rent a car beforehand.
- (B) They keep a record of bad experience caused by the customer.
- (C) You need to return the rented car to the identical branch you rented it.
- (D) You may rent only one car at one time.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

CONTINUED FROM THE PREVIOUS PAGE

Servicing

Best Rent A Car System also has some service stations in our several branches. Cars may be booked for maintenance at any time, on the proviso that the service station has capacity on the day in question.

For the sake of simplicity, only one booking per car per day is allowed. A rental or service may cover several days.

Customers

Please note that you can have several reservations but can rent only one car at a time. Best Rent A Car System keeps the record of all customer information including late return, payment problems, and damage to cars. This information will be used when we decide if we approve a rental.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

171. The word "immediate" in Paragraph, Line 10 is closest in meaning to

- (A) Walk-in
- (B) Emergent
- (C) Near
- (D) Complicated

172. Which of the followings will NOT be the problem to rent a car from next time?

- (A) You used credit-card delinquency to rent a car before.
- (B) You have driven without license in the past.
- (C) You returned the car ahead of time before.
- (D) You used a discount coupon to rent a car in the past.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 169 to 173 refer to the following information.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

173. If there are no available cars to rent for the following day in the branch, what will happen?

- (A) Your reservation will be canceled automatically.
- (B) Your reservation will be postponed to the following day.
- (C) You need to make a reservation at different company.
- (D) A car will be taken off from other branch.

Questions 174 to 178 refer to the following article.

As you know there are more and more people trying to learn English than any other language in the world. Now people use this language for many important situations such as business, negotiations, and the like. It has been used as the international language in the fields of science and medicine. According to the international treaties, pilots of passenger machine must speak it.

It is the major foreign language all over the world and it is taught in many schools in both South America and Europe. Children in both Philippines and Japan start learning it when they are very little. In many countries of the world such as Britain, Canada, the United States, Australia, and South Africa, it has been important as the official language.

If there are many different languages spoken in one country, people often use it as their official language to communicate with others. India is one of them. People in this country use it as the language of communication, while they have more than twenty-four different languages as their native languages.

How much do you know about English? Do you know where this language comes from? Do you know why it has become so popular? We'll answer these questions by going back in time about five thousand years from now and check the north part of the Black Sea that is located in southeastern Europe.

[CONTINUED TO THE NEXT PAGE](#)

174. What is this article mainly about?
- (A) How English influenced other languages
 - (B) How people in India learn English
 - (C) Importance and origin of English language
 - (D) Where English people came from

175. Which is NOT mentioned as the importance of English language in this article?
- (A) In Sweden, people speak it as their first language for these days.
 - (B) People who are specialists in the fields of science and medicine have used it.
 - (C) It has been used for international business and negotiations in many countries.
 - (D) It is used as the official language other than the native languages in India.

[QUESTIONS CONTINUED TO THE NEXT PAGE](#)

CONTINUED FROM THE PREVIOUS PAGE

According to some specialists, people living in this area used Proto-Indo-European as the language of communication. This language is not spoken any more. Even specialists do not really know what it sounded like.

Meanwhile, specialists believe that Proto-Indo-European is the ancestor of most European languages such as ancient Greek, ancient German and ancient Latin. Although Latin is not used as a spoken language any more, it has given some influence as original language of modern Spanish, French and Italian. Ancient German had a great impact on the following languages such as Dutch, Danish, German, Norwegian, Swedish and one of the languages that developed into English.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

176. The word " negotiations " in Paragraph, Line 3 is closest in meaning to

- (A) Diligence
- (B) Neglect
- (C) Assessment
- (D) Bargaining

177. Which is mentioned in the article above?

- (A) Dutch is significantly influenced by ancient Greek.
- (B) Latin is an original language of Mongolian.
- (C) Passenger airplane pilots must speak English.
- (D) There are twelve different languages in India.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 174 to 178 refer to the following article.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

178. Which is NOT the feature of Proto-Indo-European mentioned in the article above?

- (A) Experts don't know what Proto-Indo-European sounded like.
- (B) Proto-Indo-European is the ancestor of most European languages.
- (C) People in the north part of the Black Sea spoke Proto-Indo-European.
- (D) Proto-Indo-European is still spoken in some European countries.

Questions 179to 180 refer to the following e-mail.

To: alicewarner@qwer.com
From: customer_service@gracestyle.com
SUBJECT: Welcome from Grace Style!

Dear Ms. Warner

Welcome and thank you for registering to receive emails from Grace Style. We look forward to assisting you find heirloom outfits for the precious little ones in your life. To continue to receive our emails in your inbox, please add gracestyle@gracestyle.com to your address book. This will ensure you don't miss regular updates about our newest collections, exclusive offers and special events.

We enjoy hearing from you and appreciate your feedback. For any questions, comments or concerns, please email us at customer_service@gracestyle.com or call us at (800) 485-5819.

We look forward to assisting you.

Grace Style Customer Service

179. What do you need to do if you don't want to miss their exclusive offers?
- (A) You need to contact the customer service right away.
 - (B) You need to register your profile in the system.
 - (C) You need to add the sender's email address to your address book.
 - (D) You need to check their website at least once a week.

180. The word "heirloom" in Paragraph, Line 6 is closest in meaning to
- (A) Fancy
 - (B) High quality
 - (C) Discreet
 - (D) Aesthetic

In the journal Pediatrics there is a new study that considers levels of vitamin D in babies. According to this new study, the rate of newborns with the lowest levels of vitamin D having respiratory infections was about twice as those with normal levels of vitamin D.

Vitamin D is indispensable to build strong bones and strengthen the body's defenses against disease. While it is common to add the vitamin to certain foods such as cow's milk and also be contained in supplements, vitamin D is considered as the sunshine vitamin. People can naturally produce it in their bodies by getting a good dose of sunlight.

Carlos Camargo from Harvard Medical School in Massachusetts and other researchers conducted a research on more than nine hundred children in New Zealand until they were five years old.

According to the result of this research, it is found that the risk to develop infections and wheezing during childhood is much higher for children with the lowest levels of vitamin D.

The research says that the problem of insufficient vitamin D has happened not only in countries with the least sun but also in countries with enough sunlight because there are more and more people moving, working, and playing indoors. This is why we have seen low levels of vitamin D in areas with plentiful sunlight.

181. Why do pregnant women need to take iron?

- (A) To produce vitamin D in their body
- (B) To prevent respiratory infections
- (C) To develop baby's central nervous system
- (D) To make kids taller quickly

182. What happened after poor pregnant women had taken supplements containing iron, another micronutrient, and folic acid?

- (A) The rate to have twins increased.
- (B) The survival rate of babies improved.
- (C) The rate to have a boy increased.
- (D) The respiratory infection rate decreased.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 181 to 185 refer to the following articles.

1ST PASSAGE ON THE PREVIOUS PAGE

There are many people with low iron in their blood. However expectant mother need more iron for both their own and baby's health compared to non-pregnant women. Iron is indispensable for both expectant mother and their babies to develop baby's brain and central nervous system.

Yet, the governments of struggling countries have had hard time to supply expectant mother with iron supplements, which has become their financial problem for these days. It is also true that some researchers think supplying iron supplements with babies after their birth is sufficient.

According to a nutritionist, Paull Christian, and other scientists who disagree with this idea and have been doing research in Nepal, their latest findings should settle any question about the value of making sure every pregnant woman receives iron supplements.

It is said iron is a micronutrient that is indispensable substance and can be found in small amounts in foods.

Seeing the result of the research on poor pregnant women conducted by those experts, it is true that the survival rate of their child was increased after those pregnant women took supplements containing some nutrition such as iron, another micronutrient, and folic acid. This research was conducted in Nepal ten years ago.

As the children get older, the researchers went back to Nepal. They conducted a test on their neurological development. They found some improvements of intellectual and fine motor abilities among those children whose mothers had taken iron and folic acid during their pregnancy and for three months after.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

183. Which is NOT mentioned as vitamin D?

- (A) It is called the sunshine vitamin.
- (B) It is necessary to make strong bone.
- (C) Sunlight helps to produce more vitamin D.
- (D) It is dispensable in our body.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 181 to 185 refer to the following articles.

QUESTIONS CONTINUED
FROM THE PREVIOUS
PAGE

184. The word "indispensable" in 2nd Paragraph, Line 6 of the first article is closest in meaning to

- (A) undissolved
- (B) essential
- (C) efficient
- (D) justifiable

185. Which nutrition is the most important to prevent wheezing for children during childhood?

- (A) Iron
- (B) Vitamin A
- (C) folic acid
- (D) Vitamin D

Questions 186 to 190 refer to the following e-mails.

TO: reservationdesk@pennsylvaniahospital_
medicalcenter.com
FROM: Stephanie Jackson
SUBJECT: Request to change my appointment

To whom it may concern,

Hi, my name is Stephanie Jackson and I have my appointment with Dr. Peterson at 1:30 p.m. on February 7 to get MRI and take a blood test. As I'll be on business trip to China from January 31 to February 8, I would like to request to change appointment schedule if possible. My reservation number is 948592. I would highly appreciate you if you let me know available date and time to make a new appointment. I look forward to hearing from you soon.

Best regards,

Stephanie Jackson

186. What are these e-mails mainly about?
- (A) Canceling the appointment
 - (B) Changing the appointment
 - (C) Counseling with a patient
 - (D) Change of medication

187. Why does Ms. Jackson want to change her appointment?
- (A) Because she would like to consult with Dr. Peterson.
 - (B) Because she has an appointment for blood test.
 - (C) Because she would like to undergo surgery.
 - (D) Because she has schedule problem.

2ND PASSAGE ON THE NEXT PAGE

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 186 to 190 refer to the following e-mails.

1ST PASSAGE ON THE PREVIOUS PAGE

TO: Stephanie Jackson
FROM: reservationdesk@pennsylvaniahospital_ medicalcenter.com
SUBJECT: RE: Request to change appointment

Dear Ms. Jackson,

Thank you very much for your e-mail. I'm Tracy Anderson from Reservation Desk of Pennsylvania Hospital Medical Center. As for your request to change your appointment, I checked Dr. Peterson's schedule. He'll be available either at 1:00pm on February 9 or at 2:00 pm on February 11. You can currently to change your appointment to either of them. Please let us know your availability as soon as possible. Since Dr. Peterson will have more patients tomorrow morning, it would be the best for you to let us know the available schedule by tomorrow morning, so that we can modify your appointment before someone else puts his/her appointment on that day. I hope to hear from you soon.

Sincerely,

Tracy Anderson
Reservation Desk of Pennsylvania Hospital Medical Center

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

188. The word " availability " in Paragraph, Line 9 of the second e-mail is closest in meaning to

- (A) convenience
- (B) usability
- (C) discipline
- (D) priority

189. Which is mentioned as Ms. Anderson's suggestion for Ms. Jackson?

- (A) To cancel the appointment with Dr. Peterson
- (B) To change the hospital immediately
- (C) To inform her availability by tomorrow morning
- (D) To get the prescription by the end of today

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 186 to 190 refer to the following e-mails.

QUESTIONS CONTINUED
FROM THE PREVIOUS
PAGE

190. When was Ms. Jackson's original appointment?

- (A) February 9
- (B) February 11
- (C) February 8
- (D) February 7

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

TO: lindasimpson@qwer.com
FROM: customerservice@crystallight.com
SUBJECT: Shipping options

Please just verify all of the following information for me:

Qty (2) Floral 6520AB 22.50/Each

Qty (1) Diamond OW24193TW 47.50/Each

Qty (1) Grace 9821WH 37.80/Each

Shipping Address:

Linda Simpson
Room 3857, Sky Tower
Central Ave. Hong Kong
27486

You would have two shipping options to choose from:

(1) Ship via USPS \$100.00 4-6 week delivery time

(2) Ship via UPS \$160.00 1-2 week delivery time

If you would just confirm the fixture catalog numbers and quantities, choose a shipping option and e-mail your credit card number and expiration date I will process the order for you.

I will wait for a response from you before I proceed any further.

Thanks!!

Sherry Thompson

191. What are these e-mails mainly about?

- (A) commercial transaction
- (B) card renewal
- (C) schedule change
- (D) sales promotion

192. Which of the followings is NOT mentioned as what Ms.Thompson wants Ms. Simpson to do?

- (A) To confirm ordered items
- (B) To choose delivery method
- (C) To inform credit card number
- (D) To use membership discount

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

2ND PASSAGE ON THE NEXT PAGE

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

1ST PASSAGE ON THE PREVIOUS PAGE

Crystal Light Customer Service
TO: customerservice@crystallight.com
FROM: lindasimpson@qwer.com
SUBJECT: RE: Shipping options

Sherry,

Thank you for your quick response for this matter. The product information and shipping address are all correct. As for shipping options, I would like you to use USPS since it is a lot cheaper. By the way is there any other way I can inform you my credit card number other than by e-mail since I would not like to do it as I consider security?

Linda Simpson

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

193. What does Ms. Simpson want Ms. Thompson to do?
(A) To inform credit card expiration
(B) To advance other way to inform card number
(C) To wrap ordered items as gifts
(D) To reset her security password

194. The word "consider" in Paragraph, Line 8 of the second e-mail is closest in meaning to
(A) call into account
(B) call the roll
(C) call it quits
(D) call the shots

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 192 to 195 refer to the following e-mails.

QUESTIONS CONTINUED
FROM THE PREVIOUS
PAGE

195. How long will it take for Ms. Simpson to receive these items?

- (A) At least one week
- (B) About half a month
- (C) Less than 45 days
- (D) Almost two weeks

Questions 196 to 200 refer to the following advertisement and e-mail.

85 Princess Street \$958,000
South Central, Boston, MA

BEDS 3
BATHS 2 Full and 1 Half
SQ. FEET 1,485
TYPE Condo
LISTING ID A9586

85 Princess Street located in the center of Boston's historic South Central area. Spacious 3 bedrooms, 2.5 baths with over 1,400 +sqft. Large living / dining area with gas fireplace. Chef's kitchen with granite countertops and stainless steel appliances. Includes 2 deeded garage parking space.

Amenities

Patio	<input type="radio"/>	Pets Allowed	<input type="radio"/>
Range	<input type="radio"/>	Refrigerator	<input type="radio"/>
Security System	<input type="radio"/>	Washer/Dryer	<input type="radio"/>
Balcony	<input type="radio"/>	Central Air	<input type="radio"/>
Concierge	<input type="radio"/>	Decorative Lighting	<input type="radio"/>
Deeded Parking	<input type="radio"/>	Dishwasher/Disposal	<input type="radio"/>
Elevator	<input type="radio"/>	Fireplace	<input type="radio"/>
Full Appliances	<input type="radio"/>	Garage Parking	<input type="radio"/>
Garden	<input type="radio"/>	Gourmet Kitchen	<input type="radio"/>
Hardwood	<input type="radio"/>	In-unit Laundry	<input type="radio"/>

As for the community information such as school and hospital, please see

at http://www.besthome.com/south_central

If you have any questions, please feel free to contact me at customer_service@besthome.com. Please don't forget listing number then.

196. Why did Mr. Watson send this e-mail?
- (A) To make the accommodation
 - (B) To ask about home mortgaging
 - (C) To check school in South Central
 - (D) To check inside of the house

197. The word "grocery" in Paragraph, Line 7 of the e-mail is closest in meaning to
- (A) food retailer
 - (B) scholastic institution
 - (C) nursing-care facility
 - (D) financial institute

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

**2ND PASSAGE ON THE NEXT
PAGE**

Questions 196 to 200 refer to the following advertisement and e-mail.

1ST PASSAGE ON THE PREVIOUS PAGE

TO: customer_service@besthome.com
FROM: Daniel Watson
SUBJECT: Request to see the condominium

To whom it may concern,

Hi, my name is Daniel Watson and I and my family has been looking for a condominium with 3 bedrooms. I found a piece of real estate located in South Central of Boston. Listing ID of this real estate is A9586. Is there any large grocery near this house?

I'm wondering if we have a chance to take a look inside of this condominium. Since we need to find the place to live by the end of March, we would like to take a look as early as possible. Please let me know the availability and schedule when you read this message.

Phone number (home): 375-4858-3759
My mobile: 784-5872-5873

I look forward to hearing from you soon.

Sincerely,

Daniel Watson

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

198. According to this advertisement, what does the customer need to put when he/she contact their customer service?

- (A) home phone number
- (B) listing ID
- (C) mobile number
- (D) home address

199. When does Mr. Watson want to see this house?

- (A) By the end of March
- (B) fortuitously
- (C) By the end of next month
- (D) In a prompt manner

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 196 to 200 refer to the following advertisement and e-mail.

QUESTIONS CONTINUED
FROM THE PREVIOUS
PAGE

200. Which is NOT available as amenities of this house?

- (A) dinnerware
- (B) fridge
- (C) janitor
- (D) laundry machine