

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.



Look at the picture marked No. 1 in your test book.

(A) A car is being repaired.

(B) A car needs gasoline.

(C) He is pulling over to the side.

(D) A car is stalling.

(A) The car is being fixed by a mechanic.
Therefore this is the correct answer.

(C)(D) No one is driving.

2.



Look at the picture marked No.2 in your test book.

(A) The water is on sale today.

(B) The woman is sailing across the water.

(C) The woman is selling the boat.

(D) The woman is saving someone on the water.

Listen carefully to the words that sound similar to the correct answer.

(A) on sale, (C) selling, (D) saving They all sounds very similar.

3.



Look at the picture marked No.3 in your test book.

- (A) They are sitting side by side.
- (B) The woman is leaning against the man.
- (C) The man is resting behind the woman.
- (D) They are standing across from each other.**

Pay attention to the positions of the people in the picture.

Listen carefully to the prepositions.

- (A) They are NOT sitting side by side. (There is a counter in between.)
- (B) She is NOT leaning against the man.
- (C) He is NOT resting behind the woman.
- (D) is the correct answer.

4.



Look at the picture marked No.4 in your test book.

- (A) The veil is very beautiful.
- (B) There is a giant bear.
- (C) The bell is crashing down.
- (D) There is a crack in the bell.**

Listen carefully to the difference in the sounds of V and B.

- (A) veil, (B) bear are not mentioned.
- (C) "crashing down" You don't see the action in the picture.

5.



Look at the picture marked No.5 in your test book.

- (A) The store is very busy.
- (B) The shelves are being cleaned.
- (C) The shelves are filled with produce.
- (D) The shelves need to be stocked.

- (A) You don't see people in the picture.
- (B) The shelves are NOT being cleaned.
- (C) Fruits and vegetables are often called "produce".
- (D) The shelves are already very well stocked.

6.



Look at the picture marked No.6 in your test book.

- (A) He is looking at a file in the drawer.
- (B) She is opening a drawer.
- (C) He is organizing his desk.
- (D) She is searching for a file on the shelf.

- (B) (D) "She" is not the right word.
- (C) He is not organizing his desk. Eliminate the statements that use words that do not describe anything in the picture.

7.



Look at the picture marked No.7 in your test book.

- (A) The traffic is moving into the bridge.
- (B) The cars are going across the bridge.
- (C) There are very few cars on the bridge.
- (D) They are driving very fast.

- (A) The traffic is already on the bridge.
- (C) You see many cars on the bridge.
- (D) It seem like the traffic is moving very slowly.

8.



Look at the picture marked No. 8 in your test book.

- (A) The ticket is being written.
- (B) The officer is writing a letter.
- (C) The car is being towed.
- (D) The officer is talking to the driver.

- (A) The parking ticket is being written by the police officer.
- (B) This is not a letter.
- (C) The car is parked on the street.
- (D) The officer is NOT talking to anyone.

9.



Look at the picture marked No. 9 in your test book.

- (A) The light is on in the room.
- (B) There is a purse on the bed.
- (C) The pillows are on the floor.
- (D) The bed has been made.

- (A) There are two lights in the room. The correct answer should be "The lights ARE on in the room".
- (B) There is NOT a purse on the bed.
- (C) The pillows are on the bed.

10



Look at the picture marked No. 10 in your text book.

- (A) None of the musicians have a stand.
- (B) The man is directing the orchestra.
- (C) The musicians are praying.
- (D) The man is resting his arms.

- (A) "stand" in this sentence means a "base" where musicians put their scores.
- (B) "direct" in this statement means to control and to be in charge of the orchestra.
- (C) "playing" and "praying" sound very similar. Listen carefully.
- (D) One arm is up in the air.

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. Excuse me. Do you have the time?

(A) I'm sorry, but I'm very busy right now.

(B) I'm afraid I don't have my watch today.

(C) Yes, I'm available on Monday.

This is another way of saying "What time is it now?"

(A) is the answer to "Do you have time?"

(B) is the correct answer.

(C) Irrelevant answer. (Not being asked "when" you are available)

12. Do you accept all major credit cards here?

(A) Yes, we can give you a store credit.

(B) No, we don't think it's a major problem, either.

(C) As long as your total is over 10 dollars.

(A) Avoid key word "credit".

(B) Don't be tricked when you hear "No, we don't ~". The sentence doesn't respond to the question at all.

(C) The sentence is supposed to follow like this : As long as your total is over 10 dollars, we do accept all major credit cards. The last part is omitted, but this is the correct answer.

PART2

13. You are not going to move to another branch, are you?

(A) I'm so sorry to hear that.

(B) As a matter of fact, I am considering it.

(C) You shouldn't remove that branch at all.

(A) Irrelevant answer.

(B) Respond to the question properly.

(C) Similar sounding words: "to move" and "remove".

14. May I take your order?

(A) I'll have Chef's special, please.

(B) I think this is out of order

(C) Yes, I ordered a book from the publisher.

(A) Respond to the question correctly.

(B) Avoid key word "order".

(C) Although the word "order" is used correctly in this sentence, the conversation is taking place in a restaurant. And the response is irrelevant to the question.

PART2

15. Would you mind taking a few minutes to fill out this form for me?

(A) Sure, it's ten to three.

(B) Not at all.

(C) Yes. You can forward the link to Mr. Brady.

(A) is the answer to "What time is it?".

(B) Would you mind~? question is very tricky! "Not at all" means "I don't mind taking a minutes at all."

(C) is irrelevant to the question.

16. How does Jennifer manage to stay in such good shape?

(A) I've heard that she runs three miles every morning.

(B) She is a perfect fit for the position.

(C) She was the manager there before.

(A) Explain why she stays fit.

(B) The word "fit" might sound tricky. But this doesn't answer the question at all.

(C) Avoid key word "manager". "manage to do~" means "to succeed in doing something".

PART2

17. What's the cheapest round-trip air fare to Washington DC?

- (A) The tax isn't included in the price.
- (B) You can ask for a full refund.
- (C) It depends on when you would like to travel.

(A) The word "price" might sound a little related to the topic. Be careful not to be tricked!

(B) Similar sounding words: "round" and "refund".

(C) Answer the question correctly.

18. Do you know whether Mr. Gomez will joins the meeting this morning?

- (A) Mr. Tanaka did yesterday.
- (B) The weather is usually very mild there.
- (C) I'm not sure. I should ask his secretary.

(A) Past tense "did" doesn't match the question.

(B) "whether" and "weather" sound the same. Be careful!

(C) Respond correctly to the question.

PART2

19. How long will it be before the new director is announced?

(A) It is about thirty feet long.

(B) We were supposed to be informed a week ago.

(C) The announcement definitely surprised everyone.

(A) The question is not about the length of something. Therefore (A) is incorrect.

(B) The answer should include the words related to "time".

(C) Avoid key word "announcement". This is irrelevant to the question.

20. I happen to have an extra ticket for the Lakers game tonight. Would you like to join us?

(A) I would have to say no unfortunately. Maybe next time.

(B) What is going to happen if she joins?

(C) Yes, I would be extra careful next time.

This is an invitation. The answer should include yes, no, or the reason of the response.

(A) Respond to the invitation by saying "no" and "maybe next time".

(B) Don't be too quick to choose (B) just because you hear the words "happen" and "join". Again, this is an invitation. The sentence isn't responding correctly.

(C) Avoid key word "extra".

PART2

21. How much time do we have left for the meeting?

(A) Yes, we have lots of time.

(B) About half an hour.

(C) I thought she already left.

(A) Don't choose the Yes/No answer to How ~? question .

(B) Answer correctly.

(C) Meaning of "left" is different in this sentence. Also doesn't make sense as a response.

22. The new Vice President Mr. Rick Anderson wasn't at the budget meeting yesterday, was he?

(A) No, he wasn't.

(B) No, he didn't.

(C) No, she wasn't.

(A) Match the verb used in the question.

(B) (C) use wrong verb. Also the Subject "she" for (C).

Be extra careful with the Tag questions!

PART2

23. Who is going to replace Ms. Susan Fisher as President?

- (A) There has been a rumour that Mr. Erickson might.
- (B) She is a great president.
- (C) Ms. Evan heard that, too.

(A) Explains who might replace Ms. Susan Fisher.

(B) Avoid key word "president".

Don't choose (C) just because "Ms. Evan" sounds like the proper response to "who" question!

24. How many suitcases are we allowed to take?

- (A) I think twenty-five kilograms.
- (B) They seem to suit you very well.
- (C) Two, I think. But let me double-check.

(A) Answer the question about the maximum weight.

(B) Don't be tricked by similar sounding word, "suitcase" and "suit".

(C) Respond to the question "How many~?" properly.

PART2

25. Shouldn't someone from our team be there for the Annual Shareholders Meeting?

- (A) I've already asked Julie to be there.
- (B) Daniel should share the annual report with you.
- (C) I think Frank was there.

- (A) Answer the question..
- (B) Be careful with the Key words, "share" and "annual".
- (C) "was" doesn't match the question.

26. Could you tell me where the rest room is around here?

- (A) Yes, I need to take the rest of the week off.
- (B) No, I couldn't.
- (C) There is one at the end of the hall.

- (A) Avoid key word "rest".
- (B) This is "Where~?" question. Be careful when it has "could you tell me" at the beginning of the sentence.
- (C) Respond to the question properly.

PART2

27. Why don't we take an earlier flight so we can join the meeting in the afternoon?

- (A) Sounds good to me.
- (B) It leaves at 7:00 am.
- (C) Because they enjoy the meeting.

- (A) "Why don't we~?" in this case, it's a "suggestion".
- (B) The question is not "What time is the flight?"
- (C) "Because" is not the right response in this case.

28. Don't you think you sometimes work too hard?

- (A) No, I usually walk to the office.
- (B) Yes, but I just need to get things done.
- (C) Yes, they do work fine.

- (A) Similar sounding word "work" and "walk".
- (B) Respond correctly.
- (C) "they" doesn't match the sentence.

PART2

29. Can I go over the figures on the final report before you forward it to the head office?

(A) The email has already been sent.

(B) Certainly. I will figure it out by tomorrow.

(C) You can't forward it today.

(A) "forward" refers to email. This makes sense as a response.

(B) Avoid key word, "figure".

(C) In this sentence, "Can I ~?" is used to ask for permission.

Therefore, "you can't ~ " is a wrong answer.

30. Wouldn't it be safer to ask for a written agreement?

(A) I think I would.

(B) That might not be a bad idea, you know.

(C) They both agreed to sign the document.

(A) Doesn't respond to the question.

(B) "That" means "getting a written agreement". This makes most sense.

(C) Don't get tricked when you hear "sign" "document".

PART2

31. Let's have a round of golf before dinner.

(A) What's today's special on the menu?

(B) I heard a round of applause, too.

(C) How about tennis instead?

(A) dinner → menu. Don't be tricked!

(B) Doesn't make sense.

(C) "How about~?" is often used to suggest something.

32. When will the elevator be fixed?

(A) Don't worry. I'll fix something up later.

(B) They should have it repaired by afternoon.

(C) I think it's the fifth floor.

(A) "fix" means "cook" in this answer.

(B) "by afternoon" respond correctly to "when~?" question.

(C) This doesn't answer the question at all.

PART2

33. Why did the client choose the competitor's plan over ours?

(A) I think it has a lot to do with their budget.

(B) Because they have a similar competition.

(C) It was over an hour ago.

(A) Without using "because", it still explains the reason.

(B) Don't be too quick to choose (B) "because" to "Why~?" question.

(C) Avoid key word "over".

34. Where did you end up going on your vacation?

(A) For two weeks.

(B) We didn't go until the end of August.

(C) We spent a week at my aunt's cottage.

(A) Answer to "How long".

(B) Answer to "When".

(C) "Where" → "My aunt's cottage"

PART2

35. How do you like your new job so far?

(A) Everything is going well.

(B) I don't like them too much.

(C) Yes, it's very far.

(A) Explain how.

(B) "them" doesn't match the question.

(C) "Yes" doesn't match the question. Also, avoid key word "far".

36. Would you like to take a quick break?

(A) Cream and sugar, please.

(B) I would like that.

(C) I didn't know it broke.

(A) Cream and sugar for coffee.

(B) Answer to question. (I would like to take a quick break.)

(C) Avoid key word "break" "broke".

PART 2

37. How often do you go to the gym after work?

- (A) I usually go there early.
- (B) I try to make it there at least twice a week.
- (C) I sometimes walk there.

- (A) This answers to the question "When".
- (B) How often = at least twice a week
- (C) This might sound right at first, but listen carefully to the end of the sentence. This doesn't answer the question.

38. When's the deadline for submitting the budget report?

- (A) Not until the end of this week.
- (B) You can submit it by email.
- (C) You should report to Ms. Johnston.

- (A) Don't omit this answer just because you hear "no" to "when" question! This actually explains when the deadline is. .
- (B) This answers to the question "How" you can submit the report.
- (C) This is irrelevant to the question.

PART 2

39. Why don't we have some Greek food tonight for a change?

(A) I don't think the change is a good idea.

(B) Because Greek food is popular.

(C) Sounds OK to me.

(A) "for a change" means "something different, unusual".

(B) "Why don't we~?" is used as suggestion. Therefore, "because" is not appropriate.

(C) Answer question correctly.

40. Would you prefer to visit the new building tonight or wait until tomorrow?

(A) I will be busy tomorrow afternoon.

(B) I think I've done enough visiting for one day.

(C) Yes, I would prefer that.

(A) use the word "busy" which sounds a little like 'visit'

(B) explain what s/he would like to do.

(C) This is a choice-type question, not Yes/No question.

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. What are the speakers mainly discussing?

- (A) Computer backup system
- (B) International telephone services
- (C) Buying new telephone
- (D) How to find a great computer

42. What does the man use to save money?

- (A) Computer call-back system
- (B) Customer support
- (C) Voice recognition system
- (D) Toll-free number

43. What will the woman most likely do next?

- (A) Go to a store
- (B) Meet with a sales person
- (C) Write down a phone number
- (D) Email a report

1. They are talking about how to save money on international phone calls. The word "overseas" means "international".

2. Pay attention to the man saying "I'm using..."

3. The man is asking the woman if she has a pen so that she can write down the company's phone number.

Transcript: Questions 41 through 43 refer to the following conversation.

W: Alan, do you know any communications companies that offer great overseas rates?

M: I'm using a computer call-back system that is about one third the price of the major phone companies.

W: That sounds very interesting. I think I'm paying way too much for my overseas calls. Could you give me their number later?

M: Actually, I have it right in front of me. Have you got a pen?

PART 3

44. Where does this conversation most likely take place?

- (A) In an office
- (B) In a park
- (C) At a concert
- (D) At school

45. How do the trainees travel?

- (A) By train
- (B) By airplane
- (C) By limousine
- (D) By subway

46. When will they arrive?

- (A) On the 13th
- (B) On the 14th
- (C) On the 30th
- (D) On Thursday

1. Pay attention to the words like "trainees", "email", "secretary".

2. The man asks the woman "When....flying in?". That means they travel by air.

3. The woman says "They are expected to arrive on the 30th."

The choices are tricky. Don't get distracted when you hear several different numbers.

Transcript: Questions 44 through 46 refer to the following conversation.

M: Do you know when the new trainees from Korea are flying in?

W: They are expected to arrive on the 30th around 5:00 pm.

M: How many are there all together this time?

W: According to the email I received from the secretary on Thursday, fourteen.

PART 3

47. Where does this conversation most likely take place?

- (A) At an airport
- (B) At a post office
- (C) At a bank
- (D) At a mall

48. What does the woman want to do?

- (A) Pick up her mail
- (B) Change her mailing address
- (C) Open a new account
- (D) Buy a new house

49. What does the woman have to do?

- (A) Complete the form
- (B) Forward the key
- (C) Call the moving company
- (D) Book an appointment

1. Listen carefully to key words like "change-of-address form", "delivery".

2. The woman says she would like her mails delivered to the new house.

3. The man asks the woman to fill out the form. (Fill out means to complete something.)

Transcript: Questions 47 through 49 refer to the following conversation.

M: How may I help you?

W: I'm moving to a new house in a few days, and I would like all my mails delivered there. What do I need to do?

M: Well, all you have to do is to fill out this change-of-address form and put the date you would like the delivery to start.

W: I see. Let me make sure I remember my new address correctly before writing down my information.

PART 3

50. What is the weather like?

- (A) Very hot
- (B) Very cold
- (C) Perfect for walking
- (D) Rainy

51. Why will they NOT go by taxi?

- (A) It's not safe.
- (B) It's too hot.
- (C) It's too cold.
- (D) It would be too expensive.

52. How do the speakers most likely get to the Stadium?

- (A) By Bus
- (B) By Subway
- (C) By foot
- (D) By train

1. The man says "It's freezing outside." That means it's very cold.

2. The man says "It would cost a fortune.", which means "It would be very expensive." Therefore (D) is the correct answer.

3. The man agrees with the woman's suggestion by saying "Sounds good to me."

Transcript: Questions 50 through 52 refer to the following conversation.

W: Jim, do you want to take the bus to the Stadium?

M: Not really. A taxi would be the best choice when it's freezing outside. It would cost a fortune during the rush hour, though.

W: You're right. How about the subway? It might get us there much faster and a lot cheaper.

M: Sounds good to me. I think the Stadium is just around the corner from the station anyway.

PART 3

53. Where is the man most likely calling from?

- (A) Airport
- (B) Office
- (C) Hospital
- (D) Home

54. What caused the delay?

- (A) Technical difficulties
- (B) Bad weather
- (C) Accident
- (D) Rush hour traffic

55. What is the woman going to do next?

- (A) Attend the meeting at 3:00
- (B) Send a fax to Stacey
- (C) Change the meeting date
- (D) Meet her friends

1. The man says "my flight". Airport is the correct answer.

2. The man says "due to the snowstorm". Therefore, (B) is the correct answer.

3. The woman is going to reschedule the meeting, which means to set the meeting date for another day. (D) "Meet" sounds like "meeting", but this is not the right answer.

Transcript: Questions 53 through 55 refer to the following conversation.

M: Helen, this is Greg. I'm afraid I can't make the 3:00 meeting. My flight has been delayed due to the snowstorm.

W: When do you think you'll be able to get here?

M: It's hard to say at this point. I don't even know if there is any flight available any time soon.

W: Let me talk to Stacey so we can reschedule the meeting.

PART 3

56. Where are the speakers?

- (A) At a public phone booth
- (B) At a shopping mall
- (C) At a bank
- (D) At a hotel

57. What is the man's problem?

- (A) He can't wait very long.
- (B) He can't call locally.
- (C) He doesn't know the direction.
- (D) He forgot the PIN number.

58. What does the woman tell the man to do?

- (A) Use the credit card number
- (B) Press 9
- (C) Talk to the manager
- (D) Get outside

1. The woman says "Front desk". The man says "my room".

2. The man can't "make a local phone call".

3. The woman asks the man to "first press 9" so he can get the outside line. (D) might sound very tricky, but that is not what the woman asks than to do.

Transcript: Questions 56 through 58 refer to the following conversation.

W: Front desk. Melissa speaking. How may I help you?

M: Hi, I'm trying to make a reservation at a restaurant. But I can't seem to make a local call from my room.

W: You need to first press 9 to get an outside line. Then wait for the tone and dial the number.

M: Now I know why I couldn't get through. I was dialling directly.

Thank you very much.

PART 3

59. What are the speakers mainly discussing?

- (A) Interview
- (B) Project
- (C) Product quality
- (D) Contract agreement

60. What are the speakers looking for?

- (A) Good office equipment
- (B) Excellent manager
- (C) Great document
- (D) Exciting new project

61. What does the woman want to do later?

- (A) Have lunch
- (B) Email her boss
- (C) Call Cindy
- (D) Help the man update a file

1. They are talking about how the interview is going so far?

2. They are looking for a great project manager.

3. The woman says "why don't we have a bite together~?" which means "Lets' have something to eat." She also mentions that she'll be done by 12. Therefore the answer is (A).

Transcript: Questions 59 through 61 refer to the following conversation.

M: Cindy said you've almost finished with the interviews. How is that coming along?

W: As a matter of fact, it's going really well. We have many qualified people this time. We might find more than just one manager.

M: That sounds great. We do need a few good project managers who can work together to lead the team.

W: I can't agree with you more. I should be done with the interviews by noon. Why don't we have a bite together later? I'll give you an update then.

PART 3

62. What is the woman's problem with the house?

- (A) The basement is leaking.
- (B) They don't agree on the closing date.
- (C) They need to replace the roof.
- (D) The price is still under negotiation.

63. How is the Forrest Hill area?

- (A) Expensive
- (B) Safe
- (C) Old
- (D) New

64. When will the woman most likely be informed about the house?

- (A) Today
- (B) In two months
- (C) By Friday
- (D) Next month

1. (A) (B) (C) are not mentioned in the conversation.

2. According to the man's cousin, it is a great environment for raising children. (B) makes most sense.

3. The woman says she should know by later this week, which means (C).

Transcript: Questions 62 through 64 refer to the following conversation.

M: Hi, Emily. I've heard you are looking for a place in the Forrest Hill area. Any luck so far?

W: Actually, we've just found one. But we're still negotiating the price.

M: Oh, really? My cousin lives in the area and he says it's a great neighbourhood to raise kids. Well, I keep my fingers crossed for you.

W: Thanks, Travis. I should know whether we get it by later this week.

PART 3

65. Who most likely is the man?

- (A) Bank teller
- (B) Registrar
- (C) Realtor
- (D) Professor

66. What does the woman need to do?

- (A) Call the office
- (B) Write a check
- (C) Attend a meeting
- (D) Bring a friend

67. What will most likely happen after the deadline?

- (A) They change the date.
- (B) The course will be cancelled.
- (C) The course will be full.
- (D) They give you a discount.

1. (B) Registrar is someone who is in charge of official records at school. All the other answers are not related to the conversation.

2. The woman needs to pay the tuition to secure her spot. Writing a check makes most sense. Therefore the answer is (B).

3. The man says evening courses are very popular. (C) is the correct answer.

Transcript: Questions 65 through 67 refer to the following conversation.

W: Hi. I'm interested in signing up for one of the evening courses in the Information Security Management program.

M: Let me check if we still have any spots left for you. OK, looks like we still have a few spots available. Take this registration form and bring it back with your full tuition payment as soon as possible.

W: When is the deadline?

M: It's not until the end of the month. But our evening courses are very popular and fill up quickly. We charge late fees if you miss the deadline, too.

PART 3

68. What is the Carleton Company's problem?

- (A) Not competitive enough
- (B) Selling too many products
- (C) Growing too fast
- (D) Hiring too many people

69. What will the company's employees most likely have to face?

- (A) Salary increase
- (B) More vacation days
- (C) More work hours
- (D) Losing their job

70. What is being said about the company?

- (A) They may sell part of the company.
- (B) They may go bankrupt.
- (C) They will soon be under new management.
- (D) They will hire people from overseas.

1. The woman says the company doesn't seem to be able to keep up with the global competition.

2. "Massive layoffs" means a lot of workers will be laid off.

3. The man says the company plans to sell some of their subsidiaries, which are the part of their company. Therefore, the answer should be (A).

Transcript: Questions 68 through 70 refer to the following conversation.

M: There has been a rumour that employees at the Carleton Company are going to have to face massive layoffs.

W: I'm not surprised at all. They don't seem to be able to keep up with the global competition.

M: I've heard that the company also plans to sell some of their subsidiaries, too.

W: Things must be really bad...Lets' hope they can turn things around soon.

PART 4

Directions:

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

PART 4

71. Who is this message intended for?

- (A) Financial Planners
- (B) Bank customers
- (C) Customer service trainees
- (D) Security officers

72. Which of the following services is NOT offered?

- (A) Money transfers
- (B) Credit card limit increase
- (C) Account information
- (D) Bill payment

73. To repeat the menu options, what do people have to do?

- (A) Hold the line
- (B) Press *
- (C) Call another number
- (D) Press #

1. All the options available are for the Alliance Financial Group customers. Therefore (B) is the correct answer.

2. (A) Money transfers is not mentioned.

3. It says "Please press STAR (*)".

Transcript: Questions 71 through 73 refer to the following message.

Thank you for calling Alliance Financial Group. All incoming calls to our telephone banking center are recorded and may be monitored for security purposes.

For checking your account balance press 1.

To make a bill payment press 2.

To ask for a credit limit increase press 3.

To talk to a customer service representative press 4.

To repeat this menu, please press STAR () any time during the call.*

If you are not calling from the touchtone phone, please hold and the next available customer service representative will be glad to assist you.

PART 4

74. Who probably paid for this advertisement?

- (A) A cooking school
- (B) A company selling bread-making machines
- (C) A publishing company
- (D) A local bakery

75. What does this advertisement imply about Bread-pro?

- (A) It is easy to use.
- (B) It is dishwasher safe.
- (C) It comes with special discount coupons.
- (D) It is healthy.

76. How much will a customer pay for Bread Pro with the promotion code?

- (A) \$149.99
- (B) \$109.99
- (C) 40 % off
- (D) 14 % off

74. The Bread-Pro maker paid for this advertisement. (C) might sound like the answer when you hear the word "recipe book. Listen carefully.

75 It says "you can become a home baker with very little effort", which means "very easily". (B) (C) (D) not mentioned.

76. It says you'll save \$40.00 by entering the promotion code on line, which means the final price will be \$109.99.

Transcript: Questions 74 through 76 refer to the following message.

Would you like to be able to eat your own fresh homemade bread in the morning? Well, now you can become a "home" baker with very little effort by purchasing a Bread Pro bread-making machine for only \$149.99.

The Bread Pro comes with its own nutritious recipe book that includes more than 50 different recipes your entire family will absolutely love!

Visit our website at www.breadproamerica.com and enter our promotion code "PJFTV" to receive \$40.00 discount.

PART 4

77. Why was the flight cancelled?

- (A) Mechanical failure
- (B) Bad weather
- (C) Scheduling conflicts
- (D) Security problem

78. When will Flight 1125 depart?

- (A) Tonight
- (B) Not scheduled yet
- (C) 9 a.m. tomorrow
- (D) 9 p.m. tomorrow

79. What is the airline offering the passengers?

- (A) A coupon for the use of their lounge
- (B) Free stay in a hotel
- (C) A refund
- (D) Bonus mileage

77. The announcement says the flight has been cancelled due to heavy snowfall. (B) is the correct answer.

78. The flight has been re-scheduled for 9 a.m.

79. The airline is offering "complimentary hotel and meal vouchers". "complimentary" means "given for free as a favor". Therefore, (B) is the correct answer.

Transcript: Questions 77 through 79 refer to the following message.

All passengers on Flight 1125 to Ottawa, may I please have your attention for a special announcement? The Flight 1125 has been cancelled due to heavy snowfall in the Ottawa area. The flight has been re-scheduled for 9 a.m. tomorrow morning. For those passengers needing overnight accommodation in Vancouver, the airline is providing complimentary hotel and meal vouchers. Please see our representative at Gate F check-in counter. We apologize for the inconvenience.

PART 4

80. Who is advertising this trip?

- (A) A travel agency
- (B) A shipping company
- (C) An airline company
- (D) A coach company

81. What is NOT included in the price?

- (A) Breakfast
- (B) Beverages
- (C) One day trip to the nearby island
- (D) Live music performances

82. How much will a customer have to pay after November 15th?

- (A) Less than \$419
- (B) \$419
- (C) \$289
- (D) More than \$419

80. The Emperor Cruise Line is the name of the company who offers this trip.

81. (C) One day trip to the nearby island is not a "on-board activity". Therefore, (C) is the correct answer.

82. It explains \$419 is the season's lowest price, which means the price will never be cheaper than \$419. (C) \$289 is not mentioned.

Transcript: Questions 80 through 82 refer to the following message.

Want to relax on the beach and enjoy your margarita? The Emperor Cruise Line is now offering the season's lowest price on 7 nights cruise to Eastern Caribbean. This is the perfect opportunity to enjoy sunshine, swimming, fabulous food and the live entertainment for only \$419! The price includes all meals, drinks, nightly entertainment, on-board activities, and port charges. If you want to find out more call 1-800-444-1289. Hurry, offer ends November 15th.

PART 4

83. When does this tour begin?

- (A) In the morning
- (B) In the late afternoon
- (C) Just after lunch
- (D) In the evening

84. How many hours will the tour last for?

- (A) Four
- (B) Six
- (C) Eight
- (D) Ten

85. What does the tour guide ask people to do?

- (A) Be friendly to others
- (B) Try to be punctual
- (C) Be quiet at the villages
- (D) Buy some souvenirs

83. The tour includes lunchtime. (A) makes the most sense.

84. The tour guide says "During this 8-hour tour~".

85. "Please be mindful of our schedule" in other words, "Please be on time"

Transcript: Questions 83 through 85 refer to the following message.

Welcome to the Starlight Tour of mountain Alpine villages. My name is Michelle and I'm your tour guide today. During this 8-hour tour you will have a chance to visit one of the most historical buildings in the area that was built in the early 1800's. We will enjoy a traditional Swiss singing and dancing performance by a local group while having lunch in one of the small villages. If you are looking for some souvenirs, there are many little shops around the cafeteria where you can find all kinds of fantastic handcrafted materials. Be sure to try the world famous Swiss chocolate product as well. Let's all have an enjoyable time and please be mindful of our schedule. Thank you.

PART 4

86. By whom is this announcement being made?

- (A) A fire fighter
- (B) A police officer
- (C) The person in charge of building security
- (D) The department store manager

87. Where did the accident occur?

- (A) First floor
- (B) Second floor
- (C) Inside the elevator
- (D) On the stairs

88. What are people in the building supposed to do?

- (A) Get on the elevator and go up to the second floor
- (B) Leave the building immediately
- (C) Go back up the stairs and find security guards
- (D) Walk slowly to the first floor

86. Mr. Gordon Miller is the "director of the Security Department of the building".

87. A slight accident happened on the first floor.

88. "Evacuate the building" means to "move away from the building."
(A)(C)(D) are all incorrect.

Transcript: Questions 86 through 88 refer to the following message.

May I have the attention of all people in this building, please?

This is Gordon Miller, the director of the Security Department of the building. We have received a report that there was a slight accident on the first floor. Although the accident is minor, we believe for your safety it is best for everyone to evacuate the building immediately. Please do not use any of the elevators in the building. Walk slowly down the back stairs to the second floor. There will be security guards on each floor to assist you. Thank you for your cooperation.

PART 4

89. How was the weather on the weekend?

- (A) Rainy
- (B) Very warm
- (C) Cold
- (D) Mild

90. What is going to happen in the National Park area?

- (A) Heavy rain
- (B) Freezing rain
- (C) Rising temperature
- (D) Cooling down at night

91. What are the drivers heading up North expecting?

- (A) Construction
- (B) Thick traffic
- (C) Road sign change
- (D) Detour

89. She mentioned "the heat", which means it was very warm on the weekend.

90. "rain cats and dogs" means "rain very heavily".
(B)(C)(D) are not mentioned.

91. Pay attention to what is going to happen.
"expecting some delays on the road" → because of the heavy rain, traffic will slow down. → causing traffic jam.

Transcript: Questions 89 through 91 refer to the following message.

Good morning. This is Elizabeth Miller on KTV News.

The heat wave that slowed us down on the weekend seems to have come to an end. There is relatively no humidity in the air, so it's actually quite comfortable standing outside right now. However, we are expecting some changes in the weather unfortunately. Big clouds are slowly coming our way. And we are going to have some showers later this week. As a matter of fact, it's already started up North. It is going to rain cats and dogs later on in the area. Those who are traveling towards the National park are expecting some delays on the road. Well, that's all for today's weather. Stay tuned for the morning traffic report.

PART 4

92. What are they celebrating?

- (A) Re-opening of a car dealer
- (B) Purchase of automotive business
- (C) Opening of a bar
- (D) Purchase of a brand new car

93. How have the workers been?

- (A) Enthusiastic
- (B) Materialistic
- (C) Not interested
- (D) Dishonest

94. What is offered the guests to enjoy?

- (A) Take a tour of the site
- (B) Dance on the floor
- (C) Take pictures
- (D) Win a prize

92. This is grand re-opening of Radisson Automotive.

93. The workers are described as "dedicated and deeply involved", which means they have been (A) Enthusiastic.

94. It says "Please enjoy ~ while browsing our new showroom". Browse is to look through. Therefore, (A) is the correct answer.

"expecting some delays on the road" → because of the heavy rain, traffic will slow down. → causing traffic jam.

Transcript: Questions 92 through 94 refer to the following message.

Good evening ladies and gentleman, thank you all for coming tonight.

I am delighted to announce our grand re-opening of Radisson Automotive.

We have a brand new expanded indoor showroom, which is approximately 55,000 square feet, filled with over the 100 of the finest automobiles from Bentley, Mercedes-Benz, Audi, BMW, Ferrari, Porsche, and Range Rover.

I would like to thank each one of you who has been dedicated and deeply involved in this opening. We couldn't have done this without you. Thank you. Please enjoy the cocktails and hors d'oeuvres while browsing our new showroom. Have a good time everyone.

PART 4

95. How long has Mr. Vikram Kahn been working at the company?

- (A) More than 2 years
- (B) Almost 10 years
- (C) More than 20 years
- (D) 35years

96. What is Mr. Vikram Kahn NOT planning to do in the future?

- (A) Spend time with his wife
- (B) Work as a consultant
- (C) Step down as CEO
- (D) Take more business trips

97. What is going to happen on March 2?

- (A) Mr. Kahn's birthday party
- (B) The employee appreciation party
- (C) Mr. Kahn's farewell party
- (D) The company's anniversary party

95. Mr. Kahn has been with the company for "more than two decades". A decade means 10 years. Therefore, (C) is the correct answer.

96. (D) is not mentioned.

97. Farewell is "good bye". Mr Kahn is leaving the company. (C) is the correct answer.

Transcript: Questions 95 through 97 refer to the following message.

Mr. Vikram Kahn, Chairman and CEO, will retire at the end of the next quarter. He has been with the company for more than two decades. When we asked Mr. Kahn about his retirement plans, he answered with a smile on his face that he is going to start his own consulting business to help guide young entrepreneurs build their future. He also plans to take his wife of 35 years to the Alaskan cruise in the summer. All company employees who would like to honor Mr. Kahn's long years of service and dedication to this company are invited to attend his retirement party on March 2.

PART 4

98. Why is power being turned off?

- (A) To make it cooler
- (B) To reduce total demand
- (C) To cut down the cost
- (D) To do construction

99. How long will power be off?

- (A) Until tomorrow
- (B) Less than 3 hours
- (C) More than 3 hours
- (D) It depends on the weather

100. What should a customer do to get more information?

- (A) Watch the local news
- (B) Go on line
- (C) Visit the nearest branch
- (D) Listen to the radio

98. "Shutdown will help reduce the total usage of electricity. " (B) is the correct answer.

99. "Power will not be out longer than three hours."

(B) is the correct answer.

100. It asks customers to visit the website for more details.

"Go on line" means to "visit the website". Therefore (B) is the correct answer.

Transcript: Questions 98 through 100 refer to the following message.

Due to the extreme hot weather, the electric company is planning to turn off power in certain areas of the city this afternoon. This will help reduce the total usage of electricity and prevent a city-wide shutdown. Power will not be out longer than three hours. Please visit our website www.directenergyone.org to find out more details about all areas affected by the shutdown as well as the time schedule. If you have any questions or concerns regarding today's shutdown, please call 1-888-760-2222.

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. A late payment _____ of \$15 will be applied to all accounts more than 30 days overdue.

- (A) fare
- (B) cost
- (C) price
- (D) fee

102. Leather seating, power steering, power windows, power mirrors, and keyless entry are all offered as optional _____ .

- (A) features
- (B) cars
- (C) conditions
- (D) circumstances

101. The answer choices are all related to money or payments. Look for a clue in word or phrase in the sentence. In this case, the words "late" "overdue" help eliminate the choices (A) (B) (C).

102. The sentence describes all the items that can be added when you buy a vehicle. (B) refers to the general theme of the sentence, but in this case it is incorrect. (C) (D) do not relate to the situation.

PART 5

103. Brydel Industries _____ its' merger with BDX last Tuesday at the meeting.

- (A) to announce
- (B) **announced**
- (C) have announced
- (D) will announce

104. As we discussed during your annual performance review, your 5 % salary _____ will be effective April 1.

- (A) pay
- (B) **raise**
- (C) promotion
- (D) job

103.This is a grammar question. Look for key words that help determine the tense. (In this case, "last Tuesday")

104.The words are all related to work. " 5 % salary " provides a clue to the correct answer. When (A) (C) and (D) are put into the sentence, the results are incorrect.

PART 5

105. Financial _____ are predicting 15 to 17 per cent drop in US software sales year-over-year for the month of August.

- (A) analysis
- (B) analytical
- (C) analysts
- (D) analyze

106. The employees _____ performance is considered exceptional will be awarded an annual bonus.

- (A) whom
- (B) which
- (C) whose
- (D) who

105. The correct answer should be a noun. (B) is an adjective, (D) is a verb.

(A) is a noun that describes an act. (C) is a noun that refers to a profession.

Therefore (C) is the correct answer.

106. The answer should be possessive form of the relative pronoun and refers to " employees ".

PART 5

107. Heidi is thinking about taking a small gift to the host of the event _____ it is not really expected.

- (A) or
- (B) but
- (C) whether
- (D) although

108. The retail price of gasoline has risen _____ than ever in the wake of Hurricane Isabelle.

- (A) high
- (B) higher
- (C) highly
- (D) highest

107. Choosing the correct conjunction is the key. Review the sentences before and after the conjunction to determine which choice would complete the sentence.

108. The comparative form of the adjective is used with than. (A) is the simple adjective form. (C) is an adverb, (D) is the superlative form.

PART 5

109. As a result _____ environmental changes, mass human migration has been seen in certain parts of the world.

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

110. They have been hit hard by the snow in Boston, and hardly _____ of the staff will be able to come to the meeting.

- (A) few
- (B) none
- (C) some
- (D) any

109." as a result " is followed by the preposition " of ".

110.The adverb " hardly " is used with " any ".

PART 5

111. We _____ the contract if we had known more about their future plans.

- (A) will not sign
- (B) will not have signed
- (C) would not sign
- (D) would not have signed

112. To improve our customer satisfaction, quality evaluation of the products should never be taken for _____ .

- (A) granted
- (B) cared
- (C) considered
- (D) agreed

111. In the third conditional, the clause should be formed with would + the present perfect. Therefore (D) is the correct answer.

112. This is an idiomatic question. "to take for granted" means "to treat someone or something with too little attention".

PART 5

113. The new computer system the company is planning to introduce to the team is _____ better than the existing system.

- (A) well
- (B) very
- (C) significantly
- (D) extremely

114. The Caribbean islands are still one of the most popular _____ during the winter season.

- (A) directions
- (B) destinations
- (C) attractions
- (D) visitations

113.(A) (B) and (D) cannot be used with a comparative adjective.

114.The answer should mean "places tourists go to". (B) matches the sentence.

PART 5

115. Any activity that earns money is considered a home-based business, _____ of how much time is spent engaged in the activity.

- (A) although
- (B) despite
- (C) instead
- (D) regardless

116. The sales manager couldn't account _____ the fact that the first quarter sales plunged 15 %.

- (A) for
- (B) in
- (C) to
- (D) from

115. The adverb "regardless" is followed by the preposition "of". (A) is a conjunction. (B) should be followed by a noun, not the preposition "of". (C) is followed by "of", but in this sentence it doesn't make sense.

116. "account for" means "to give explanation". (B) (C) and (D) are incorrect.

PART 5

117. The director of purchasing promised that he would _____ the best price for the new parts.

- (A) negotiable
- (B) negotiation
- (C) negotiate
- (D) negotiator

118. Mr. Shultz asked his team to _____ our Policies and Procedures in order to be more organized.

- (A) simple
- (B) simplify
- (C) sample
- (D) satisfy

117.A verb should be followed after " would ". Therefore (C) is the correct answer.

118.A verb should be followed after " to ". (C) and (D) are also verbs, but they don't make sense in the sentence.

PART 5

119. The candidates will not be informed about the outcome of their first interviews _____ next Monday.

- (A) on
- (B) from
- (C) during
- (D) until

120. Mr. Ito considered _____ a train instead of a plane to reduce the company expenses.

- (A) taking
- (B) to take
- (C) will take
- (D) taken

119. " on " refers to days of the week. " from " refers to direction away. " during " refers to a length of time. " until " means " up to a point in time " and this makes sense in the sentence.

120. " considered " is followed by the gerund.

PART 5

121. Despite of the company's effort, Vousen Ltd failed _____ a profit last year.

- (A) make
- (B) to make
- (C) making
- (D) to have made

122. Many major banks and other financial institutions lowered the mortgage interest rates in order to _____ the purchase of homes by more people.

- (A) facility
- (B) facilely
- (C) facilitate
- (D) facilitation

121." failed " is followed by the infinitive.

122.A verb should be followed after " in order to "

Even if you don't know the meaning of all the choices given, you should be able to choose (C) as the correct answer because it is the only verb in the choices.

PART 5

123. _____ pay for women has been an issue regarding inequality between men and women.

- (A) same
- (B) equal
- (C) close
- (D) similar

124. Airline ticket prices tend to _____ when the cost of fuel increases.

- (A) raise
- (B) lift
- (C) elevate
- (D) rise

123.(A) means " identical ". (C) means " near ". (D) means "like, or alike.

The answer should mean " same quality or quantity ", which is what (B) EQUAL means. If you pay attention to the sentence, it uses the word 'inequality ', which could be a clue.

124.(A) is not used to describe prices, often used as a noun, " salary increase ".

(B) (C) are not used with money.

PART 5

125. The volunteers at the event successfully collected several _____ to give to the poor.

- (A) bag of clothes
- (B) bags of clothes
- (C) cloth
- (D) some clothes

126. Mr. Fernandez believes there is still plenty of _____ for improvement of our expansion plan.

- (A) room
- (B) rooms
- (C) roominess
- (D) roomful

125. A plural form should follow after the modifier "several".

(A) " bag " is incorrect because you need a plural noun. (C) " cloth " means " material made from wool, cotton, nylon, etc..." (D) You can't have both " several " and " some " together.

126. " room " in this sentence means " the need or possibility for the plan to improve ", and the word should be a non-count noun.

(B) is in plural form. (C) (D) are inappropriate.

PART 5

127. _____ of human resources is interviewing applicants throughout the week.

- (A) Director
- (B) The director
- (C) Directors
- (D) The directors

128. The police _____ investigating the massive train crash that happened in northern Texas on the weekend.

- (A) is
- (B) are
- (C) has
- (D) was

127.(A) Singular count nouns require an article. (C) (D) The plural subjects don't agree with the singular verb " is ". Human resources has one definite director, and there should be definite article " the". Therefore (B) is the correct answer.

128." police " is a plural noun. (B) is the only answer that fits in the sentence correctly.

PART 5

129. _____ Mr. Edgar missed his connection flight, he had to wait for the later flight.

- (A) Even though
- (B) Whether
- (C) Because
- (D) If

130. Ms. Hayashi types _____ than Mr. Takagi.

- (A) accurately
- (B) more accurately
- (C) most accurately
- (D) the most accurately

129.(C) "Because" indicates cause and effect. (A) (B) and (D) don't match the sentence.

130.Pay attention to the word "than". (B) is the correct comparative form.

PART 5

131. _____ the building superintendent organizes a Christmas party for his tenants.

- (A) Always
- (B) Often
- (C) Never
- (D) Every year

132. Mrs. Ramos won't be able to have the parcel _____ until next Monday.

- (A) deliver
- (B) delivered
- (C) delivering
- (D) will deliver

131.(A) (B) and (C) must appear in the middle of the sentence.

132.The causative " have " must be followed by the past participle.

PART 5

133. If Dr. Cohen _____ the information with him, he would have given it to Ms. Alison.

- (A) would have
- (B) had
- (C) had had
- (D) has

134. My boss knows that Mr. Sanchez _____ the project next year.

- (A) will take over
- (B) would have taken over
- (C) take over
- (D) took over

133. Pay attention to "would have given". This is an unreal condition requiring the past perfect in the IF clause. Therefore, (C) is the correct answer.

134. "next year" is the future. (A) uses the future tense.

PART 5

135. The statistics ----- the change over the years are found in Ms. Yamada's report.

- (A) explained
- (B) explains
- (C) who explain
- (D) that explain

136. The organizing committee postponed ----- until next week.

- (A) vote
- (B) to vote
- (C) voting
- (D) voted

135." that " replaces " The statistics ". (C) refers to people.

136." postponed " is followed by the gerund. (A) is the simple form. (B) is the infinitive. (D) is the past tense.

PART 5

137. The client was _____ pleased with our presentation for their new product.

- (A) special
- (B) specialized
- (C) especially
- (D) specialty

138. _____ of the entire company contributed to the huge success of our transition to greener work environment.

- (A) A effort
- (B) The effort
- (C) An effort
- (D) Efforts

137." Especially " means " very ". An adverb should be before " pleased " .

138." effort " is specified in the sentence, therefore definite article " the " is needed.

PART 5

139. The General Manager from headquarters in Chicago _____ us next Thursday.

- (A) were visiting
- (B) was visiting
- (C) are visiting
- (D) is visiting

140. Each employee is required to wear _____ for the fundraising event next month.

- (A) a uniform
- (B) an uniform
- (C) uniform
- (D) uniforms

139. The singular "General Manager" requires singular verb. (B) is incorrect because it is a past tense. Don't be tricked by the word "headquarters".

140. "a uniform" is the correct form for this singular count noun. (B) is incorrect because the word "uniform" does not begin with a vowel sound. (C) A singular count noun must be preceded by a determiner.

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.

Questions 141-143 refer to the following letter

Thousands of customers have already switched to Skymark Home & Auto Insurance, and many have saved hundreds of dollar as a result. Please take a few minutes to read the enclosed brochure and learn how you can protect your valuable assets.

At Skymark Financial, we are dedicated to _____

- (141) A. offer
B. offering
C. be offered
D. have offered

insurance solutions to meet your needs. With Skymark Home & Auto Insurance, you can be assured that you have access to comprehensive coverage at affordable rates, to give you peace of mind at home and on the

_____.

- (142) A. car
B. bus
C. road
D. house

Contact us today – you can be confident that we will be there to help protect your valuable assets when the _____ happens.

- (143) A. expected
B. unexpected
C. accidents
D. incidents

1. " dedicated to " is followed by ~ ing.

2. This is a letter about Home & Auto Insurance.

" at home and on the road " makes the most sense.

3. " the unexpected " means " something that's coming without warning "

Insurance is needed when something not expected (=unexpected) happens.

Therefore (B) is the correct answer. (C) should be " accident". (D) "incident " means an event, not necessarily means something you need insurance coverage for.

Questions 144-146 refer to the following letter

Is your air conditioner ready for the hot summer ahead?

Air conditioner (AC) breakdowns tend to happen at the most inconvenient time – during a heat wave. Don't take a chance this summer. A fan motor alone can cost as _____ as \$729 to replace.

- (144) A. little
B. much
C. same
D. most

Get the cooling protection plan for only \$12.99/mo for the first year and save over 20 % !

As your rental water heater provider, we take care of your water heater repairs. We'd like you to enjoy the peace of mind that you also have access to over 600 highly skilled, licensed _____ when you have an AC breakdown.

- (145) A. technicians
B. designers
C. janitors
D. administrators

Don't wait! This offer _____ July 10th. Call 1-800-600-2134 (toll free) or

- (146) A. starts
B. will begin
C. ends
D. has expired

144. (A) doesn't match the meaning of this sentence. (C) (D) are grammatically incorrect.

145. (C) means persons who guard the main door of a large building.

(D) means persons whose job is administration.

146. (C) matches the meaning of this sentence the most.

CONTINUED TO THE NEXT PAGE

Questions 144-146 refer to the following letter

CONTINUED FROM THE PREVIOUS PAGE

visit our website at www.premiumenergy.ca/ac. It's that easy to start enjoying protection and peace of mind.

We look forward to protecting your home for years to come. Thank you for choosing Premium Energy.

Sincerely,

Catherine Cummings

Catherine Cummings
Senior Director, Marketing
Home Services, Canada

146. You can find the answer (B) is the only one appropriate grammatically. As the first half of the sentence mentions about the reason, the conjunction you need to put is the one that means same as "because". Therefore the answer is (B).

Questions 147-149 refer to the following email

From : karenb@sheridan.esl.org
To : michelle_tanaka@ats.com
Re : International Student Office
Trip to the St. Michael's Scenic Farm

Dear Ms. Tanaka

Thank you for signing up as a volunteer for our ESL program activity. We will be visiting St. Michael's Scenic Farm in Wellington on Tuesday, October 8th.

This tour will run from 10:30am until 4:30pm. We will be leaving the Central station at 10:00am _____ so please be on time.

- (147) A. sharp
B. even
C. just
D. on

We will be returning to the station at approximately 5:00pm. As this tour takes place over the lunch hour, you will need to bring your own lunch to the Farm. We encourage you to pack a litterless lunch.

Most activities will take place outside and the tour will run rain or _____.

- (148) A. sun
B. bright
C. shiny
D. shine

So please be dressed appropriately for the weather.

CONTINUED TO THE NEXT PAGE

147. "sharp" in this sentence means "exactly".

148. "rain or shine" is the expression, in this sentence, it means "the program will still run even if it rains."

Questions 147-149 refer to the following email

CONTINUED FROM THE PREVIOUS PAGE

If you haven't submitted your Criminal Reference Check sheet, please _____
the form with a signature and return (149) A. finish
it to the international student office by October 3. B. write

complete

- C.
- D. fulfill

Thank you for your support and cooperation.

Karen Burnett
Program Coordinator

149. To fill in the necessary information on the form, the word "complete" is often used.

Questions 150-152 refer to the following email

From : ken.nakada@ntvs.co.jp
To : HR@amc.co.jp
Re : Job ID # 394678

Dear Mr. Fredrickson,

I am writing in _____

- (150) A. response
B. represent
C. report
D. regard

to your ad in last Saturday's newspaper about the position of project manager. I have worked as a project manager at several companies for the past seven years. I thoroughly understand the management skills that are required to lead a team, and feel my years of experience _____ me to work as a project manager.

- (151) A. quality
B. qualify
C. qualifies
D. quantify

I have strong work ethics and a proven track record of success in project management. I am a well organized person and a strong team player who works with diverse cultures.

I have attached my resume and two letters of _____. I look forward to hearing from you.

- (152) A. recommend
B. inquiries
C. reference
D. employment

Sincerely,

Ken Nakada

150. " in response " means "action done in answer ". (B) (C) and (C) look similar, but have very different meanings.

151. (B) The present verb " qualify " agrees with the plural subject " years "

(A) is a noun. (D) doesn't agree with the meaning of the sentence.

152. A noun should follow after " letter of ". (A) is a verb. (B) " inquiry "

means "an attempt to find out the reason for something. "

(C) " reference " means " a piece of written information about someone's character, ability, etc....especially when they are looking for employment.

This is the correct answer. (D) relates to the topic, but people do not usually

send letters of employment when applying for a job.

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.

Questions 153 to 154 refer to the following advertisement

VETERINARY hospital in Aurora looking for assistant / kennel help. Includes assisting veterinarians, animal husbandry, maintaining kennel facilities and reception duties. Applicant should be organized, have animal experience and excellent communication skills. Good benefits.
Fax 630-229-1111 or email @ churchillvet@aol.com

153. Which of the following is NOT a duty of the advertised job?

- (A) Answering the phone
- (B) Data entry
- (C) Cleaning kennels
- (D) Selling pets

(A) and (B) are some of the reception duties mentioned in the ad.

(C) is also mentioned in the ad.

154. What qualifications should the candidate have?

- (A) A degree in Veterinary Medicine
- (B) Previous experience
- (C) Knowledge in Business management
- (D) Fluency in other languages

(A) (C) (D) are not mentioned in the ad.
"have animal experience" means "have worked in the field in the past."

Questions 155 to 157 refer to the following advertisement.

**-Growing Your Business-
Internet Marketing Workshop**
The Internet has revolutionized the way businesses market themselves. In this interactive workshop, learn what Internet Marketing can do for your business with an introduction to search engine optimization and paid search marketing. This workshop covers the basics of how to better leverage your website's online visibility including setting up online campaigns; demographic targeting; discovering "best" keywords; ad creation; utilizing content networks and tips for effective "optimized" web writing. This workshop is led by an experienced entrepreneur experienced in marketing on the Internet. All workshop materials will be provided. Previous knowledge of the Internet and computers is recommended.

Age: 16Y and up	Fee: \$20.99	Classes: 1		
Location	Start	Time	Day	CODE
Central Library	Nov. 10	7:45-9:45	Thu.	25441

155. How long does this workshop last?

- (A) One hour
- (B) Two hours
- (C) Three hours
- (D) Four hours

Pay attention to the "Time" of the detailed schedule of this workshop.

156. Who is said to be the instructor at this workshop?

- (A) A business founder
- (B) A marketing manager
- (C) A professor
- (D) A graphic designer

The word "entrepreneur" in line 10 means "a person who starts a company". Therefore, (A) is the correct answer.

157. What is recommended to bring for this workshop?

- (A) Experience in Marketing
- (B) Knowledge of the Internet
- (C) Portfolio
- (D) Own computer

The answer is in the last sentence. "Previous knowledge of the Internet and computer is recommended."

Questions 157 to 160 refer to the following notice.

WEEKLY YARD WASTE COLLECTION RESUMES

The Region of Halton has resumed weekly yard waste collection service in Burlington and Applewood for the fall season.

Yard waste will be picked up on the same day as regular waste collection until the week of Nov. 29, 2010.

Follow these steps when putting your yard waste at the curb for collection:

- Place yard waste in labeled, open-top, rigid, reusable containers; or paper yard waste bags.
- Set out yard waste and recyclable material on the opposite side of the driveway from garbage.
- Tie brush securely in bundles up to 1.2 m (4 ft.) in the length and 76 cm (30 in.) in width.
- Make sure that yard waste containers, bags and bundles do not exceed 20 kg (44 lbs.) each.

158. What is the article mainly about?

- (A) Schedule for yard collection
- (B) How to use recycled materials
- (C) Instruction for collection
- (D) Recent change in regulations

Detailed "step-by-step" instruction on what to do for the yard collection is explained in this notice. Therefore (C) is the correct answer.

159. Where should yard waste be placed?

- (A) Next to garbage on the driveway
- (B) Away from the garbage and recyclable material
- (C) Next to recyclable material on the curb.
- (D) The opposite side of the driveway from recyclable material

You need to read the passage carefully for this type of question. (A) Yard waste should be placed on the opposite side from garbage. (B) (D) Yard waste and recyclable material should be set out together.

160. Which of the following will most likely NOT be collected?

- (A) A paper yard waste bag that weighs 22 kg.
- (B) A bundle that is 3 ft. long and 30 in. wide.
- (C) Non-recyclable container that weighs 20 kg.
- (D) Two bushel baskets that weigh 45 kg in total.

Each yard waste bundle should not exceed 20 kg. (D) will not be collected because the total weight exceeds that limit.

Questions 161 to 163 refer to the following article.

Ditch the wheels for a day

By Chad Dimmer

Newman Residents are being encouraged to walk, cycle, or take the bus on the city's second annual Car Free Day. On Sunday, Mar. 15 from 10 a.m. – 1 p.m., there will be music, activities and good food at Credit Memorial Park to kick-start an initiative that is designed to improve the environment.

" We are trying to make a difference little by little. " said Nicole Harman, chair of the event. " We hope to move toward a culture change, where people are more accepting of helping out the environment. " Harman said her organization's goal is that 100,000 people will put their car keys away on Mar. 15. " Another goal is to get our government to help extend bike trails and encourage active transportation in the community," she said. Harman also said organizers are negotiating with Newman Transit for fare discounts on Car Free Day.

161. Which of the following is NOT expected on Car Free Day?

- (A) Walking
- (B) Riding a bicycle
- (C) Driving
- (D) Taking subway

Car Free Day is the day people use other means of transportation rather than driving.

162. What does Ms. Harman hope to happen through this event?

- (A) Cultural exchange between people
- (B) Raising awareness towards environment
- (C) Donation from 100,000 people
- (D) More traffic on highways

Based on what Ms. Harman says in line 7, (B) is the correct answer.

163. According to the article, what is most likely to happen on Car Free Day?

- (A) No cars will be seen.
- (B) Subway tickets will be cheaper.
- (C) People will buy hybrid cars.
- (D) All the stores in the area will be closed.

The last sentence " organizers are negotiating with Newman Transit for fare discounts" indicates that public transportation cost will very likely be cheaper on Car Free Day.

Questions 164 to 165 refer to the following advertisement

OUTSTANDING
CLEARANCE OFFERS:

SAVE UP TO
30 % OFF
THE REGULAR PRICE
ON ALL
DISCONTINUED
MAJOR APPLIANCES
AND ELECTRONICS

DO NOT PAY
FOR 24
MONTHS!

**MAKE NO
MONTHLY PAYMENTS**

For 24 months and
Pay no deferral fee
(a savings of \$99.95)

when you use your
kfc MaterCard or
kfc Credit Card on any Major
Appliances, mattress or
Electronics purchase of \$499
or more. (before taxes)

See in-store for full details.

164. Which of the following items will be 30 % off the regular price?

- (A) The latest model dishwasher
- (B) Pre-owned lawn mower
- (C) A refrigerator that is no longer manufactured
- (D) State-of-the-art flat screen TV

The advertisement indicates " Discontinued major appliances and electronics ". (C) is the only item that fits in this category.

165. When should the first payment be made in order to avoid deferral fee?

- (A) Within two years
- (B) After two years
- (C) Upon delivery
- (D) Immediately

During the first 2 years after purchase, you don't have to pay deferral fee. In other words, the credit card company will start charging the deferral fee after 2 years.

Questions 166 to 169 refer to the following information.

<p>Tickets and Passes Effective April 1. Swim schedules available at all pools and online.</p>			
Admission Rates	Pay/ Visit	Book Tickets 10 Visits	Available in 1,3, 12 terms
Fun Swim	\$2.60	\$23.40	\$10.95
Lane, Length, Leisure	\$3.33	\$29.99	\$14.68
Group Rate *	\$7.00	\$63.00	\$28.48 (Only) **
100 Visit Pass			100 Visits for \$100. Available for adults born before 1946.
<p>* Group Rate – A combination of adults & children (Maximum of 5) and must include one adult 16 years of age or older. Available for pay as you go and book tickets only.</p> <p>** Family Monthly Pass – Maximum of 5 including 1 adult (18+) who are related by birth, marriage, adoption and living together within a single household.</p>			

166. When do these new rates take effect?

- (A) Immediately
- (B) On March 31
- (C) On April 1**
- (D) Next week

Under Tickets and Passes it mentions the effective date as April 1.

167. How much does each Fun swim visit work out to be with a book tickets?

- (A) \$1.95
- (B) \$ 2.34**
- (C) \$ 2.99
- (D) \$2.84

Look at " Fun Swim" and Book tickets. \$23.40 divided by 10 works out to be \$2.34. Therefore (B) is the correct answer.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 166 to 169 refer to the following information.

Tickets and Passes Effective April 1. Swim schedules available at all pools and online.			
Admission Rates	Pay/ Visit	Book Tickets 10 Visits	Available in 1,3, 12 terms
Fun Swim	\$2.6 0	\$23.40	\$10.95
Lane, Length, Leisure	\$3.3 3	\$29.99	\$14.68
Group Rate *	\$7.0 0	\$63.00	\$28.48 (Only) **
100 Visit Pass			100 Visits for \$100. Available for adults born before 1946.
<p>* Group Rate – A combination of adults & children (Maximum of 5) and must include one adult 16 years of age or older. Available for pay as you go and book tickets only.</p> <p>** Family Monthly Pass – Maximum of 5 including 1 adult (18+) who are related by birth, marriage, adoption and living together within a single household.</p>			

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

168. Which of the following groups is eligible for group rate?

- (A) 5 adults
- (B) 3 adults and 3 children
- (C) 5 children
- (D) 2 adults and 3 children

(A) (C) are incorrect because the group must be a combination of adults and children. (B) A group should not have more than 5 people. Therefore, (D) is the correct answer.

169. Which of the following is eligible for 100 Visit Pass?

- (A) A married couple
- (B) An adopted child
- (C) A senior citizen
- (D) An adult between 16 and 18 years of age

100 Visit Pass is " available for adults born before 1946." Therefore, (C) is the correct answer.

Questions 170 to 174 refer to the following letter.

July 2, 2010

Mr. Rick Cattabiani
198 Kenworth Avenue
Calgary, AB T2P 3D9

Dear Mr. Rick Cattabiani

Re: Union VISA card, Account Number 4532 **** * 1929

It won't be long now before you receive your new Union VISA chip card. This is just a quick reminder that you'll need a Personal Identification Number (PIN) for each cardholder on your account. Once you have your new chip card, you'll use your PIN when making purchases at chip terminals.

How do I get a PIN? Simply drop by your branch before Aug. 3 2010 to select a confidential PIN for your current card. The PIN you select will be transferred to your new chip card when it is used.

What if I cannot make it to the branch in time? No problem. We'll simply apply your Union bankcard PIN to your new Union bank VISA chip card.

Your new VISA chip card will arrive soon. For more information, visit us online at www.unionbank.ca/chip or call us at 1-865-UNIBANK (1-865-864-2265). And once again, thank you in advance for your participation. We appreciate your business.

Sincerely,
Vanessa Wilmer

Vanessa Wilmer
Vice President, Credit Cards

170. Why has the bank written this letter?

(A) Because Mr. Cattabiani needs to replace his chip card.

(B) Because the bank changed Mr. Cattabiani's interest rates.

(C) Because Mr. Cattabiani needs to select a personal identification number.

(D) Because Mr. Cattabiani applied for a new credit card.

(A) (B) and (D) are not mentioned in the letter.

171. The phrase "drop by " in paragraph 2, line 1, is closest in meaning to

(A) visit

(B) call

(C) write a letter

(D) send email

" drop by " means to stop in for a visit, therefore, (A) is the correct answer.

QUESTIONS
CONTINUED TO THE
NEXT PAGE

Questions 170 to 173 refer to the following letter.

July 2, 2010

Mr. Rick Cattabiani
198 Kenworth Avenue
Calgary, AB T2P 3D9

Dear Mr. Rick Cattabiani

Re: Union VISA card, Account Number 4532 **** * 1929

It won't be long now before you receive your new Union VISA chip card. This is just a quick reminder that you'll need a Personal Identification Number (PIN) for each cardholder on your account. Once you have your new chip card, you'll use your PIN when making purchases at chip terminals.

How do I get a PIN? Simply drop by your branch before Aug. 3 2010 to select a confidential PIN for your current card. The PIN you select will be transferred to your new chip card when it is used.

What if I cannot make it to the branch in time? No problem. We'll simply apply your Union bankcard PIN to your new Union bank VISA chip card.

Your new VISA chip card will arrive soon. For more information, visit us online at www.unionbank.ca/chip or call us at 1-865-UNIBANK (1-865-864-2265). And once again, thank you in advance for your participation. We appreciate your business.

Sincerely,
Vanessa Wilmer

Vanessa Wilmer
Vice President, Credit Cards

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

172. If Mr. Cattabiani does not contact the bank, his PIN will be
(A) on hold.

(B) changed without notice.

(C) transferred from his existing bank card

(D) transferred from his credit card.

Under " What if I cannot make it to the branch in time? " section, it says " We'll simply apply your Union bank card PIN to your new Union bank VISA chip card."

173. When is Mr. Cattabiani most likely to use his new PIN?

(A) July 2, 2010

(B) August 3, 2010

(C) It is already in use.

(D) When he makes the first purchase with his chip card.

(A) is the day this letter was issued.

(B) is the deadline for selecting his PIN.

(C) The card has not been issued.

Questions 169 to 173 refer to the following information.

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 TO THE NEXT PAGE

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

"Immediate" in this sentence means same as "walk-in". As for other answers, they all are not appropriate as the correct answer.
Emergent = urgent Near = close
Complicated = complex

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.

To find this answer is correct, you may need to know the following meanings:
Credit-card delinquency = credit card that can not be used for payment
Ahead of time = earlier than the appointed time

If you know these meaning, you can find the answer (C) is the only one appropriate as the correct answer in terms of context.

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.

You may need to know the meaning of “take off”, which means same as “transfer”. If you know this meaning, you can find the answer (D) is the only one appropriate as the correct answer. As for other answers, they all are not mentioned at all in this information.

Questions 174 to 177 refer to the following statement.

Return Policy

- If you're not satisfied with your purchase, return it in its original condition with a sales receipt within 60 days.
- Return after 60 days will be issued a merchandise credit.
- Returns, if purchased with a check, require a 10-day waiting period.
- Without a receipt, no refunds will be given on seasonal and clearance merchandise.
- For everyday merchandise returned without a receipt, a merchandise credit will be issued based on the promotional price or everyday price less 20 %.
- Valid ID is required.
- Gift cards and prepaid cards are not refundable.
- Books are refundable within a 14-day period. Magazines are returnable within 24 hours.

174. Who is the intended audience of this statement?

- (A) Customers
- (B) Manufactures
- (C) Store managers
- (D) Sales clerks

The first sentence " If you're not satisfied with your purchase" is the clue to this question. (A) makes the most sense.

175. What is needed at the time of return?

- (A) A credit card
- (B) A letter explaining the reason of return
- (C) A name and a phone number of purchaser
- (D) A copy of a sales receipt

It mentions that " Valid ID is required", which means a customer has to provide personal information about who s/he is.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 174 to 177 refer to the following statement.

Return Policy

- If you're not satisfied with your purchase, return it in its original condition with a sales receipt within 60 days.
- Return after 60 days will be issued a merchandise credit.
- Returns, if purchased with a check, require a 10-day waiting period.
- Without a receipt, no refunds will be given on seasonal and clearance merchandise.
- For everyday merchandise returned without a receipt, a merchandise credit will be issued based on the promotional price or everyday price less 20 %.
- Valid ID is required.
- Gift cards and prepaid cards are not refundable.
- Books are refundable within a 14-day period. Magazines are returnable within 24 hours.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

176. If you paid by check, you need to
- (A) wait for a while to get refund.
 - (B) return the item within 60 days.
 - (C) call the store manager.
 - (D) return the original receipt.

It mentions that " If purchased with a check, require a 10-day waiting period. Therefore (A) is the correct answer.

177. In which of the following situation, a customer is NOT likely to receive refund?
- (A) Returning a regular-priced photo frame without a receipt 14 days after the purchase.
 - (B) Returning Christmas ornament without a receipt 5 days after the purchase.
 - (C) Returning books with receipt a week later.
 - (D) Returning a clearance item with a receipt.

(A) You will receive refund without a receipt for regular-priced item. (C) Books can be returned within 14 days. (D) As long as you have a receipt, you can return clearance items.
(B) Christmas ornament is seasonal merchandise. You need a receipt to return it.

Questions 178 to 180 refer to the following email.

From: clientcare@shawmobility.co.jp
To: Ms. Kim Park
Re: Automatic top-ups

Your credit card information needs updating
Our record indicates that the expiry date on your credit card is fast approaching. In order to continue with the convenience of automatic credit card top-ups for your Prepaid service, please provide the new credit card number and expiry date by February 28, 2010.

Don't give up the convenience of automatic top-ups
If we do not have the updated information prior to your prepaid balance account expiry date, we will be unable to process the automatic credit card top-ups on your account that you enjoy today. We'd like to save you the inconvenience of having to go out and purchase airtime cards to top-up your account.

Changing your account information is easy
You can update your credit card information by logging into shawmobility.com/top-ups or by calling us at *132 from your wireless phone.

Rest assured that our credit card registration process is extremely secure and that your credit card information is treated with utmost confidentiality. If you have already updated this information, please accept our thanks and disregard this letter.

Thank you for being a valued client.

Sincerely,

Shaw Mobility Client Care Centre

178. What is the purpose of this letter?

(A) To remind Ms. Park to update her credit card information

(B) To notify Ms. Park her account will be closed soon.

(C) To negotiate a monthly payment plan on her cell phone.

(D) To provide Ms. Park with airtime cards

(B) (C) and (D) are not mentioned in the email.

179. If Ms. Park does not respond by the expiry date,

(A) She will have to purchase a new cell phone.

(B) She will lose her phone number.

(C) Automated top-up service is going to end.

(D) Her credit card will expire.

(A) (B) and (D) are not mentioned in the email. It indicates that

" We will be unable to process the automatic credit card top-ups on your account that you enjoy today. " (C) is the correct answer.

180. The word " assured " in paragraph 4, line 1, is closest in meaning to

(A) planned

(B) amused

(C) managed

(D) guaranteed

" Rest assured " means " to be certain ".

Questions 181 to 185 refer to the following letter and the sheet.

Dear Ms. Stephanie Collins,

Thank you for redeeming with Frequent Flyers Program. We hope you enjoy your Reward – you’ve earned it. And we’ll help you boost your balance back up again. More great Rewards for you, your friends or family, are just around the corner!

Enjoy,
Pamela M. Reid

Pamela M. Reid,
Senior VP, Marketing

PS. Please see the enclosed sheet for your redemption details.

2ND PASSAGE ON THE NEXT PAGE

181. Why did Ms. Collins receive this letter?

- (A) Because she has signed up for a membership.
- (B) Because the company is having a campaign.
- (C) Because she redeemed her points.
- (D) Because she booked a flight recently.

(A) (B) and (D) are not mentioned in this letter.

182. How many points does Ms. Collins have left after redemption?

- (A) 0
- (B) 355
- (C) 540
- (D) 55

At the top of the redemption sheet, it says “ You have 555 points as of July 12, 2009 ”, which is the day after her redemption. This should be the number of points Ms. Collins currently has.

183. Which of the following is NOT suggested in order to collect more points?

- (A) Sign up for a credit card
- (B) Make purchase at selected online stores
- (C) Register email address
- (D) Introduce friends and family

(A) (B) and (C) are all mentioned. (*)

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 181 to 185 refer to the following letter and the sheet.

1ST PASSAGE ON THE PREVIOUS PAGE

You have 555 reward points as of July 12, 2009
Try these great collector tips to earn even more points!

*Sign up for email- get Bonus Offers and more delivered right to your inbox to help you earn faster!

*Earn faster with Frequent Flyers Points Credit Card. You can earn points everywhere. Find out more at frequentflyerspoints.com/credit

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For list of partner retailers, visit frequentflyerspoints.com/retailers

Redemption Details	Redemption Date	Reward Details	Confirmation Number	Number of Items	Reward points per Item	Total reward points redeemed
West Erin Lodge		Adult weekday Admission	2715440	2	185	370
Lodge		Children Admission Any day	2715440	1	170	170

day

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

184. How many points did Ms. Collins redeem in total?

- (A) 355
- (B) 540
- (C) 555
- (D) 895

Look at the section " Total points redeemed " $370 + 170 = 540$.

(B) is the correct answer.

185. Which of the following statement is true?

- (A) Ms. Collins stayed at West Erin Lodge on July 11 2009.
- (B) Ms. Collins is planning to stay at West Erin Lodge during a week.
- (C) Children's admission requires more points than adult's admission.
- (D) Ms. Collins redeemed her points towards several different rewards.

(A) July 11 2009 is the date she made the transaction.

(C) Adult's admission requires 15 points more than children's.

(D) West Erin Lodge is the only reward she chose for redemption.

(B) "Adult weekday admission " means the admission is valid only through the week. Therefore, (B) is the correct answer.

Questions 186 to 190 refer to the following agenda and email message.

ATW Research Inc.
Committee Meeting on Overseas Marketing
Wednesday, May 15 2010 9:30 A.M. – 11:30 A.M.
Meeting room 202 A

Agenda

- | | |
|--|-----------------|
| 1. Review of Current Status | Julia Chen |
| 2. Review of Strategies for the future | Alison McKenzie |
| 3. Targeted overseas countries | Jacob Hansen |
| 4. Projects to begin | Ken Takagi |
| 5. Plan for the coming year | Zoe Kolesnikova |

2ND PASSAGE ON THE NEXT PAGE

186. What was the topic of the May 15 meeting?

- (A) Overseas marketing
- (B) Business trips
- (C) Time management
- (D) Use of office supplies

Above the date and the time, it says "Committee Meeting on Overseas Marketing".

187. What topic was discussed first?

- (A) Review of current status
- (B) Review of strategies for the future
- (C) Targeted overseas countries
- (D) Projects to begin

In the email it explains that Julia (the first speaker) wasn't there, and they had to begin with the second agenda item. Therefore, (B) is the correct answer.

**QUESTIONS CONTINUED
TO THE NEXT PAGE**

Questions 186 to 190 refer to the following agenda and email message.

1ST PASSAGE ON THE PREVIOUS PAGE

To: Marie West
From: Alison McKenzie
Subject: Committee Meeting on May 15

Hi, Marie. I just wanted to bring something to your attention regarding today's meeting. We began our meeting on time, but Julia wasn't there, so we had to begin with the second agenda item. Then, forty-five minutes after we began, Julia finally arrived and gave her presentation.

Jacob never came to the meeting at all. I found out later that he's been out sick, but in any case his topic was never discussed. Ken tried to explain his topic, but it was confusing. I think we really needed to hear from Jacob first for Ken's presentation to make sense.

Anyway, we couldn't see the point of discussing any further after that, so we decided to end the meeting early, right after Ken's presentation.

I wish you could have been there at the meeting. I know none of this would have happened. I really appreciate if we could talk about this next week, once you settle back in the office after the business trip. Thanks!

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

188. What time did Julia start her presentation?

- (A) 9:30
- (B) 10:00
- (C) 10:15
- (D) 10:30

The meeting started on time (at 9:30) and 45 minutes later Julia started her presentation, which means it started at 10:15.

189. Who gave the last presentation?

- (A) Alison McKenzie
- (B) Jacob Hansen
- (C) Ken Takagi
- (D) Zoe Kolesnikova

They decided to end the meeting earlier than the original schedule, right after Ken's presentation. Therefore the last speaker was Ken Takagi.

190. Why wasn't Jacob there at the meeting?

- (A) He was away on a business trip.
- (B) He wasn't invited.
- (C) He was out sick.
- (D) He couldn't arrive on time.

In the email Alison explains that Jacob "has been out sick."

Questions 191 to 195 refer to the following ticket and a letter.

You have not yet paid the following ticket:

Parking Infraction: Exceeding a 30 minutes free customer-parking limit

Location: St. Joseph Printing Co.

Vehicle: Minivan

License Plate Number: APDH 145

Owner: Sabita Malik

Date of Infraction: September 1 2010

How to pay this ticket:

A) Send a check written out to the *Acton Parking Office*.

B) Pay online with your credit card.
(www.actongov.org/ticket-pk). You will need your ticket number and your license plate number.

C) Pay in person at the Acton Parking Office at #2010 255 Front Street Acton

To appeal this ticket, contact the Parking Office and ask for form #306.

2ND PASSAGE ON THE NEXT PAGE

191. Why did Ms. Malik receive this ticket?

(A) Her car was in a no-parking zone.

(B) She parked in a 'reserved' spot.

(C) Her car was parked in a spot for too long.

(D) She paid for only 30 minutes.

"Exceeding a 30 minutes free customer-parking limit" means the car was parked there for more than 30 minutes. Therefore (C) is the correct answer.

192. Which of the following excuses can a driver legally use in order to appeal a parking ticket?

(A) I didn't realize it was the no-parking zone.

(B) I sold my car the day before.

(C) I share the vehicle with my daughter.

(D) I didn't have enough money for parking.

Look at Notice of Appeal Step 2 # 3. It states that " I was not the owner of this vehicle when the infraction occurred. " (B) applies to this situation. Therefore (B) is the correct answer.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 191 to 195 refer to the following ticket and a letter.

1ST PASSAGE ON THE PREVIOUS PAGE

NOTICE OF APPEAL

Step 1

You must submit your appeal within 21 days of receiving your ticket. Late appeal must be accompanied by a letter explaining the reasons why applying late. Judges will consider the following reasons:

- Medical emergencies for you or your family member
- Circumstances that caused you to be away from your residence at the time the ticket was mailed.

STEP 2

Please circle the legal grounds that apply.

1. This parking infraction did not occur.
2. There was no parking attendant on duty to pay.
3. I was not the owner of this vehicle when the infraction occurred.
4. My vehicle was stolen on the day of the infraction.

STEP 3

Complete the personal information form on page two and mail it together with this form and a photocopy of your ticket. You will hear back from the Ministry of Parking within 6 weeks. If a personal appeal is granted, you will have to appear in court.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

193. When is the last day Ms. Malik can send in form # 306, without having to write a letter?

- (A) September 1
- (B) September 22
- (C) October 1
- (D) October 13

The Notice of Appeal states that the appeal must be submitted within 21 days of receiving a ticket, which Ms. Malik received on September 1.

194. Why was Ms. Malik unaware of the original ticket?

- (A) She lost her original ticket.
- (B) Someone else was driving her car on that day.
- (C) She thought she was parked legally.
- (D) The parking attendant forgot to write a ticket.

Option 4 under STEP 2 is circled, so Ms. Malik's car was stolen. The car was driven by a thief on that day. Therefore, (B) is the correct answer.

QUESTIONS CONTINUED TO THE NEXT PAGE

Questions 191 to 195 refer to the following ticket and a letter.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

195. What does Ms. Malik NOT need to include with her notice of appeal?

- (A) A letter from her doctor
- (B) A photocopy of her ticket
- (C) Her name and address
- (D) Her reason for appealing

(A) Ms. Malik or her family member had no medical emergency. She doesn't have to include a letter. (B) (C) and (D) are all mentioned to include.

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

MARKETING REPRESENTATIVE

UK unisex clothing company seeking marketing representative. Position requires travel frequently, representing the company at conferences and other events.

The successful candidate must have:

- A degree from a four-year college or university, preferably in Marketing.
- One year or more of experience in sales.
- Excellent communication skills, including experience in giving presentations. Knowledge of foreign languages would be an asset.

Email your resume and cover letter to: r-burke@sellata-hr.co.uk Richard Burke, Recruiting manager

2ND PASSAGE ON THE NEXT PAGE

196. Which of the following duties is NOT required for this position?

- (A) Traveling often
- (B) Recruiting new staff
- (C) Attending events
- (D) Giving presentations

(A) (C) and (D) are all mentioned in the ad.

197. What field did Miley get her degree in?

- (A) Marketing
- (B) Fashion design
- (C) Communications
- (D) Accounting

"A degree preferably in Marketing " in the ad, and " You have the degree we are looking for " in the email are the clues to this question.

198. When did Miley get her degree?

- (A) May
- (B) June
- (C) July
- (D) August

This email was sent on July 25. Richard mentioned in the email " You just graduated last month " Therefore (B) is the correct answer.

QUESTIONS CONTINUED TO THE NEXT PAGE

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

1ST PASSAGE ON THE PREVIOUS PAGE

From: Richard Burke <r-burke@sellata-hr.co.uk>
Sent: Monday, July 25 2010 10:44 AM
To: Ms. Miley Martineau <mileym@crescent.co.uk>
Subject: RE: Marketing Representative Position

Dear Ms. Martineau

Thank you for applying for the position of marketing representative. We appreciate your interest in our company.

Although your resume shows that you have good preparation for a career in marketing, unfortunately you don't meet all our required qualifications. You have the degree we are looking for, but not the experience. Your sales experience in a furniture store is a good background, but the time there is not quite as long as what we ask for as minimum duration. In addition, you have no previous experience in clothing sales.

However, your resume also shows that you have excellent communication skills, which is essential for the position. Therefore, we would like to offer you a position as an intern. This is a three-month, unpaid internship. Since you just graduated last month, I think this would be a great opportunity for you. It would give you some of the experience you will need to start your career.

If you are interested in accepting this position, please contact me by August 8. I look forward to hearing from you.

Sincerely,
Richard Burke

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

199. How long did Miley work in a furniture store?

- (A) 8 months
- (B) 12 months
- (C) 18 months
- (D) 2 years

Minimum duration required for this position is one year, but Richard says in the email " the time there is not quite as long as what we ask for as minimum duration ", which means the answer should be less than one year; therefore, (A) is the correct answer.

200. What did Richard offer Miley?

- (A) A job
- (B) An assistant position
- (C) A Volunteer
- (D) An internship

Richard says in the email, " We would like to offer you a position as an intern. "