

TOEIC MARATHON 12



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. Don't you think young people these days are lacking the sense of commitment?

- (A) Yes, I agree with you.
- (B) Because they are lacking the sense of commitment, I think.
- (C) No, she didn't think that way.

12. Could you advise me how to invest in stocks?

- (A) No, because she has no knowledge about the stock market.
- (B) I'm afraid I can't, but my brother could.
- (C) No, I was too young to do so then.

PART 2

13. Have you booked a table at the restaurant for the business lunch yet?

- (A) It is a Italian restaurant called Amaretto.
- (B) Yes, I have but thank you for reminding me.
- (C) Yes, that restaurant was very nice, wasn't it?

14. Do you know our company pays half of the pension premium for us?

- (A) No, I haven't asked the company yet.
- (B) Yes, I know they don't pay any of the pension premium for us.
- (C) Yes, I think they are very considerate on that.

PART 2

15. What was the inflation rate of our country last year?

- (A) It was nearly 0%, I think.
- (B) No, you haven't told me about it yet.
- (C) Isn't that extraordinary?

16. How many people have applied for the position?

- (A) Yes, there are very many people in the same position.
- (B) I'm not sure but it will be more than ten, I guess.
- (C) Who told you that?

PART 2

17. I wonder if you have booked a flight to Chicago for me yet.

- (A) Yes, I flew there yesterday.
- (B) Because I was very busy.
- (C) I'm afraid not.

18. Who should I send this form to?

- (A) You should send it now as the deadline is coming soon.
- (B) No, you should have sent it to the committee.
- (C) To the secretary of the Chair of the committee.

PART 2

19. Could you remind me when it is closer to the meeting time?

- (A) No, it is not meeting time yet.
- (B) Certainly, I will.
- (C) It closed around eight o'clock last night.

20. Where in the exposition premises do we have our booth?

- (A) I think it is in Sydney.
- (B) It's from July 4th to 11th , if my memory is correct.
- (C) I'm not very sure but it will be somewhere in Block B, I think.

PART 2

21. Do you have any idea where I could find the client's address?

- (A) Yes, that's their address.
- (B) You may find it in the email from them.
- (C) Because they haven't given it to me.

22. Why did you send back that part to them?

- (A) It was a wrong one and they are sending us a right one.
- (B) I sent it back to them yesterday.
- (C) I don't think you need to do so.

PART 2

23. Which folder has the reference material for the meeting?

- (A) Because the secretary needed it.
- (B) It's that green one on the top shelf.
- (C) I know, I didn't think that was a good idea either.

24. When are we having business lunch with the client?

- (A) I've booked a table at a French restaurant on April 3rd .
- (B) It will be very convenient if you could.
- (C) We had it on May 10th , I think.

PART 2

25. What did you think about his presentation?

- (A) No, I've never thought about doing presentation.
- (B) It was pretty good for the first time.
- (C) He should start preparation now.

26. May I suggest a restaurant for the company Christmas party?

- (A) We haven't decided but we will be having a party.
- (B) Of course, you are welcome to join our party.
- (C) Thanks for the offer but I have booked a restaurant already.

PART 2

27. What happened to the proposal we submitted last week?

- (A) It happened two days ago.
- (B) It was taken to the committee for consideration.
- (C) It's going to be taken to the board meeting, I think.

28. How often do you travel abroad on business?

- (A) It was last month that I travelled abroad.
- (B) At least twice a month.
- (C) She flies to everywhere in the world.

PART 2

29. Could you please pass my message to Mr. White?

- (A) Yes, that will be very helpful, thank you.
- (B) He said he would be back by five o'clock.
- (C) Certainly I will.

30. Would it be possible for you to give me a lift?

- (A) I'm sorry it wasn't.
- (B) Surely it is.
- (C) Certainly, it's just down the corridor.

PART 2

31. Are you aware the meeting schedule has changed?

- (A) Because Mr. Davis had to attend another meeting.
- (B) Yes, my secretary informed me of it yesterday.
- (C) No, it took place as had been scheduled.

32. Who organized the conference in New Zealand?

- (A) I think a university in Australia did.
- (B) I didn't know about that.
- (C) It will be a very interesting one.

PART 2

33. Wouldn't it be more efficient if we divide the task between us?

- (A) No, I don't think that would disturb our task.
- (B) I think you are right.
- (C) It wasn't very efficient, unfortunately.

34. Do you know who is replacing the current vice president?

- (A) No, he is not vice president.
- (B) It will be someone from another company, I think.
- (C) Yes, I completely agree with you.

PART 2

35. Could anybody run to the post office for me?

- (A) I'm not sure but it will be probably closed at five.
- (B) No, I normally walk to the post office.
- (C) Sure, what would you like me to do?

36. Which company is it that you said was performing brilliantly?

- (A) It's Smart Tech which was established only five years ago.
- (B) It was he who said our performance was improving.
- (C) No, I have no idea why this happened.

PART 2

37. Will I be refunded for the broken steam iron?

- (A) No, we don't repair steam irons, I'm afraid.
- (B) Yes, you will be so long as you have the receipt.
- (C) I am not sure if he had refund for it.

38. Who were you meeting with this morning?

- (A) It is going to be me and some other staff members.
- (B) No, I wasn't meeting with the director.
- (C) It was with one of my clients and my section director.

PART 2

39. How did you come to know him privately?

- (A) He used to belong to the same company as I did.
- (B) I have not asked you for that.
- (C) Yes, I think he would appreciate that.

40. What time is the conference likely to end?

- (A) Yes, I liked the conference and want to attend it next year also.
- (B) Because the last speaker talked for nearly an hour.
- (C) It will be in about half an hour according to the program.

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 does the woman want to know?

- (A) Mr. Clerk's postal address
- (B) Mr. Clerk's email address
- (C) Mr. Clerk's telephone number
- (D) Mr. Clerk's maiden name

PART 3

42. Why can't the woman send email to Mr. Clerk?

- (A) She is not good at emails
- (B) She wants to make sure he gets the message in time.
- (C) Her PC is broken.
- (D) Mr. Clerk has asked her not to.

PART 3

43. What is the man giving to the woman?

- (A) The telephone directory number
- (B) The number of a department different from that of Mr. Clerk's.
- (C) The number of a company Mr. Clerk is trading with.
- (D) The number of his secretary.

PART 3

44. What is the woman asking the man?

- (A) How to book an air ticket.
- (B) Where to book an air ticket.
- (C) How to have air tickets refunded.
- (D) If it's easy to have an air ticket refunded.

PART 3

45. What is the man asking the woman to attach to a request note?
- (A) The receipt for the ticket
 - (B) The used tickets
 - (C) The invoice for the tickets.
 - (D) The confirmation letter from the air company.

PART 3

46. What is the man telling the woman not to forget to do?

- (A) To sign on the used tickets.
- (B) To put the date the tickets were purchased.
- (C) To sign on the invoice for the tickets.
- (D) To sign and put the date of submission on the request form.

PART 3

47. What has Patrick done?

- (A) He has joined a new company.
- (B) He has started a new business.
- (C) He has left the securities company he has been working for.
- (D) He has been recruited by a securities company.

PART 3

48. What did Amanda tell the woman?

- (A) Patrick had become a boss.
- (B) She had become his boss.
- (C) Patrick was getting on well his boss
- (D) Patrick was not getting on well with his new boss.

PART 3

49. What does the man imagine about Patrick?

- (A) He will be a manager by now..
- (B) He has found a better position.
- (C) He will be the woman's boss.
- (D) He has set up his own company.

PART 3

50. What is the woman pleased about?

- (A) Their project was approved by the board.
- (B) Their project is going well.
- (C) She has hit on a good idea about a project.
- (D) She has finished a project.

PART 3

51. What does the man say they must do?

- (A) Keep going without slowing down.
- (B) Plan another project.
- (C) Keep altering the project plan
- (D) Keep checking other company's' projects.

PART 3

52. What is the man looking forward to?

- (A) Seeing the project finish.
- (B) Seeing the project finish in a big success.
- (C) Seeing the project being approved in the end.
- (D) Seeing the project plan altered.

PART 3

53. What does the woman want to buy?

- (A) Five green folders.
- (B) Five folders and a green notebook.
- (C) Five green notebooks.
- (D) A green folder and five notebooks.

PART 3

54. Why is the man suggesting that the woman buy blue folders?

- (A) Because they are cheaper.
- (B) Because they are of a better quality.
- (C) Because they are stronger.
- (D) Because they are out of stock with green folders.

PART 3

55. Why is the man checking the High Street branch?

- (A) Because their blue folders may be cheaper.
- (B) Because their green folders may be cheaper.
- (C) Because they may have green folders.
- (D) Because they are putting on a clearance sale.

PART 3

56. Which country does the woman want to send her packet to?

- (A) Australia
- (B) UK
- (C) Canada
- (D) Alaska

PART 3

57. What is the inside of the packet?

- (A) Photographs and clutter.
- (B) Photo albums and scissors.
- (C) Photographs and newspaper cuttings.
- (D) Newspaper cuttings and clips

PART 3

58. How much does it take to send the packet?

- (A) \$3.75
- (B) \$4.75
- (C) \$5.75
- (D) \$6.75

PART 3

59. What is going to be cut?

- (A) Consumption tax
- (B) Executives' bonus
- (C) Budget for the next year.
- (D) Expenditure

PART 3

60. What does the man say they have to do?

- (A) To keep watching what is going to happen.
- (B) To keep thinking what they should do.
- (C) To keep monitoring what other companies produce.
- (D) To keep watching what customers needs.

PART 3

61. Why are the secretaries feeling uneasy?

- (A) Their salaries may decrease.
- (B) Their new boss may not be good.
- (C) They may be made work harder.
- (D) They may lose their jobs.

PART 3

62. What is the man trying to do?

- (A) To go on hunting.
- (B) To set up his own company.
- (C) To write his CV.
- (D) To find a new position.

PART 3

63. How many companies has the man sent his CV to ?

- (A) Three
- (B) Two
- (C) One
- (D) He has not sent any yet.

PART 3

64. Why does the man doubt he will be promoted in his current job?

- (A) Because his manager told him so.
- (B) Because he has made a serious error.
- (C) Because he waited long but nothing happened.
- (D) Because he thinks he is not capable enough.

PART 3

65. What was approved by the board?

- (A) Sales strategy proposal
- (B) Recruitment strategy proposal
- (C) Pay-raise proposal
- (D) Overseas strategy proposal

PART 3

66. What was their boss' reaction?

- (A) He is not interested.
- (B) He is pessimistic.
- (C) He is excited.
- (D) He is displeased.

PART 3

67. What is the man suggesting to do?
- (A) To make another proposal.
 - (B) To have a launch party
 - (C) To help other colleagues make proposal.
 - (D) Not to make any more proposals.

PART 3

68. What does the woman think brilliant?

- (A) The man's idea on a new product.
- (B) The inspiration the man gave her.
- (C) The man's idea on where to get inspiration.
- (D) The way he researches new products.

PART 3

69. What did the man think about the products at the technology fair?

- (A) They were all excellent.
- (B) Many of them had a common problem.
- (C) He wanted to buy all of them.
- (D) They all had weak points.

PART 3

70. What does the woman think about him?

- (A) Optimistic and easygoing.
- (B) Observant but pessimistic.
- (C) Confused but analytical.
- (D) Observant and analytical.

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 Nuts'n Fruits Oats?

- (A) Chocolate bar.
- (B) Morning cereal
- (C) Cookies
- (D) Ice cream

PART 4

72. Which one of the following is not a reason for the product's popularity?

- (A) Delicious.
- (B) Nutritious.
- (C) Sweet and sticky.
- (D) Rich in fiber.

PART 4

73. When did Nuts'n Fruits Oats win a gold award?

- (A) 2006
- (B) 2007
- (C) 2008
- (D) 2009

PART 4

74. According to the passage, what do people do when aging starts ?

- (A) They see doctors.
- (B) They deny the fact they are aging.
- (C) They manage to come to terms with it.
- (D) They seek medicine to stop it.

PART 4

75. What does Dr. Turner say about forgetfulness?

- (A) It is natural that forgetfulness starts at a relatively early age.
- (B) Forgetfulness is a serious brain disease.
- (C) People are getting forgetful unnecessarily early.
- (D) We must accept the fact when we get forgetful.

PART 4

76. Which one of the following is not mentioned as causing forgetfulness?

- (A) Heavy drinking.
- (B) Too much exercise.
- (C) Unbalanced diet.
- (D) Too much stress.

PART 4

77. What did the speaker feel necessary to discuss?

- (A) Pay rise
- (B) Welfare facility
- (C) Pension scheme
- (D) Promotion

PART 4

78. Which one of the following statement is true?

- (A) The speaker has not talked with Welfare Management Section.
- (B) There are only a few problems with the facility.
- (C) There are many problems to be sorted out with the facility.
- (D) Welfare Facility Management Section refuses to talk with the speaker.

PART 4

79. What does the speaker want the audience to do?

- (A) To express their opinions.
- (B) To check the facility for more problems.
- (C) To remain silent.
- (D) To see him privately for discussion.

PART 4

80.60% of the people are reluctant about:

- (A) laughing in public.
- (B) seeing a dentist.
- (C) having their teeth seen.
- (D) brushing their teeth.

PART 4

81. What happens if one's facial expression is limited?

- (A) He/ She will get frustrated.
- (B) His/ Her smile will lose its charm.
- (C) He/ She will be taken for another person.
- (D) He/ She will not be able to cry.

PART 4

82. According to the advertisement, what can improve your smile?

- (A) Orthodontic treatments.
- (B) Some types of toothpaste.
- (C) Some types of toothbrushes.
- (D) Plastic surgeries.

PART 4

83. According to the advertisement, how often do people change their car on average?

- (A) once
- (B) twice
- (C) three times
- (D) four times

PART 4

84. What are the characteristics of Genesis?

- (A) Advanced functions and ample space.
- (B) Streamlined body and speed.
- (C) Luxurious interior and unique color range.
- (D) Child-friendly but compact design.

PART 4

85. How does Genesis fit into the natural environment?

- (A) By adjusting its color.
- (B) By achieving ultra-low carbon footprint.
- (C) By adopting a new technology.
- (D) By keeping the whole size compact.

PART 4

86.Quick Finish:

- (A) saves time for cooking.
- (B) saves time for washing.
- (C) saves time for ironing.
- (D) saves time for sawing.

PART 4

87. Which one of the following does Quick Finish not do?

- (A) It changes the texture of your items.
- (B) It makes your favorite items look new.
- (C) It protects fabric from shrinking.
- (D) It protects fabric from stretching.

PART 4

88. How does Quick Finish support our sustainable living?

- (A) By saving our ironing time.
- (B) By using bio-decomposable ingredients.
- (C) By making fabric bio-decomposable.
- (D) By stopping fabric from shrinking.

PART 4

89. What is this instruction about?

- (A) Hair spray.
- (B) Machine oil.
- (C) Deodorant spray.
- (D) Ant killer spray.

PART 4

90. How far should you keep the nozzle from the target area when you spray?

- (A) 10cm
- (B) 20cm
- (C) 30cm
- (D) 40cm

PART 4

91. What should you do if your skin comes into contact with the aerosol?

- (A) Wipe your skin with soft cloth.
- (B) Wash the skin with soapy water.
- (C) Leave the skin without doing anything.
- (D) Wash your skin with clean water.

PART 4

92. What is the news about?

- (A) A common snake that escaped its home.
- (B) A friendly snake that escaped its home.
- (C) A rare snake that escaped its home.
- (D) A deadly snake that escaped its home.

PART 4

93. How long is the snake?

- (A) About 10ft long.
- (B) About 10m long.
- (C) About 10inches long.
- (D) About 10cm long.

PART 4

94. Which one of the following should local residents not do?

- (A) To watch out for the snake.
- (B) To stop children from going into bushy areas.
- (C) To let children play outside on their own.
- (D) To report to the police if they see the snake.

PART 4

95. What is this speech about?

- (A) Foundation of a new company.
- (B) Appointment of a hotel manager.
- (C) Opening of a new hotel.
- (D) Launch of a new project.

PART 4

96. How long has Meyers and Sons been in the hotel business?

- (A) Forty-five years.
- (B) Fifty-four years.
- (C) Sixty-five years.
- (D) Fifty-six years.

PART 4

97. What kind of enthusiasm did Jackson K. Meyers have?

- (A) To create the largest luxury hotel.
- (B) To build many luxury hotels.
- (C) To establish a luxury hotel chain.
- (D) To create luxury hotels where people can relax.

PART 4

98. What is Love Peace?

- (A) A charity for poor children.
- (B) A group of peace activists.
- (C) A political party.
- (D) A popular song group.

PART 4

99. What has Emma Hughes been campaigning for ?

- (A) Food and care for homeless people.
- (B) Food and clothes for immigrants.
- (C) Food and care for children in poverty.
- (D) Care and clothes for homeless people.

PART 4

100. How many charities has Emma Hughes launched?

- (A) For charities.
- (B) Five charities.
- (C) Six charities.
- (D) Seven charities.

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. At the industrial exposition, I came ----- a unique technology that may be used for our products.

- (A) across
- (B) by
- (C) around
- (D) with

102. The small company which could not survive the recession was ----- into a bigger company.

- (A) emerged
- (B) merged
- (C) melted
- (D) squeezed

PART 5

103. Around fifty ----- from the major companies of the industry attended the conference.

- (A) candidates
- (B) nominees
- (C) athletes
- (D) representatives

104. I kept monitoring the company ----- as I was going to invest on their stocks.

- (A) logo
- (B) location
- (C) performance
- (D) history

PART 5

105. The action film was ----- and in the end rated as 18 and over.

- (A) animated
- (B) coined
- (C) censored
- (D) pursued

106. The accounting department was requested by the -----to present all accounting documents.

- (A) auctioneer
- (B) auditor
- (C) audience
- (D) audit

PART 5

107. It is advantageous to be excel --- math if you wish to study economics.

- (A) in
- (B) at
- (C) by
- (D) with

108. The leader of the project team ----- the tasks to the subgroups.

- (A) divided
- (B) split
- (C) allotted
- (D) segmented

PART 5

109. You must get rid ---- inefficiency in your tasks to be more productive.

- (A) with
- (B) of
- (C) in
- (D) by

110. The burglars ----- the bank and stole money from one of the cashiers.

- (A) deprived of
- (B) tucked in
- (C) broke into
- (D) burst into

PART 5

111. The advertisement ----- young children is criticized for the bad language.

- (A) targeting
- (B) calling
- (C) turning
- (D) shooting

112. The gallery is ----- with an advanced humidity control facility to preserve the art works.

- (A) equipment
- (B) equipped
- (C) equip
- (D) equipping

PART 5

113. Make the ----- of the research clear when you write a thesis on it .

- (A) scope
- (B) scoop
- (C) spot
- (D) spool

114. Travelers should be aware all meat products are ----- in the destination country.

- (A) inhibited
- (B) prohibited
- (C) impeded
- (D) exhibited

PART 5

115. My bank account was ----- as I used my debit card much more than the money it had.

- (A) over-estimated
- (B) over-drafted
- (C) over-emphasized
- (D) over-loaded

116. The tourist attraction gave up nighttime ----- to minimize carbon footprint.

- (A) citation
- (B) illumination
- (C) distortion
- (D) location

PART 5

117. The anti-virus software warns you --- any infection in alert popups.

- (A) at
- (B) under
- (C) up
- (D) of

118. The exquisite performance by the violin virtuoso ----- the audience to tears.

- (A) called
- (B) looked
- (C) moved
- (D) asked

PART 5

119. The food supplement is designed to compensate vitamin -----.

- (A) deficiency
- (B) efficiency
- (C) diligence
- (D) efficacy

120. The details of the incident has been made known to some extent -----
completely.

- (A) as if
- (B) so that
- (C) if not
- (D) as ever

PART 5

121. There has been some ----- over the validity of the safety assessment.

- (A) initiation
- (B) speculation
- (C) cancellation
- (D) desertion

122. We should not take today's material affluence as a ----- of course.

- (A) issue
- (B) fact
- (C) matter
- (D) act

PART 5

123. Despite the seriousness of the problem, the company wouldn't
----- as make a brief comment.

- (A) as soon
- (B) much so
- (C) so much
- (D) as well

124. The committee member ----- that it should not approve the proposal.

- (A) contained
- (B) confronted
- (C) contradicted
- (D) concluded

PART 5

125. When you set up business, you must ----- all possible risks into consideration.

- (A) take
- (B) make
- (C) count
- (D) add

126. The magazine publisher is being ----- of fabricating the story.

- (A) accessed
- (B) accused
- (C) accounted
- (D) accommodated

PART 5

127. I wouldn't have been able to achieve anything ----- for your help.

- (A) since
- (B) and
- (C) but
- (D) as

128. The newly devised system has become ----- to the quality assessment at the factory.

- (A) integration
- (B) integral
- (C) integrating
- (D) integrated

PART 5

129. ----- for your booking must reach us at least two weeks before the tour.

- (A) disposition
- (B) depot
- (C) disposal
- (D) deposit

130. The installation of the new facility is ----- way.

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

PART 5

131. The child is now being treated for anxiety -----.

- (A) order
- (B) disorder
- (C) orderly
- (D) ordering

132. The president of the company had a _____ by gangsters.

- (A) blackout
- (B) blacklist
- (C) blackmail
- (D) black box

PART 5

133. The country which was hit by a hurricane and an earthquake -----was in chaos.

- (A) successively
- (B) succeeding
- (C) succeeded
- (D) succession

134. All trading activities must be carried out in ----- with relevant regulations.

- (A) compliance
- (B) enrollment
- (C) compliment
- (D) assignment

PART 5

135. The transaction will take ----- five working days to complete.

- (A) into
- (B) out of
- (C) up to
- (D) down to

136. The office workers were ----- when the fire alarm went off.

- (A) vacuumed
- (B) evaded
- (C) eradicated
- (D) evacuated

PART 5

137. Those two products look ----- but one of them is actually fake.

- (A) identical
- (B) identity
- (C) identify
- (D) identification

138. It is ----- of him to tell other people about his company's internal affairs.

- (A) incidence
- (B) insensible
- (C) incident
- (D) incidental

PART 5

139. The decision by the manager was passed ----- his subordinates.

- (A) into
- (B) under to
- (C) on to
- (D) by to

140. The chemical ----- is widely used in agricultural fertilizers.

- (A) compound
- (B) compartment
- (C) compost
- (D) composition

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.

Home Care Specialist
Sales Department
5600 Eagle Avenue
Omaha, NE 68127

Ms. Susan Barrette
98122 Boulevard
Elkhorn, NE 68022

Dear Ms. Barrette

Thank you for your enquiry on Home Care Specialist magazine.

Unfortunately, Home Care Specialist magazine is currently sold only at limited number of large bookshops ----- to its highly specialized contents.

141. (A) owe
(B) due
(C) apt
(D) opt

However, you will be able to purchase the magazine locally by ordering it at least two weeks ----- at one of the major bookshops in your area.

142. (A) ahead
(B) on the front
(C) in advance
(D) forward

We apologize you for the ----- you are experiencing but we hope you will find the above method helpful.

143. (A) involvement
(B) incorporation
(C) interaction
(D) inconvenience

If you have any other enquires, please write to us or call us at (091) 674 87142.

Sincerely yours

Home Care Magazine Sales Department

Question 144 to 146 refers to the following letter.

Central Sports Center

15 April, 2010

Reminder to users

Due to the renovation work to the sports facilities scheduled to ----- in the machine training area, Central sports Center will be closed on the following period of time.

144. (A) take space
(B) take in
(C) take place
(D) take up

Center -----: Monday, 15 May to Thursday 18 May

The parking area and the center café are also closed

145. (A) Closure
(B) Stoppage
(C) Clearance
(D) Evacuation

The work is aimed to improve the quality of our sports facilities and to ----- user satisfaction.

146. (A) monitor
(B) audit
(C) enhance
(D) accelerate

Thank you for your understanding and support for Central Sports Center.

Steven Herbert
Center Manager

Subject: Flight reservation
To: Janice <j-spencer@ktt.com>,
From: Mike <m-hatchet@ktt.com>
Date: September 22, 2011

Dear Janice

As you know, I am attending a conference in Sydney in November. I wonder if you could book an air ticket for me.

I am hoping to have a ----- in Tokyo to meet with the branch manager, so could you book a hotel for the night?

147. (A) stop by
(B) stop in
(C) stopover
(D) stop out

Please make sure----- to the flight to Sydney is smooth as the schedule is slightly tight.

148. (A) transit
(B) exchange
(C) interaction
(D) replacement

Also, could you prepare reference materials ----- to the conference?

149. (A) reverse
(B) relevant
(C) retained
(D) reversible

Best
Susie

Question 150 to 152 refers to the following letter.

City Express
4800 Crescent Hills
Fargo, ND 58103

Ms. Georgina Hunt
3411 Rosewood Court
Victorville, CA 92392

June 21, 2009

Dear Ms. Hunt

Thank you for your application to City Express Card.

We are pleased to inform you that your application has been -----
duly . Please find the attached new card.

150. (A) proved
(B) processed
(C) procured
(D) promoted

Please sign in the ----- space at the back of the card and keep it in a
safe place.

151. (A) designated
(B) designed
(C) desired
(D) destined

Question 150 to 152 refers to the following letter.

Do not ----- your PIN to anyone. None of City Express Card staff will ask you for it. If you are contacted by anyone suspicious regarding your credit card, please promptly contact us at our customer service section (022) 345 67129.

152. (A) put in
(B) take away
(C) run in
(D) give away

If you have any questions regarding your new credit card, visit www.cityexpress.com and check FAQ, where you may find an answer, or call us at (022) 345 67129.

We hope you will enjoy your new life with City Express Card.

Yours sincerely

Martin Doward
Card Issuance Section

PART 7

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 153 to 156 refers to the following email.

Subject: Membership Registration
To: Carol Sean <carolss@tuc.com>
From: McMillan's Book Club <
info@mcmillansbookclub.com
Date: May 31, 2011 15:28:11

Dear Ms. Sean

Thank you for your registration with McMillan's Book Club. As our valued member, you will enjoy special discount on our selected titles including the ones ranked in the top 20.

The membership also include invitation to several McMillan's Books events such as talks and lectures by authors in varieties of genres.

Meanwhile, please be reminded the membership is valid only for our online bookshop and our Book Club discount offer will not be applied to books purchased at our branches.

Should you have any questions, please contact McMillan's Book Club (info@mcmillansbookclub.com) .

We hope you will enjoy McMillan's Book Club membership privileges!

McMillan's Book Club
Registration Section

153. What is this email about?

- (A) Change of membership terms and conditions.
- (B) Book Club membership registration.
- (C) Book Club membership expiry.
- (D) Book Club membership termination.

154. The Book Club members can enjoy discount on:

- (A) limited number of titles
- (B) books ranked in top 10 only
- (C) books recommended by McMillan's Book Club.
- (D) selected titles including top 20 books.

155. The Book Club members are invited to:

- (A) films based on books.
- (B) literature tours abroad.
- (C) talks and lectures by authors.
- (D) book launch parties by authors.

156. Can a member have Book Club discount on books from shops?

- (A) Yes, the discount is applied to purchase from the website and at shops.
- (B) No, the discount is applied only to online purchase.
- (C) Yes, but you must show your membership card to have discount.
- (D) Basically he/ she can't but Book Club discount may be applied to books in limited genres.

Question 157 to 159 refers to the following advertisement in a local paper.

JobSearch.com

The site where you can find your future success!

J's Mart Harbor Parade Branch Store Manager

Posted; October 24, 2010

Status: Permanent, Full time

Location: Phoenix, AZ

Company Detail: J's Mart

Salary: \$33000- 35000

Job Description: J's Mart is a large-scale shoes retailer that has 156 branches across the country. Since it was established in 1985, it rapidly developed as a brand shoes retailer that deals in most fashionable foot wares from tennis shoes to baby shoes. As a part of its expansion plan, J's Mart is launching a new shop in Phoenix and so is looking for fashion-minded candidates for the store manager position. A successful candidate should have significant knowledge in fashion and sports goods brands. Previous experience in similar industry welcome.

Click [here](#) for application or enquires.

157. What does J's mart specialize in?

- (A) Sports shoes.
- (B) Babies shoes.
- (C) Brand shoes.
- (D) Mountaineering boots.

158. At the point of the advertisement, how old is J's Mart?

- (A) About 10 years old.
- (B) About 25 years old.
- (C) About 30 years old.
- (D) About 35 years old.

159. What should a successful candidate have?

- (A) Significant knowledge in fashion and sports goods brands.
- (B) Significant knowledge in fashion models and sports athletes.
- (C) Some experience in fashion or sports goods industry.
- (D) Some experience in fashion designing or sports shoes development.

Question 160 to 162 refers to the following advertisement.

Animal Saver

Join us today to
save animals and save their natural habitat

Animal Saver.com is an animal charity that struggles to protect vulnerable animals that are put under threat from human beings and/ or their activities. It was founded in 1995 with support from individuals and organizations that are keen on animal protection.

Our activities include:

1. Raise fund for protecting animals, wild or domestic.
2. campaigning against use of animals for laboratory testing, animal shows that involves training using punishments and use of animal fur / skin for the fashion industry
3. Arrangement of adoption of abandoned / neglected animals.
4. Development of animal sanctuaries and rescue centers.

Our management consists of several animal researchers of renowned research institutions and vets. With their help, our group is now developing as one of the most influential opinion makers in the field of animal protection.

If you feel passionate about protecting lovable animals and securing safe and healthy environment for them , you could join us today or send us donation to support our activities.

Click here for membership application or donation

We look forward to hear from you soon!

Alan Gordon
Animal Saver
www.animalsaver.com

160. What is this advertisement about ?

- (A) Magazine on animal world.
- (B) A safari park
- (C) An animal charity
- (D) An animal research group

161. Which one of the following does Anima Saver campaign against?

- (A) Using animal character for goods.
- (B) Training animals for shows using punishments.
- (C) Creating animal sanctuaries.
- (D) Animal adoption.

162. Who are included in the charity management?

- (A) Politicians and animal lovers.
- (B) Vets and pet shop owners.
- (C) Researchers and fashion retailers.
- (D) Animal researchers and vets.

Question 163 to 165 refers to the following notice.

Maidstone Yoga Center

Temporarily moved to
56 Owl Street

Dear customers

Due to the town development work, Maidstone Yoga Center has been temporarily moved to Community Hall in 56 Owl Street.

Except for some, most of the courses are run as usual from the temporary premises. However, please note that the road 56 Owl Street is in a no-parking zone from 8am to 6pm on weekdays (no restrictions on Sat and Sun). If you are coming by car, we advise you to park on Saints Street or Quarry Streets.

Those who are taking Senior Yoga classes are reminded that the lessons start one hour earlier at 3pm due to the limited hall availability.

We will notify you again when the courses at the Yoga Center resume.

163. What is this notice about?

- (A) A new Yoga center.
- (B) Special Yoga lessons.
- (C) A temporary premises of Yoga classes.
- (D) Public parking space in Maidstone.

164. Where are you allowed to park when you come to Community Hall?

- (A) Saints Street or Quarry Street..
- (B) Owl Street or Saints Street.
- (C) Quarry Streets and Owl Street.
- (D) Any streets including Owl Street.

165. Why is Senior Yoga Class taking place one hour earlier at 3pm?

- (A) Because there aren't many enough people.
- (B) Because the hall is not available at other time.
- (C) Because the instructor wants to finish early.
- (D) Because parking is restricted at later time on Saturday.

Question 166 to 168 refers to the following email.

Subject: Sight test appointment: Reminder

To: marytoft@tta.com

From: norwichsurgery@sst.com

Date: 10 May, 2010 11:14:05

Dear Mrs. Toft

We are emailing you to remind you that your sight test is booked at 11am on Friday 14 May at Norwich Surgery, 117 Salisbury Street.

The doctor in charge on the day is Dr. Milligan and the test will take place in Room 3. Please bring the spectacles you are currently using.

Before you take the test, we will ask you to fill in a form, so please ready with your National Insurance number.

The result will be sent to you by post, and, if you require a new pair of glasses, we will issue an prescription.

Please contact us if you have any enquiries regarding the sight test or any other concerns.

Best regard

Maggie Simms

Norwich Surgery

02391 465712 (Enquiries & Appointments)

166. What is this email for?

- (A) Reminding of sight test.
- (B) Medical check-up with Dr. Milligan.
- (C) Confirmation of appointment cancellation.
- (D) Informing of appointment time change.

167. What will Mrs. Toft be asked to write in a form?

- (A) Her spectacles.
- (B) Booking confirmation email
- (C) Her life insurance document
- (D) National Insurance Number

168. What does Mrs. Toft need to bring?

- (A) The previous test results.
- (B) The previous prescription for glasses.
- (C) Any medicines she is taking.
- (D) Her glasses she is using.

Question 169 & 171 refers to the following advert.

Harry and Bros. Curtains and Upholstery Cleaning Service

On-site cleaning specialist

15 Hudson's Way

04587 291714

We are Curtain and upholstery cleaning specialists who provides on-site cleaning service.

That means you do not need to remove your curtains for cleaning from your home. The cleaning takes only 15 to 20 minutes for a big sofa and about one hour for all curtains in an average four bedroom house.

Our specially developed detergents and conditioner not only protect your curtains and upholstery from dirt but also help them maintain fresh look longer.

Just give us a call and we will give you a quote straight away.

Business hours

Mon-Sat: 9am-6pm

04587 291714

169. What kind of cleaning service does Harry & Bros, provide?

- (A) Carpet cleaning.
- (B) Curtain and furniture fabric cleaning.
- (C) Curtain and window cleaning.
- (D) Furniture and carpet cleaning.

170. Where do they carry out cleaning?

- (A) In the garden of clients.
- (B) In the garage of clients.
- (C) In their workshop.
- (D) In client's houses.

171. What is special about their detergent and conditioner?

- (A) They keep curtains and furniture fabric looking fresh longer.
- (B) They water-proof curtains and furniture fabric.
- (C) They make curtains and furniture fabric nonflammable.
- (D) They make curtains and furniture fabric bio-degradable.

Question 172 to 174 refers to the following advertisement.

Marlborough Evening News

PC for beginners

PC tuition from introductory level by
Julian Parker

No time is too late to start. I will help you start using PC.

Many so-called PC illiterate seem to think they are so much behind in terms of IT skills, they will never ever be able to start using PC.

That's far from being true! At least with me.

People who can use PC tends to be impatient with those who can't. But I'm a very patient instructor who has privately helped nearly three hundred people start from scratch with PC and develop their skill further on.

Give me a call before you give up!

Julian

0800 923764

172. What is the advertisement about?

- (A) Recruitment of PC instructors.
- (B) A PC learning course.
- (C) PC tuition.
- (D) A PC tutor seeking for a position.

173. Which one of the following is close in meaning to "illiterate"?

- (A) skillful
- (B) literal
- (C) dependent
- (D) uneducated

174. Julian Parker is :

- (A) a competent PC instructor for advanced PC users.
- (B) a skillful PC technician.
- (C) a patient PC instructor.
- (D) a patient PC repairer.

Question 175 to 178 refers to the following flyer.

Specialty Cheese Company

Importer of selected cheese from France and Italy

Publisher of *Cheese Connoisseur*

Add quality cheese or rare cheese to your party table. They certainly will give a luxurious touch to your party. Roquefort, Bleu d'Auvergne, Gorgonzola, fresh Ricotta....we deal in 80 varieties of fine French and Italian cheese from top producers.

We take order and deliver cheese to you.

Our delivery service covers the whole City of Linden and the surrounding area.

We choose right cheese for your taste/ purposes.

No need to worry if you don't have much knowledge about cheese. We suggest some cheese to you according to your taste or purposes, and that's exactly what we are for.

We inspire you with cheese – Cheese Connoisseur

We publish monthly cheese magazine, *Cheese Connoisseur*, which was introduced in a TV Cooking Show last year.

Call us at

07892 4783273

for advice and cheese catalogue

175. What is the flyer about?

- (A) Cheese appreciation class.
- (B) Cheese information website.
- (C) Cheese seller.
- (D) Cheese producer.

176. They deliver cheese:

- (A) anywhere in the country.
- (B) in a city and its surrounding area.
- (C) to places walking distance from their shop.
- (D) even abroad if requested.

177. If one does not have knowledge about cheese:

- (A) you should take lesson from them before you order.
- (B) they will give you learning material for you to study with.
- (C) they will not take order from you.
- (D) they will make suggestions on what kind of cheese they may like.

178. What is *Cheese Connoisseur*?

- (A) A textbook on cheese.
- (B) A guidebook on cheese.
- (C) A magazine on cheese.
- (D) A catalogue of cheese.

Question 179 & 180 refers to the following notification.

Burwell Dairy Farm

Christmas time milk delivery arrangement

To our customers

Our delivery dates during Christmas season is as follows.

Thursday 23 Dec – Delivery includes milk for 27 Dec.

Friday 24 Dec – Delivery includes milk for 28 Dec.

There will be no milk delivery from Saturday 25 Dec to Tuesday 28 Dec.

Please return the Christmas time special order form for ice creams, home made cakes, dairy cream, etc. at latest by 18 Dec so that we can make sure your ordered items reach you before our Christmas break.

Tom Driver

Burwell Dairy Farm

09845 871273

179. During the Christmas season :

- (A) More milk is delivered on 23rd and 27th Dec.
- (B) More milk is delivered on 24th and 27th
- (C) more milk is delivered on 23rd and 24th Dec.
- (D) more milk is delivered on 24th and 28th Dec.

180. Christmas time special order should be made by 18 Dec:

- (A) because the farm will be closed after 18 Dec.
- (B) so that they can make sure ordered items reach customers before 18 Dec.
- (C) because the farm will be too busy to take the order after 18 Dec.
- (D) so that the farm can deliver ordered items to customers before their break.

Question 181 to 182 refers to the following book review.

How to live your hairy friends – for families with allergic children

By Charlie Everton

According to a survey, one in ten families ends up giving up their pets because of allergic symptoms their children develop, which is rather sad for the families and also for their pets.

However, dermatologist Dr. Everton says the risk can be minimized by carefully dealing with your pets hair. What good news! But Dr. Everton says the methods she explains are nothing very special but rather something people tend to forget about or go lazy about – in short ordinary sensible things to do. From how often your pets should be brushed, what kind of shampoos should be used to how to clean children's bed room to remove pets' hair, she tells us what we can do to live with our hairy friends while pointing out where we tend to fail.

If you are in the crisis, it's very recommendable.

From Evergreen Books \$7.00

181. What is the book review about?

- (A) A book on how to avoid food allergy.
- (B) A text book on how to keep pets.
- (C) A book on children's allergic symptom.
- (D) A book on how to handle pets hair to avoid children's allergy.

182. Which one of the following is true about Dr. Everton's methods?

- (A) They are ordinary sensible things to do.
- (B) They are special methods developed by her.
- (C) Some of them are ordinary but most of them are rather special.
- (D) Some of them are very special but they are mostly ordinary sensible things to do.

Question 183 to 187 refers to the following notification and the email.

Fire Alarm Annual Check

Dear Residents

Please note there will be fire alarm annual check including maintenance work scheduled on the following day at Austin Court.

Saturday 11 April, 2010

Floor 1~10 10am ~ 11am

Floor 11~20 11am ~ 12 noon.

Floor 21~26 1pm ~ 2pm

Note that fire alarm will go off during the check.

Residents who miss the check this time will be notified of alternative check dates later.

We apologize for any inconvenience it may cause you.

If you have any enquiries, please email to securicom@pttn.com, or alternatively call 053 872 12635

SecuriCom Co., Ltd.

183. What is the notice for?

- (A) Alarming of faulty fire alarms
- (B) Suggesting fire alarm replacement.
- (C) Notifying of fire alarm check.
- (D) Informing of fire alarm new models.

184. How is the work carried out?

- (A) By the wing.
- (B) By the floor.
- (C) By the building.
- (D) By the area.

185. What happened if you cannot have the check this time?

- (A) You have to wait until next year.
- (B) You can have it whenever you ask.
- (C) You can choose from alternative dates.
- (D) You will be notified of an alternative date.

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

Question 183 to 187 refers to the following notification and the email.

Subject: Fire Alarm Check

To: securicom@pttn.com

From: imogenbaker@crlnet.com

Date: 10 March, 2010 19:20:30

Dear Manager

Concerning the annual alarm check and maintenance work, we live on the 7th floor of the Austin Court and so are supposed to have the check some time between 10am and 11am.

I am wondering if we could have the check in the afternoon on the same day rather than to have it some day later. As I am a rather busy person, it is normally rather difficult to make an arrangement. But the afternoon on 11th April looks all right for me.

If that is not possible, could you please avoid Thursdays when you rearrange the check for me as they are most difficult day to make adjustment to.

Yours faithfully

Imogen Baker (7F #12).

186. What is asked in the email about?

- (A) Whether the check can be skipped
- (B) Whether the check can be done on the same day at a different time zone.
- (C) Whether she could do the check by herself.
- (D) Whether check could be done by someone else.

187. Why is Imogen Baker asking that?

- (A) Because she doesn't like company.
- (B) Because she will be going away soon.
- (C) Because she wants to have the check as soon as possible.
- (D) Because she will be too busy to adjust her time if an alternative date is given.

1ST ARTICLE AND
QUESTIONS ON THE
PREVIOUS PAGE

Question 188 to 191 refers to the following emails.

Subject: Sleeping difficulty
To: shirleyclinic@appt.com
From: dorothywatt@ttent.com
Aug 11, 2011 13:15:29

Dear Dr. Stone

I saw your advertisement on the internet. I understand you specialized in sleeping disorders and related problems. I hope to have consultation with you.

I travel abroad frequently and each time I suffer jetlag. I have tried everything recommended to avoid jetlag but nothing seems to work. Actually as my fatigue accumulates, it seems getting worse gradually. I am finding it very difficult to concentrate these days. I am trying to have plenty of sleep but then I am unable to sleep at night.

I wonder if you could sort out my problem.

I look forward to hearing from you.

Best regards
Dorothy Watt

188. How did Dorothy Watt find out about Dr. Stone?
- (A) She heard about him from a friend of hers.
 - (B) She read a flyer.
 - (C) She found him on the internet.
 - (D) She read a newspaper article on him.

189. Which one of the following is true about her symptom?
- (A) She tried all kinds of things recommended to avoid jetlag.
 - (B) Some methods work for her jetlag but she wants to find the most effective one.
 - (C) She doesn't want to rely on medicine in treating her sleeping problem.
 - (D) Her sleeping problem is eased after taking a plenty of sleep.

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

Question 188 to 191 refers to the following emails.

Subject: Re: Sleeping difficulty
To: dorothywatt@ttnet.com
From: shirleyclinic@appt.com
Aug 11, 2011 15:01:15

Dear Ms. Watt

Thank you for your enquiry.

Regarding sleeping problem you are experiencing, I have successfully treated several patients with symptoms exactly like yours.

The problem with jetlag caused by frequent business trip is that it is a combination of simple body clock disorder and excessive excitement of nerve, and so pretty complicated. However, very often the problem can be solved simply by body clock adjustment or calming excited nerve or combining those two methods. I also prescribe a very mild traditional herb medicine which induces sleep.

Naturally it takes some time until the symptoms completely disappear whatever treatment is attempted, and you are expected to concentrate on the treatment.

I hope you will find the information above helpful. Please contact us at 077 541 23734 for appointment.

Looking forward to seeing you at 10am.

Sincerely yours
Dr. David Stone

190. What is true about Dr. Stone's treatment for sleeping problem?

- (A) His treatment works only for some specific symptoms.
- (B) He has never tried his treatment to any patient.
- (C) His treatment method is at an experimental stage.
- (D) His treatment has been successful with several patients.

191. What kind of herbal medicine does he use?

- (A) Advanced strong medicine
- (B) Very weak sleeping pills invented recently
- (C) Chinese medicine with gentle effect.
- (D) Chinese medicine that strongly induce sleep.

**[1ST ARTICLE AND
QUESTIONS ON THE
PREVIOUS PAGE](#)**

Question 192 to 195 refers to the following letter and the email.

Mrs. Alison Forbs
21 St. Andrew's Street
Abington Road
Boston

April 17, 2011
Dear Mrs. Forbs

Thank you for your interest in our Shine7 electric tooth brushes. Please find our new toothbrush catalogue enclosed.

Shine7 tooth brushes have been scientifically proven to highly efficiently remove lime scales from your teeth. The compact shape of the brush head enables you to reach even the most inaccessible corner in your mouth. Also the specially designed handle easily fits in your hand for easy control.

If you have any further enquiry, please call us at 067 982 34571 or email to us at shinestar@ktt.com.

We hope you will enjoy looking through the catalogue. We are looking forward to your order.

Sincerely yours
Megan Elliott
Customer Service
Shine Star Co., Ltd.

192. What did Megan Elliott send to Alison Forbs?
- (A) Shine 7 electric toothbrushes.
 - (B) Shine 7 electric tooth brush heads.
 - (C) A sample set of Shine 7 electric toothbrush.
 - (D) A Shine 7 electric toothbrush catalogue.

193. What has been proven by scientists about Shine 7 toothbrushes?
- (A) They protect cavities highly effectively.
 - (B) They save users time for brushing teeth.
 - (C) They remove lime scales very efficiently.
 - (D) They last much longer than other toothbrushes.

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

Subject: Shine 7
To: shinestar@ktt.com
From: aforbs@btt.com
April 19, 2011 10:20:11

Dear Ms. Elliott

Thank you for sending me the catalogue for Sine 7 electric tooth brush.

Before we place an order, I would like to ask you a question. I am thinking about buying electric tooth brushes for my children as well. However, one of them, 9 years old, has small jaws and so needs a tooth brush with small head. But the brushes for children in your catalogue seem to be bigger than the conventional tooth. I just wonder if you have any smaller brush heads. Also, could you possibly let me know the size (approximate width and length) of the smallest brush you have?

Thank you for your assistance.

Best regards
Alison Forbs

194. What enables the brush head to any corner in your mouth?

- (A) It's vibration.
- (B) The special material of the brush.
- (C) Brushing techniques Shine Star recommends.
- (D) It's compact shape of the brush head.

195. . What is the problem with one of Alison Forbs' sons?

- (A) His teeth decay easily.
- (B) He wouldn't brush teeth with his conventional tooth brush.
- (C) He doesn't like small brush heads.
- (D) He needs a small brush head because of his small jaws.

[1ST ARTICLE AND QUESTIONS ON THE PREVIOUS PAGE](#)

**Your Local Plumbing Service
Ted Morton & Friends
08245 677312**

We are the most efficient plumber in the town.

**Since I and my friends set up plumbing service
business five years ago,
We have been having very positive feedbacks from all
our customers.**

**We are all qualified and experienced plumbers - all of
has have more than 10 year experience.**

**We are sincere – we respond to out-of-our call (call
out charge applies).**

**We minimize mess to your house – we promise to
clean up after job is done.**

Also

we offer service at very competitive rate.

**If you have any plumbing problems,
call us at 08245 677312 or
email us at ted&friends@pnet.com**

196. What kind of service does Ted & Friends offer?

- (A) Repairs and installs pipes for water or gas.
- (B) Renovate interior of houses.
- (C) Repair and install electrical wiring.
- (D) Repair domestic appliances.

197. Which one of the following is true about Ted and his friends?

- (A) Some of them are qualified and experienced plumbers.
- (B) They are all experienced but not all of them are qualified.
- (C) They are all qualified and experienced plumbers.
- (D) They are all qualified but not all of them are experienced.

198. What do they promise to do to minimize mess in customers' houses?

- (A) They spread dust sheets when they work.
- (B) They call a cleaning service.
- (C) They try to do tasks outside as much as possible.
- (D) They clean up after finishing their tasks.

Question 196 to 200 refers to the following letter and the email.

Subject: Problem with bath tub
To: ted& friends@pnet.com
From: kerrystewart@att.com
July 15, 2010 11:01:39

Dear Ted

I read your flyer.

We are having a problem with our bath tub. In short, it leaks when it is filled with water. Water somehow leaks through to the downstairs ceiling and the water mark is spreading gradually. It is not a fast process and it first started about a week ago. But the problem is we can't find where the leakage is happening.

I wonder if you could come and find where the leaking is happening and repair it.

Looking forward to hearing from you.

Kerry Stewart
07711 905671

199. What kind of problem with the bath tub?
- (A) Water leaking from the bath tub flooded the downstairs room.
 - (B) Small amount of water gradually leaks when the bath tub is filled.
 - (C) The hot water is leaking from the bath tub and has made a water mark on the downstairs ceiling.
 - (D) The cold water pipe is leaking and doesn't supply enough water to the bath tub.

200. What does Kerry Stewart want Ted & Friends to do?
- (A) Find the part where leaking is happening and repair it.
 - (B) Change the bath tub.
 - (C) Find at which part of the pipes leaking is happening and replace them.
 - (D) Stop the leakage and repair the ceiling.