



**NEW
TOEIC®
FORMAT**

Upgrading TOEIC® Test-taking Skills

TARGET TOEIC®

S e c o n d E d i t i o n



Anne Taylor

Upgrading TOEIC® Test-taking Skills

TARGET
TOEIC
S e c o n d E d i t i o n

Anne Taylor

 **Compass
Publishing**

TARGET TOEIC® Second Edition

Upgrading TOEIC® Test-Taking Skills

Anne Taylor

© 2006 Compass Publishing

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form, or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior permission in writing from the publisher.

TOEIC® is a registered trademark of Educational Testing Services (ETS).

Acquisitions Editor: Andrea Janzen
Development Editor: Garrett Byrne
Recording Manager: Wendy Oh
Recording Assistant: Elisa Ha
Cover/Interior Design: Design Plus

Email: info@compasspub.com
<http://www.compasspub.com>

ISBN: 978-1-59966-068-4

20 19 18

10

PHOTO CREDITS

pp. Cover, 10, 11, 12, 60, 61, 62, 63, 64, 112, 113, 115, 116, 164, 165, 166, 167, 168, 216, 217,
218, 219, 220, 268, 269, 270, 271, 272 © iStock International Inc.
pp. 7, 59, 111, 163, 215, 267 © JupiterImages Corporation

Contents

Introduction	4
Practice Test 1	5
Practice Test 2	49
Practice Test 3	93
Practice Test 4	137
Practice Test 5	181
Practice Test 6	225
Transcripts & Answer Keys	269
Answer Sheets	317

Introduction

TARGET TOEIC® Second Edition has been designed to familiarize you with the latest formats and techniques used in the TOEIC® test. The purpose of these practice tests is to provide an accurate simulation of the TOEIC® test experience, so that when you take the actual exam, you will feel comfortable and familiar with the process as well as the content of the test. With this in mind, **TARGET TOEIC® Second Edition** has been updated to incorporate the most recent changes to the TOEIC® test.

To get the most meaningful practice from the tests, try to take them under conditions similar to those that you would experience in an actual exam situation. Limit distractions and time yourself. The TOEIC® test is administered over a two-hour period. The listening section of the test is 45 minutes long and the reading section must be completed in 75 minutes. Keep track of how much time you spend on each portion of the test. This will help you to determine which skills you need to practice the most.

In order to achieve satisfactory success, you must improve both your language skills and your test-taking skills. Success requires practice. The more times you take the test, the better prepared you will be. **TARGET TOEIC® Second Edition** provides multiple chances to improve your skills and your confidence through the six practice tests. Using this book will not only help you to become a better TOEIC® test-taker, but most certainly will help you to improve your English as well.



→ Practice Test

1



LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

Part 1

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

Example

Sample Answer

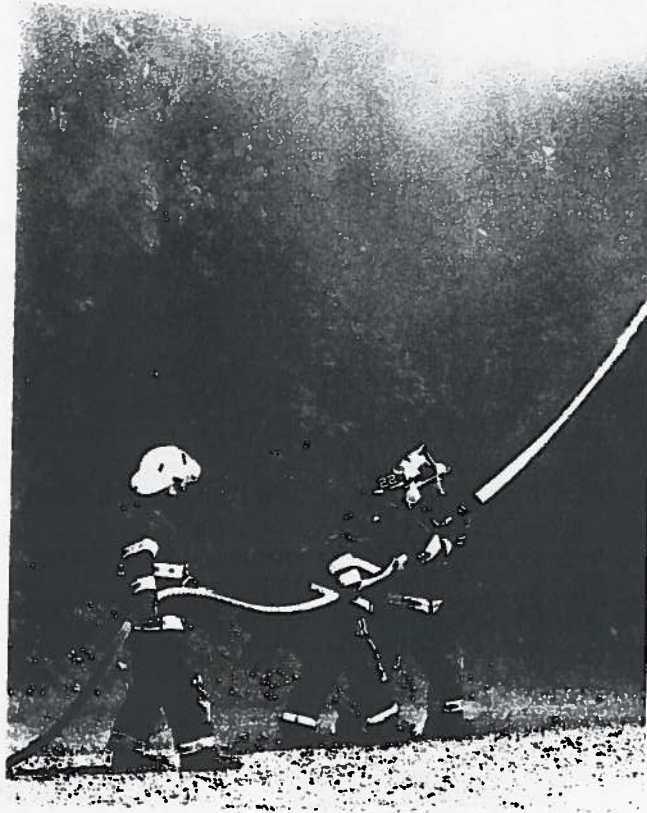
(A) (B) (C) (D)



Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).

1.



2.



Go on to the next page.

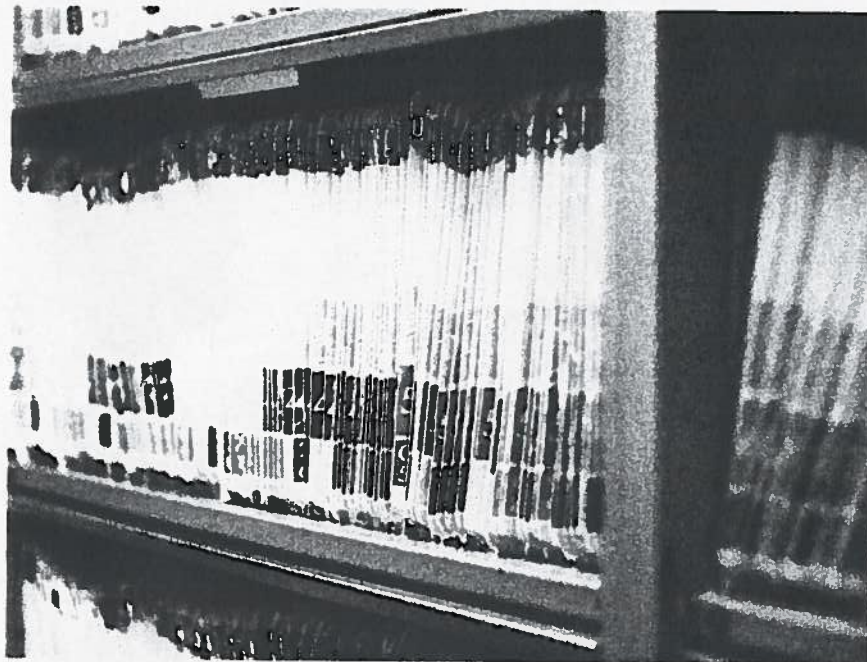
3.



4.



5.



6.



Go on to the next page.

7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

Sample Answer

(A) (B) (C)

You will hear: How are you today?

You will also hear: (A) I'm fine, thank you.
 (B) It's cold, isn't it?
 (C) Well, it's a difficult issue.

The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. What is the man doing?
 (A) Changing a flight reservation
 (B) Changing a hospital room
 (C) Reserving an extra hotel room
 (D) Canceling a hotel room
42. What information does the woman need?
 (A) A telephone number and address
 (B) A name and reservation number
 (C) A name and cell phone number
 (D) A date of birth
43. What is "Jordan"?
 (A) The woman's name
 (B) The man's given name
 (C) The man's family name
 (D) The man's pet dog
-
44. What are the man and woman discussing?
 (A) Their company's new invoicing system
 (B) Bills that need to be paid
 (C) Their company's new computers
 (D) Their coworkers
45. What does the man imply?
 (A) Their billing system used to be efficient.
 (B) Their old billing system was outdated.
 (C) It's too late to change their billing system.
 (D) He's unimpressed with the new system.
46. What does the woman think of the changes?
 (A) It was better before.
 (B) It has helped her with her work.
 (C) She wishes it had been changed sooner.
 (D) She hasn't experienced the changes yet.
47. What can be said of the expense record?
 (A) It was typical.
 (B) It was full of errors.
 (C) It contained an unexpected item.
 (D) It exceeded the allotted budget.
48. Who did the man dine with?
 (A) A coworker
 (B) An old school friend
 (C) A telecommunications expert
 (D) His wife
49. What does the woman imply?
 (A) The meeting was not essential.
 (B) She is interested in telecommunications.
 (C) She wishes she could have met the specialist.
 (D) The man submits very accurate records.
-
50. What is the woman's problem?
 (A) She didn't know she had to pay taxes.
 (B) She overpaid on her taxes.
 (C) The woman has lost her tax receipts.
 (D) She is unemployed.
51. What does the woman want to know?
 (A) Her social security number
 (B) The state tax code
 (C) How much sales tax on the item will be
 (D) How much she will have to pay
52. What does the man tell the woman to do?
 (A) Contact her local tax office
 (B) Pay by check
 (C) Read an information leaflet
 (D) Look on the Internet for information

Go on to the next page.

53. What are they discussing?
(A) Purchasing a lot of buildings
(B) Expanding their budget for supplies
(C) The paperwork necessary to build a new building
(D) Buying a piece of land and building on it
54. What do the woman and John plan to do?
(A) Increase the size of their building
(B) Landscape the garden behind the store
(C) Move to a new location
(D) Sell their business
55. When will the plans take effect?
(A) Next week
(B) In three weeks
(C) In three months
(D) Next year
-
56. What took place in the morning?
(A) A staff meeting
(B) An emergency drill
(C) A sales event
(D) The annual promotions
57. What did the woman have to do?
(A) She had to make a presentation.
(B) She had to meet a client.
(C) She had to go to a doctor's appointment.
(D) She had to take her car to the mechanic.
58. How does the woman feel about the meeting?
(A) She regrets not attending.
(B) She is glad that she was not there.
(C) She wants to attend next time.
(D) She wishes she had got back in time.
59. What does the man need?
(A) John's cell phone number
(B) The invoice number
(C) To borrow John's telephone
(D) John's office number
60. What does the woman imply about John?
(A) He doesn't like being disturbed at home.
(B) He is quite upset with the man.
(C) He usually turns his cell phone off.
(D) He will arrive later in the afternoon.
61. Where does the woman suggest looking?
(A) At home
(B) In the office directory
(C) In the filing cabinet
(D) In the shipment
-
62. When is the meeting?
(A) This Wednesday
(B) Thursday afternoon
(C) Next Wednesday morning
(D) Next Wednesday afternoon
63. Why is the man surprised?
(A) The meeting is next week.
(B) It's Wednesday.
(C) The woman has marked it on her planner.
(D) The meeting will be very long.
64. What will be happening at the meeting?
(A) The writing of memos
(B) A presentation by the planning division
(C) The setting of an agenda
(D) A period of eating lunch

65. What are the man and woman discussing?
(A) The stock market
(B) A scandal in the construction industry
(C) Company politics
(D) Journalism
66. What is the problem at Asco Limited?
(A) Many of their buildings have structural flaws.
(B) The chief engineer has quit.
(C) The company has gone bankrupt.
(D) Asco Limited is reducing its workforce.
67. What might be the result of this problem?
(A) The company will sell its shares.
(B) The company will have to pull down several buildings.
(C) The company will halt all construction.
(D) The company will supervise all new engineers.
68. Why is the woman unable to place an order?
(A) They have an outstanding bill to pay.
(B) The phone isn't working.
(C) Office Depot is on vacation.
(D) She can't find the order forms.
69. Whose fault is the problem?
(A) The woman's
(B) Office Depot's
(C) The man's
(D) The office manager's
70. When is the man going to the bank?
(A) Tomorrow
(B) Next week
(C) After the next order is placed
(D) Straight away

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. What is the top story?
 (A) AAM's plans to build factories
 (B) AAM's success in foreign sales
 (C) AAM's impending financial failure
 (D) AAM's new commercial airplanes
72. To which countries will AAM deliver aircraft?
 (A) England, Norway, Spain, and Austria
 (B) England, Norway, France, and Germany
 (C) England, Sweden, France, and Germany
 (D) England, Denmark, Italy, and Germany
73. Who is credited with this change?
 (A) AAM
 (B) European orders
 (C) Mark Simpson
 (D) Credit cards
-
74. What is the point of this announcement?
 (A) To increase use of paper and electricity
 (B) To increase political donations
 (C) To decrease work efficiency
 (D) To decrease use of paper and electricity
75. Which of the following is NOT suggested?
 (A) Use paper thoroughly.
 (B) Don't leave lights on.
 (C) Recycle drink containers.
 (D) Flush the toilet regularly.
76. Why is this announcement necessary?
 (A) People at work are tired and unfriendly.
 (B) People must conserve natural resources.
 (C) People recycle too much.
 (D) Companies like huge electricity bills.
77. Why would you call this number?
 (A) By mistake
 (B) To listen to a movie review
 (C) To subscribe to this publication
 (D) To find out the score of a baseball game
78. How can you pay?
 (A) With cash
 (B) With bills
 (C) By check
 (D) By credit card
79. Who would probably be interested in *Red Review*?
 (A) Those interested in the arts
 (B) Those interested in gardening
 (C) Those who like animals
 (D) Those with very little leisure time
-
80. Where is this announcement taking place?
 (A) On a train
 (B) On a bus
 (C) On an airplane
 (D) In a train station
81. Why does the announcer apologize?
 (A) The conductor will ask for tickets.
 (B) The dining car has already closed.
 (C) The weather is bad.
 (D) The train is late.
82. What's going to happen in 30 minutes?
 (A) The train will arrive at Victoria Station.
 (B) The conductor will collect tickets.
 (C) The food service will close.
 (D) They will arrive in Derby.

83. Why would you press 1?
(A) If you have a rotary phone
(B) To slow down the recording
(C) To speed up your call
(D) If you want to check airfares
84. Which number do you select to hear arrival and departure information?
(A) 1
(B) 2
(C) 4
(D) 5
85. What special service does Southern Airlines offer?
(A) Repeated telephone menus
(B) Flights to Canada and the Caribbean
(C) Flyaway Vacations
(D) Ticket delivery
-
86. Who is Francisco De Souza?
(A) A Southeast Asian businessman
(B) A businessman who provides charitable assistance
(C) A professor of economics
(D) A professional speaker
87. How long has Mr. De Souza been providing this service?
(A) Since he was a child
(B) For ten months
(C) For seven years
(D) For a decade
88. How has Mr. De Souza's project saved lives?
(A) By allowing for the provision of clean water
(B) By providing medication for the sick
(C) By providing food in famine-stricken areas
(D) By caring for the elderly
89. What does GFY sell?
(A) Athletic equipment
(B) Supplies for babies
(C) Travel products
(D) Health care products
90. What's offered in this announcement?
(A) Gold Card members get 20% off on Tuesdays.
(B) Gold Card members get 30% off on Thursdays.
(C) Gold Card members get 20% off every other Tuesday.
(D) Gold Card members get 20% off every day.
91. Who is eligible for Gold Card membership?
(A) Anyone who pays the \$20 membership fee
(B) All GFY customers
(C) All customers over the age of 18
(D) Customers who spend over \$50
-
92. Why did Marina call Everett?
(A) To keep him informed of the situation
(B) To remind him to attend a meeting
(C) To ask him to do her a favor
(D) To ask him to join the union
93. What will be discussed with the union?
(A) Layoffs
(B) Pensions
(C) Health insurance premiums
(D) Improving quality control
94. What solutions might be offered?
(A) A pay raise or an increase in personnel
(B) A reduction in productivity
(C) A reduced labor force
(D) New uniforms for workers

95. Who visited the factory last week?
(A) A delegation from the head office
(B) The CEO
(C) Health and safety inspectors
(D) Tax officials
96. What was discovered in the factory?
(A) An infestation of rats
(B) A new production method
(C) Defective safety mechanisms
(D) Three cutting machines
97. What will happen to the workers?
(A) They will be off work with full pay for about a week.
(B) They will go on strike.
(C) They will be laid off.
(D) They will be off work with no pay for about a week.
98. What is being advertised?
(A) Summer vacation specials
(B) Winter vacation packages
(C) Cruises
(D) Hotels
99. Which of the following is NOT included in the price?
(A) Breakfast
(B) Guided tours
(C) Dinner
(D) Car rental
100. How can you find out more information about this offer?
(A) By visiting a branch directly or calling a special hotline
(B) By visiting the Pearson's website
(C) By sending off an application form
(D) By ordering a catalog

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Though the company has used ----- to attract new clients, profits were down in the last quarter of the year.
 (A) indulgences
 (B) incentives
 (C) industry
 (D) increments
102. Five years -----, the Lewis sisters ran the most successful interior design business in Los Angeles.
 (A) ago
 (B) then
 (C) since
 (D) after
103. The new computer system designed for the post office ----- accounts to be managed over the Internet.
 (A) are allowing
 (B) allow
 (C) will allow
 (D) will be going to allow
104. They ----- to build an addition to their hotel to accommodate their many guests.
 (A) must
 (B) ought
 (C) should
 (D) have to
105. We usually recommend that couples ----- their investments in order to plan for their retirement.
 (A) elevate
 (B) schedule
 (C) coordinate
 (D) delineate
106. He is particularly ----- by the way the new manager has dealt with emergencies.
 (A) impressionable
 (B) impressed
 (C) impressive
 (D) impression
107. The company thought the shipment ----- in time for the holiday shipping season.
 (A) can arrive
 (B) is arriving
 (C) will arrive
 (D) would arrive
108. ----- the unsuccessful summer season, the manager wants to go ahead with expansion plans.
 (A) Because
 (B) Although
 (C) Due
 (D) Despite

109. If you have an advanced degree, there are ----- more job opportunities available to you.
(A) seldom
(B) many
(C) few
(D) too many
110. Look ----- these statistics and tell me if you think they are accurate.
(A) over
(B) from
(C) to
(D) under
111. I have noticed that when the boss is away, employees like to relax and enjoy -----.
(A) myself
(B) ourselves
(C) himself
(D) themselves
112. The passengers were ----- of the flight's delay.
(A) expecting
(B) notified
(C) announced
(D) saying
113. The company's goal is to reach maximum production capacity ----- the next three months.
(A) into
(B) about
(C) with
(D) within
114. She hasn't finished the monthly financial reports -----, but says she should have them by the end of the day.
(A) by this time
(B) still
(C) yet
(D) then
115. He has to finish the meeting and get to the airport ----- 6 p.m.
(A) to
(B) on
(C) until
(D) by
116. If you do not read the business page regularly, you ----- to miss reports of the important business transactions.
(A) are going
(B) will
(C) would be going
(D) had
117. For professionals at the beginning of their careers, leisure time is a ----- commodity.
(A) high-priced
(B) regular
(C) common
(D) scarce
118. ----- people who love their work need time to relax and enjoy themselves.
(A) Also
(B) Although
(C) Even
(D) Despite
119. A recent study of corporate managers ----- most executives do not find their work satisfying.
(A) found that
(B) which discovered
(C) revealing
(D) founded
120. By the end of the day, you must decide ----- or not you want to attend the conference next month.
(A) whether
(B) if
(C) however
(D) rather

Go on to the next page.

121. In a memo to all department managers, the employees ----- more flexible working hours.
(A) inquired
(B) asked
(C) said
(D) requested
122. According to recent reports, the economic situation is not ----- serious as most analysts think.
(A) very
(B) as
(C) that
(D) too
123. Trade journals reveal that the ----- computers are popular for good reason.
(A) most late
(B) most
(C) latest
(D) most latest
124. Her competence, intelligence, ----- efficiency make her an excellent candidate for the job.
(A) but
(B) or
(C) and
(D) so
125. Applications for certification training will be ----- until the 15th of this month.
(A) excepted
(B) accepted
(C) exempted
(D) accented
126. Our competitor orders a high ----- of its equipment from foreign companies.
(A) percentage
(B) range
(C) level
(D) degree
127. Jobs at the company pay a ----- of \$15.00 per hour, increasing within two years to \$20.00.
(A) minimal
(B) minimum
(C) marginal
(D) margin
128. Ultimately, the success of the company ----- on consistent management strategies.
(A) had been depended
(B) to depend
(C) is depending
(D) depends
129. Be sure ----- all stationery orders by 3 p.m. on Fridays.
(A) place
(B) placing
(C) to place
(D) placed
130. The new overtime regulations will take ----- at the start of next month.
(A) affect
(B) effect
(C) efficacy
(D) affectations
131. We thought our offer would have been accepted by now, but ----- has called.
(A) somebody
(B) anybody
(C) someone
(D) nobody
132. ----- we concede that the union does have a point, it is impossible for us to meet the members' demands.
(A) During
(B) Having
(C) While
(D) As

133. This package should be sent ----- express mail if you want to have any hope of meeting the deadline.
- (A) to
 - (B) with
 - (C) by
 - (D) along
134. She really ----- to learn to control her temper in the office.
- (A) has
 - (B) have
 - (C) hasn't
 - (D) having
135. Even the ----- efficient worker makes mistakes and has an off-day every now and again.
- (A) best
 - (B) most
 - (C) mostly
 - (D) more
136. ----- the manager found out that the secretary had lied to her, she was furious.
- (A) Owing to
 - (B) So
 - (C) If
 - (D) When
137. After the union found out that the managers had given ----- a 20% pay raise, a strike was organized.
- (A) their
 - (B) himself
 - (C) themselves
 - (D) they
138. Most of the departments will be ----- office parties before the Christmas vacation begins.
- (A) to hold
 - (B) held
 - (C) have held
 - (D) holding
139. The new staff break room will be located on the second floor, ----- the vending machines.
- (A) into
 - (B) opposite
 - (C) over
 - (D) against
140. A short ----- will be held to remember all employees who were killed in the train crash last week.
- (A) celebration
 - (B) memory
 - (C) ceremony
 - (D) ceremonial

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following fax.

Fax

010-889-880

To: Elizabeth Turner
 From: Edmund Black
 Re: Friday's meeting
 Date: January 4, 2006

Liz,

I'm not ----- if you have remembered or not, what with the Christmas and New Year holidays,

141. (A) able
 (B) sure
 (C) knowing
 (D) allowed

but we have a meeting with Dylan Peterson on Friday. As that is only three days -----, I'd really

142. (A) ago
 (B) before
 (C) away
 (D) until

like to meet up and talk with you beforehand. We really need to look as though we know what we're talking about, so I think it would be helpful to meet and make some notes so that we can present a ----- argument. I think he's going to be quite difficult to persuade, so we need to have all the

143. (A) convincing
 (B) contagious
 (C) conquering
 (D) certainty

facts well-organized and at our fingertips. I'm preparing some spreadsheets. Are you ----- at

144. (A) sure
 (B) definite
 (C) free
 (D) at cost

10 a.m. tomorrow morning? Give me a call.

Thanks,
 Edmund

Go on to the next page.

Questions 145 through 148 refer to the following letter.

432 Earl Street,
Brighton,
SX2 6BB
April 22nd

Brighton Bank
33 Head Street
Brighton
SX3 7HT

Dear Sirs,

Re: Replacement Credit Card

I recently received a replacement for my ----- credit card through the mail. I had already started

145. (A) expired
(B) expiry
(C) deleted
(D) exceeded

using this card when I received yet another card. I am now a little confused about which card I should be using, and I was wondering if I should have one of the cards cancelled. Would it be adequate just to ----- the second card?

146. (A) impair
(B) cut up
(C) designate
(D) turn up

Unfortunately, I am housebound, so I am unable to visit the bank in person. I should be most grateful if you could ----- me on this matter. I look ----- to your response.

- | | |
|-----------------|----------------|
| 147. (A) advice | 148. (A) ahead |
| (B) advertise | (B) back |
| (C) advise | (C) forward |
| (D) send | (D) for |

Yours faithfully,

Kylie Anderson

Questions 149 through 152 refer to the following advertisement.

Byfords Books Annual Sale Coming!

Byfords Books is pleased to ----- its annual discount sale, starting at 10 a.m. on January 20th.

149. (A) renounce
(B) denounce
(C) announce
(D) determine

Take a look at just some of the bargains you could -----.

150. (A) occur
(B) drop
(C) pick
(D) pick up

Bestseller fiction:

Paperbacks - 20% off last year's top-selling books

Hardcover - 30% off last year's top-selling books.

Buy two "Blue Star" books and get a third completely ----- of charge!

151. (A) lack
(B) absent
(C) best
(D) free

Non-fiction:

Biographies - 10% off all books (hardcover and paperback editions)

Business - 15% off

Buy two "Red Star" books and get a third for half price.

Damaged books (ask to see our collection):

Up to 50% off a wide range of titles.

Come along and treat yourself to those books you've been wanting to buy.

**** Offers do not ----- to textbooks or periodicals.****

152. (A) apply
(B) concern
(C) offer
(D) acknowledge

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 through 155 refer to the following advertisement.

Product Name	Minimum Balance	Monthly Fee	Added Benefits
West Free Checking	-0- opening balance \$50	-0-	- Free initial order of checks - No charge on ATM transactions
West 55 Checking (must be 55 years or older)	-0- opening balance \$100	-0-	- Free standard checks - Checks returned at no charge - No charge on ATM transactions
West Interest Checking	-\$500 opening balance \$100	None, or \$4 plus .25 per check if balance falls below minimum	- Free initial order of checks - Checks returned at no charge - No charge on ATM transactions
West Advantage Acct.	-\$2,500 opening balance \$100	None, or \$8 if balance falls below minimum	- Free standard checks - No charge on ATM transactions - No-fee traveler's checks - Checks returned at no charge

153. Which account(s) offer(s) free checks any time?
- (A) West Free Checking & West Interest Checking
(B) West Free Checking
(C) West Interest Checking
(D) West 55 Checking & West Advantage Account
154. Which account(s) has(have) the lowest required opening balance?
- (A) West Interest & West 55 Checking
(B) West Interest & West Advantage
(C) West Free Checking & West 55 Checking
(D) West Free Checking
155. Which account would best suit a senior citizen?
- (A) West Interest
(B) West Checking
(C) West 55 Checking
(D) None of the accounts

Go on to the next page.

Questions 156 and 157 refer to the following letter.

**Jameson's TV and Appliances
270 Evans Drive
Harrisburg, PA
March 2, 2006**

**Subscriptions Department
Contemporary Electronics Design
2457 Baja Blvd.
San Diego, CA**

Dear Subscription Editor,

I would like to sign up for a one-year corporate subscription to CED in the name of Jameson's TV and Appliances. I would like this subscription to begin with the March Annual Product Review issue. We are particularly eager that our subscription begin with the March issue because of the product review in that issue of the Zenon 1001 circuit board. I am enclosing a check for \$27, made payable to CED Subscriptions. Thank you for your assistance.

Sincerely,

**Delia Walters
Supplies Manager**

- 156. Which of the following is CED most likely to be?**
- (A) A technical periodical of the electronics trade**
 - (B) A catalog of electronics equipment and supplies**
 - (C) A series of pamphlets about circuit boards**
 - (D) A television magazine**
- 157. How long would Delia Walters like to receive CED?**
- (A) \$27**
 - (B) 12 months**
 - (C) Just during March**
 - (D) Indefinitely**

Questions 158 through 161 refer to the following advertisement.

Smart business people have long known that they can use the Zephyr to do their faxing, emailing, scheduling, writing, and typing at home, in the office, and on the road, and now it gets even better! On top of all the things Zephyr can already do, we've just added a special feature that can save you money. Buy a Zephyr now (retails for \$1,599.00) and we'll include a 512mb flash memory card pre-loaded with *Expense Manager* and *Paging Access* software. That's a \$250 value, free if you act now! Use the *Expense Manager* to keep track of your business expenses. Send messages to cell phones with the *Access* software. Use the extra memory to store more data or back up your data.


158. What kind of an ad is this?
- (A) An ad announcing a sale
 - (B) An ad announcing a special offer
 - (C) An ad announcing a new product
 - (D) An ad announcing a new location
159. Who would purchase a Zephyr?
- (A) A college student majoring in law
 - (B) A busy housewife with four children
 - (C) A businessperson
 - (D) A plumber or electrician
160. How much money can you save if you follow up on this offer?
- (A) \$1,599
 - (B) \$250
 - (C) \$201
 - (D) \$49
161. What is *Expense Manager*?
- (A) A store in the area
 - (B) A sales person at the store
 - (C) A pre-loaded memory card
 - (D) A computer program

Questions 162 through 164 refer to the following memo.

MEMO

To: All employees
From: Health and Welfare
Re: Sick Leave

As we are entering the year-end holiday season, we are also entering the flu season, and a lot of people will continue to work no matter how badly they feel. These sick people will go to work, spreading their germs and the misery that goes with them to their co-workers. Please don't feel that this is what you have to do. Don't feel that others will think you are being lazy. We urge you to stay home for a couple of days if you come down with the flu. Sick workers probably cost companies more money by going to work sick than if they take time off to recuperate. So get well, and keep the rest of the office happy and healthy this holiday season.



162. What advice is given here?
- (A) Don't use your sick leave
 - (B) Go to the hospital if you are sick
 - (C) Stay home when you are sick
 - (D) Exercise regularly to prevent illness
163. In which season is this memo being released?
- (A) Winter
 - (B) Spring
 - (C) Summer
 - (D) Fall
164. What does the memo imply?
- (A) That workers are reluctant to take sick leave
 - (B) That Health and Welfare is an influential department
 - (C) That it will soon be vacation time
 - (D) That sick workers will suffer a pay cut

Questions 165 through 168 refer to the following news release.

News Release: Air Freight firm expands Bank Service

New London, CT, May 30, 2006. Lawrence Sterling, president of the New London based carrier Royal Air Freight, announced today the addition of a daily freight service between Concordia National Bank branch offices in New Canaan, Bridgeport, and New Haven, and the home office in New London, effective June 14, 2006. The expanded service is made possible by RAF's purchase of two new single-engine Algonquin Turboprops, to be devoted to branch service runs. This brings the total number of aircraft in the RAF fleet to 30. Until now, RAF had been operating a freight service between the above locations just once a week.

At just 35 years of age, Lawrence Sterling is credited with revolutionizing bank transportation systems, allowing the Concordia National Bank to reduce costs by thousands of dollars. Sterling, whose company is 12 months old, states that it has quadrupled its mileage and quintupled its gross profits, in the last five months. According to Sterling, increased financial activity over the last decade necessitated the switch from ground to air carrier service to meet intra-bank deadlines. More recently, rising fuel costs have led such banks as CNB to turn to the use of single-engine carriers for cost efficiency. Sterling expects other banks to follow suit and is already in talks with another major bank. If successful, he plans to hire up to twenty additional employees.

165. What can be said about RAF?
- (A) It has low overhead and high revenues.
 - (B) Its president also works for CNB.
 - (C) It's a young, fast-growing company.
 - (D) Its president is a pilot.
166. What has made RAF's expansion necessary?
- (A) The purchase of two new planes
 - (B) An increase in transactions between bank branches
 - (C) The expansion of CNB into several other towns
 - (D) A drop in fuel costs
167. Which of the following statements is true?
- (A) RAF will expand its air freight service to other states in the next decade.
 - (B) RAF added weekly freight service to New Canaan, Bridgeport, and New Haven.
 - (C) RAF has doubled its profits in the last half year.
 - (D) It is less expensive to use single-engine airplanes than trucks.
168. When will the new freight service begin?
- (A) Next year
 - (B) In a few months
 - (C) Two weeks after the news release
 - (D) After talks with a major bank

Go on to the next page.

Questions 169 through 172 refer to the following letter.

Stock Options
25 Alto St.
Albuquerque, NM

October 10, 2006

Landreth's Shoes
7829 Miller Avenue
Denver, CO

Dear Sir:

Wouldn't you be surprised if you walked into your store tomorrow and saw \$5 bills hanging out from every shoe box lid? Money, as you know, has no value unless it is working. If you invest money in something that doesn't earn anything, it eventually costs more money to leave it there. This is why a large group of our customers go to a little extra time and effort to harness their shoe stock with our Concentration Plan. This plan helps them drive those slow-moving shoes off the shelves.

Our Stock Control System is a part of the Concentration Plan. It will keep track of your stock and keep that stock mobile in a way you couldn't manage without it. You'll be surprised at how inefficient your current stock-tracking systems will seem in contrast. Install our Plan in January and it will be running smoothly by your spring shoe sales. It costs nothing except your willingness to start it and keep it going. Please read the attached Concentration Plan agreement, fill in the information on the second sheet, and we will forward the necessary supplies and information. I am confident that, having read the attached customer testimonies, you will see that Stock Options Concentration Plan is the only way to go. You may also find further information on the Stock Options website at www.stockop.co.

Sincerely,

Darlene French,
Stock Options Consultant

169. What type of letter is this?
- (A) An inquiry letter
 - (B) A request letter
 - (C) A sales letter
 - (D) A letter of congratulations
170. What will the Concentration Plan accomplish?
- (A) It will increase profits.
 - (B) It will attract shoppers from far away.
 - (C) It will put \$5 into every box of shoes.
 - (D) It will provide a website.
171. What should Landreth's Shoes do first?
- (A) Put time and effort into their business
 - (B) Read the agreement and complete a questionnaire
 - (C) Install the Concentration Plan in January
 - (D) Send in \$5 for each pair of shoes in stock
172. According to the letter, how long after installation would it probably take for the system to become effective?
- (A) One year
 - (B) Just a few months
 - (C) About six months
 - (D) Just a couple of weeks

Questions 173 through 176 refer to the following memo.

Tri-County Real Estate

Memo

To: Sales Staff
From: Russell Miller
Date: January 2, 2006
Re: Parking of personal vehicles

As you know, construction of the new office extension is scheduled to begin this spring. Unfortunately, during the period of construction, we will not be able to use our west parking lot. As an alternative, we have arranged to lease parking space for company vehicles from the Rio Grande Company. However, we are unable to provide parking spaces for private cars. Beginning March 15th, those of you who drive to work will have to make other arrangements for parking your own vehicles. There is on-street parking available on Garfield Street and you may park at the warehouse lot at Tri-County Builders. We have arranged for a company discount, so you will be able to park at a reduced daily rate, equal to what you currently pay for parking. Please be assured that there will be adequate parking for all employees. I'd like to convince you that the four-block walk would be healthy, but for those of you determined to be lazy, and because I know there are bound to be plenty of rainy days, we will arrange a convenient morning and evening shuttle from our offices to the warehouse lot. A list of shuttle bus times will be posted on the bulletin board in each office as soon as it is finalized.

I am sorry for the inconvenience. Remember that it is all for a good cause. We really need the new office space and when construction is completed, we'll have a nicely landscaped parking lot with bright lighting and a personal parking space for each of you.

173. Who are the recipients of this memo?
- (A) Construction workers
 - (B) Real Estate agents
 - (C) Bus drivers
 - (D) Janitors
174. What did the company focus on in making these arrangements?
- (A) Convenience and expense
 - (B) Employee health concerns
 - (C) Local weather and traffic
 - (D) Lighting and landscaping
175. How long will the parking changes be in effect?
- (A) Until spring
 - (B) Through the summer
 - (C) Until construction is completed
 - (D) Until everyone is willing to walk four blocks
176. Where should workers look to find the shuttle bus schedule?
- (A) At the bus stop
 - (B) On an attached sheet of paper
 - (C) On the company website
 - (D) On the office notice boards

Questions 177 through 180 refer to the following advice.

Attention, Park Rangers!

With the summer vacation season about to begin, the National Parks Authority asks all rangers, old timers, and newbies alike to memorize the following list of regulations.

Remember the following points when dealing with visitors. All visitors should be made aware of the following regulations when given admission to the park. You **MUST** hand a copy of the park regulations to each group of visitors. Failure to do so will be considered a gross neglect of duty.

* Visitors planning to camp in the park must obtain permits and be assigned campsites. This is necessary to facilitate control of camper services, as well as to reduce the danger of forest fires. Campers and other visitors who fail to comply with park regulations are subject to fines for a first offense. Camping permits are available at the following rates:

Campsites A & B:	\$3.50 a night
	\$20 for a one-week pass
	\$50 for one month
Campsites C & D:	\$2 a night
	\$12 for a one-week pass
	\$40 for one month

- * Visitors must not feed park animals; however, they may participate in supervised animal feedings. The feeding schedules will be posted near feeding sites.
- * Visitors may not pick or pull up any plant or flower within the park limits. This is punishable with fines of up to \$150.
- * Visitors are responsible for taking home their own trash. Littering or dumping is punishable with fines of up to \$500.
This is not our park. It belongs to Mother Nature. Protect it for her by enforcing all park regulations.

177. What is a duty of park rangers?
- (A) To feed animals
 - (B) To give park regulations to visitors
 - (C) To collect trash
 - (D) To pay fines
178. Why must campers obtain permits?
- (A) To ensure payment of required fees
 - (B) To avoid camping in dangerous areas
 - (C) To allow for counting of all campers
 - (D) To reduce the possibility of forest fires
179. What will happen to visitors who do not follow rules?
- (A) They will have to pay a fine.
 - (B) They will be asked to leave the park.
 - (C) They will not be allowed to camp in the park.
 - (D) They will be charged a higher fee.
180. How may park visitors feed the animals?
- (A) If they ask a park guard to help them
 - (B) If they agree to feed them only certain foods
 - (C) If they join the park's animal-feeding program
 - (D) Under no circumstances

Questions 181 through 185 refer to the following emails.

To: Office Depot <supplies@office.dept.co>
From: sunnys@pickfords.co
Subject: Order reference #002993
Date: February 7th

Dear Sirs,

I placed the above order, reference number 002993 on January 15th, but have yet to receive any of the items that I ordered. I was informed at the time of ordering that one of the items (black easy-click ball point pens, two boxes) were out of stock and would not be available until the end of January. However, I was assured that all other items in my order would be dispatched by January 18th. I telephoned your supplies department on January 20th and was told that the order would be delivered by January 25th. I had still received nothing by January 30th and telephoned again, only to be promised that the order was on its way. It is now February 7th, and I am still without what are essential supplies for my business. I feel I have no choice but to cancel the order in its entirety and to inform you that I will no longer be using your services.

Sincerely,
Brenda Whitman.

To: Brenda Whitman <sunnys@pickfords.co>
From: Dustin Stone <supplies@office.dept.co>
Subject: Re: Order reference #002993
Date: February 9th

Dear Ms. Whitman.

Thank you for your email of February 7th. I am extremely sorry to learn of your difficulties. I have looked into your order and indeed, an order was dispatched on January 18th. However, this was returned to Office Depot as undeliverable. After receiving your telephone call, we confirmed your delivery address and the package was sent again, with the backordered pens on January 25th. Our records show this delivery as successful, so I am not sure what has happened here.

Again, I apologize for the inconvenience that you have suffered, and while it is regrettable, I understand your decision.

Sincerely,
Dustin Stone

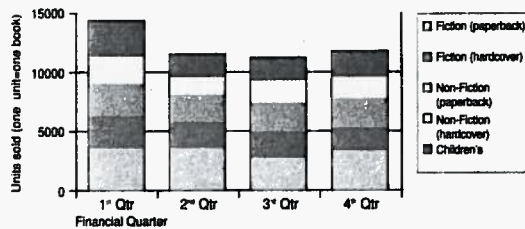
181. Why did Brenda Whitman send an email to Office Depot?
- (A) To place an order
 - (B) To thank them for a delivery
 - (C) To make a complaint
 - (D) To amend an order
182. How long has Brenda Whitman been waiting for her items?
- (A) About one week
 - (B) About two weeks
 - (C) About three weeks
 - (D) Over a month
183. What action is Brenda Whitman taking?
- (A) She will stop using Office Depot.
 - (B) She will recommend Office Depot to her friends.
 - (C) She will place a new order.
 - (D) She will ask for an extension of her credit.
184. According to Dustin Stone, what happened?
- (A) The items were dispatched twice.
 - (B) They have no records of Brenda Whitman.
 - (C) There was a computer glitch.
 - (D) They had stopped accepting orders by email.
185. What is Dustin Stone's reaction to Brenda Whitman's decision?
- (A) He is sorry, but understands her reasons.
 - (B) He believes she is making a mistake.
 - (C) He expresses no opinion.
 - (D) He will try to change her mind.

Questions 186 through 190 refer to the following memos and tables.

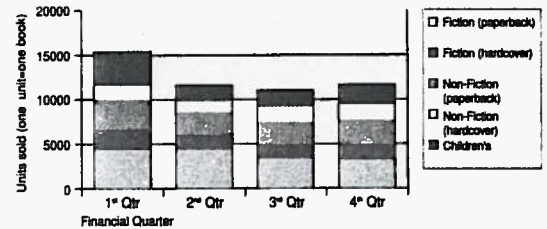
To: All sales staff
 From: Marketing
 Re: 2005 Sales Figures
 Date: January 27, 2006

The fourth quarter's sales figures have now been tabulated. Please take a look at the attached chart before next Monday's meeting. The chart will form the basis of much of the discussion at the meeting. A copy of previous year's figures is also attached for your reference. Please be ready to give your opinion on the new figures and be prepared to offer ideas for sales campaigns for the coming year. Remember, we also welcome your ideas at any time. Don't be afraid to submit any thoughts you may have at any time during the year.

Books and Books 4th Quarter Sales Figures



Books and Books Previous Year 4th Quarter Sales



To: Marketing
 From: Andy Hardacre, Sales Team
 Re: Sales Figures and meeting
 Date: 28th January

I'm afraid that I won't be able to attend the meeting as I will be on vacation next week. However, before I go, I just wanted to let you know some of my thoughts on the figures sent out yesterday.

I don't think that the figures contain too many surprises, but it appears that we sold a lot less fiction this year than last. In actual fact, I don't think this chart is a true reflection of sales because during the 4th quarter of the previous year, we held a promotional campaign. As you will recall, we ran a special offer on different types of fiction every week during that quarter. For every two books purchased within the featured genre, customers received a third free of charge. So the number of units does not represent true sales figures. I think we need to bear this in mind. We didn't run this kind of campaign last quarter. But I think that perhaps something like a buy two, get one 50% off campaign might be successful. Customers will feel they are saving money, and we will profit more than if we simply offer the third book for free.

What I would like to see is an increase in sales of children's books. Why don't we add a cushioned seating area with toys in some of our larger stores? It would allow parents to browse the kids' books while their children play. Furthermore, we could give away free notebooks or pens, or something like that with some of the less popular series to try to improve sales. Or, how about a sticker with each book in a series—collect five stickers and get a book free?

These are just some rough ideas. I'm sorry I won't be at the meeting, but I hope you will consider some of these thoughts.

186. What is the purpose of the first memo?
- (A) To solicit ideas from sales staff
 - (B) To reprimand staff for poor sales
 - (C) To demand payment for the previous two years
 - (D) To inform staff of store closures
187. Why did Andy Hardacre send a memo to Marketing?
- (A) He wants to resign.
 - (B) He will not be at the meeting.
 - (C) He does not want to speak at the meeting.
 - (D) He wants to complain about not being invited to the meeting.
188. What kind of books have sold the most over the past sales periods shown?
- (A) Non-Fiction Paperback
 - (B) Non-Fiction Hardcover
 - (C) Fiction Paperback
 - (D) Fiction Hardcover
189. According to Andy Hardacre, why is the chart not an accurate reflection of book sales?
- (A) It does not show books signed by the author.
 - (B) It includes books given away.
 - (C) It shows only five kinds of books.
 - (D) It reports sales of textbooks.
190. Which of the following ideas to increase sales of children's books is NOT mentioned?
- (A) Play area in larger branches
 - (B) Free stationery
 - (C) Discount coupons
 - (D) Stickers to collect for free books

Questions 191 through 195 refer to the following advertisement and reply.

One-Med is an emerging growth company that will reward your skills as a Field Sales Representative. One-Med develops and markets medications. Our substantial product line and great prospects for growth allow us to offer you an exciting career opportunity. You will benefit from:

- A strong compensation package
- A supportive management team
- A 'pay for performance' system that offers strong incentives

We are looking for candidates with:

- Bachelor's degree in business or life sciences
- Minimum three years of experience in pharmaceutical sales
- Proven track record of performance
- Strong work ethic and motivation for personal and professional growth

Please send your resume and salary requirements no later than September 2nd to:

Human Resources Dept.,
One-Med Pharmaceuticals, Inc.,
3745 Standard Ave.,
Reston, VA.

No phone calls or email applications please.

We are an equal opportunity/affirmative action employer.

190 Singlewell Road
Reston
VA 44091
September 3rd
Human Resources Dept.,
One-Med Pharmaceuticals, Inc.,
3745 Standard Ave.,
Reston, VA

Dear Sirs,

It is with great interest that I read your advertisement in the Reston Daily Herald. Please find attached a copy of my resume, outlining my qualifications and experience.

As you will see from my resume, I was recently awarded an MBA from the University of Reston. Although I have not come from a background in business, I have been told many times that I have a natural ability to sell. At university, I was in charge of the Student Union Fund-raising committee and broke all previous records. I don't like to boast, but I am extremely proud to say that during my MBA, I was awarded the Business Department's Award for Excellence for my thesis. This is a prize awarded to one student in the department each year. This is my greatest achievement to date. While I do not have any experience working in sales, I believe that my studies have prepared me for a career in this field. I am looking for an opportunity to put into practice some of the theories I have learned, and to implement some ideas of my own. I am innovative, hard-working, and sure that I could be a great asset to One-Med Pharmaceuticals. I am looking for a starting salary of \$30,000.

Please do not hesitate to contact me if I can provide any more information. I can be reached at the phone numbers listed on my resume.

Sincerely,
Kingston Churchill

191. What type of advertisement is this?
- (A) A job ad
 - (B) A pharmaceuticals sales ad
 - (C) An ad for political candidates
 - (D) An ad for a pharmaceutical catalog
192. What does the advertisement offer applicants?
- (A) Good pay, managers, and opportunities
 - (B) On-the-job training
 - (C) International travel while working
 - (D) A low salary, but other compensations
193. Which of the following best describes Kingston Churchill?
- (A) A college graduate with a BA and work experience in hospitals
 - (B) A person who wants to work hard and advance
 - (C) An MBA graduate with no sales experience
 - (D) A pharmacist with 20 years experience
194. What achievement is Kingston Churchill most proud of?
- (A) Breaking fund-raising records at university
 - (B) Graduating from the University of Reston
 - (C) Winning a prize for his MBA thesis
 - (D) Being a hard worker
195. For which of the following reasons is Kingston Churchill unlikely to be offered a position?
- (A) He has an MBA.
 - (B) He lacks the necessary experience.
 - (C) He is an over-achiever.
 - (D) He is not a motivated worker.

Questions 196 through 200 refer to the following notice and email.

Wanted: Volunteers

Help spread a happiness.

Greenberg Brothers is looking for volunteers for the annual Children's Christmas Charity Party to be held on December 12th.

Every year since Greenberg Brothers was founded in 1975, we have hosted a Christmas Charity Party for underprivileged children. These children are either resident in children's homes or are currently being monitored by social services due to an unstable home environment.

We need two basic kinds of volunteers:

- 1) people to collect money and gifts from local businesses
- 2) people who will be able to assist on the day (supervising games, preparing and serving snacks, and providing a happy, carefree environment)

In particular, we need volunteers for the party who are qualified to administer first aid. We are required by law to make this provision.

If you are interested in volunteering, please talk to your office manager or send an email to GBXmasparty@greenberg.co, stating in which capacity you would like to offer your services.

To: GBXmasparty@greenberg.co
From: Sally Daysday@greenberg.co
Subject: Party Volunteers
Date: November 20th

I was very interested to read the notice posted in the staff room, and I'd like to offer my services as one of the Children's Party volunteers. I'd be happy to help out in both the planning and preparation stage, and at the party itself. I am a qualified first-aider with up-to-date certification. The parties have a special meaning for me because, before joining Greenberg Brothers, I worked for social services for fifteen years. Every Christmas, the children I worked with used to look forward to the parties for weeks in advance. One of my acquaintances is a balloon sculptor. He has said that he is willing to come along and do a 20-minute balloon toy making session for the kids. He'll demonstrate a few shapes such as dog, rabbit—that kind of thing, and teach the kids so that they'll all have a balloon toy to take home. He has spoken to Balloons For All, and they will be donating 300 balloons.

I look forward to learning more details.

Sally Day



196. What is the purpose of this notice?
- (A) To invite employees to a company party
 - (B) To find volunteers
 - (C) To explain the history of Greenberg Brothers
 - (D) To ask employees to submit vacation requests
197. Who will be attending the party?
- (A) All company employees
 - (B) Office managers
 - (C) Deprived children from the local community
 - (D) The children of Greenberg Brothers employees
198. What kind of people will be essential on the day of the party?
- (A) Young, energetic people
 - (B) People with medical training
 - (C) Happy, caring people
 - (D) Social workers
199. Why is the party of special significance to Sally Day?
- (A) She loves children.
 - (B) She is a big fan of Greenberg Brothers.
 - (C) She used to work with underprivileged children.
 - (D) The party will be held on her 15th birthday.
200. What will each child receive to take home?
- (A) A pet dog
 - (B) A balloon toy
 - (C) A rabbit
 - (D) A piece of cake



→ Practice Test

2



LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

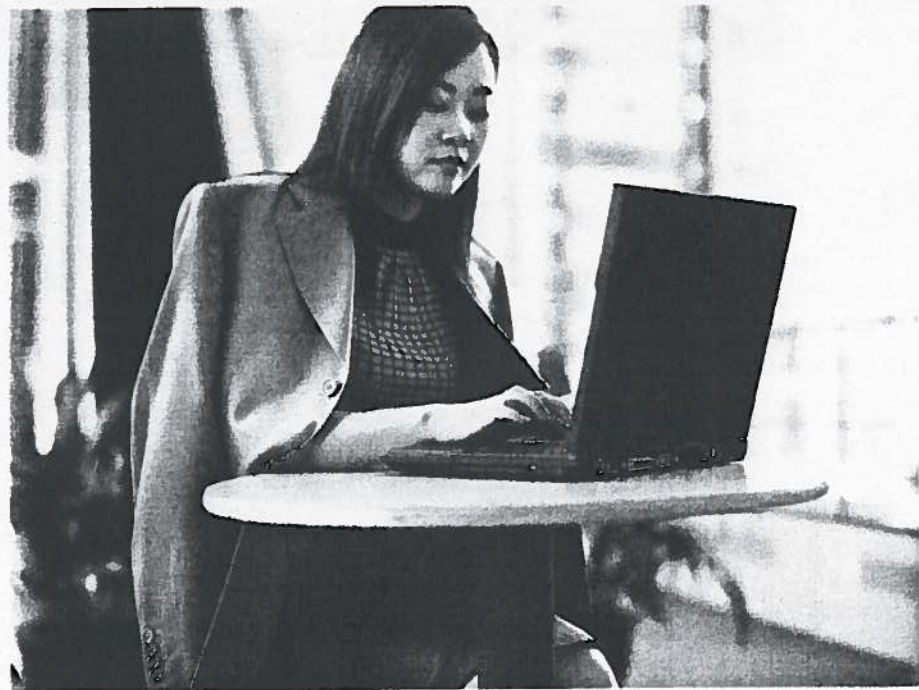
Part 1

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

Example

Sample Answer

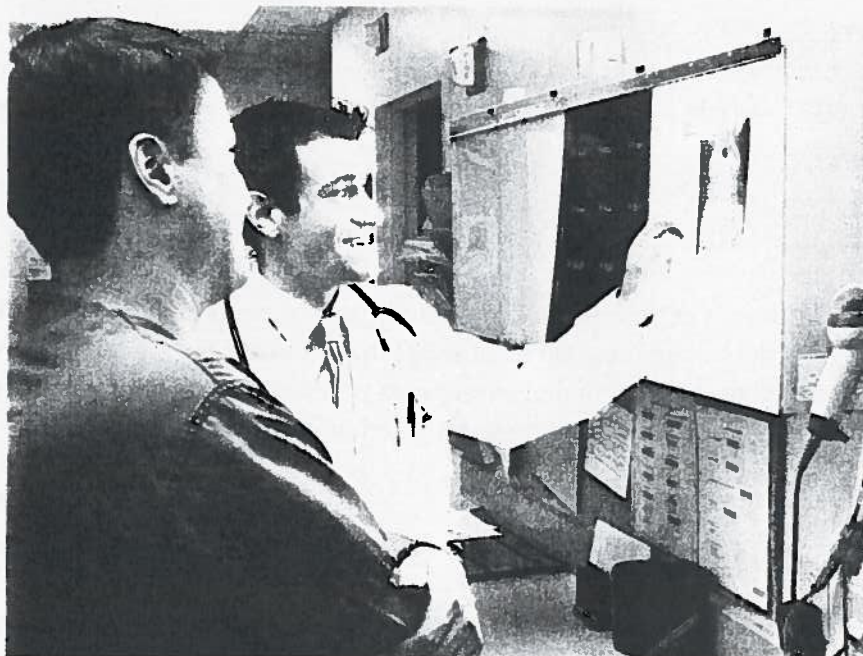
(A) ● (C) (D)



Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).

1.



2.



Go on to the next page.

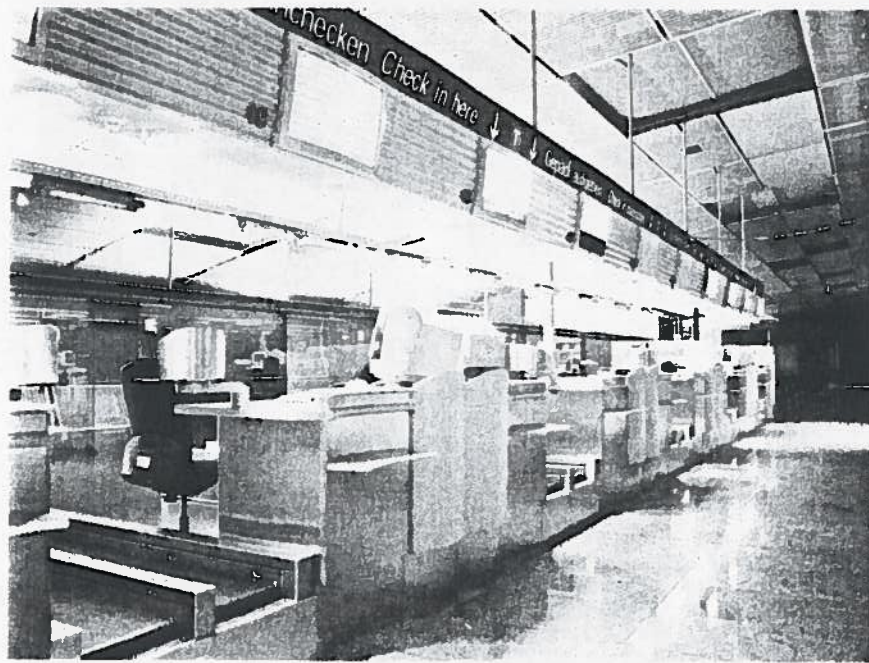
3.



4.



5.



6.



Go on to the next page.

7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

Sample Answer

You will hear: How are you today?

B C

You will also hear: (A) I'm fine, thank you.
 (B) It's cold, isn't it?
 (C) Well, it's a difficult issue.

The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. Who bought the new computer?
 (A) The man
 (B) The woman
 (C) The man and the woman together
 (D) Their employer
42. Why is the man pleased with the computer?
 (A) It fits in his briefcase.
 (B) It is much nicer than his old computer.
 (C) He didn't have to pay for it.
 (D) It's his first computer.
43. How does the woman feel about the computer?
 (A) She is looking forward to getting one.
 (B) She thinks it looks heavy.
 (C) She doesn't like laptop computers.
 (D) She doesn't think the man deserves it.
-
44. Where has the woman been?
 (A) In Asia
 (B) In the office all week
 (C) At a conference all week
 (D) At home
45. What does the man recommend the woman do?
 (A) Start a new project, then check the files
 (B) Check the Asian reports immediately
 (C) Spend less time out of the office
 (D) Attend more meetings
46. What does the woman expect to find in the reports?
 (A) New proposals
 (B) Bad news
 (C) A pleasant surprise
 (D) Profit figures
47. Where do the man and woman have to go?
 (A) To a lunch appointment
 (B) To a meeting
 (C) To meet a supplier
 (D) To a reception
48. Why isn't the man leaving at the same time as the woman?
 (A) He needs to finish reading a letter.
 (B) He needs to make some phone calls.
 (C) He needs to finish writing a letter.
 (D) He is waiting for a letter to arrive.
49. Why does the woman think their coworkers will be angry?
 (A) They dislike the man.
 (B) The man will be late again.
 (C) They didn't want the woman to attend.
 (D) They have been very irritable recently.
-
50. What do the man and woman need to discuss?
 (A) Budget cuts
 (B) Market research
 (C) Cleaning the man's desk
 (D) Staff recruitment
51. When are they going to meet?
 (A) In the next quarter
 (B) In a quarter of an hour
 (C) Tomorrow at ten o'clock
 (D) Today at ten o'clock
52. What will the man provide for the woman?
 (A) Information from her local tax office
 (B) Documents to be read
 (C) An information leaflet
 (D) Information from Internet research

Go on to the next page.

53. Who wants to talk to the man?
(A) The woman
(B) His mother
(C) An applicant for the sales position
(D) The supply department
54. Why doesn't the man take the call?
(A) He is avoiding the caller.
(B) He is busy.
(C) He has a sore throat.
(D) He wants the woman to handle it.
55. How much paper does the man want?
(A) 30 boxes
(B) 13 boxes
(C) He doesn't need any paper this month.
(D) 40 boxes
-
56. What is the man's problem?
(A) He thinks he is lost.
(B) He needs a lawyer.
(C) He needs change to make a phone call.
(D) The woman won't help him.
57. Where did Beckwith and Drum relocate to?
(A) An office in New York
(B) An office a couple of blocks away
(C) The second floor
(D) An office a couple of floors down
58. How can the man contact the new office?
(A) By calling their new number
(B) By sending a fax
(C) By email
(D) By calling their old number
59. What does the manager want to do?
(A) Hire more staff
(B) Reduce overhead
(C) Take an extended leave
(D) Assign more responsibility to the man
60. How does the woman feel about the manager's demands?
(A) They're unreasonable.
(B) It's a wise decision.
(C) It's a hasty decision.
(D) They're desirable.
61. What is one option the man will consider to cut costs?
(A) Give all staff a pay cut
(B) Freeze pay raises for one year
(C) Lay off one member of staff
(D) Quit his job
-
62. Where does the woman want to go?
(A) To El Paso
(B) To Texas
(C) To New York
(D) To Chicago
63. Which of the following statements is true?
(A) The woman will be traveling with two other passengers.
(B) The woman has to reduce the length of her trip.
(C) The woman wishes to sit by the window
(D) The woman wants a one-way ticket.
64. When will the woman be returning?
(A) On the 11th
(B) On the 13th
(C) On the 18th
(D) On the 19th

65. What are the speakers talking about?
- (A) International travel
 - (B) Overseas business challenges
 - (C) Investments
 - (D) Interior design
66. What difficulty did the woman have?
- (A) Hiring local staff
 - (B) Translation
 - (C) Supplies and equipment
 - (D) Adjusting to the food
67. Why does the man want advice from the woman?
- (A) His company may expand overseas.
 - (B) He admires her business skills.
 - (C) She wants to buy his business.
 - (D) He is looking for financing.
68. What are the speakers discussing?
- (A) A meeting
 - (B) A contract
 - (C) Office gossip
 - (D) A letter
69. What does the man offer to do?
- (A) Go to the post office for the woman
 - (B) Check a letter for her
 - (C) Fax her some documents
 - (D) Stand in for her at a meeting
70. Which of the following best describes the woman's attitude?
- (A) Perfection is more important than punctuality.
 - (B) Punctuality is most important at all costs.
 - (C) Having a few mistakes is not a big deal.
 - (D) She doesn't need anyone's help.

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. What is being offered?
 (A) A book about the stock market
 (B) A brochure on mutual funds
 (C) An information tape of current business law
 (D) A class on successful investment
72. How can you obtain this offer?
 (A) Call and register for a class
 (B) Submit your academic records
 (C) Call and request a copy
 (D) Fill out an application
73. How much does this offer cost?
 (A) It costs \$800 in three installments.
 (B) It is free.
 (C) It depends on the format you choose.
 (D) It costs \$500, which is refundable later.
-
74. Which branch is this phone message from?
 (A) Human resources
 (B) Management
 (C) Consumer affairs
 (D) Public relations
75. Which number should you press to listen to your options again?
 (A) 5
 (B) 4
 (C) 3
 (D) Star
76. What is the longest a customer should expect to wait to speak to a representative?
 (A) 5 minutes
 (B) 4 minutes
 (C) 3 minutes
 (D) 2 minutes
77. What is Ellen Wagner doing these days?
 (A) She is president of Auto Enterprises.
 (B) She is writing a book.
 (C) She writes poetry and lives in Washington.
 (D) She heads the Department of Transportation.
78. How many years was Ellen Wagner president of Auto Enterprises?
 (A) 10 years
 (B) 2 years
 (C) 8 years
 (D) 500 days
79. Which of the following is NOT one of Ellen Wagner's achievements?
 (A) Head of Department of Transportation
 (B) First woman to run a Fortune 500 firm
 (C) Role model to business people
 (D) Nobel Prize winner
-
80. What kind of company is Uniworld?
 (A) A canal construction company
 (B) A merchant navy fleet
 (C) A tour operator
 (D) A counseling service
81. How many trips has Uniworld planned?
 (A) 150
 (B) 2
 (C) 22
 (D) 27
82. What is the maximum number of people who will be able to take advantage of the Uniworld offer?
 (A) 22
 (B) 300
 (C) 17
 (D) 150

83. Which of the following is NOT available on this report?
- (A) The amount you owe on your car loan
 - (B) The interest earned on your bank account
 - (C) The amount you owe on housing payments
 - (D) Any parties who have requested your credit record
84. Which of the following statements is true?
- (A) Only you can alter your credit record.
 - (B) A credit record is unimportant.
 - (C) Your credit record is always changing.
 - (D) There's a fee for this report.
85. Who might be particularly interested in this offer?
- (A) Someone who never has financial trouble
 - (B) Someone who has a telephone
 - (C) Someone whose credit application was rejected
 - (D) Someone who has a lot of free time
-
86. Which of the following can be inferred from the report?
- (A) The market was weak in October.
 - (B) November appears worse than October.
 - (C) October was a strong, positive month financially.
 - (D) Investing in the stock market is always lucrative.
87. How much did the Dow rise?
- (A) 17-21%
 - (B) 7.27%
 - (C) 4%
 - (D) 4.66%
88. Why did stocks in airlines drop?
- (A) Because of falling safety standards
 - (B) Because of a fatal air collision in Hong Kong
 - (C) Because the Asian markets were struggling
 - (D) Because of an increase in fuel costs
89. How does the advertisement imply quality?
- (A) It states that you can buy an extra attachment.
 - (B) It gives the price of the product.
 - (C) It states that it is easy to install.
 - (D) It states that it is used in the best health spas and hotels.
90. What is the difference in price between the brass and chrome showerhead?
- (A) \$50
 - (B) \$70
 - (C) \$20
 - (D) \$10
91. What is the purpose of the mineral salt attachment?
- (A) To kill harmful bacteria
 - (B) To soften water
 - (C) To enhance the appearance of the showerhead
 - (D) To purify water
-
92. Why did the speaker make this call?
- (A) To order supplies
 - (B) To make a reservation
 - (C) To alter a reservation
 - (D) To make a complaint
93. How many rooms does the caller need?
- (A) 4
 - (B) 3
 - (C) 2
 - (D) 1
94. What action will the speaker take?
- (A) She will change her trip.
 - (B) She will telephone the hotel again.
 - (C) She will cancel her reservation.
 - (D) She will wait for the hotel to contact her.

95. What has caused the delay?
- (A) A train crash
 - (B) Bad weather conditions
 - (C) A train off the rail tracks
 - (D) A strike by transport union members
96. Who qualifies for a refund?
- (A) All rail travelers who will suffer because of the delay
 - (B) Rail travelers with flights leaving Heathrow Airport before 4 p.m.
 - (C) All rail travelers headed for Heathrow Airport
 - (D) Rail-pass holders
97. Where can passengers get a refund?
- (A) At Heathrow
 - (B) Through the mail
 - (C) At the ticket office
 - (D) They cannot.
98. Where is the incident taking place?
- (A) In a bank
 - (B) In a parking lot
 - (C) At a radio station
 - (D) In a post office
99. Who is believed to be inside the building?
- (A) The gunmen and bank clerks
 - (B) The gunmen and customers
 - (C) Bank clerks and customers
 - (D) The gunmen, bank clerks, and customers
100. Who saw the gunmen enter the building?
- (A) Police officers
 - (B) The reporter
 - (C) People standing in the street
 - (D) No one

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Last month, the manager ----- to the president that he hire a specialist to run the communication network.
 (A) suggested
 (B) suggest
 (C) are suggesting
 (D) suggestion
102. The flight arrived late ----- stormy weather.
 (A) for
 (B) because of
 (C) then after
 (D) instead of
103. On Tuesday, the National Association of Realtors will release ----- report on home sales for October.
 (A) her
 (B) its
 (C) his
 (D) an
104. Sales in the field of digital technology ----- 57% between 2000 and 2005.
 (A) are grown
 (B) growing
 (C) grow
 (D) grew
105. Company profits reached \$6 billion in September, the ----- of the decade.
 (A) widest
 (B) highest
 (C) least
 (D) deepest
106. With computer programming experience job ----- increase.
 (A) opportunism
 (B) opportunities
 (C) favorable
 (D) chances
107. ----- he attended the conference, he didn't think it was very informative.
 (A) In fact
 (B) Recently
 (C) Although
 (D) Also
108. We have two employees ----- create new marketing strategies.
 (A) then
 (B) which
 (C) who
 (D) if

109. Richard Furst, a specialist in copyright law, is the most recent ----- to our staff.
(A) addition
(B) increased
(C) division
(D) additional
110. As the company became -----, it didn't need to rely on local suppliers, but could import equipment from other cities.
(A) richest
(B) failure
(C) successfully
(D) wealthier
111. The sale of PDAs is ----- to continue to rise for the remainder of the fiscal year.
(A) expected
(B) effected
(C) affected
(D) exceeded
112. Bookstore chains now control ----- 4% of the market for hardcover trade books.
(A) to
(B) on
(C) about
(D) in
113. We are a business strategy consulting firm ----- the top management of leading corporations.
(A) are serving
(B) serve
(C) served
(D) serving
114. We are looking for recent graduates with exceptional and ----- quantitative abilities and language skills to join our company.
(A) demonstrate
(B) demonstrable
(C) demonstrating
(D) demonstrates
115. He's been ----- computer software applications and databases for nine years for his own company.
(A) discrediting
(B) distressing
(C) delineating
(D) developing
116. Please visit our web site for more ----- and references to other investment news.
(A) infringement
(B) information
(C) franchise
(D) informational
117. Special reduced postal rates ----- for multiple copies.
(A) are available
(B) availability
(C) available
(D) availed
118. Written permission is required to reproduce, in whole or ----- part, the material contained in this newsletter.
(A) to
(B) all
(C) of
(D) in
119. Airlines will most likely make it easier ----- frequent travelers to upgrade their tickets.
(A) to
(B) for
(C) of
(D) from
120. Business Systems International reportedly spent several million dollars on the ----- of its latest changes.
(A) announcement
(B) accompaniment
(C) detainment
(D) arraignment

Go on to the next page.

121. Overall, vacations in the US are expected to ----- a modest 3% more this year, compared to last.
(A) cost
(B) costing
(C) costs
(D) will cost
122. UDA Airways will no longer participate in joint mileage programs with credit card companies, ----- January 2006.
(A) effected
(B) effective
(C) effects
(D) effect
123. This year, for the first -----, all new model cars are required to have front seat airbags.
(A) event
(B) reason
(C) place
(D) time
124. If you've ever dreamed about ----- around the world, this may be the cruise for you.
(A) sails
(B) to sail
(C) sailing
(D) sail
125. The holiday shopping season has begun and ----- one thing is clear: people are not spending as much as in past years.
(A) actual
(B) also
(C) for
(D) already
126. Despite the introduction of paternity leave for new fathers, very few men are ----- to take advantage of the system.
(A) option
(B) opting
(C) opposing
(D) opposite
127. Revenue for the current financial year is expected to ----- last year's profits by as much as 7%.
(A) surpass
(B) surplus
(C) surprise
(D) success
128. If they renew the account, that company ----- handling their accounts for over fifteen years.
(A) would have been
(B) was
(C) will be
(D) will have been
129. The purchase of a third photocopier has improved efficiency by ----- reducing time wasted waiting in line.
(A) much
(B) greatly
(C) over
(D) a lot
130. There will be a meeting for anyone interested in learning about the new building plans at 5 p.m. -----.
(A) on next Friday
(B) at next Friday
(C) in next Friday
(D) next Friday

131. The large conference room is located ----- the third floor, not the second as stated in the brochure.
(A) on
(B) by
(C) to
(D) within
132. This project has been beset with problems ----- from the beginning.
(A) much
(B) correct
(C) right
(D) rightly
133. ----- to the latest figures, our competitors are not doing as well as they would like us to think.
(A) Averaging
(B) Abiding
(C) According
(D) Actually
134. It never ceases to amaze me just ----- job applicants can't even put together a basic resume and cover letter.
(A) how many
(B) how to
(C) how about
(D) how
135. All red sticker items ----- discounted 50% for the next 20 minutes.
(A) had been
(B) will
(C) are being
(D) had
136. ----- the threat to security, he always leaves his filing cabinet unlocked when he is not in his office.
(A) Owing to
(B) Since
(C) Despite
(D) During
137. According to new company policy, all employees are ----- to take a safety test.
(A) requisitioned
(B) required
(C) restored
(D) reposed
138. I am proud to announce that we are now the country's ----- producer of steel filaments.
(A) biggest
(B) most
(C) most big
(D) big
139. Although he was not to blame, he ----- responsibility for the production mistakes.
(A) held
(B) took
(C) gave
(D) made
140. I don't think I've ever had a more difficult time ----- here than I did during the events of the past few days.
(A) to work
(B) working
(C) at work
(D) worked

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following notice.

Beware of pickpockets.

The management of Winona's would like to ----- all patrons to beware of pickpockets.

141. (A) avert
(B) alert
(C) notice
(D) notify

A spate of thefts has been taking place in ----- weeks, and in order to avoid a ruined evening, we

142. (A) late
(B) lately
(C) recently
(D) recent

urge you to be extra vigilant with your personal property. We have our suspicions as to who is guilty of these thefts, and would like to make this fact known. Winona's has a city-wide ----- as a

143. (A) reputedly
(B) reputation
(C) repute
(D) report

nightclub of the highest quality, and we do not appreciate the efforts of those working to damage this reputation. We have notified the police of the current situation and will not hesitate to encourage anyone who falls victim to theft while on our ----- to press full charges, should the thief be identified.

144. (A) building
(B) ground
(C) premises
(D) store

Go on to the next page.

Questions 145 through 148 refer to the following letter.

32 Benfield Close
Mumford
West Cliffe
WC34 888
28th September

Customer Relations,
Supersopper Ltd.,
Mumford,
West Cliffe

Dear Sirs,

Although I am sure you are used to receiving letters from dissatisfied -----, I am writing to thank

145. (A) users
(B) consumers
(C) visitors
(D) customers

you for the kind treatment I received from two of your store ----- earlier this week. I was doing

146. (A) users
(B) employers
(C) clerks
(D) customers

my weekly shopping when I began to feel dizzy. It appears that I passed out. When I came to, a very nice young woman took me to the ----- break room. She gave me a glass of water, and taking my

147. (A) staff
(B) members
(C) employers
(D) rest

shopping list, asked one of the packing staff (a middle-aged gentleman) to gather up all the items on the list. This kind man then drove me home with the grocery items which he had kindly picked up for me. I am most grateful to both these people. Please ----- my thanks to them.

148. (A) assert
(B) convey
(C) converge
(D) tell

Sincerely,
Brenda Bishop

Questions 149 through 152 refer to the following notice.

NOTICE

Sungreen Supermarket regrets to inform you that until ----- notice, we are unable to ----- certain

- | | |
|---|---|
| <p>149. (A) later
(B) next
(C) over
(D) further</p> | <p>150. (A) stack
(B) stock
(C) stick
(D) store</p> |
|---|---|

items due to labor disputes among the supply warehouse staff and delivery company drivers.

The items ----- are as follows:

151. (A) at risk
(B) affected
(C) effected
(D) damaged

- * Super Sparkle dish soap (liquid, 500 ml)
- * Super Sparkle dish soap (liquid, 750 ml)
- * Super Sparkle dish soap refill (liquid, 500 ml)

- * All McMarty's dairy products (milk, yogurt, and cheese)
- * All Country Clover dairy products (milk and butter)
- * All Dairy Heart products (milk, butter, yogurt, and cheese)

**We ARE able to supply Dave's Dairy products including milk, cheese, butter and butter spreads, and yogurt.

We hope that the dispute will be over by the end of the week. In the mean time, we are very sorry for any ----- this dispute may cause.

152. (A) unrest
(B) convenience
(C) inconvenience
(D) despair

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 and 154 refer to the following memo.

MEMO

To: Office Staff

From: Jan Smith

Date: July 2, 2006

The contracts for the copy machines run from 7/1/2006 to 6/30/2007. For that period, and regarding your copying needs only, we've divided the year into six month segments: July 1st to December 31st and January 1st to June 30th.

Limits are as follows:

Part-time staff: (old copier only) no more than 1,000 copies per six-month period.

Visiting full-time staff: 2,000 copies per six months (1,500 on the old copier and 500 on the new).

Full-time staff: 3,000 copies per six months (1,000 on the old, 2,000 on the new).

If you have any questions, I'm available between 9:00 a.m. and 1:00 p.m., Monday through Friday.

153. What is the subject of this memo?
- (A) Use of shared office computers
 - (B) Staff job descriptions
 - (C) Holidays in the work calendar
 - (D) Establishing copying limits
154. How is the year divided?
- (A) In six segments, starting in July
 - (B) Into three groups, one for each staff category
 - (C) In half, starting in July
 - (D) By month

Questions 155 through 158 refer to the following advertisement.

The Sage Database

The Sage Database offers the best international business research available on CD-ROM.

We've got a powerful research engine to help you find what you're looking for:

- More than 33,000 author references
- 2,000 publisher references
- More than 32,000 English language references and over 5,000 in Dutch, French, or German.
- Select from any of 1,164 descriptors and 1,795 synonyms arranged in 292 categories.
- Select from 1 of 12 main research categories, 292 sub-categories, or 2,959 research terms.

*You will find what you need with Sage Systems.
Requirements: IBM-COM drive.*

155. What is this offer for?

- (A) An international business directory
- (B) A computer research system
- (C) A computerized telephone book
- (D) An educational tool

156. Which of the following is a feature?

- (A) 33,000 publisher references
- (B) References in Dutch and Russian
- (C) A complimentary CD-ROM
- (D) Broad research criteria

157. What is required?

- (A) A computer with certain specifications
- (B) Any kind of computer
- (C) A library card
- (D) An international business license

158. How many languages can be found in this database?

- (A) 4
- (B) 12
- (C) 292
- (D) 1,164

Questions 159 through 161 refer to the following information.

Surface Shipping Charges

<u>Order amount</u>	<u>US Surface Rate</u>	<u>Canada Surface Rate</u>
0-\$25.00	\$3.60	\$5.85
\$25.01-\$50.00	\$4.65	\$6.85
\$50.01-\$100	\$5.35	\$7.85
over \$100	\$6.60	\$8.85

(For orders over \$500, please contact one of our shipping agents for a price including insurance.)

- >> Delivery generally takes 5-10 days.
- >> Please contact us for international rates.
- >> Express Service also available:
 - 2 to 3 day shipping: add \$3 to surface charge
 - Overnight carrier: add \$13 to surface charge

159. What are these rates based on?

- (A) Delivery time and price
- (B) Weight and price
- (C) Weight and delivery time
- (D) Weight only

161. Where might you expect to find this list of shipping charges?

- (A) A newspaper
- (B) A telephone directory
- (C) A mail order catalog
- (D) An instruction manual

160. By overnight carrier within the US, how much would it cost to ship a pair of shoes that cost \$75?

- (A) \$5.35
- (B) \$8.35
- (C) \$10.85
- (D) \$18.35

Questions 162 through 164 refer to the following notice.

SHOP Members enjoy valuable benefits!

Only SHOP members get these benefits for a one-time \$15 fee.

Benefits include:

- Earn money-back refunds! A refund is paid back to you annually based on your total regular-price purchases* in SHOP stores or through mail order.
- Earn rebates with SHOP Bankcard! Only members are eligible to apply for this Mastercard or Visa. The SHOP Bankcard allows you to earn full refunds on your regular-price purchases* plus a 1% rebate on all non-SHOP purchases.
- Our commitment to conservation. Since 1976, SHOP has donated more than \$5 million to protect the outdoors for recreation.

* Offer does not apply to reduced-price items or discounted goods during sales.

162. What must you do to receive these benefits?
- (A) Only shop during certain times of the year
 - (B) Never buy anything on sale anywhere
 - (C) Pay a \$15 membership fee
 - (D) Be committed to the environment
163. Which of the following is NOT a benefit?
- (A) An annual refund based on purchases of SHOP merchandise
 - (B) Discounts on all purchases at SHOP stores
 - (C) Support of the environment
 - (D) Eligibility for a credit card
164. When are these benefits NOT available?
- (A) During bargain sales
 - (B) In 1976
 - (C) When shopping at Shop stores
 - (D) During holidays

Questions 165 through 168 refer to the following letter.

Reed Advertising

287 Ridge Rd.
Chevy Chase, MD 20345
July 12, 2000

Mr. Steve Burnham
Rockville Children's Center
20089 Matson Rd.
Rockville, MD 20854

Dear Mr. Burnham,

On June 2nd, you signed an agreement for three promotional brochures at a cost of \$1,500.00. At that time, you paid \$500 and agreed to pay the remainder upon your acceptance of the photographs and copy. We finished the work on June 25th, as projected, and have been ready to send you the finished brochures for some time. The brochures look great, and I am sure that you will be pleased with the final result. We have been trying to contact you using the number you gave us, but you have not returned our calls. We would like to meet with you immediately so that you can approve the materials or authorize any necessary changes (subject to cost) and pay the remaining amount of the outstanding balance. I'm afraid that unpaid accounts are charged at 3% interest if not paid in full within one month of completion of the project.

Please call us by the end of the week to set up a meeting. Our office is open from 8 a.m. until 7 p.m., so I am sure that we will have no difficulty arranging a convenient time. If a problem has come up concerning the project, we can discuss it then. I look forward to hearing from you by Friday, July 19th.

Sincerely,
Reed Way

- | | |
|---|---|
| <p>165. What is the main purpose of this letter?</p> <p>(A) To offer their services
(B) To collect money
(C) To arrange to purchase materials
(D) To thank Mr. Burnham</p> | <p>167. Why is this letter necessary?</p> <p>(A) Mr. Burnham has no telephone.
(B) Mr. Burnham is out of town.
(C) Mr. Burnham does not return their calls.
(D) Mr. Burnham only communicates via mail.</p> |
| <p>166. What action is suggested in the letter?</p> <p>(A) Signing an agreement to complete the project
(B) Returning the partial payment already made
(C) Completing the work
(D) Setting up a meeting</p> | <p>168. When did Reed Advertising last hear from Mr. Burnham?</p> <p>(A) By the end of the week
(B) June 2nd
(C) June 25th
(D) July 19th</p> |

Go on to the next page.

Questions 169 through 172 refer to the following table.



This table shows the total number of artists who were full-year, full-time earners in the year before the 2005 census and shows median earnings in 2004, by gender.

Worked full time, full year, 2004	Male		Female	
	Number	Med. Earnings	Number	Med. Earnings
Actors/Directors	36,822	\$32,077	21,575	\$28,032
Announcers	24,571	\$21,424	5,305	\$19,325
Architects	107,245	\$40,110	14,300	\$29,451
Authors	28,890	\$33,837	20,481	\$25,101
Dancers	1,273	\$16,623	3,445	\$15,623
Designers	297,675	\$32,549	164,067	\$20,394
Musicians/Composers	36,143	\$22,988	9,730	\$18,653
Painters	60,433	\$24,320	49,595	\$18,762
Photographers	66,562	\$25,456	19,428	\$17,381

169. According to the table, which of the following occupations is most lucrative?
- (A) Architects
 - (B) Designers
 - (C) Actors
 - (D) Authors
170. Which of the following statements can you conclude from this table?
- (A) There are more women artists than men.
 - (B) Equal numbers of men and women become Announcers.
 - (C) Musicians make more than painters.
 - (D) In these professions, men earn more than women.
171. Which occupation appears to be the least common?
- (A) Designer
 - (B) Dancer
 - (C) Announcer
 - (D) Musician and composer
172. Which of the following statements is true?
- (A) Female authors earned more than male announcers.
 - (B) Female photographers earn more than female painters.
 - (C) There are more male dancers than female dancers.
 - (D) Female designers earn more than male announcers.

Questions 173 through 176 refer to the following advertisement.

Tired of paying a large chunk of your hard-earned income to pay off your landlord's mortgage? Nervous about buying your first home? Not sure that you qualify for a mortgage? Confused about where to start? Relax. Come to Norstead Mortgage and we will be able to give you the peace of mind you need.

Norstead counselors understand the stresses and pressures of finding the right mortgage. We will help you every step of the way. Our professional mortgage counselors will walk you through the loan process and help you select the financing option that best fits your individual needs. We have loan packages to suit all income levels, some with no deposit necessary. We will help you work out just how much you can afford to repay each month, without overburdening your finances. With over eighty-five years of experience, Norstead Mortgage, Inc. will provide the exceptional level of service you expect and deserve.

Plus:

- * -\$150 closing bonus
- * -Highly competitive interest rates
- * -Quick loan decision
- * -Personalized mortgage counseling
- * -And much more!

For more information, call 1-800-777-5424, 7:30 a.m. to 11 p.m. (Central Time), Monday through Friday. Or visit your local Norstead Mortgage counselor during regular office hours (9 a.m. to 5 p.m.) for a face to face consultation. We are ready to answer all your mortgage-related questions. Why don't you give us a call?

Warning: If you do not keep up with payments, your house may be repossessed.

173. What is the text above?
- (A) An ad for a loan company
 - (B) A sample of a mortgage application
 - (C) A request to borrow money
 - (D) An ad for a Stock Investment firm
174. Which of the following is offered?
- (A) Personalized checks
 - (B) \$150 discount for every purchase over \$1,000
 - (C) 85-year loans
 - (D) Excellent interest rates on your loan
175. Who would probably be most interested in this advertisement?
- (A) An elderly couple who want to sell their house
 - (B) A young couple looking for their first home
 - (C) People with good credit records
 - (D) Counselors
176. How long has Norstead Mortgage been in business?
- (A) A few months
 - (B) From 9-5
 - (C) More than 85 years
 - (D) Almost 150 years

Questions 177 through 180 refer to the following report.

Purchases of Athletic Footwear

In recent years, the market for women's athletic goods has been growing rapidly. This long-neglected sector of the sports wear market is now one of our leading sources of income, surpassing sales of children's goods, and while it is not yet equal to sales of men's goods, it is fast approaching similar levels of sales.

This table shows the amount of money spent on women's athletic footwear from 1994 to 2004. For the purposes of this chart, athletic footwear is defined as footwear made for sports and fitness activities. This includes regular sneakers, as well as "functional" shoes such as running shoes, tennis shoes, aerobics shoes, and basketball boots.

Year	Money spent (in billions)
1994	\$1.16
1996	\$1.45
1998	\$2.37
2000	\$3.55
2002	\$4.69
2004	\$4.68

A customer questionnaire was included with each pair of athletic shoes sold in 2004. Although not every questionnaire was filled out and returned, a significant number of these forms were submitted. According to the results of the questionnaire, the average woman buys one pair of athletic shoes per year, and uses them for fitness activities such as walking, jogging, or cycling. The majority of respondents indicated that they chose our particular brand for the following reasons: attractive style and design, comfort, and affordability. A few respondents did express regret that the range of athletic shoes for women is much smaller than that for men, and that they would like to have greater choice of styles and colors.

177. What does this table show?
- (A) The amount women spent on exercise between 1994 and 2004
 - (B) The number of women who joined health clubs from 1994-2004
 - (C) The amount women spent on athletic shoes in a 10-year period
 - (D) The average yearly amount people spent on buying athletic footwear for their families
178. What is apparent from the figures?
- (A) Less money is being spent.
 - (B) Expenditures have fluctuated.
 - (C) There is no trend.
 - (D) Spending has quadrupled in a decade.
179. Which of the following can be concluded from this table?
- (A) The women's athletic footwear business is going strong.
 - (B) This is a good time to open a health club or invest in one.
 - (C) It is time to buy a new pair of athletic shoes.
 - (D) People don't spend enough money on footwear.
180. What caused dissatisfaction for some women?
- (A) Quality
 - (B) A lack of choice of styles
 - (C) The price of athletic shoes
 - (D) Limited availability

Questions 181 through 185 refer to the following letter and response.

Mr. Daniel Gobels, Manager
Wilcon Products
6290 Fair Oaks Ave.
Cleveland, OH 65812
November 20th

Dear Mr. Gobels,

It has come to our attention that you haven't ordered any copier or computer supplies from us in more than eight months, so we are writing to see if we can be of assistance to you. We hope that you have not found our products to be unsatisfactory; we pride ourselves on offering the best prices and the best quality in the area. As a matter of fact, one major reason I'm writing to you is that we are currently having an end-of-the-year sale on copier and computer paper. You can get all available sizes and colors for nearly 50% off if you order more than \$50 worth of supplies before December 10th.

A brochure is enclosed, and if you'd like to talk to one of our sales representatives, please call us at 895-3321.

We look forward to hearing from you, for any order no matter how large or small. And remember - we offer FREE delivery on all orders.

Sincerely,
Don Nickels
Manager, Nickels Business Supply

Wilcon Products
6290 Fair Oaks Ave.
Cleveland, OH 65812
November 25th

Mr. Don Nickels,
Manager,
Nickels Business Supply,
102 Suite 52,
Parkland Estate
Cleveland

Dear Mr. Nickels,

I am writing to you in reply to your letter of November 20th, so that you may update your records.

I replaced Daniel Gobels as the supplies manager of Wilcon products in August. Mr. Gobels quit his position without warning in February, and as Wilcon Products was going through a period of large personnel changes, the position of supplies manager was left open until I was appointed in August. In fact, I was very happy to receive your letter as Mr. Gobels had left no record of the suppliers he had used, and I have been struggling to find a reliable source.

To this end, I would like to place an order (please see the attached order form). If I am satisfied with your company, you may find Wilcon Products back on your list of regular customers.

Sincerely,
Maggie White

181. What is the main reason for writing the first letter?
- (A) To buy copier and computer supplies
 - (B) To maintain contact with a customer
 - (C) To inquire about product quality
 - (D) To request a meeting between Don Nickels and Daniel Gobel
182. Which of the following describes the sale?
- (A) 50% discount if you buy on December 10th
 - (B) 50% discount if you purchase after December 10th
 - (C) \$50 off if you buy 50% of your yearly supplies by December 10th
 - (D) 50% off if you buy more than \$50 by December 10th
183. What is Don Nickels proud of?
- (A) His company's success
 - (B) The frequency of sales and bargains offered by his company
 - (C) His company's prices and the quality of their goods
 - (D) The quality of the enclosed brochure
184. Why hasn't Daniel Gobels been ordering supplies from Nickels Business Supply?
- (A) He found their goods to be defective.
 - (B) He didn't know about Nickels.
 - (C) He no longer works for Wilcon Products.
 - (D) He found a cheaper supplier.
185. Where can Don Nickels find information about Maggie White's order?
- (A) On a separate form
 - (B) She is not placing an order.
 - (C) In an email
 - (D) In the text of the letter she sent him

Questions 186 through 190 refer to the following memo and chart.

Memo

To: All Employees
 From: Health and Safety
 Re: Employees Health

This is not something that we have done before, but this year we have compiled a chart of all the health problems for which we have treated workers over the past 12 months. We have decided that by sharing this information, we might be able to encourage some of you to take more care in the workplace. A lot of these problems could be avoided with just a little bit of common sense. While we are glad not to have to treat most of you for anything serious, and although we do enjoy the pleasure of your company, we would rather not have to treat any of you for accidents and incidents which are entirely avoidable by following safety regulations: wearing reinforced boots to protect your toes, wearing safety goggles, keeping ear plugs with you at all times so you have them when you need them, and above all, we urge you to wash your hands before eating. Take a look at the chart and you'll see what we mean. We've also divided the data by sex, so men - don't let the ladies beat you next year! We are planning on compiling a table next year, too, so let's see if we can really cut down those numbers.

A breakdown of most common medical treatments needed by employees during the year 2005. Based on figures compiled by the Health and Safety Department

Health issue	Number of cases			
	Male Employees*		Female Employees*	
	Minor	Requiring hospitalization	Minor	Requiring hospitalization
Broken toes	23	2	2	0
Ingested chemicals (not washing hands after handling chemicals)	42	1	24	2
Hearing problems	31	0	13	0
Perforated ear drum	0	1	0	0
Foreign body in the eye	54	10	24	3

*Last year female employees stood at 145, male employees 156.

186. What is the purpose of this memo and chart?
- (A) To provide the safety department with something to do
 - (B) To encourage workers to be more careful
 - (C) To show that the company has a poor safety record
 - (D) To prove that the health and safety department has been working hard
187. What could be inferred about female employees?
- (A) They are less careful about safety than men.
 - (B) They are more careful about safety than men.
 - (C) They have more accidents than men.
 - (D) They have as many accidents as men.
188. Why does the Health and Safety department urge workers to wash their hands before eating?
- (A) It is common etiquette.
 - (B) It may prevent them from ingesting toxins.
 - (C) The work place is very dirty.
 - (D) There is a surplus of liquid soap.
189. What is the most commonly occurring health issue?
- (A) Ingestion of chemicals
 - (B) Broken toes
 - (C) Something getting in workers' eyes
 - (D) Hearing trouble
190. What is the Health and Safety department trying to communicate to workers?
- (A) These accidents are avoidable with care.
 - (B) They were too busy last year.
 - (C) They want to reduce the size of the department.
 - (D) They don't like being disturbed by other employees.

Questions 191 through 195 refer to the following memo and email response.

To: All Supervisors
From: Andrew Kirby, Director of Human Resources
Re: Procedures for Transfers
Date: August 17, 2005

When employees request transfers to other departments, you should follow these procedures:

1. Meet individually with the employees to discuss their qualifications for the new position. Make sure they are aware of anything that could disqualify them.
2. Do not discourage the request; our company policy is to help employees find the jobs they want.
3. Give Form 34-12, Application for Transfer, to the employees requesting transfers.
4. When employees have completed Sections 1-5 of the form, you should fill out Section 6, Supervisor's comments, at the bottom of the form.
5. Attach a copy of each employee's latest Performance Evaluation to the pink copy of the form.
6. Send the pink copy to me. Keep the yellow copy for your reference.
7. Employees should know the outcome of their application within three weeks.

At that time, they may review the documents and discuss the decision with you.

To: Andrew Kirby <ak.humres@dig.com>
From: Malcolm Powell <mp.addes@dig.com>
Subject: Procedure for transfers
Date: Aug 19, 2005

Dear Andrew,

I've been going through the procedure for transfers, but I'm afraid that I don't quite agree with everything. I have given things a lot of thought and here are my comments.

I strongly disagree with point number 2: "Do not discourage the request." In my experience, employees have a habit of putting themselves forward for positions for which they are unsuited. This is particularly a problem where the employee has the right qualifications and job experience, but lacks the right skills or personality. I think it would be very misleading not to tell an employee that they are not an appropriate candidate in such a case.

I also think that the three weeks decision-making period is far too short. Sometimes, it can take up to six weeks to gather information from other departments. Since we cannot make an informed decision without all the relevant documents, I think we should extend the period to six weeks.

Anyway, these are just a few thoughts.

Thanks,
Malcolm

191. Which of the following best describes the text above?
- (A) A procedure brochure
 - (B) An instructional memo
 - (C) An advice memo
 - (D) An instructional manual
192. What is the company policy?
- (A) To discourage transfers between departments
 - (B) To actively encourage transfers
 - (C) To limit paperwork
 - (D) To assist employees in finding jobs they like
193. What is done after the employee fills out the Application for Transfer?
- (A) The supervisor adds comments.
 - (B) The Director of Human Resources discusses it with the Supervisor.
 - (C) Three weeks later, the employee has a new job.
 - (D) Three weeks later, interviews begin.
194. Which points is Malcolm in disagreement with?
- (A) 3 and 6
 - (B) 2 and 3
 - (C) 2 and 5
 - (D) 2 and 7
195. How much time would Malcolm like to have to make decisions?
- (A) 3 weeks
 - (B) 4 weeks
 - (C) 5 weeks
 - (D) 6 weeks

Questions 196 through 200 refer to the following advertisement and complaint.

Ride in Style! Save \$15 off a weekly rental or get a free weekend day with this coupon!

Johnson's Motors is offering you the chance to rent a quality vehicle at an all-time low price. Rent any vehicle from an Intermediate through a Sports Utility Vehicle, and you can get one weekend day free or save \$15 on a weekly rental when you present this coupon at any participating Johnson's Motors Rental Car location in the US.

To take advantage of this offer, call your travel consultant or the Rental Car Specialists at 1-800-226-7985. Coupon #MUJ8745. Rental must begin by 6/30/05.

An advance reservation is required. Subject to complete Terms and Conditions.

To view complete terms and conditions, log on to www.johnsons_rental.co or call 1-800-226-7986 to request a brochure. Subject to approval, eligibility restrictions apply.

35 Sunny Dales,
Westport
CA 30057
June 25, 2005

Dear Sirs,

Re: Coupon #MUJ8745

I recently applied for the above coupon, the details of which ran in the national press earlier this month. I am a 35-year-old with a clean driving license, no traffic violations, a perfect credit record, and no criminal background. However, when I tried to apply for this rental offer, I was treated like a common criminal.

I object strongly to the fact that I was fingerprinted, and my prints were run through police records. All I wanted to do was to take advantage of a \$15 rental discount. I had heard that Johnson's Motors operates according to very strict guidelines, but this is ridiculous. Furthermore, my application was rejected with no explanation other than, "Sorry, you do not fit our rental criteria." I cannot begin to imagine who you *do* rent cars to.

I will be warning all my friends and acquaintances against using Johnson's Motors.

Sincerely,

Matthew Jernsted

196. What is this advertisement for?
- (A) A special deal on a rental vehicle
 - (B) A special offer for a car purchase
 - (C) A special offer for a weekend in a hotel
 - (D) A special travel offer
197. Which of the following is required?
- (A) You must rent by the end of October.
 - (B) You must present your driver's license and a major credit card.
 - (C) You must reserve a vehicle ahead of time.
 - (D) You must pay the full price first.
198. When is it possible to receive one day's free rental?
- (A) Every day
 - (B) Monday through Friday
 - (C) Saturday or Sunday
 - (D) Only on Fridays
199. What happened to Matthew Jernsted?
- (A) He had his car stolen.
 - (B) His application for a rental car was rejected.
 - (C) He received the wrong kind of car.
 - (D) He got a flat tire.
200. How does Matthew Jernsted feel about Johnson's Motors?
- (A) They have unreasonably high standards.
 - (B) They have low-quality vehicles.
 - (C) They are a governmental agency.
 - (D) They are helpful and pleasant.



→ Practice Test

3



LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

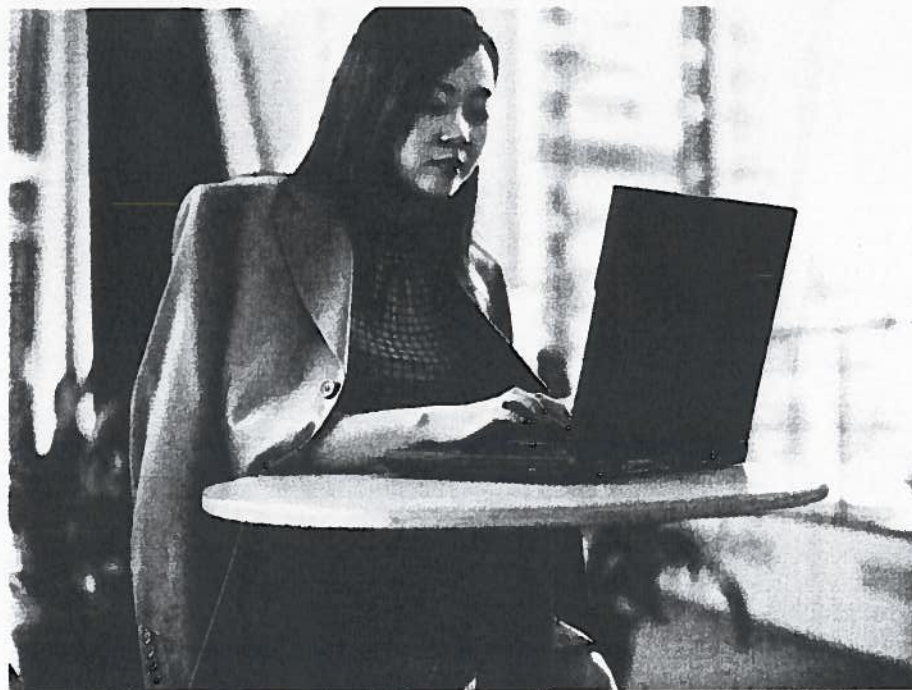
Part 1

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

Example

Sample Answer

(A) ● (C) (D)



Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).

1.



2.



Go on to the next page.

3.



4.



5.



6.

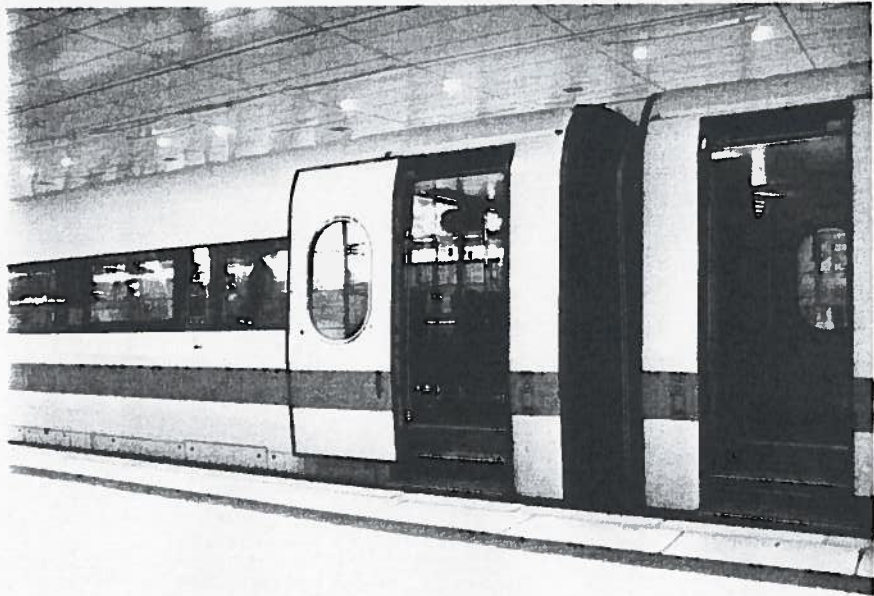


Go on to the next page.

7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

You will hear: How are you today?

- You will also hear:
- (A) I'm fine, thank you.
 - (B) It's cold, isn't it?
 - (C) Well, it's a difficult issue.

Sample Answer



The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.
32. Mark your answer on your answer sheet.
33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. What are they doing?
 (A) Talking about a letter
 (B) Discussing writing styles
 (C) Learning to type
 (D) Eating
42. What is the woman's opinion?
 (A) He should start again and redo everything.
 (B) The man just needs to make a few changes.
 (C) She wishes he wouldn't disturb her.
 (D) She thinks it looks great as it is.
43. How does the man feel about her suggestions?
 (A) He thinks she is too judgmental.
 (B) He regrets asking for her advice.
 (C) He thinks they are very helpful.
 (D) He doesn't express any feelings.
-
44. What are they discussing?
 (A) Computer problems
 (B) Problems with a fax machine
 (C) A printer that isn't printing properly
 (D) A slightly broken copier
45. What does the machine normally do?
 (A) Print out a confirmation sheet
 (B) Make a loud beeping noise
 (C) Display a message
 (D) Play music every time it is used
46. What does the green light mean?
 (A) The machine is ready to use.
 (B) The machine isn't working properly.
 (C) The document has been sent successfully.
 (D) The machine needs more paper.
47. What is the woman's problem?
 (A) She is late for an appointment.
 (B) She feels overworked.
 (C) She doesn't like her boss.
 (D) Her computer isn't working properly.
48. What does the woman want?
 (A) Extra assignments
 (B) More time to complete the work
 (C) More paper to print the report
 (D) A larger office
49. What does the man imply?
 (A) It's unlikely he can extend the deadline.
 (B) He will extend the deadline.
 (C) He thinks she should relax and see a doctor.
 (D) He thinks she should get more sleep and slow down.
-
50. Where is this conversation taking place?
 (A) In a jewelry store
 (B) In a post office
 (C) In an office supply store
 (D) In a clothing boutique
51. Why can't the man find the pens?
 (A) He is in the wrong store.
 (B) He is looking on the wrong shelf.
 (C) The line has been discontinued.
 (D) They are out of stock.
52. What will the woman do?
 (A) Order a box of pens for the man
 (B) Give the man the address of another store
 (C) Take her lunch break
 (D) Show the man some different pens

Go on to the next page.

53. What are they discussing?
(A) A problem employee
(B) A problem account
(C) An excellent employee
(D) An upcoming meeting
54. What has Evans done?
(A) Caused problems with the Price account
(B) Improved relations with Price
(C) Bumped into Price
(D) Upset the woman
55. What action would the man like to take?
(A) Fire Evans
(B) Give Evans a bonus or a raise
(C) Drop the Price account
(D) Ask for a promotion
-
56. What is the woman doing?
(A) Giving advice about managing time
(B) Criticizing a poor job
(C) Recommending greater speed and efficiency
(D) Reporting mistakes
57. How can the man improve his work?
(A) By asking for advice
(B) By taking his time and not hurrying
(C) By using a dictionary
(D) By typing everything
58. Why did the man make mistakes?
(A) Because he is careless
(B) Because of a lack of communication
(C) Because of stress
(D) Because he wanted to see if the woman would notice
59. What has the man done?
(A) He has won a promotion.
(B) He has quit his job.
(C) He has bought a new car.
(D) He has given up smoking.
60. Why is the woman surprised?
(A) The man cannot drive.
(B) The man remembered her birthday.
(C) She thought the man liked his job.
(D) She has just been given a bonus.
61. Where is the man going?
(A) To a new job in New York
(B) To a smaller city
(C) To the doctor's
(D) To a conference
-
62. Which of the following is most likely to be the man's job?
(A) Waiter
(B) Receptionist
(C) Salesman
(D) Architect
63. What must the woman do to buy equipment here?
(A) Take home a copy machine
(B) Decide whether she wants to stay for 30 days
(C) Give her name, address, and telephone number
(D) Give her credit card number
64. What can the woman do if she doesn't like the machine?
(A) Return it
(B) Get a replacement
(C) Get a refund
(D) Ask for an explanation of the company's return policy

65. Why were maintenance costs high last quarter?
- (A) The accountants made a mistake with the budget.
 - (B) The machines kept breaking down.
 - (C) One of the engineers stole some machinery.
 - (D) No one really knows why.
66. What does the woman suggest?
- (A) Spending a lot of money on repairs
 - (B) Buying new machines
 - (C) Upgrading the maintenance department
 - (D) Hiring younger employees
67. What does the man suggest?
- (A) Closing the factory
 - (B) Getting new repair workers
 - (C) Comparing the cost of different options
 - (D) Selling the machines
68. Which subject is the woman talented in?
- (A) Mathematics
 - (B) Biology
 - (C) Marketing
 - (D) Expository writing
69. Which of the following occupations would the woman have been good at?
- (A) French teacher
 - (B) Accountant
 - (C) Sales clerk
 - (D) Lawyer
70. What does the woman's response imply?
- (A) She is not interested in the offer.
 - (B) She regrets attending the meeting.
 - (C) She is very interested in his offer.
 - (D) She is angry with the man.

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. Why would you call this number?
 (A) To talk to a government employee
 (B) To wait for further instructions
 (C) To give the US government your name, address, and telephone number
 (D) To order some forms
72. Which of the following is NOT included in the instructions?
 (A) Press 9 to repeat the message.
 (B) Press 3 for further assistance.
 (C) Say and spell your full name.
 (D) Press 4 to hear the message in Spanish.
73. What number should you press if you still need help after hearing the message?
 (A) 1
 (B) 2
 (C) 3
 (D) 4
-
74. What is happening?
 (A) A new employee is being introduced.
 (B) A politician is being discussed.
 (C) A guest speaker is being introduced.
 (D) An employee is being fired.
75. What is Elizabeth Morgan's current field?
 (A) Education
 (B) Food production
 (C) Sales
 (D) Marketing
76. Which of the following is NOT true?
 (A) Elizabeth Morgan was a science teacher.
 (B) Elizabeth Morgan's career at Allen & Co. started in accounting.
 (C) Elizabeth Morgan works in a field traditionally dominated by men.
 (D) Elizabeth Morgan has worked in her current field for 35 years.
77. Why is this speech being made?
 (A) To announce a death
 (B) To announce annual promotions
 (C) The CEO is announcing his retirement.
 (D) To inform employees that the company is going out of business
78. At which company is the speech being delivered?
 (A) New Jersey
 (B) Einstein's
 (C) Martindale
 (D) Coronado Partners
79. How long did Albert Silver work at Martindale?
 (A) All his life
 (B) Twenty-two years
 (C) Five years
 (D) Three years
-
80. Where is this announcement taking place?
 (A) In a hotel lobby
 (B) On an airplane
 (C) At an airport
 (D) At a train station
81. What is the purpose of the announcement?
 (A) To advise passengers about carry-on luggage restrictions
 (B) To remind guests to be careful with room keys
 (C) To inform passengers of a special offer
 (D) To tell customers not to hurry
82. Who will be allowed to board first?
 (A) People traveling to Salt Lake City
 (B) Passengers with young children
 (C) Economy class ticket holders
 (D) Medical staff

83. What is being advertised?
(A) Televisions
(B) Women's clothing
(C) Office supplies
(D) Fruits and vegetables
84. How many outlets does this company have?
(A) 1
(B) 2
(C) 3
(D) 4
85. Who is entitled to special discounts?
(A) Online shoppers
(B) Office workers
(C) Catalog shoppers
(D) The first hundred customers
-
86. What is this an advertisement for?
(A) A package tour
(B) A chain of hotels
(C) A vineyard
(D) An airline and travel destination
87. Which of the following is NOT mentioned as an attraction of South Africa?
(A) Wildlife
(B) Beaches
(C) Wines
(D) Skiing
88. How many layovers are there on a flight to South Africa from the US?
(A) None
(B) One
(C) Two
(D) Three
89. What has the speaker done?
(A) Canceled a flight reservation
(B) Made a flight reservation
(C) Made a hotel reservation
(D) Canceled a hotel reservation
90. What time should the recipient of the message be at the airport?
(A) By 2 p.m.
(B) By 1 p.m.
(C) By 12 p.m.
(D) By 11 a.m.
91. What problem did the speaker encounter?
(A) There will be no meal served on the flight.
(B) She had to book business class.
(C) She couldn't get all the seats located together.
(D) She forgot to make a reservation.
-
92. Where is this announcement probably being made?
(A) A hotel
(B) A train station
(C) A shopping mall
(D) A hospital
93. What has happened?
(A) The bargain sale has just begun.
(B) Some parents have abandoned their child.
(C) A child stole some toys.
(D) A child has got lost.
94. What should Samantha Green's parents do?
(A) Go to the toy store
(B) Give a description of Samantha at the customer service center
(C) Go home and wait for a phone call
(D) Take a picture of Samantha to the gardening center

95. Who is this advertisement directed towards?
(A) Parents
(B) People who have trouble sleeping
(C) People who are hard of hearing
(D) Music lovers
96. How much has this machine been discounted?
(A) \$9.99
(B) \$10
(C) \$20
(D) \$30
97. How many settings does the machine have?
(A) 1
(B) 2
(C) 3
(D) 4
98. Who has provided items for the auction?
(A) The speaker
(B) Local businesses
(C) The young people of Greenford
(D) Local schools
99. What is the purpose of this auction?
(A) To raise money for environmental projects
(B) To raise money for local businesses
(C) To fund projects for young people in the local community
(D) To raise money for a new school
100. Who will be eligible for a scholarship?
(A) All citizens of Greenford
(B) Any high school graduate
(C) One Greenford youth who wants to study engineering
(D) All Greenford youths who want to study engineering

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. After flying to Boston for business, she will ----- to Washington, DC, in time for our annual meeting.
 (A) return
 (B) restore
 (C) reconnoiter
 (D) reconsider
102. To tell the truth, I think there is nothing very ----- about the new Smithsonian ads.
 (A) memorizing
 (B) memorial
 (C) memorializing
 (D) memorable
103. ----- the last four years, inflation has risen at an annual rate of 3% or less.
 (A) At
 (B) Of
 (C) For
 (D) From
104. ----- of these proposals are too controversial for the committee to consider seriously.
 (A) Much
 (B) Any
 (C) Most
 (D) Almost
105. The Director is correct ----- stating that we must revise our budget estimates for this quarter of the year.
 (A) in
 (B) to
 (C) for
 (D) on
106. If Maintenance or ----- other department thinks they are not getting their fair share of the budget, now is the time to speak out.
 (A) all
 (B) many
 (C) one
 (D) any
107. Eleanor Whitman, ----- was a lawyer in a local firm, learned that an international corporation was purchasing community property.
 (A) who
 (B) which
 (C) that
 (D) what

108. Although he is not definite about his plans after graduation, he ----- to get a job with one of the big eight accounting firms.
- (A) wishes
 - (B) hopes
 - (C) likes
 - (D) desires
109. The shipment will not get ----- on time because two trucks are out of order.
- (A) over
 - (B) out
 - (C) by
 - (D) to
110. Industry reviewers ----- impressed with the design of the new low-emission computer monitors.
- (A) have been
 - (B) are been
 - (C) were to
 - (D) has been
111. This year, production is ----- to a slow start; only five vehicles are manufactured each hour.
- (A) on
 - (B) in
 - (C) off
 - (D) through
112. The question we are debating is ----- we can expand our research department to meet our needs.
- (A) weather
 - (B) whether
 - (C) there
 - (D) what
113. The sales manager has chosen to keep prices low ----- competitive.
- (A) staying
 - (B) in order for
 - (C) has remained
 - (D) to stay
114. Our pricing policy has ----- made sense, and the director would like to restructure it.
- (A) that
 - (B) much
 - (C) never
 - (D) almost
115. In a report released last month, economists ----- that zero inflation would have both costs and benefits.
- (A) tell
 - (B) says
 - (C) claimed
 - (D) arguing
116. We believe that our company has a solid record of success; we have shown a profit every year ----- we began this company.
- (A) since
 - (B) while
 - (C) when
 - (D) from
117. No one answered the phone when I called, so they ----- already left.
- (A) might be
 - (B) must be
 - (C) can have
 - (D) must have
118. Due to the unusually cool summer this year, we've seen the ----- sales of air conditioners in a decade.
- (A) lowest
 - (B) fewest
 - (C) bad
 - (D) terrible

Go on to the next page.

119. She became ----- frustrated with the lack of feedback from her boss that she decided to look for another job.
- (A) very
 - (B) too
 - (C) more
 - (D) so
120. Come meet some of the best minds in technology: our ----- create more products than any other software company.
- (A) developing
 - (B) developers
 - (C) developments
 - (D) developed
121. Accounting is so ----- . You must check and double check the numbers.
- (A) precious
 - (B) pristine
 - (C) predictable
 - (D) precise
122. Nobody appreciated just how much Michael had contributed to the firm ----- he quit.
- (A) until
 - (B) since
 - (C) while
 - (D) during
123. The manager, ----- his own admission, should never have taken a week's vacation during the audit.
- (A) to
 - (B) by
 - (C) from
 - (D) with
124. His first big break in journalism came when he was ----- to writing obituaries for the local newspaper.
- (A) promotion
 - (B) promoting
 - (C) had been promoted
 - (D) promoted
125. There is ----- more thing we should consider doing: a complete market survey.
- (A) another
 - (B) one
 - (C) other
 - (D) way
126. His first job ----- graduating from college was working for an automobile dealership.
- (A) when
 - (B) since
 - (C) after
 - (D) while
127. He ----- to deliver an important message by 9:00 in the morning.
- (A) was asking
 - (B) asked
 - (C) asks
 - (D) was asked
128. We read in the newspaper that he was ----- guilty last week of corporate fraud and embezzlement.
- (A) lost
 - (B) discovered
 - (C) found
 - (D) uncovered
129. The manager has ----- denied that there are problems within his department.
- (A) previous
 - (B) long
 - (C) repeated
 - (D) tried

130. There was a lot of debate at the annual meeting because the managers seemed to have ----- attitudes toward the new policies.
- (A) discussing
 - (B) disgusting
 - (C) deposing
 - (D) differing
131. A good employer understands that happy employees are far more likely to remain ----- to the company.
- (A) royal
 - (B) loyal
 - (C) working
 - (D) stay
132. Winning the Richards' contract was probably the most important success of his ----- career.
- (A) all
 - (B) complete
 - (C) entire
 - (D) every
133. From what I understand, the overtime rate is much ----- at Safeshop than at Supershop.
- (A) cheap
 - (B) low
 - (C) lower
 - (D) more low
134. What was the ----- of inviting the media to last week's meeting?
- (A) objection
 - (B) objective
 - (C) subjective
 - (D) subject
135. Trying to do three things at once is a very ----- use of time because none will be done well.
- (A) substantial
 - (B) insubstantial
 - (C) efficient
 - (D) inefficient
136. They have decided to scrap the new project because they can't raise enough -----.
- (A) capital
 - (B) captain
 - (C) capitol
 - (D) caption
137. The new advertising campaign has really set a ----- for the industry.
- (A) procedure
 - (B) precedent
 - (C) proceed
 - (D) president
138. I can't find my copy of the manual anywhere. You'll have to ----- me yours.
- (A) lend
 - (B) borrow
 - (C) lent
 - (D) check out
139. I ----- Arnold the job, but I hear he can be a little arrogant.
- (A) should given
 - (B) would have given
 - (C) would gave
 - (D) has given
140. Owing to an increase in on-site accidents, all visitors will be ----- to wear hard hats.
- (A) required
 - (B) registered
 - (C) restricted
 - (D) retorted

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following memo.

Memo

To: John Butler, Sandra Oates, Percy Hunter & Vivian Westwood

From: Alan Best

Re: Smoking Policy

Date: January 5th

I just want to ----- all department managers that on January 1st, the new company smoking

141. (A) reminder
(B) remember
(C) remind
(D) remembrance

policy was introduced. This policy will be enforced strictly. Please remind all employees in your department of the following:

The whole of the company ----- is now a no-smoking area, therefore:

142. (A) promise
(B) region
(C) premise
(D) premises

* Smoking is no longer allowed in the break rooms or toilets.

* Smoking is not allowed in the factory.

* Smoking is not permitted in the parking garage, nor any enclosed area.

* Any employee who gives up smoking is ----- to a bonus (subject to the results of mandatory

143. (A) held
(B) blamed
(C) titled
(D) entitled

health checks ----- six months).

144. (A) all
(B) each
(C) every
(D) whole

Go on to the next page.

Questions 145 through 148 refer to the following email.

To: Frank Mills, Bayview Hotel <bayview@bynet.co>
From: bfrench@conet.com
Subject: Reservation
Date: April 12th

Dear Mr. Mills,

I would like to ----- a reservation for one double and one twin room for the week of June 1st, for

145. (A) take
(B) reach
(C) effect
(D) make

six nights. I will be traveling with my wife and two twelve-year-old daughters.

I would be most ----- if the two rooms could be next to each other so that we can be near to our

146. (A) eternal
(B) grated
(C) grateful
(D) satisfied

children. Also, if possible, we would like to have rooms with a view of the bay.

I understand that rooms on this side of the hotel are, of course, charged at a slightly higher -----.

147. (A) cost
(B) rent
(C) fare
(D) rate

We would like to take advantage of the daily breakfast buffet, but will not be requiring an evening meal. Please let me know if you have a ----- vacancy.

148. (A) great
(B) necessary
(C) suitable
(D) good

Sincerely,
Barry French

Questions 149 through 152 refer to the following notice.

Notice

We regret ----- you that the Beach Front Promenade is currently closed for renovations.

149. (A) inform
(B) information
(C) to be informative
(D) to inform

There has been substantial damage as a result of the hurricane last month, and the stretch from Dawson's Peak to Green Bay is unsafe. The footpath has been severely eroded and cannot be accessed. This also means that the Beach Front Swimming Pool will be closed until ----- notice.

150. (A) more
(B) farther
(C) further
(D) next

Anyone who has already paid for swimming lessons is ----- for a refund of their tuition fee.

151. (A) allowable
(B) permitted
(C) legalized
(D) eligible

Please take your receipt to the City Center leisure center where all refunds are being handled. Alternately, you may sign up for a course at the City Center if there is a vacancy. The city is working to reopen the promenade at the ----- possible date.

152. (A) sooner
(B) earlier
(C) earliest
(D) fastest

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 through 155 refer to the following information.

In the average work week, a lot of time is wasted in unnecessary meetings. Before calling a meeting, consider the objectives and whether those objectives can be achieved without bringing everyone together. Ask yourself, "What would happen if the meeting did not occur?" Cancel the meeting if the answer is, "Nothing." If you decide to hold the meeting, prepare an agenda and give it out ahead of time. State all items in terms of objectives. Budget time for each item and appoint a meeting leader who will be responsible for keeping things on schedule.

153. Which of the following would make a good title for this paragraph?
- (A) How to Write an Agenda
 - (B) Why Hold Meetings?
 - (C) Bringing Everyone Together
 - (D) Conducting Better Meetings
154. Which of the following is NOT suggested?
- (A) Consider the objectives of a meeting
 - (B) Create a financial budget for the meeting and stick to it
 - (C) Distribute an agenda before the meeting
 - (D) Don't hold the meeting if it isn't essential
155. What is the duty of the meeting leader?
- (A) To prepare refreshments
 - (B) Time management
 - (C) To introduce speakers
 - (D) To make sure that everyone knows where to meet

Go on to the next page.

Questions 156 and 157 refer to the following advertisement.

Subscription Savings Certificate

Be as shrewd about your personal time as you are about your business time.

It's no surprise that *Best Life* readers are happier, wealthier, and healthier, too!

Don't miss these Big Trial Subscription Savings.

Get 60% off the cost of a one-year subscription. We are offering 26 issues for \$41.60, and with a regular newsstand price of \$4.00 per issue, you can see you'll be saving over \$60!

Plus, get *Best Life's* 2006 Essential Details Calendar FREE with each subscription.

Send no money now. We will bill you later. Allow 4-6 weeks for delivery.

156. How often is *Best Life* published?

- (A) Weekly
- (B) Monthly
- (C) Bi-annually
- (D) Bi-monthly

157. How much money do you actually save on this offer?

- (A) \$39.00
- (B) \$60.00
- (C) \$62.40
- (D) \$104.00

Questions 158 through 161 refer to the following notice.

Notice

TO: Sales Staff
FROM: Linda Glass, Sales Manager
RE: Monthly Tip

Don't ask customers, "How much would you like to spend?" or "What is your budget?"

These questions give the customer the idea that the price is negotiable, and if they give a low number, then it's up to you to convince them to spend more money, which could be tricky. If the customer does have a budget, and you start to go over it, he or she will let you know anyway. It's far more effective to focus on the value of your offering, not its price. If you can convince the customer of the greater value of an item, the price becomes less important.

158. How many times a year does this memo come out?
- (A) 52 times a year
 - (B) 12 times a year
 - (C) 24 times a year
 - (D) 6 times a year
159. What is at the center of a sale, from the salesperson's viewpoint?
- (A) Money
 - (B) Budget
 - (C) Value
 - (D) Negotiations
160. According to the memo, which of the following would be an effective opening sales remark?
- (A) This is one of the best lines of portable stereos made today.
 - (B) Before we start, let's talk about cost.
 - (C) How much were you planning on spending?
 - (D) How does this price fit into your budget?
161. What does Linda Glass want the sales staff to do?
- (A) Trick the customer
 - (B) Increase monthly sales
 - (C) Emphasize product value
 - (D) Negotiate lower prices

Go on to the next page.

Questions 162 through 164 refer to the following information.

INFORMATION

Most people still carry the first credit card they ever received, even though their circumstances have changed, and a different credit card would serve them better. If you pay off your balance every month, or if your average monthly balance is less than \$2,500.00, you should choose a card with no annual fee. If your average balance is higher, choose a card that gives rebates or frequent-flyer miles. If you don't pay off the full balance every month, pick the card with the lowest interest rate you can get. To keep your business, the bank may be willing to lower your rate, but you'll need to make a special application.

162. What does this paragraph suggest?
- (A) Keep whatever credit cards you already have
 - (B) Get rid of your first credit card
 - (C) Pay off your credit card balance every month to get rebates or miles
 - (D) Evaluate whether your credit card serves you well
163. What advice is given to credit card users who don't pay off their balance monthly?
- (A) Keep your charges to a minimum of \$2,500
 - (B) Get a card with the lowest interest rate possible
 - (C) Get more than one card and alternate payments
 - (D) Charge more than \$2,500 to your card every month
164. Who is recommended to choose a card with no annual fee?
- (A) People who pay the balance in full each month
 - (B) People with a balance of over \$2,500
 - (C) People who have frequent-flyer miles
 - (D) People who want to change their credit card

Questions 165 through 168 refer to the following letter.

Roberts Investment Company

3625 Woodrow Wilson Way
Palo Alto, CA

Ewan Collins
PO Box 72
Sunnyvale, CA

December 3, 2006

Dear Mr. Collins,

On behalf of Roberts Investment Company, I am pleased to be able to write to tell you that, as one of our most esteemed clients, we are sending in your name a donation to the Children's Hospital in Oakland. Please find enclosed a card from the Children's Hospital, made by one of the children at the annual Roberts Investment Kids' Christmas party, which was held earlier this month.

This donation is in place of the personal gift we usually send during this season. Here at Roberts Investment, we decided that this year we would like to give gifts which would make a lasting difference. This is a reflection of how each of our most valued clients really makes a difference to us. We want you to know how much we at Roberts Investment all appreciate your generosity and hard work. It truly makes our job worthwhile. May the coming holidays bring to you and yours good health, happiness, and a full share of those things that make this world a better place in which to live. We look forward to another year of working together, with the hopes that the coming year will bring even greater success for all.

Cordially yours,
Penelope Waters,
Vice Manager,
Systems Development

165. What time of year does this letter refer to?
- (A) Spring
 - (B) Vacation
 - (C) Tax season
 - (D) Winter
166. What is Roberts Investment doing?
- (A) Sending Ewan Collins some money
 - (B) Buying Ewan Collins an excellent bottle of wine
 - (C) Paying for Ewan Collins' car to be fixed
 - (D) Making a charitable donation in his name
167. What is the relationship of Ewan Collins to Roberts Investment?
- (A) He is the vice manager.
 - (B) He is one of their clients.
 - (C) He was a guest at their Christmas party.
 - (D) He used to work at Robert Investment.
168. Why is Roberts Investment sending this letter?
- (A) To thank Ewan for his efforts over the past year
 - (B) To demonstrate their altruistic policies
 - (C) To help sick children
 - (D) To save money

Go on to the next page.

Questions 169 through 172 refer to the following letter.

Paul Daniels, M.D.
321 Shattuck Ave.
Berkeley, CA
August 22nd

Dolores Rios
Let's Go Travel Agency
21117 University Ave.
Berkeley, CA

Dear Dolores Rios,

I am writing to you on behalf of Paul Daniels, M.D, regarding the August 15th invoice issued by Let's Go Travel Agency to Dr. Daniels. This invoice includes a charge of \$120 for a flight at 3 p.m. on July 29th from San Francisco to San Diego, and a cancellation fee of \$30. This flight was originally scheduled by telephone, and the tickets, together with a letter confirming the flight details, were sent to Dr. Daniels on July 27th. However, due to a medical emergency which necessitated Dr. Daniels remaining in surgery throughout the night of July 28th until early morning on the 29th, it became apparent that he would be unable to travel. I canceled the flight by telephone early in the morning on July 29th and explained the situation. I also returned the tickets to you in my letter of that date. When I cancelled the tickets, I was assured that due to the nature of his work, Dr. Daniels would not be charged for the flight. Please find enclosed a copy of the returned tickets and accompanying letter which I sent on the 29th. I would be most grateful if you could adjust your records to reflect this fact.

Thank you for your cooperation.

Sincerely yours,
Wanda Becker

169. What is the purpose of this letter?
- (A) To ask Let's Go to make a reservation for Dr. Daniels
 - (B) To ask Let's Go to pay \$150
 - (C) To ask Let's Go to cancel a bill
 - (D) To ask Let's Go to apologize for poor service
170. When was the airline reservation made?
- (A) Before July 28th
 - (B) On July 28th
 - (C) After July 28th
 - (D) There is no way to know.
171. Why was Dr. Daniels unable to take his flight?
- (A) He got to the airport too late.
 - (B) He had to perform surgery.
 - (C) He lost his tickets.
 - (D) His passport had expired.
172. What is, most likely, Wanda Becker's relationship to Dr. Daniels?
- (A) One of his patients
 - (B) His secretary
 - (C) Fellow doctor
 - (D) Sister

Questions 173 through 176 refer to the following report.

Drilling to Success **- a company to watch in the coming year -**

Ever on the lookout for up-and-coming companies to recommend to investors, this month we focus on KYO Offshore Drilling. KYO Offshore Drilling, Inc. provides contract drilling services for offshore oil and gas wells primarily in the Gulf of Mexico, North Sea, Persian Gulf, and off the coasts of Brazil and Egypt. KYO's niche is deep-water and hazardous environment drilling. This is an area with great potential for strong growth. World oil demand continues to rise and most easier-to-access oil has already been tapped. Despite recent news of additional supplies from Iran or Iraq, there have been no results. Because KYO deals in a difficult environment, its prices are higher than other drilling companies. However, it also enjoys high profit margins: 18% last year, and a projected 22% for this year. KYO has merger plans with SubOcean Enterprises, Finland's largest drilling company, with KYO projected to gain control of all SubOcean Enterprises operations later this year. This would double KYO's rigs and make an already strong company far more powerful. Shareholders in KYO have already seen their investments increase by 15% over the last eight months, and if KYO goes ahead with the merger plans, they can expect even greater profits. KYO has over 1,500 employees in ten different countries. It is known as an equal opportunity employer, with 25% of top management positions held by women. It is also noted for its progressive efforts to align its management practices to those of the local culture.

report

173. What is KYO's specialty?
- (A) Brazilian and Egyptian oil
 - (B) Drilling for oil or gas that is easy to find
 - (C) Drilling for oil deep below the ocean
 - (D) Competing with Middle-Eastern oil companies from Iran and Iraq
174. Who would probably be interested in reading this report?
- (A) An office manager
 - (B) An electrical goods store owner
 - (C) A gas station attendant
 - (D) A stock market investor
175. What is KYO expected to do this year?
- (A) Take over a Finnish drilling company
 - (B) Move to Iran
 - (C) Take on 25% more staff
 - (D) Alter its management practices
176. What distinguishes KYO from other oil drilling companies?
- (A) Working in many different foreign countries
 - (B) Taking on more difficult drilling jobs
 - (C) Merging with a foreign company to expand operations
 - (D) Taking advantage of the worldwide demand for oil

Questions 177 through 180 refer to the following memo.

Memo

TO: Wade Gaston
 FROM: Sheila Kennedy
 RE: Travel Itinerary

As promised, the following is the itinerary for your upcoming business trip. As you can see, only the dates and times for transportation and accommodation for your trip are finalized and confirmed. Your meeting schedule is not yet ready; however, I have attached a preliminary outline of some of the meetings you will be attending. We hope to have the completed version sent to you by the afternoon of the 4th or the morning of the 5th.

Please let me know if any of these arrangements don't meet with your approval, or if you think there is anything else you need.

For your information, all times stated are standard time, which is one hour earlier than Daylight Savings. At all locations where no car has been rented, a representative will be at the airport to meet you. At each hotel, the check out time is 3:00 p.m. This is a special extended check out time which we have negotiated for you.

From	To/Via	Flight/Train No.	Depart	Arrive	Rental	Hotel
NY	Boston	Amtrak Train 467	5/6 11:30 p.m.	5/6 5:15 a.m.	Hertz-Ford	Parker House
Boston	Philadelphia	Eastern Flight 63	5/8 3:30 p.m.	5/8 4:45 p.m.	X	Quincy Hotel
Philadelphia	Washington DC	Eastern Flight 431	5/13 8:30 a.m.	5/13 9:47 a.m.	Avis-Buick	Shoreham Hotel
Washington DC	Atlanta	Eastern Flight 565	5/15 2:50 p.m.	5/15 7:32 p.m.	X	The Dulcinea
Atlanta	Cleveland	Eastern Flight 732	5/19 5:50 p.m.	5/19 10:32 p.m.	X	The Carter
Cleveland	Chicago	United Flight 501	5/22 6:10 p.m. CST	5/22 7:10 p.m.	Hertz-Chevy	Sutter Hotel
Chicago	NY	United Flight 622	5/28 12:00 p.m.	5/28 4:00 p.m.	X	X

177. How many days will Gaston be away on business?
- (A) 7 working days
 - (B) 2 weeks exactly
 - (C) 3 weeks and one day
 - (D) 28 days
178. How will he get to and from the airport in Chicago?
- (A) Take a cab
 - (B) Take the subway
 - (C) Take an airport shuttle bus
 - (D) Drive a rental car
179. What time must Gaston be out of his hotel room?
- (A) By 4 p.m.
 - (B) By 3 p.m.
 - (C) By 2 p.m.
 - (D) By 1 p.m.
180. What information is missing from this itinerary?
- (A) What he will be doing in each location
 - (B) Departure times
 - (C) The car rental details
 - (D) Flight arrival times

Questions 181 through 185 refer to the following enquiry and response.

56 Reynolds Fields,
Manor Estate,
Hartley, NY 00679
January 5th

Wisdom Insurance Co.,
782A Alton Tower
New York, NY 00992

Dear Sirs,

I am interested in taking out a health insurance policy and am looking around to find the best policy for my needs. A friend of mine is already a customer of Wisdom Insurance and suggested that I write to you for information. I belonged to a company health insurance plan before I became self-employed about six months ago. I know that it is a little unwise to have waited so long before setting something up, but to be honest, I have just been so busy with my new business that it completely slipped my mind.

I would like to know how much and what type of coverage I should get. Also, how much should I expect to pay in monthly premiums? I am currently 43 years of age. I am in good health and have never been hospitalized. I would also like my wife to be covered by my policy.

I look forward to your response.

Sincerely,
Jason Williams

Wisdom Insurance Co.,
782A Alton Tower
New York, NY 00992
January 8th
Ref.# NA993

56 Reynolds Fields,
Manor Estate,
Hartley, NY 00679

Dear Mr. Williams,

Below, you will find a chart that shows average out-of-pocket costs for medical expenditures for uninsured mid-life women and men by type of service. (Mid-life refers to those persons aged 45 to 64.)

Our most basic policies start at a monthly premium of \$32, and rise according to each client's needs. I think it would be best for one of our agents to schedule a no-obligation home visit to discuss our various policies, at your earliest convenience. If you are interested, please call 1-800-733-3377.

Type of service	Men	Women
Hospital stay	\$1,262	\$3,024
Physician visits	\$132	\$212
Outpatient	\$41	\$599
Home health	\$53	\$387
Prescription drugs	\$180	\$219

Sincerely,
John Fogerty

181. Why did Jason Williams write to Wisdom Insurance?
- (A) He is a loyal customer.
 - (B) The company was recommended to him.
 - (C) He saw their advertisement.
 - (D) His wife asked him to.
182. According to the table, which of the following is the largest expense, excluding hospital stays?
- (A) Outpatient services for men and women
 - (B) Prescription drugs for men and outpatient care for women
 - (C) Physician visits for men and prescription drugs for women
 - (D) Home health visits for men and women
183. Which of the following can you conclude from this table?
- (A) Men spend more on medical services.
 - (B) Men pay for the medical services of their wives.
 - (C) Women spend more for medical services.
 - (D) Prescription drugs are cheap.
184. What is the minimum Mr. Williams can expect to pay?
- (A) \$41
 - (B) \$32
 - (C) \$212
 - (D) \$53
185. What does John Fogerty mean by a "no-obligation" home visit?
- (A) Mr. Williams does not have to agree to the visit.
 - (B) Mr. Williams will be under no pressure to take out a policy.
 - (C) Mr. Williams must agree to sign a contract.
 - (D) Mr. Fogerty will not require Mr. Williams to visit his office.

Questions 186 through 190 refer to the following job advertisement and reply.

Position Offered

A well-respected educational organization needs an organized, out-going person with strong word processing and interpersonal skills to coordinate production and planning of public presentations and management seminars. Desktop publishing and graphic arts a definite plus. The ideal candidate will be educated to the graduate level (master's degree), have at least six years managerial experience and be a self-starter, capable of working alone, and of motivating others.

If you fit this profile, please send your resumé to Alessandra Badu, Job Applications, PO Box 7789, Westchester DE3 5HH by February 23rd. No applications postmarked after this date will be considered.

Due to the large response anticipated, we regret that we will only be able to contact short-listed candidates. No telephone or email enquires please.

3333 Big Bear Creek,
Circle Road,
Riverview
SE2 B66
February 18th

Alessandra Badu,
Job Applications,
PO Box 7789,
Westchester
DE3 5HH

Dear Ms. Badu,

It is with great pleasure that I submit my application for the position advertised in the Daily Herald on February 10th. Please find enclosed my resumé. I am confident that you will find my qualifications and experience more than meet your needs.

As you can see from my resumé, I have a master's degree in graphic design. For the last three years, I have been working as a design team manager for Griffy's Graphics. While I have enjoyed this position and have learned a lot about how to coordinate a group of individuals in order to bring them together as a team, I am eager to start the next stage of my career.

I am a confident, well-organized person with excellent communication skills. I have been giving presentations in front of large groups since my university days, when I was an active member of the university debating society. I enjoy the pressure of working towards a deadline and am never late with my work.

Please do not hesitate to contact me if I can provide any further information.

Sincerely,
Jessica Simpson

186. What is this an advertisement for?
- (A) A package tour
 - (B) A job vacancy
 - (C) A position wanted
 - (D) A course of classes
187. Which of the following people should reply to the advertisement?
- (A) One with six years of typing experience who has never worked with the public
 - (B) An introverted graphic artist with library experience
 - (C) A confident art major with consulting and computer experience
 - (D) A former sports coach who is insolent, organized, and used to public acclaim
188. Which of the following might the successful candidate expect to do?
- (A) Help run a school
 - (B) Do a lot of typing and organizing of files and attend seminars
 - (C) Plan presentations on new educational opportunities
 - (D) Organize and produce presentations and seminars on management
189. What example does Jessica give of her public speaking experience?
- (A) Three years as design team manager
 - (B) Master's degree in graphic design
 - (C) Membership in a debating society
 - (D) Ability to keep to a deadline
190. What will probably prevent Alessandra Badu from contacting Jessica?
- (A) Her writing skills
 - (B) The submission of her application after the deadline
 - (C) Her personality
 - (D) Her lack of experience

Questions 191 through 195 refer to the following emails.

TO: Marsha Dillard, Supervisor <mdillard@western.com>
FROM: Judith Wilson <jwilson@western.com>
DATE: August 3rd
SUBJECT: Evaluation of PSI Seminar in Salt Lake City


After attending the Professional Secretaries International Convention in Salt Lake City, July 20-25, I recommend that at least one support staff member have the opportunity to attend each year. The information distributed at the convention is extremely valuable and will be beneficial to all support staff at Western Bank. This was the third time I have attended a PSI convention, but it was the first time my attendance has been subsidized by Western Bank.

The sessions ranged from technical to practical to personal. Even with the variety of the sessions, nearly all workshops discussed expanding and enhancing the contribution of secretaries in the workplace. The sessions I attended were as follows:

1. Office Automation in the 21st century
2. Anatomy of a Merger
3. How to Get Your Article Published in *The Secretary*
4. Secretarial Stress: The Hidden and Controlling Factor

Over 50 companies exhibited the latest in office technology, demonstrating everything from fax machines to filing systems. The convention was truly outstanding, and I consider it an essential part of my professional development. I will be sharing what I learned with the other office professionals at Western Bank at our monthly meeting later this month.

Sincerely,
 Judith Wilson




TO: Judith Wilson <jwilson@western.com>
FROM: Marsha Dillard, Supervisor <mdillard@western.com>
DATE: August 5th
SUBJECT: Re: Evaluation of PSI Seminar in Salt Lake City

Dear Judith,

Thank you so much for your feedback on the PSI Seminar. It is gratifying to know that it was money well spent. I have forwarded a copy of your email to Eric Richards, who is in charge of funding professional development, and I have written my own proposal suggesting that we send three members of support staff each year. Please do share what you learned with our other office members, and if you have time, I'd love to discuss the conference with you some time next week.

Regards,
 Marsha Dillard



191. Which of the following accurately reflects Judith's response to the seminar?
- (A) Unhappy
 - (B) Indifferent
 - (C) Ambivalent
 - (D) Enthusiastic
192. What was the main focus of the conference?
- (A) New office technology and how it's changed secretarial roles
 - (B) The importance of secretarial work
 - (C) The importance of being a professional
 - (D) Understanding business terminology
193. What does Judith propose to Marsha?
- (A) Allowing Judith to attend the conference every year
 - (B) Sending a member of the support staff to the conference every year
 - (C) That Marsha attend the conference next year
 - (D) Asking Eric Richards to give a presentation at the conference
194. What is Marsha's reaction to Judith's suggestion?
- (A) She thinks it is unreasonable.
 - (B) She hopes the Judith will reconsider.
 - (C) She thinks it is a wonderful idea.
 - (D) She will recommend that Judith be promoted.
195. Who manages the funds for professional development of staff members?
- (A) Judith Wilson
 - (B) Marsha Dillard
 - (C) Eric Richards
 - (D) Marsha Dillard and Eric Richards

Questions 196 through 200 refer to the following letters.

Systems Consultants

10 Pacheco Way Tucson, AZ

February 10, 2006

Mr. Leonard Bernard
President
Southwest Telecommunications
8423 Los Lunas Blvd.
Tucson, AZ

Dear Mr. Bernard,
Enclosed is the report, "Improving Computer-User Comfort," that you asked our company to prepare. The report summarizes current research on the effects of computers on health and recommends changes for your computer users.

We interviewed over five hundred Southwest Telecommunications employees in the last six months and consulted with health experts in eye and wrist fatigue. We also reviewed all the current literature available for computer health hazards.

Our recommendations are as follows:

1. Anti-radiation screens should be available for computer monitors.
2. Wrist support should be used to help maintain proper wrist position during computer use and possibly reduce the risk of carpal tunnel syndrome.
3. Employees need adjustable chairs with a stronger back support.

You should find our report useful in reorganizing your computer area for maximum comfort. If you have any questions or would like to discuss our recommendations, please let us know.

Sincerely,
Stella Wong
Consultant

Southwest Telecommunications

8423 Los Lunas Blvd.
Tucson, AZ
Tel: 020-990-990
February 14th

Systems Consultants
10 Pacheco Way
Tucson, AZ

Dear Ms. Wong,

Thank you for sending us the results of the "Improving Computer-User Comfort" report. It has been reviewed by the directors of Southwest Telecommunications and Mr. Bernard himself. We are most grateful to you for all the effort that you put into compiling this information.

We had not realized just how inadequate our office facilities were, and would like to start implementing your suggestions at the earliest possible date. Mr. Bernard would like to invite you to attend a meeting with our directors in order to discuss your three main suggestions. We are hoping that you will be able to bring samples of office equipment which meet the standards you specify in your report. Please give me a call at the above number to arrange a meeting.

Sincerely,
Hyacinth Moore
Personal Assistant

196. Why was this report requested?
- (A) Southwest Telecommunications wanted to solve problems caused by long-term computer use.
 - (B) Southwest Telecommunications had excess profits they needed to spend.
 - (C) Computers are unhealthy and Southwest Telecommunications wanted to avoid lawsuits.
 - (D) Employees complained about low pay and unsafe working conditions.
197. Which of the following did Systems Consultants NOT do?
- (A) Talk to computer users at the company
 - (B) Work on computers to experience problems first hand
 - (C) Read studies related to computer use
 - (D) Talk to health professionals
198. Which of the following did Stella Wong recommend?
- (A) Providing protective eyewear
 - (B) Allowing employees to take regular breaks
 - (C) Providing chairs with good back support
 - (D) Providing ergonomic pens
199. When would Southwest Telecommunications like to introduce changes?
- (A) In the last six months
 - (B) In the next six months
 - (C) Early next year
 - (D) As soon as possible
200. What would Mr. Bernard like Stella Wong to bring?
- (A) Samples of suitable office furniture
 - (B) Her resume
 - (C) The directors of her company
 - (D) Further copies of the report



→ Practice Test

4



LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

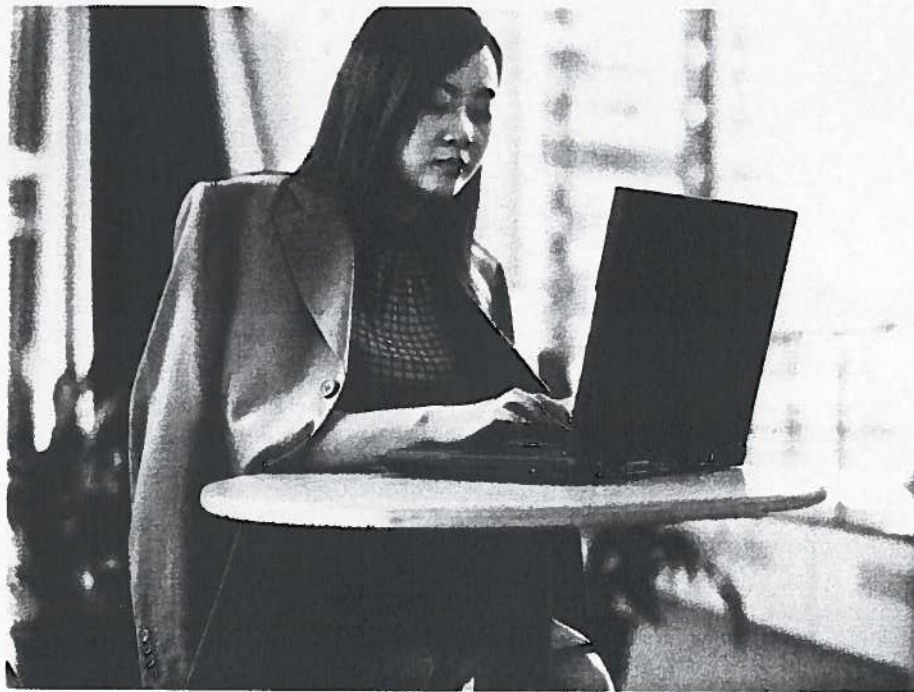
Part 1

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

Example

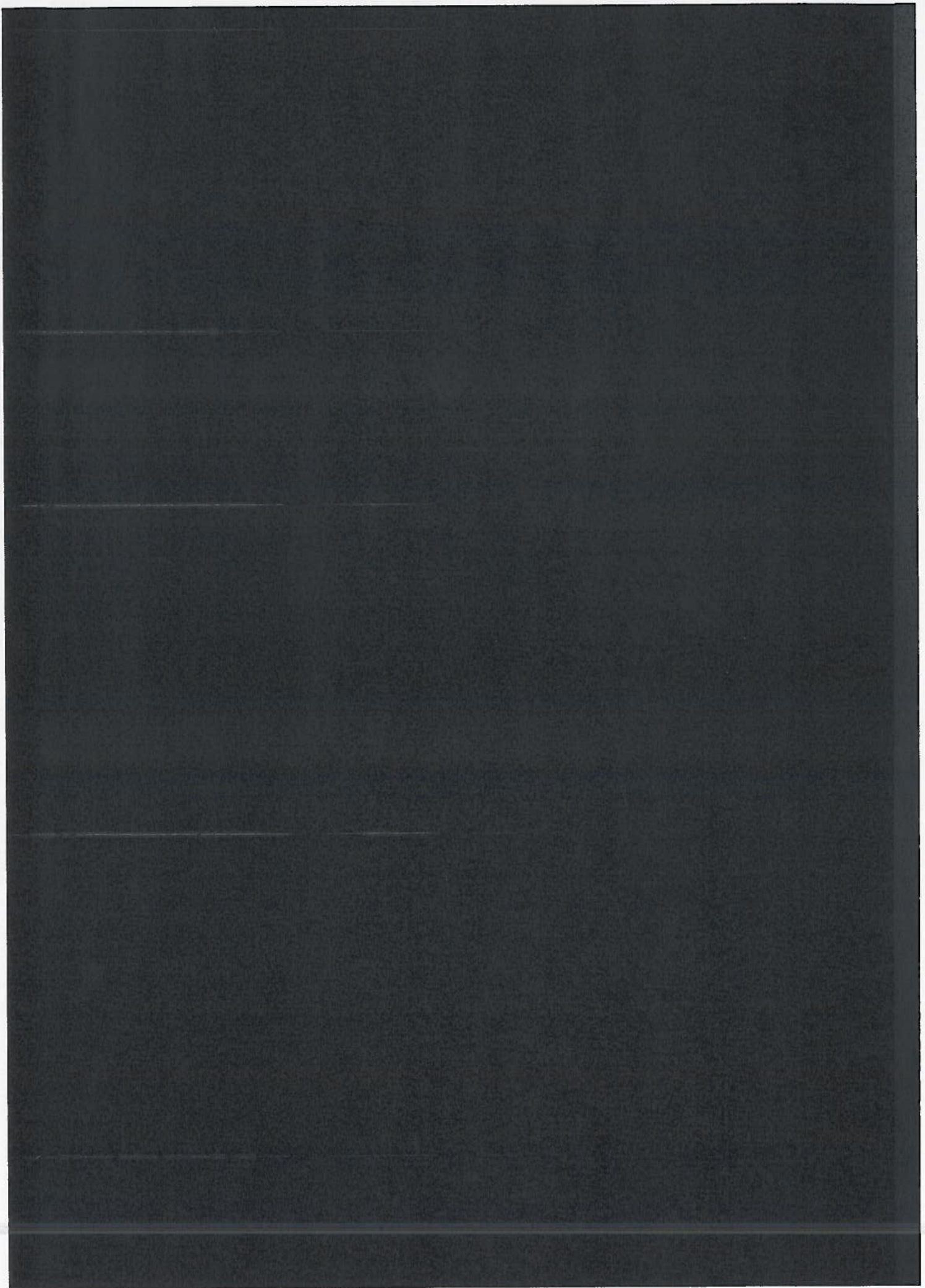
Sample Answer

(A) ● (C) (D)

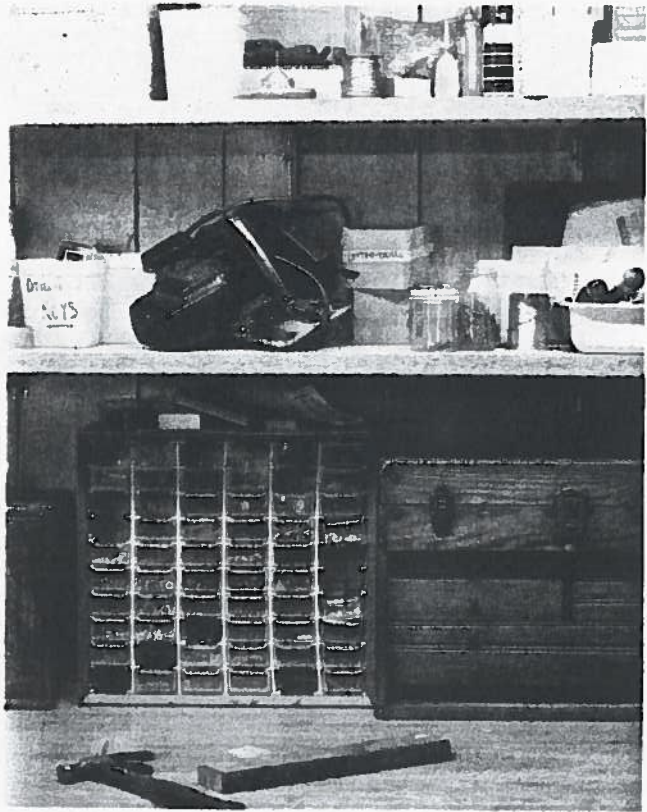


Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).



3.



4.



5.



6.



Go on to the next page.

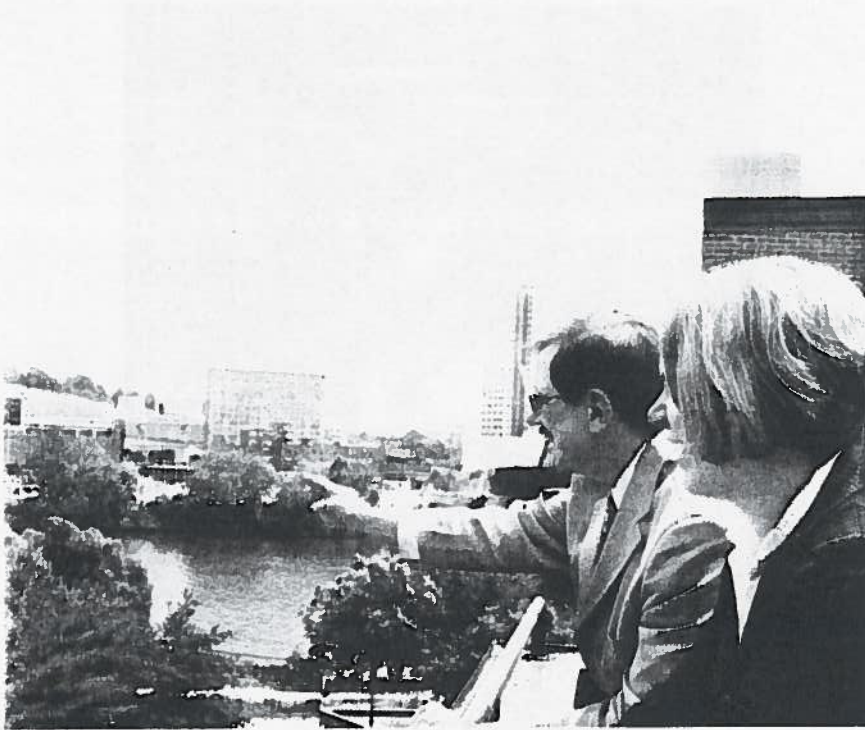
7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

Sample Answer

You will hear: How are you today?

B C

You will also hear: (A) I'm fine, thank you.
 (B) It's cold, isn't it?
 (C) Well, it's a difficult issue.

The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. According to the woman, what is wrong with the lobby?
 (A) It is too bright.
 (B) It needs redecorating.
 (C) It is too dark.
 (D) The chairs are uncomfortable.
42. What does the man suggest?
 (A) Putting in some extra lights
 (B) Buying some lamps
 (C) Installing a skylight
 (D) Moving to a new building
43. What is the woman's suggestion?
 (A) Buy a chandelier
 (B) Buy some table lamps
 (C) Repaint the lobby
 (D) Buy new chairs
-
44. What does the woman imply?
 (A) It's important that Peter attend the meeting.
 (B) Peter can read well.
 (C) She doesn't care if Peter is present or not.
 (D) She doesn't mind repeating everything.
45. What is the man's objection?
 (A) Peter will be annoyed.
 (B) They'll have to say everything twice.
 (C) He doesn't want Peter to attend the meeting.
 (D) He has another meeting to attend.
46. What does the woman want Peter to develop?
 (A) Some photographs
 (B) A new project
 (C) His time management skills
 (D) A meeting agenda
47. What is the man going to do?
 (A) Throw away a report
 (B) Rewrite a report
 (C) Edit a report
 (D) Give a report
48. What is the woman concerned about?
 (A) Whether she has communicated clearly
 (B) That the man will laugh at her report
 (C) Whether she should have written in a different font
 (D) That she will be fired if her report is not good enough
49. What is the man's opinion of the woman's writing skills?
 (A) She needs to work on punctuation.
 (B) She is a better writer than she realizes.
 (C) She would benefit from writing classes.
 (D) She should use sophisticated language.
-
50. What is wrong with the man?
 (A) He has lost his job.
 (B) He thinks he has the flu.
 (C) He wants a raise.
 (D) He has a headache.
51. What does the woman imply?
 (A) He needs more sleep in order to look good.
 (B) He should have stayed home.
 (C) She can recommend a doctor.
 (D) He looks better outside of work.
52. Which of the following best describes the situation in the man and woman's office?
 (A) They have a lot of deadlines approaching.
 (B) They are going through a quiet period.
 (C) Everyone is off sick.
 (D) The office is closed for the holidays.

Go on to the next page.

53. What happened?
(A) The man loaned his car to the woman.
(B) He left his keys in the parking lot.
(C) He gave his keys to the woman.
(D) His keys were stolen.
54. What is the relationship between the man and the woman?
(A) Siblings
(B) Parents
(C) Spouses
(D) Coworkers
55. Why does the man consider himself lucky?
(A) No one tried to take his car.
(B) He wasn't harmed when his car was stolen.
(C) It gave him an opportunity to get to know the woman.
(D) He has two cars.
-
56. How does the man feel about the change Cheryl is making?
(A) He hopes she likes her new job.
(B) He thinks she is making a mistake.
(C) He hopes she likes her new apartment.
(D) He thinks she is a good person.
57. What is Cheryl going to do?
(A) She's going to coordinate conferences.
(B) She's going to be a wedding planner.
(C) She's going to take an extended vacation.
(D) She's going to move to another city.
58. Assuming it is now April, when will Cheryl start at Beckwith and McDougal?
(A) In two weeks
(B) May 3rd
(C) May 1st
(D) June 1st
59. What is the woman doing?
(A) Shopping for furniture
(B) Shopping for clothes
(C) Shopping for kitchen appliances
(D) Shopping for groceries
60. How does the woman probably feel?
(A) Surprised
(B) Confused
(C) Disappointed
(D) Revolted
61. How does the man respond?
(A) With sympathy
(B) With anger
(C) Nervously
(D) With derision
-
62. What has just happened to the woman?
(A) She was fired.
(B) She has been given a raise.
(C) She quit her job.
(D) She was late for an important meeting.
63. What does the man imply?
(A) That the company makes the woman work too hard
(B) That the woman is lazy
(C) That he is very envious
(D) That the manager has made a mistake
64. Where does the woman have to go now?
(A) Home
(B) To a seminar
(C) To the manager's office
(D) To a party

65. Why is the man worried?
(A) He is too young.
(B) He might have to work extra hours.
(C) He might lose his job.
(D) He might have to hire new employees.
66. What makes the man feel insecure?
(A) He hasn't been working at the company for very long.
(B) He doubts his own abilities.
(C) His boss never gives him any feedback.
(D) The woman is always criticizing him.
67. How does the woman feel at the end of the conversation?
(A) Relieved
(B) In need of a break
(C) Worried about her job security
(D) Tired of the man's complaints
68. Why was the man looking for the woman?
(A) To give her advice
(B) To get her advice
(C) To make a complaint
(D) To make an apology
69. What has the woman been telling other people?
(A) She is leaving.
(B) The man is leaving.
(C) She wants to tell people about layoffs.
(D) The man stole her wallet.
70. Why does the woman think she has done nothing wrong?
(A) Because she needs to find a suitable replacement
(B) Because she never makes mistakes
(C) Because she knows the right thing to do
(D) Because her boss asked her to do it

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. Where is this announcement taking place?
 (A) In a shopping mall
 (B) At a public lecture on recycling
 (C) In a class on environmental problems
 (D) At a staff meeting
72. Where is the container for newspapers?
 (A) On the shelves
 (B) Near the copy machines
 (C) In a box
 (D) Beneath the back windows
73. What time of day is this announcement probably being made?
 (A) Early in the morning
 (B) Just before noon
 (C) Around two in the afternoon
 (D) At the end of the working day
-
74. Who are being introduced?
 (A) Two research scientists
 (B) Two international business people
 (C) Two medical doctors
 (D) Two travel agents
75. What is remarkable about Marcia Goldsmith?
 (A) She achieved success at a young age.
 (B) She is an excellent lecturer.
 (C) She lived in one place for 10 years.
 (D) She is unmarried.
76. What did David Ireland do for three years?
 (A) Worked at UCSF Medical Center
 (B) Wrote a book on tropical diseases
 (C) Lived in West Africa
 (D) Worked for the World Health
77. Which one of these is NOT a sponsor of the festival?
 (A) Taos Electronics
 (B) Taos Communications
 (C) Taos Motors
 (D) Taos Telecommunications
78. What is new about the Storyteller Theaters?
 (A) They now seat 280.
 (B) There are now four of them.
 (C) They have new film projectors.
 (D) They will not be used in the festival.
79. How much does it cost to see one movie?
 (A) \$4
 (B) \$50
 (C) \$5
 (D) \$6
-
80. How long had it rained?
 (A) 3 days
 (B) 7 days
 (C) 2 weeks
 (D) A week and a half
81. What advice is given and why?
 (A) Shop now because after heavy rains food prices increase.
 (B) Keep your hats on because it will rain.
 (C) Hold on to your hats because it will be windy.
 (D) Keep the skies fresh and clear by driving less.
82. What will the weather be like along the coast today?
 (A) Breezy and mild
 (B) Sunny and breezy
 (C) Sunny with temperatures in the high 70s
 (D) Mild temperatures with gusting winds

83. What is the problem?
(A) There are not enough seats available.
(B) There are not enough passengers.
(C) The flight will be delayed for several hours.
(D) Some passengers want an earlier flight.
84. What does the airline not want to do?
(A) Bump into passengers
(B) Change the flight time and reprint everyone's tickets
(C) Arbitrarily move passengers to a different flight
(D) Pay people to change flights
85. What does the airline offer?
(A) A later non-stop flight with a better airline
(B) A better class of travel or a free flight
(C) A letter of apology in the future
(D) A later flight and a free flight coupon
-
86. When is it possible to speak to a librarian?
(A) Mondays and Fridays
(B) When the library is open
(C) When you access the library website
(D) On very rare occasions
87. Who should press 6?
(A) Parents
(B) People with hearing problems
(C) People who want to read business magazines
(D) People who can't use the Internet
88. If you want to get information about checking out a video, which number do you select?
(A) 1
(B) 2
(C) 3
(D) 4
89. What is being advertised?
(A) A health supplement
(B) A medical service
(C) A drug store
(D) A clinic
90. For how long should you take this product before the cold season?
(A) For three weeks
(B) For up to 120 days
(C) For at least a month
(D) For the rest of your life
91. How much of this product should you take?
(A) Start taking 300 mg, then increase it to 600 mg
(B) Take 900 mg daily
(C) Start with 600 mg, then reduce it to 300 mg
(D) Take 120 mg twice a day
-
92. What is the purpose of this announcement?
(A) To announce record profits
(B) To announce a lack of profits
(C) To announce job cuts
(D) To announce a new line of products
93. For how long has the company been having trouble?
(A) For three months
(B) For six months
(C) For nine months
(D) For a year
94. Who will be asked to leave first?
(A) The most senior employees
(B) All employees
(C) The most junior employees
(D) Anyone with a bad sales record

95. How many times has Kevin called Ted?
(A) Once or twice
(B) Three or four times
(C) Five times
(D) Six times
96. What does Kevin imply about the Mitchell account?
(A) That his company has not been doing its best
(B) That Ted takes too many long lunch breaks
(C) That he dislikes answering machines
(D) That he doesn't like Michelle Mitchell
97. What should Ted do after hearing this message?
(A) Call Michelle Mitchell
(B) Find the Mitchell account files
(C) Call Kevin
(D) Ask his secretary to photocopy the files
98. What is the purpose of this talk?
(A) To encourage investment in stocks
(B) To promote a new book
(C) To thank Dr. Higgins for his advice
(D) To explain how to write a best seller
99. Why did the speaker almost NOT publish her work?
(A) She thought the market was saturated.
(B) She lacked confidence.
(C) Dr. Higgins advised her not to.
(D) She didn't have much time.
100. Who would be interested in her work?
(A) Anyone interested in fund management
(B) Only experienced fund managers
(C) Only people who are just starting out in finance
(D) Freelance designers

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. The director announced a ----- of measures to increase sales.
 (A) collection
 (B) number
 (C) selection
 (D) assortment
102. The general meeting ----- on June 7, 2005 in the Oak Room at the historic Charlton Mansion.
 (A) was held
 (B) to be held
 (C) has been held
 (D) hold
103. I think the accounting department and the financial services department should be combined, ----- you agree?
 (A) aren't
 (B) are
 (C) don't
 (D) did
104. If payment is not received ----- three days of delivery, a 1% late fee per day is charged.
 (A) until
 (B) by
 (C) within
 (D) during
105. Our new computer system is ----- . I don't know how to use it yet.
 (A) complexity
 (B) complex
 (C) complexion
 (D) complimentary
106. I work by myself ----- of the time, but sometimes I work with a team.
 (A) almost
 (B) mostly
 (C) sometimes
 (D) most
107. Vista International Airport will be closed ----- stormy conditions.
 (A) therefore
 (B) because
 (C) due to
 (D) since
108. Our company offers seminars on management training at ----- prices.
 (A) competitive
 (B) competition
 (C) competing
 (D) to compete

109. Any businessperson ----- thrilled to acquire the new XT Super Organizer for an efficient lifestyle.
- (A) could be
(B) would be
(C) might be
(D) can be
110. ----- in the shopping and business districts, the Grand Hotel offers easy access to the city's sights.
- (A) Situation
(B) To situate
(C) Situated
(D) Situating
111. The Computer Department is ----- the fifth floor, next to the Furniture Department.
- (A) at
(B) on
(C) by
(D) to
112. Please ----- all of your previous jobs on this application form.
- (A) discuss
(B) statement
(C) enlist
(D) list
113. I ----- I can take a month's leave of absence this year.
- (A) want
(B) wish
(C) hope
(D) desire
114. I'd ----- start work at 6:00 a.m. than spend time in traffic.
- (A) prefer
(B) rather
(C) want
(D) like
115. Last year's holiday sales strategy ----- to be such a success that we have decided to repeat it this year.
- (A) proved
(B) was
(C) was proven
(D) became
116. There isn't ----- information yet for us to make a final decision.
- (A) much
(B) enough
(C) many
(D) a lot of
117. The flight was only three hours, but it ----- longer because we were uncomfortable.
- (A) seems
(B) was feeling
(C) was
(D) seemed
118. Recent developments in laser technology ----- many medical procedures.
- (A) changing
(B) was changed
(C) changed
(D) have changed
119. I'm going to Jamaica on business next month, and I'm getting very ----- about it.
- (A) exciting
(B) excited
(C) anticipating
(D) happy
120. A large ----- of money is missing from the safe.
- (A) number
(B) a lot
(C) sum
(D) much

Go on to the next page.

121. Last week, there ----- plenty of copy paper. What happened to it?
(A) were
(B) was
(C) had been
(D) weren't
122. Fax me ----- the shipment arrives.
(A) when
(B) until
(C) while
(D) to
123. ----- I began to work here, six people have quit.
(A) During
(B) From
(C) Awhile
(D) Since
124. Let me show you a ----- way to print out that report.
(A) more better
(B) best
(C) better
(D) the best
125. I thought the conference was very -----.
(A) information
(B) informative
(C) formative
(D) formation
126. Check with the director. It ----- be possible to change the meeting to next month.
(A) might
(B) is
(C) can
(D) would
127. You should always get approval ----- the purchasing manager before buying any new supplies.
(A) to
(B) with
(C) at
(D) from
128. Don't hesitate. Please notify the front desk ----- the problem reoccurs.
(A) while
(B) as
(C) as much as
(D) as soon as
129. ----- the plane was landing, one of its tires went flat.
(A) Like
(B) As
(C) During
(D) Meanwhile
130. Over the past six months, we ----- a new, computerized billing system.
(A) have developed
(B) are developing
(C) development
(D) had developed
131. Special events scheduled at the resort ----- guests with entertainment.
(A) give
(B) prepare
(C) provide
(D) provision
132. When you ----- of the building, turn left.
(A) come in
(B) come up
(C) come across
(D) come out

133. Why don't you buy a camera through the Internet? The prices are ----- than in a camera shop.
- (A) fewer
 - (B) lower
 - (C) lowest
 - (D) less
134. The new brochures were designed to ----- our new corporate image.
- (A) refract
 - (B) retort
 - (C) reflect
 - (D) register
135. He ----- the company president for over thirty years by the time he retired.
- (A) will have been
 - (B) had been
 - (C) has been
 - (D) will be
136. It is ----- that you do not reveal your password to anyone.
- (A) essential
 - (B) essence
 - (C) expert
 - (D) exact
137. The police are ----- investigating allegations of insider trading.
- (A) current
 - (B) recent
 - (C) currently
 - (D) present
138. I want you to put the mail ----- top of my desk every morning, not in the tray by the door.
- (A) at
 - (B) on
 - (C) next to
 - (D) by
139. You really ----- make more of an effort to get to work on time.
- (A) have
 - (B) must
 - (C) must not
 - (D) can
140. ----- interest rates may please those with savings, but they will be a burden to anyone saddled with a large mortgage.
- (A) Bigger
 - (B) More
 - (C) Extra
 - (D) Higher

Go on to the next page.

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following announcement.

Win a luxury skiing trip!

Nuana Ski is offering one lucky Woman of the World reader and three friends the chance to stay in a chic French ski -----.

141. (A) result
(B) resolve
(C) resort
(D) rest

Nuana Ski is offering you and three of your friends the opportunity to spend one week, -----, at the

142. (A) all-inclusive
(B) accommodation
(C) with food
(D) bedding

five star Chalet de Tirelle in the French Alps. The prize, worth over \$3,500, includes flights, guide, ski rentals, and ski passes. Prize also includes one free drink every evening in the resort bar.

To ----- this competition, simply call 1-800-655-7667. Answer the question you will be asked,

143. (A) join
(B) enter
(C) take
(D) part in

and give your name, address, and telephone number. Three runners up will win a \$100 voucher to ----- on ski wear at Alpine Sports. Hurry! Competition closes on January 10th.

144. (A) spend
(B) shop
(C) purchase
(D) propose

Go on to the next page.

Questions 145 through 148 refer to the following notice.

Notice

Shoplifting is theft.

Shoplifting costs retailers thousands of dollars every year. Every item taken by a shoplifter just ----- the price for everyone else. Jameson's Superstore estimates that up to \$30,000 worth of

145. (A) inventories
 (B) increases
 (C) updates
 (D) advances

goods went missing from our stores last year. We will NOT tolerate theft. We have ----- security

146. (A) installation
 (B) integrated
 (C) installed
 (D) stalled

cameras in all aisles and have hired in-store security. Please note that these security personnel are armed.

Anyone caught stealing will be ----- . No exceptions. If you notice anyone acting suspiciously in the

147. (A) persecuted
 (B) executed
 (C) prosecuted
 (D) perspective

store, or witness anyone taking items without paying, do not hesitate to report it to one of our uniformed staff. If your actions lead to the arrest of a shoplifter, you may be ----- to a community service

148. (A) entitled
 (B) titled
 (C) gifted
 (D) represented

reward.

Questions 149 through 152 refer to the following advertisement.

Make this year your year to get into shape. To ----- the New Year, Flex Heath Club and Spa is

149. (A) commemorate
(B) congratulate
(C) commiserate
(D) celebrate

offering half price membership and two months completely free of charge. Look at how much you can -----, but only if you join now.

150. (A) discount
(B) save
(C) spend
(D) lay out

Standard Membership fee ~~\$100~~ now only \$50!

Monthly Fee ~~\$25~~ January and February now completely free!

Membership includes the following:

- ----- consultation with personal trainer, plus monthly follow-up consultations.
151. (A) initiating
(B) initializing
(C) initial
(D) prime
- use of our fully-equipped gym with wide range of free weights, weight training machines, treadmills, and rowing machines.
 - use of our heated pool.
 - choose from our ----- schedule of aerobics, pilates, and yoga classes.
152. (A) understandable
(B) comprising
(C) comprehensive
(D) comprehending
- 10% discount on nutritional supplements on sale in our on-site store.

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 and 154 refer to the following message.

FOR: Mr. Evans
DATE: Sept. 19, 2005
TIME: 9:20 a.m.

Message taken by: Rhonda McVities

Message

Mr. Feidt of Ultimate Tax Service (tel. 988-5130, ext. 23)

- Telephoned
 Will call back
 Please call

Mr. Feidt says your tax reports are complete. He has finished everything, so now all that remains is for you to sign them. You can either stop by his office to sign them, or he can have them sent over by courier. He'd like you to give him a call before three o'clock so that he knows what you want to do.

Thanks!

153. What is Mr. Feidt's job?
- (A) He works for the Internal Revenue Service.
 - (B) He is a receptionist.
 - (C) He is a tax accountant.
 - (D) He is a courier.
154. Whom did Mr. Feidt talk to?
- (A) Mr. Evans
 - (B) The Ultimate Tax Service
 - (C) A telephone answering machine
 - (D) Rhonda McVities

Go on to the next page.

Questions 155 through 158 refer to the following advertisement.

Below are the Priority Mailing Rates for all packages weighing up to 70 pounds and not exceeding 108 inches in length and girth combined, including written and other material, whether sealed or unsealed. Fractions of a pound are charged as one pound. Zone rates are determined by measuring the mileage range between specific geographic locations determined by Zip codes.

Rates: Zone	Distance	Cost per pound (weight)
zone 1:	0-50	\$1.10
zone 2:	51-150	\$2.00
zone 3:	51-300	\$2.50
zone 4:	301-600	\$3.10
zone 5:	601-1,000	\$3.50
zone 6:	1,001-1,400	\$4.25
zone 7:	1,401-1,800	\$6.00
zone 8:	over 1,800	\$7.00

Please note that poisons, knives, flammable liquids, and corrosives cannot be mailed via Priority Mailing.

The mailing of counterfeit goods is also strictly prohibited.

155. How much would it cost to mail a 15-pound package to zone 5?
- (A) \$24.50
(B) \$75.00
(C) \$52.50
(D) \$90.00
156. How are mailing zone rates decided?
- (A) According to the size of the package
(B) According to the shape of the package
(C) According to the value of the contents
(D) According to the distance transported
157. Which of the following packages would NOT be accepted?
- (A) A three pound box of chocolates
(B) Two feather pillows
(C) A penknife
(D) A box of books
158. What is the maximum weight covered by these rates?
- (A) 50 pounds
(B) 70 pounds
(C) 1,800 pounds
(D) Over 1,800 pounds

Questions 159 through 161 refer to the following advertisement.

Bored of lying on the beach for those precious two weeks of summer vacation your company gives you every summer? Buy the summer vacation that will give you more. The Computer Training Center offers summer intensive seminars in Lotus, Quark, Computer Aided Design, Dbase programming, and more! Take this summer and create or enhance your computer skills. The Summer CTC seminars are every two weeks from June 1st through September 1st. For a listing of courses, call 585-2880, or stop by our beautiful new school at 4375 Marine View, with a spectacular view of the Bay.

For June and July, we are offering Special Grand Opening Rates of 5% off the usual price. Don't miss this chance to improve your prospects in two short intensive weeks. Go back to work with new skills, not just a tan.

159. Who is this advertisement intended for?
- (A) Someone who wants to learn water sports during their vacation
 - (B) People who want to have a view of the ocean
 - (C) Anyone interested in improving their computer skills
 - (D) Anyone who needs a discount on the price of their summer vacation
160. How often are the seminars offered?
- (A) Once a month
 - (B) Twice a month
 - (C) Every week
 - (D) Every three weeks
161. What can you pick up if you stop by their new building?
- (A) A 5% Grand Opening Discount
 - (B) A view of the Bay
 - (C) A schedule of classes
 - (D) A test of your computer skills

Go on to the next page.

Questions 162 through 164 refer to the following article.

The French government last week announced a set of new laws aimed at stopping the practice of money laundering. Despite an unenthusiastic reception in the financial district, the laws include a provision which requires financial managers to report all cash transactions exceeding \$10,000, as well as any suspicious financial transactions. This requirement applies to old and new customers alike. This will force all money managers to keep more detailed records on accounts. This, in turn, will lead to greater transparency in the way financial institutions conduct business, and how they maintain their records. Suspicious assets could be frozen pending an investigation. It is believed that major European gangs have been laundering drug money, and it is hoped the new regulations will help stamp out the practice.

162. According to the new laws, what must financial managers do?
- (A) Be suspicious of all transactions
 - (B) Report financial transactions of a certain size
 - (C) Sniff out drug money
 - (D) Provide reports of their business to lawmakers
163. How do financial managers feel about the new laws?
- (A) They are unhappy about them.
 - (B) They are enthusiastic about them.
 - (C) They planned a reception in their honor.
 - (D) They plan to investigate them.
164. What is it hoped the new laws will do?
- (A) Prevent illegal funds being channeled secretly by organized crime groups
 - (B) Allow bank managers greater autonomy in their field
 - (C) Reduce the price of prescription drugs
 - (D) Keep all financial transactions to a limit of \$10,000

Questions 165 through 168 refer to the following letter.

The Buena Vista Center

578 Barberry Road Berkeley, CA 94711
Tel: 510 - 564 - 9912 Fax: 510 - 564 - 9913
June 6, 2000

Patsy Adler
Golden Gate Software
Berkeley, CA 87766

Dear Ms. Adler,

Thank you for your June 1st letter expressing interest in the Buena Vista Center as the venue for your seminar. This letter will confirm our final plans for your conference, as per our telephone conversation of June 5th.

We have reserved two rooms for you, each with a capacity of 50 people, from September 16th to September 18th. We understand that you expect approximately 80 people to attend your meeting. Each room will contain ten tables and 40 chairs. Please let us know in advance if you think you will require additional seating. We will provide a TV, VCR, and broad beam projector (for presentations made using a computer) for one of the rooms. We plan to serve a light lunch on the 17th and coffee and tea every morning from the 16th to the 18th.

A deposit of 10% of the total, \$1,545.00, will be due upon receipt of this letter. Full payment is due on September 16th. Payment may be made by credit card or by check. If you have further questions or need to make any changes, please contact me. We look forward to seeing you on September 16th. Thank you for choosing the Buena Vista Center.

Sincerely yours,
Angela Lewis/Conference Coordinator
cc: J. Blackwell, AV Department, D. Alcuaz, Food and Beverage Manager

165. What is the purpose of this letter?
- (A) To provide general information about the BV Center
 - (B) To confirm a reservation for a meeting at the BV Center
 - (C) To reserve two rooms for a meeting at the BV Center
 - (D) To agree upon a payment plan for a meeting at the BV Center
166. How many people are expected for lunch on the 16th?
- (A) About 80
 - (B) About 100
 - (C) About 50
 - (D) About 40
167. When must Ms. Adler pay some money?
- (A) By June 5th
 - (B) By September 17th
 - (C) As soon as her telephone conversation ends
 - (D) As soon as she receives this letter
168. Who will also receive this letter?
- (A) The director of Golden Gate Software
 - (B) The AV department and Food and Beverage Manager
 - (C) The people attending the conference
 - (D) The BV Center's accounting

Go on to the next page.

Questions 169 through 172 refer to the following memo.

Memo

TO: International Orders, Purchasing Department
FROM: David Maes
RE: International Internet Telecommunications Service
DATE: October 11, 2006

I am pleased to inform you that our long-awaited, new, toll-free, international telephone and fax service is finally fully operational. This new service runs through the Internet, so there is no actual charge for the calls we make or the faxes we send. There are no cumbersome access codes, no time-zone difficulties, and no awkward international telephone connections.

To send a fax, all you need to do is log on to the IITS home page, type the text of the fax into a special online form and read the easy-to-follow directions. To make a phone call, you will need a headset, but as these are already standard issue for all staff members, I see no problems there.

The telecommunications department sends its apologies for the six-week delay in getting this up and running. There was a backlog for problem solving with the trans-oceanic cable link, but once this was resolved, it was easy to set up. Please let all of our international customers know that they may also dial direct, or fax their questions and orders toll-free, 24 hours a day from the following countries around the world, simply by dialing the numbers listed below:

Australia 1-800-123-456
Japan 0066-33-800171
UK 0800-96-2542
Hong Kong 800-4598
Switzerland 155-60089
France 0130-81-8009
Germany 0590-3077
Canada/USA 800-234-9988

Do not hesitate to ask if you are unclear on any aspect of how to use the IITS.

169. What is the advantage of this new service?
- (A) It can be used from every country around the world.
 - (B) Operators are familiar with the system and can help you at any time.
 - (C) It's free of charge and available all the time.
 - (D) There are new easy-to-use access codes.
170. Which of the following cities cannot use the service?
- (A) Tokyo
 - (B) Madrid
 - (C) London
 - (D) Berlin
171. How can IITS users send a fax?
- (A) Request a special application form
 - (B) Type the fax onto a website
 - (C) It is not possible to send a fax.
 - (D) By using a wireless Internet connection
172. Which of the following does everyone working at this company have?
- (A) A desk
 - (B) A computer
 - (C) A headset
 - (D) A fax machine

Questions 173 through 176 refer to the following brochure.

Western Banks Personal Banking Services

We offer you easy access to your money, friendly professional staff, and few bank charges. At Western Banks, we know what you want because it's what we want, too.

Just take a look at the benefits of opening a Monthly Saver Return account:

With a monthly balance of \$1,000.00, these services are yours:

- Account managers who are professionally trained personal bankers. You will be assigned your own personal manager who will oversee all transactions on your account.
- Waiver of handling charges for fund transfers up to 10 times outbound and 5 inbound per month, regardless of account balance. (Note that all additional fund transfers will be charged at a rate of 3% of sum being transferred.)
- No fees when depositing foreign currency checks into your account. (Offer is limited to certain currencies—ask for a list of all accepted currencies.)
- 24-hour, toll-free phone banking service available seven days a week.
- Scheduled/automated Electronic fund transfers - make your bills easy to pay.
- More than 400 24-hour ATMs. (No charge for deposits or withdrawals.)
- Consolidated monthly bank statements. No charge if balance remains above \$1,000.00. Open your account now with \$1,000.00 and collect a complimentary travel clock, plus 10% discount voucher for Journey Man luggage.

* Note that if your balance falls below \$1,000.00, you may be liable to additional bank charges. Interest will not be paid on accounts with a balance of less than \$1,000.00.

173. Whom is this brochure aimed at?
- (A) Individuals who conduct international financial transactions
 - (B) Businesses that need international corporate banking services
 - (C) Personal bankers with less than \$1,000 monthly balance
 - (D) Account managers who need to bank after hours
174. How many times per month can you have money transferred into your account, free of charge?
- (A) 10, but only with a \$1,000 average monthly balance
 - (B) 7, regardless of your balance
 - (C) 5, with an average monthly balance \$1,000
 - (D) 5, regardless of your balance
175. According to the brochure, which of the following is NOT possible?
- (A) Paying a credit card bill electronically on a Sunday afternoon
 - (B) Automatically transferring \$2,000 on the 3rd of every month to your business account in Paris
 - (C) Transferring funds to another bank fifteen times in a month, without incurring charges
 - (D) You use your ATM card to withdraw \$250.00 late on a Friday night.
176. What is the minimum sum of money it is advisable to keep in this account?
- (A) \$1
 - (B) As much as you can afford
 - (C) There is no limit.
 - (D) \$1,000

Questions 177 through 180 refer to the following advice.

Do you often take domestic flights? Collecting air miles, but still not getting anywhere? If you think it takes too long to earn free flights with other frequent flyer programs, you are not alone. Why don't you join the club? The Western Airlines Flight Club. We may not be the most famous, but we can promise you we are one of the best. The Western Airlines Flight Club gets you on free flights faster because we reward you for the number of trips you take, not how many miles you fly. For anyone who takes mostly domestic flights, it's a great way to earn a free flight. Join our club by taking 8 round trips (2 one ways = 1 round trip) within 12 consecutive months on Western Airlines*. Before boarding each flight, have our Customer Service Agent stamp your application. Once you've received 16 stamps, mail in your application and we'll send you a plastic embossed membership card which you will use to receive credit on all future flights, a free round-trip ticket to anywhere in the continental US, and a free drink coupon book. Remember, credit must be obtained prior to flight. Unfortunately, we cannot credit passengers for past flights.

Call 1-888-888-8888 for an application form or download our printable form from our website at www.western.flightclub.co. Get started now!

** A full list of conditions may be viewed on our website. The number of free flights that can be taken within a 12-month period by an individual is limited to a maximum of four. Stamps are not transferable.*

177. Which of the following is NOT required in order to qualify for a free flight?
- (A) Applications must be stamped prior to boarding every flight.
 - (B) Passengers must fly once a month for 12 months.
 - (C) Passengers must get 16 stamps.
 - (D) Applications must be mailed in when they have 16 stamps.
178. What is different about this frequent flyer program?
- (A) 2 one-way trips are the same as a roundtrip.
 - (B) You get a free drink coupon booklet with your first free flight.
 - (C) The rewards are fast, and you get to join a club.
 - (D) It doesn't matter how far you fly.
179. How many free flights can a passenger take in one year?
- (A) As many as they qualify for
 - (B) A maximum of 12
 - (C) A maximum of 4
 - (D) One
180. How can customers obtain an application form?
- (A) By flying with Western Airlines
 - (B) By calling a special phone line or downloading the form
 - (C) By sending a fax to Western Airlines
 - (D) By attending a special seminar

Questions 181 through 185 refer to the following faxes.

Date: September 1, 2005
To: Reservations Agent, The Continental Hotel
Fax: 011-65-338-8585

From: Kelvin Rodriguez
Fax: 312-549-5172
Subject: Reservation confirmation
Pages: This page only

I would like to confirm my hotel reservation, as per our telephone conversation earlier this afternoon. I will be staying for three nights, arriving on October 3rd and departing on October 6th. My flight doesn't land until 11:30 p.m., which is long after your 6 p.m. check-in deadline, so I am a little concerned that my reservation might get canceled. I would like to request your reassurance that my room will be held until my arrival, even if I don't get to the hotel until after midnight. Please reconfirm this by return fax. I would also like to request a non-smoking, corner room, well away from the main road. Thank you for your assistance.

I look forward to my stay at your hotel.
Sincerely yours,
Kelvin Rodriguez

Date: September 2nd
To: Kelvin Rodriguez
Fax: 312-549-5172

Sender: Russell Bentley, The Continental Hotel Reservations
Fax: 011-65-338-8585

Subject: Re: Reservation Confirmation

Thank you for your fax. I was not aware that you would be arriving so late; however, it has now been noted in the reservations database, and I can assure you that your reservation will be honored, no matter what time you arrive at the hotel. I do have you down for a non-smoking single room. Unfortunately, there are no suitable corner rooms left for the nights you will be staying with us. The hotel itself is located up a long driveway well away from the road, so you should not be bothered by the sound of traffic.

Now, I just need your credit card number to secure your reservation. Please fax it to us at your earliest convenience.

Regards,
Russell Bentley

181. What can be said about Mr. Rodriguez?
- (A) He is unconcerned about his check in time.
 - (B) He wants a quiet room.
 - (C) He wants assurances that the room will be perfect.
 - (D) He is a smoker.
182. How did Mr. Rodriguez make his initial reservation?
- (A) By fax
 - (B) By email
 - (C) By telephone
 - (D) By text message
183. What time will he be checking in, most likely?
- (A) 11:30 p.m.
 - (B) 6 p.m.
 - (C) After midnight
 - (D) Around 12:00 p.m.
184. Why is there no need for Mr. Rodriguez to worry about traffic noise?
- (A) He doesn't drive.
 - (B) He will be arriving by airplane.
 - (C) The hotel is located far from the road.
 - (D) He will be arriving late at night.
185. What information does Mr. Bentley require?
- (A) Mr. Rodriguez's credit card number
 - (B) Mr. Rodriguez's work number
 - (C) Mr. Rodriguez's social security number
 - (D) Mr. Rodriguez's address

Questions 186 through 190 refer to the following letters.

Credit Department
Hollidge Auto Parts Supply
87 Huntley Passage
June 30, 2006

REF: # 1332-78

Dear Mr. Iovino,

Re: Overdue Payment

I am writing in reference to an overdue invoice on account # 1332-78. Your account balance of March 31, 2006 is now four months overdue. This is the last letter that I will be writing to you regarding this matter.

As you know, payment was due on April 29, 2006. Our invoice clearly requests full payment within 30 days of delivery. We have not even received partial payment. In fact, we have received no communication from you at all, including no response to my letters of May 5th and June 5th. If we do not receive payment in full by July 5, 2006, we will be forced to take appropriate action.

We look forward to your prompt response.

Sincerely,
Tom King

The Repair Place #2
West Gate Estate
Brentwood
July 1st

Credit Department
Hollidge Auto Parts Supply
87 Huntley Passage

Dear Mr. King,

Re: Letter Ref: # 1332-78

Thank you for your letter of June 30th. This was the first contact that I have had from Hollidge Auto Parts Supply since placing my order in March. In fact, if you check your records, you will find that the order was canceled the same day that it was placed. Despite the cancellation, the parts were delivered to our West Gate Estate branch, but were then returned immediately, unopened.

I am not sure how this kind of mix up has occurred, but I can assure you that there is no money owed by The Repair Place #2. I would appreciate it if you could adjust your records accordingly to reflect this fact.

Sincerely,
Louis Iovino

186. According to Tom King's letter, when was the delivery made?
- (A) March 31st
 - (B) July 5th
 - (C) July 30th
 - (D) 30 days from now
187. According to this fax, what must Louis Iovino do?
- (A) Write a letter acknowledging receipt of the fax
 - (B) Call Holledge Auto Parts as soon as possible
 - (C) Pay the full amount before July 5th
 - (D) Pay half the amount whenever he feels like it
188. What should Mr. Iovino have done to avoid this fax?
- (A) He should have changed his fax number.
 - (B) He should have paid the full amount by April 29th.
 - (C) He should have paid 5% two months before.
 - (D) He should have declared the shipment faulty.
189. How many times has Tom King contacted Louis Iovino regarding this matter?
- (A) 1
 - (B) 2
 - (C) 3
 - (D) 4
190. According to Louis Iovino, why has nothing been paid to Holledge Auto Parts?
- (A) Because the order was canceled
 - (B) Because the goods were faulty
 - (C) Because the delivery never arrived
 - (D) Because his company has gone bankrupt

Questions 191 through 195 refer to the following letters.

67 Woodside Lane
Petaluma, CA 94952
November 9, 2006

Human Resources Director
Small Book Distributors
101 Dana Street
Carlsbad, CA 92009

Dear Ms. Prendergast,

It is with great interest that I read your advertisement for a sales agent in the Petaluma region. Please find attached my most recent resumé. I have been working in the field of publishing since graduating from high school and have several years' experience in sales.

Your advertisement specifies that you require someone who is an effective communicator and used to cold-calling. My present position requires that I make phone calls to educational establishments in order to make sales of textbooks and supplementary materials. These calls are usually made to busy teachers who do not always appreciate being disturbed by a stranger during their busy work day. It can be quite a challenge to engage these teachers, but I am proud to be able to say that last year, I achieved record sales for my company in the area of textbook sales.

I am a self-motivated person who enjoys working with people. I believe Small Book Distributors is the kind of place where I would fit in, and I hope to have the opportunity to discuss this vacancy in person.

Sincerely,

Jim Hamilton

Small Book Distributors

101 Dana Street
Carlsbad, CA 92009
Tel: 619-431-4026
Fax: 619-431-4327
November 12, 2006

Mr. Jim Hamilton
67 Woodside Lane
Petaluma, CA 94952

Dear Mr. Hamilton,

Thank you for sending your letter and resumé. They arrived on November 11th. We appreciate your interest in Small Book Distributors. Your skills appear to match our requirements very closely, and we are interested in finding out more about you. I would like to schedule an interview with you on November 24th at 9:30. Please call the above telephone number to confirm this time. I am enclosing a catalog for you to review.

I look forward to meeting you.

Sincerely,
Laura Prendergast
Human Resources Director

191. What does Jim often have to do in his current job?
- (A) Make calls during the cold weather season
 - (B) Visit schools
 - (C) Telephone people who are not expecting to hear from him
 - (D) Train teachers to use new textbooks
192. What achievement is Jim proud of?
- (A) His excellent sales record
 - (B) His high school graduation
 - (C) His resumé writing ability
 - (D) His background in publishing
193. What is the main purpose of Laura Prendergast's letter?
- (A) To acknowledge receipt of Jim's resumé
 - (B) To arrange an interview
 - (C) To get Jim to buy some books from their catalog
 - (D) To organize an interview time
194. What must Jim do now?
- (A) Go to SBD on November 24th at 9:30
 - (B) Call Ms. Prendergast
 - (C) Confirm the interview time by return letter
 - (D) Purchase something from the catalog
195. What is Ms. Prendergast's job?
- (A) She hires new employees.
 - (B) She directs all the people in the company.
 - (C) She finds new resources for company supplies.
 - (D) She is a secretary.

Questions 196 through 200 refer to the following advertisement and inquiry.

Telephone

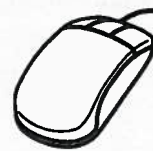
Connection Card

**Save on your
Telephone Connection Card
calls!**

The Telephone Connection's new Call-Connect plan is the greatest savings program in long distance calls. Save on our already low basic rates when you spend as little as \$10.00 a month. Save 50% on all Telephone Connection card calls within the US every time you call home or to members in your Call-Connect group. There's never a monthly fee. There are home savings, too! Incur a 25% savings automatically on all direct-dial calls to anyone in the US. Any month you spend \$50 or more, your discount automatically increases to 30%, with a 50% savings to the members in your Call-Connect group.

We're here to help you 24 hours a day, so call us with any questions, any time or email us at TCC-inquiry@TTC.com.

To: TCC-inquiry@TTC.com
 From: Reese Winters <reewin@usmail.com>
 Subject: Call-Connect Plan
 Date: February 7, 2006



To Whom It May Concern:

I recently read your advertisement for the Telephone Connection's new Call-Connect plan. I have been using a discount plan offered by your competitors, but I have not been satisfied with the quality of the line. Call-Connect looks like a very convenient plan, but I would like to ask a few questions before I decide whether or not it is the right plan for me.

First, your advertisement mentions that you can save 50% on calls "to members in your Call-Connect group." I am not quite sure what this means. Does it refer to a group of numbers that I will select to qualify for the extra discount, or does it mean people who are also already TC customers?

Secondly, the ad says that if I spend more than \$50, the discount increases to "30%, with a 50% savings to the members in your Call-Connect group." Yet as I understand it, the calls to the members in the Call-Connect group already qualify for a 50% discount. What exactly is the discount being given in this case?

I look forward to your reply.

Sincerely,
 R. Winters

196. Which statement is NOT true about TC's Connect-Call plan?
- (A) You save 25% on calls to anyone in the US.
 - (B) You must spend \$50 a month to get cheaper rates.
 - (C) You always save 50% on calls made within the US.
 - (D) There is no monthly fee.
197. If you spend more than \$50, what happens?
- (A) You lose your 25% automatic savings.
 - (B) Your charges automatically increase to 30%.
 - (C) You must call customer service to check your account status.
 - (D) You save 30% on all subsequent calls.
198. Why did Reese Winters write to Telephone Connection?
- (A) To update her service
 - (B) To complain about the service
 - (C) To get further information
 - (D) To find out a phone number
199. What kind of long distance provider has Reese been using?
- (A) An expensive one
 - (B) One run by Telephone Connection
 - (C) One run by Telephone Connection's competitors
 - (D) An Internet based line
200. What does Reese want to know?
- (A) Whom she can call at the cheapest rate, and at what discount
 - (B) Whether the 50% discount refers to international calls
 - (C) Whether the rates change on the weekend
 - (D) If there is a discount for calls made after midnight



→ Practice Test

5

LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

Part 1

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

Sample Answer

(A) ● (C) (D)

Example



Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).

1.



2.



Go on to the next page.

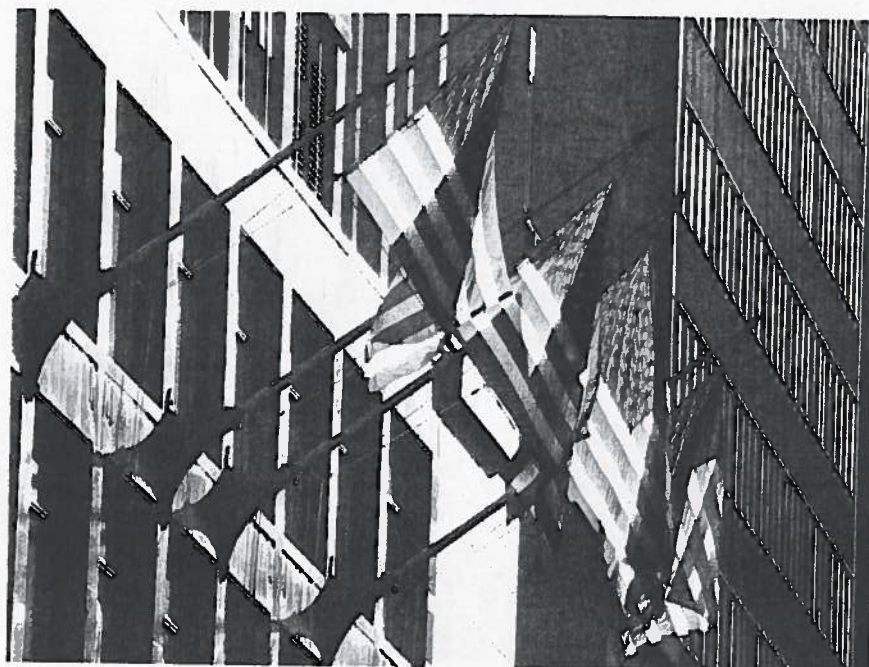
3.



4.



5.



6.



Go on to the next page.

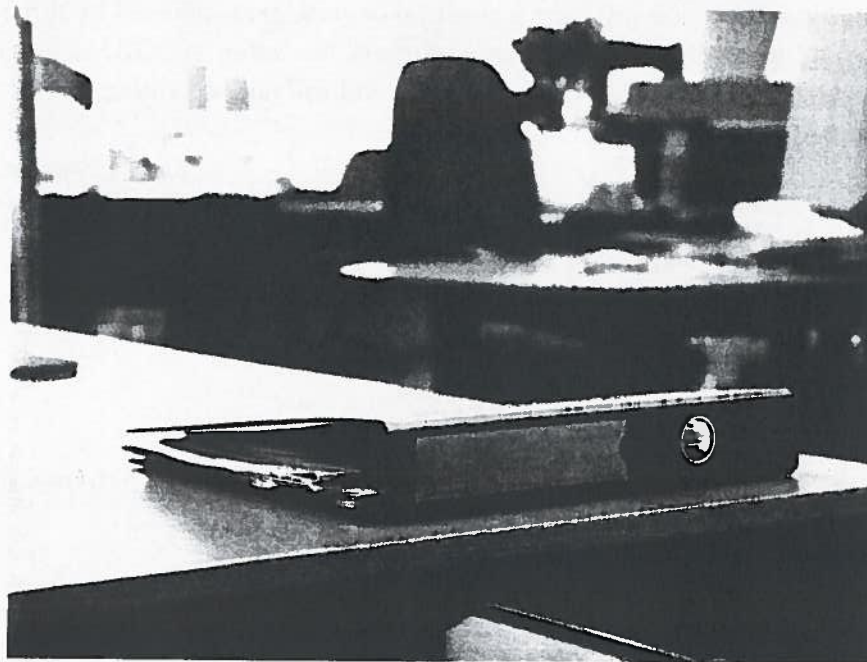
7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

You will hear: How are you today?

You will also hear: (A) I'm fine, thank you.
 (B) It's cold, isn't it?
 (C) Well, it's a difficult issue.

Sample Answer

B C

The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. How does the woman feel about the company?
 (A) Grateful and surprised
 (B) Pleased and impressed
 (C) Awful
 (D) Upset and unimpressed
42. What is the man's reaction?
 (A) Very surprised
 (B) Pleased and impressed
 (C) Angry
 (D) Upset and slightly annoyed
43. Which of the following is implied in the conversation?
 (A) The company is located overseas.
 (B) The company has many employees.
 (C) The woman doesn't like to travel.
 (D) The woman traveled alone.
-
44. Why was the offer turned down?
 (A) It was too high.
 (B) It was too low.
 (C) It wasn't interesting.
 (D) It wasn't the market standard.
45. How does the man feel about the situation?
 (A) Satisfied
 (B) Disappointed
 (C)irate
 (D) Delighted
46. What does the man think about their offer?
 (A) It will be hard to beat.
 (B) It wasn't their best effort.
 (C) It was a waste of time.
 (D) It was his greatest achievement.
47. Why is the man complaining?
 (A) The new receptionist was late again.
 (B) The new receptionist is not very efficient.
 (C) The receptionist lost his files.
 (D) He can't remember anyone's name.
48. How long has the receptionist been working there?
 (A) 3 years
 (B) 2 weeks
 (C) 4 weeks
 (D) 2 months
49. What does the woman think?
 (A) He is absolutely right.
 (B) He needs to give the receptionist more time.
 (C) They should replace the receptionist.
 (D) The man should look for a new job.
-
50. What is the woman asking the man?
 (A) When he would like her to send the report
 (B) How he would like her to send the report
 (C) If he has read the report yet
 (D) Where he has put the report
51. How is the man going to get the report?
 (A) In the mail
 (B) By fax in the afternoon
 (C) By special delivery mail
 (D) Delivered by hand
52. When should the report arrive?
 (A) It has already arrived.
 (B) The following morning
 (C) In the afternoon
 (D) It will not be sent after all.

Go on to the next page.

53. What does the woman want the man to do?
(A) Take her to the airport
(B) Meet her at the airport
(C) Pick up a client at the airport
(D) Take a client to the airport
54. What time will they leave for the airport?
(A) Two hours before the flight time
(B) 6:00
(C) 8:00
(D) 5:00
55. What is the woman concerned about?
(A) It will be too early for the man.
(B) The man will arrive too early.
(C) She should have booked an earlier flight.
(D) The man doesn't have a car.
-
56. What is different about the man's schedule?
(A) He has to leave early.
(B) There's a meeting every day.
(C) He starts early.
(D) He doesn't work until next month.
57. How does he feel about the schedule?
(A) He is disappointed because it is not what he requested.
(B) He is happy because it is just what he wanted.
(C) He thinks he has too much overtime.
(D) He is surprised by the changes.
58. Why were the changes made?
(A) The woman doesn't like the man.
(B) The man wanted a change.
(C) One of their coworkers wanted a different schedule.
(D) Jeff had recently quit the company.
59. What is the woman doing?
(A) Making a hotel reservation
(B) Making an airline flight reservation
(C) Arranging a meeting
(D) Making a dinner reservation
60. When will the woman travel?
(A) 6:40 a.m.
(B) 9:40 a.m.
(C) 2:50 p.m.
(D) 9:00 p.m.
61. What prompted the woman's choice?
(A) Her friend recommended the restaurant very highly.
(B) She is collecting frequent flyer points from that airline.
(C) She was very satisfied the last time she stayed at the hotel.
(D) She doesn't like to get up early.
-
62. What has the woman been doing?
(A) Writing a report
(B) Reading a report
(C) Photocopying papers
(D) Reporting a news story
63. Why is the man worried?
(A) He thinks his work might not be good enough.
(B) He didn't put much effort into his report.
(C) He submitted the report late.
(D) He doesn't like talking to reporters.
64. How does the woman feel about his work?
(A) It deserves praise.
(B) It is substandard.
(C) It's rather mediocre.
(D) She has seen better.

65. What is the problem?
(A) The water pipes have burst.
(B) There is a long line in the restrooms.
(C) The water supply has been cut off.
(D) The power has gone off.
66. What is the woman's attitude toward the situation?
(A) There is not much that they can do.
(B) She will try to fix the problem herself.
(C) She is outraged.
(D) She is indifferent and won't listen to the man.
67. What is the man going to do?
(A) Turn the water on
(B) Turn the water off
(C) Go home early for the day
(D) Put up signs and close the restrooms
68. Where is this conversation taking place?
(A) In a hotel
(B) At a bank
(C) At a travel agency
(D) In a train
69. What does the woman advise the man to do?
(A) Close his account
(B) Switch to a higher interest account
(C) Fly business class
(D) Buy a season ticket
70. What is the woman's conclusion?
(A) It would be better not to change things.
(B) The man needs to increase his balance.
(C) The man is a liability.
(D) The transaction is not possible.

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. What is the purpose of this announcement?
(A) To announce a company merger
(B) To announce company profits
(C) To introduce new staff members
(D) To discuss hiring more new employees
72. What is Jim Lewis's area of expertise?
(A) European marketing techniques
(B) Difficult clients
(C) Business investments in Asia
(D) Teaching foreign languages
73. Where did Wendy Lewis live for many years?
(A) Switzerland
(B) Vietnam
(C) China
(D) New York
-
74. What is happening on Monday evening?
(A) There are meetings with managers.
(B) There is a dinner with the staff.
(C) There are some follow-up interviews.
(D) He arrives.
75. When is the presentation scheduled for?
(A) Tuesday and Wednesday
(B) Thursday
(C) Friday
(D) Monday evening
76. What afternoon does he have free?
(A) Monday
(B) Tuesday
(C) Thursday
(D) Friday
77. Where is this message being given?
(A) In an airport
(B) Over the telephone
(C) In a travel accessories shop
(D) In an elevator
78. Where is Ms. Giles's final destination?
(A) Phoenix
(B) San Francisco
(C) Hong Kong
(D) Dallas
79. Where does the speaker work?
(A) Hong Kong
(B) International Airlines
(C) Flight 67
(D) A market research company
-
80. Why is this announcement being made?
(A) Two companies will share marketing campaigns.
(B) Two companies are merging.
(C) One company is taking over another.
(D) Two companies have hired marketing consultants.
81. How long has the agreement been in progress?
(A) 7 days
(B) 7 years
(C) 5 years
(D) 3 days
82. What is unusual about the alliance?
(A) Both companies are new.
(B) The companies compete, but will cooperate.
(C) Both companies are very successful.
(D) Companies never share advertising campaigns.

83. What must you do to enter the walk?
- (A) Get three sponsors
 - (B) Register by May 1st
 - (C) Show up on June 29th at 8:30
 - (D) Be between the ages of 5-17
84. What will the money raised be used for?
- (A) Holding next year's walk
 - (B) Activities for children
 - (C) Food and clothing for poor children
 - (D) Renovating the Plaza and the course
85. What advice is included in the announcement?
- (A) Wear T-shirts with artwork on them
 - (B) Get plenty of rest and be prepared for rain
 - (C) Wear comfortable shoes
 - (D) Walk quickly
-
86. Where is this speech being made?
- (A) At a political convention
 - (B) At a station
 - (C) At a new employee orientation
 - (D) At a job interview
87. How many participants are there?
- (A) 4,000
 - (B) 3,900
 - (C) 4
 - (D) 10
88. What is the most important thing for the participants to remember?
- (A) That the manager always knows best
 - (B) That the manager is part of a team
 - (C) That the manager holds all the power
 - (D) That the manager can fire other employees
89. How much of the castle was burned?
- (A) 80%
 - (B) 50%
 - (C) 3 and a half wings
 - (D) 11 rooms
90. Where has most of the restoration money come from?
- (A) Government funds
 - (B) Private donations
 - (C) Entry fees
 - (D) Special fund raising drives
91. How has the McDougall Construction and Engineering Group been helping?
- (A) They have been charging a reduced fee.
 - (B) They have been providing labor for free.
 - (C) They have installed fire extinguishers in the southwestern wing.
 - (D) They have provided construction materials.
-
92. What kind of business is Murray's?
- (A) A leisure center
 - (B) A park
 - (C) A garden supply center
 - (D) An outdoor restaurant
93. How long has Murray's been in business?
- (A) 10 years
 - (B) For a limited period
 - (C) 45 years
 - (D) Over four decades
94. What is Murray's offering?
- (A) Free lessons
 - (B) Free compost
 - (C) Free flowers
 - (D) Free meals

Go on to the next page.

95. What is the topic of this seminar?
- (A) How to make your own coffee
 - (B) Management and the office
 - (C) Easy ways to save money
 - (D) Finding your goal in life
96. According to the speaker, which of the following statements is true?
- (A) In modern society, it is impossible to save money.
 - (B) You need to make drastic changes if you want to save money.
 - (C) Caffeinated beverages are bad for you.
 - (D) Even slight changes in spending habits can save you a lot of money.
97. What point does the speaker make about buying coffee?
- (A) It is hard to find good take-out coffee.
 - (B) It is a waste of money.
 - (C) It tastes much better if you make it yourself.
 - (D) It's a great convenience.
98. Why is Alison calling June?
- (A) To tell him that catering costs are higher than anticipated
 - (B) To tell him that she has been unable to hire a caterer
 - (C) To tell him that she has accepted a job with a catering company
 - (D) To ask him what dishes he wants the caterer to provide
99. How many companies have Alison and June already contacted?
- (A) 1
 - (B) 2
 - (C) 3
 - (D) 4
100. What will June and Alison probably do?
- (A) Find another caterer
 - (B) Tell conference participants to bring their own packed lunches
 - (C) Reduce the variety of dishes and request a new estimate
 - (D) Provide the food for the conference themselves

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. If I had known about the job opening, I -----.
- (A) would apply
(B) have applied
(C) would have applied
(D) will apply
102. -----, I had never used that computer program before joining this firm.
- (A) Exactly
(B) Actually
(C) Therefore
(D) Almost
103. I ----- him to finish editing the manuscript by Friday.
- (A) told
(B) said
(C) told to
(D) tell
104. He already ----- his visa.
- (A) received
(B) granted
(C) achieved
(D) make
105. He will ----- his mind when he sees how much money it will save the firm.
- (A) changed
(B) change to
(C) be changed
(D) change
106. I ----- afraid to speak in front of a large crowd.
- (A) did not
(B) don't
(C) am not
(D) will not
107. She would like to meet ----- who have done business in South Africa.
- (A) another people
(B) other people
(C) another person
(D) other person
108. The receptionist ----- time to type up the notes from the meeting.
- (A) has not
(B) have not
(C) don't have
(D) doesn't have

109. He said he didn't need ----- help moving the files into the basement.
(A) some
(B) to
(C) any
(D) many
110. We ran the ad ----- one week.
(A) for
(B) during
(C) as
(D) since
111. A telephone ----- in his office.
(A) need not
(B) isn't necessary
(C) unnecessary
(D) is needed not
112. Before we come to a final -----, we would like to review the survey results.
(A) destination
(B) delineation
(C) decisions
(D) decision
113. The new secretary ----- too many mistakes.
(A) takes
(B) does
(C) makes
(D) has
114. He described it as a new paradigm for business ----- the 21st century.
(A) by
(B) at
(C) while
(D) in
115. The director said that ----- the merchandise displayed at the conference was of high quality.
(A) almost
(B) about
(C) most of
(D) almost of
116. To do this job, you should be ----- to lift 50 pounds.
(A) able
(B) have
(C) strong
(D) enough
117. The next scheduled price increase has been postponed ----- the beginning of next month.
(A) for
(B) until
(C) since
(D) at
118. There were no ----- of financial trouble.
(A) designs
(B) signs
(C) signatures
(D) signal
119. You are not ----- to attend the monthly meeting.
(A) requested
(B) have
(C) recommended
(D) required
120. They ordered the waiter ----- red wine.
(A) drink
(B) brought
(C) to bring
(D) to

Go on to the next page.

121. She doesn't have ----- experience as he does.
(A) as much
(B) as many
(C) many
(D) too many
122. If they offered a ----- price, we would consider buying their equipment.
(A) more reasonable
(B) most reasonable
(C) best available
(D) more cheaper
123. I'd never ----- studying for an MBA, but my boss just offered to help cover the cost of tuition if I do.
(A) been
(B) thought
(C) considered
(D) contemplating
124. He's going to take the new job, but his ----- is going to be much lower.
(A) sales
(B) health
(C) holiday
(D) salary
125. If you finish the report -----, we can go to dinner early.
(A) fast
(B) quick
(C) quickly
(D) faster
126. He said he definitely ----- not be late for work today.
(A) would
(B) should
(C) may
(D) might
127. The company ----- to the terms of the contract.
(A) announced
(B) published
(C) agreed
(D) accepted
128. The flight departed two hours -----.
(A) lately
(B) late
(C) behind
(D) after then
129. What the new employees ----- in experience, they make up for in enthusiasm.
(A) have
(B) lack
(C) deficient
(D) insufficient
130. Communication ----- may adversely affect one's ability to network effectively.
(A) variety
(B) distinguish
(C) disagreement
(D) difficulties
131. ----- anyone approves of the new policies.
(A) However
(B) In fact
(C) Hardly
(D) Not
132. The company has ----- its first profit in three years.
(A) recognize
(B) reconciled
(C) recorded
(D) rebounded

133. The dollar ----- against other currencies last week.
(A) gained
(B) moving
(C) will rise
(D) fallen
134. The collapse of the Merchant Bank last week is having a domino ----- on other banks.
(A) effect
(B) affect
(C) result
(D) cause
135. It has been said that Marcus de Medici was the ----- salesman this company has ever seen.
(A) persuasive
(B) more persuasive
(C) persuader
(D) most persuasive
136. Please call me ----- you get this message. My number is 1-800-555-9595.
(A) as
(B) as soon as
(C) by
(D) if only
137. I would ----- her to just quit her job like that and leave without a word.
(A) always have expected
(B) never expect
(C) never have expected
(D) haven't expected
138. Polls ----- that consumer confidence is at an all-time low.
(A) predict
(B) enroll
(C) entertain
(D) show
139. The ----- balance on this invoice must be paid in full by December 23rd.
(A) incredible
(B) outlawed
(C) overturning
(D) outstanding
140. The new manager needs to give a sample of ----- signature to the printer so that a stamp of it can be made.
(A) she
(B) she's
(C) her
(D) hers

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following notice.

Notice

Huntley Village Stores would like to ----- customers' attention to the information below.

141. (A) pull
(B) make
(C) draw
(D) have

During the holiday season, we will be operating according to a ----- opening schedule.

142. (A) revised
(B) reviewed
(C) renewed
(D) returned

Please note the following changes to the opening hours:

- * On Saturday December 23rd and Sunday December 24th, we will be staying open later than usual, closing at 8 p.m. to give you a chance to finish that last ----- Christmas shopping.

143. (A) hour
(B) time
(C) minute
(D) day

- * From Monday December 25th to Wednesday December 27th, the store will be closed.
* The store will revert to ----- opening hours (8 a.m. - 7 p.m.) on December 28th, 29th, and 30th,

144. (A) regulated
(B) ordinary
(C) usually
(D) regular

but will be closing at 6 p.m. on December 31st, and will be closed on New Year's Day.

- * From January 2nd we will be back to our regular hours.

Thank you for shopping at Huntley Village Stores.

Questions 145 through 148 refer to the following memo.

Memo

To: All staff
From: Personnel
Re: Upcoming vacancies
Date: September 30th

This is just to ----- everyone that with the decision to open a third branch, we will be needing to

145. (A) remember
(B) reminder
(C) remind
(D) reconcile

increase our staff by at least 30. We will be advertising in the Daily Herald this coming Friday. We would also like to ask ----- staff if they know of any suitable candidates who would be interested

146. (A) already
(B) existing
(C) essential
(D) prospective

in joining the Greyford team. If you know of someone who could make a useful addition to Greyford, please ask them to ----- copies of their resumé. We value your input on our hiring decisions since

147. (A) surrender
(B) enter
(C) submit
(D) seal

it is important to us that we maintain the current harmony and level of cooperation we ----- here

148. (A) enjoy
(B) celebrate
(C) live
(D) rejoice

at Greyford.

Thank you.

Questions 149 through 152 refer to the following memo.

A clean home at ----- rates

149. (A) affordable
(B) pricey
(C) comfortable
(D) reputable

The Spick and Span Home Cleaning Service has come to your area. Spick and Span has developed a nationwide reputation as the foremost home cleaning service. Our ----- agents are all carefully

150. (A) secret
(B) subtle
(C) discreet
(D) prudent

chosen and screened, so you don't need to worry about whom you are letting into your home. Choose from five different cleaning plans, ranging from a once a month to a daily cleaning service. You won't find our agents -----: your home will be the cleanest it has ever been. Call 1-800-556-5656

151. (A) reducing the margin
(B) cutting corners
(C) taking sides
(D) putting off

to find out more about our great rates and what we have to offer. 10% discount to all new customers ----- throughout March.

152. (A) registering
(B) returning
(C) rejecting
(D) refunding

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 through 155 refer to the following advertisement.

CALLCO INTERNATIONAL

Callco International offers you the best in price, quality, and service. Ours are the lowest International Phone Rates. Save up to 79%, with no hidden sign-up or monthly fees. All rates apply to phone, fax, or cellular phones. We offer 24-hour personal service: call for all the latest rates. There are no confusing bills. Compare our latest per-minute rates from within the US with other companies and you will find we are unquestionably the cheapest!

Germany	\$0.33	Indonesia	\$1.03
United Kingdom	\$0.25	China	\$1.19
France	\$0.32	Italy	\$0.45
Hong Kong	\$0.44	South Africa	\$0.72
Saudi Arabia	\$0.89	Spain	\$0.60

153. Rates for calls from which country to which country are shown in the advertisement?
- (A) South Africa - United Kingdom
 (B) USA - Hong Kong
 (C) Spain - USA
 (D) Spain - Italy
154. According to the ad, which of the following is a true statement?
- (A) Monthly service charges are 79% cheaper than other companies.
 (B) The same prices apply to a cellular phone or fax.
 (C) Calling is less expensive than faxing.
 (D) You are never billed.
155. How much would a 10-minute phone call to Rome cost?
- (A) \$5.40
 (B) \$5.04
 (C) \$45.00
 (D) \$4.50

Go on to the next page.

Questions 156 and 157 refer to the following report.

According to a study by the pharmaceutical company Medco, a new bone-building drug can halve the rate of broken hips in some high-risk women. The study on the drug Endron, published earlier this week, offers evidence that treatment can prevent the worst effects of osteoporosis, a disease causing thinning, easily breakable bones. In the study, researchers followed 2,027 women, aged between 55 and 80, who had porous bones and a history of fractures. After three years, those taking the medication had: 51% fewer broken hips, 40% fewer broken finger bones, and 44% fewer broken wrists. Medco plans to start marketing the drug as soon as it has been granted federal approval.

156. What is the purpose of this report?
- (A) To notify readers of a new treatment for a disease
 - (B) To notify readers of a new disease
 - (C) To notify readers of the rate of broken bones in women aged between 55 and 80
 - (D) To study a new drug
157. Which of the following participated in the study?
- (A) Several thousand women with broken hips
 - (B) Women who suffered broken bones
 - (C) Women under 55 or over 80
 - (D) Women who had broken their spines

Questions 158 through 161 refer to the following report.

Lithuania, the Czech Republic, and Romania have announced a comprehensive plan for free trade. It is being portrayed as an opportunity for greater economic growth for all three nations. The newly formed Free Economic Association (FREA) has been greeted enthusiastically by business groups generally, but Czech labor unions, already struggling for labor rights in their own country, oppose the removal of trade barriers and tariffs, contending that the accord will send jobs to Romania and Lithuania, where labor costs are lower and environmental regulations more lax. The three countries have attempted to satisfy some of the opposition to FREA by concluding side agreements. The free trade plan will bring together over 90 million consumers in a growing market. If successful, it will extend membership to other former Soviet-bloc nations and eastern European countries who are interested in joining.

158. According to the report, which of the following was an opposing argument to FREA?
- (A) The Czech Republic would get richer and Lithuania would get poorer.
 - (B) People would go to the Romania illegally, flooding the labor market.
 - (C) The Czech Republic would lose jobs to Romania and Lithuania.
 - (D) It was unfair to exclude western European nations.
159. According to the report, what was an argument in favor of FREA?
- (A) It would provide economic growth for all three nations.
 - (B) It would provide enthusiasm for new businesses in all three countries.
 - (C) It would create effective environmental regulations in all three countries.
 - (D) It would give the Czech Republic unfair advantages.
160. What will happen if FREA proves to be a success?
- (A) It will be closed down.
 - (B) It will expand its membership.
 - (C) The three countries will form a new organization.
 - (D) It will continue in the same vein.
161. According to the report, what group is especially opposed to FREA?
- (A) Eastern European countries
 - (B) Lithuanian Environmental groups
 - (C) Former Soviet-bloc nations
 - (D) Czech labor unions

Go on to the next page.

Questions 162 through 164 refer to the following fax.

To: Ditman Johnson
Garnet Engraving Co.
FAX: 001-1-415-527-6869

From: S. Krause
Field representative
FAX: 011-837-629-5151

Dear Ditman,

I've been trying to phone you, but international phone connections are irregular from here. I hope this fax gets through. I'll send a follow-up telegram as well. There are excellent business possibilities here. I think we should send a team to set up a satellite office. There are two engraving companies, each of which can handle only a small quantity of business. Additionally, a school for the blind on the outskirts of the city has created a need for a great number of Braille signs. We can discuss the details on my return. I arrive back in New York at 7:55 p.m. on Monday, June 30th, on United Flight #U73. Meet me outside Customs and Immigration.

162. What could be said of Ditman Johnson and S. Krause?
- (A) They are old friends.
 - (B) They are brothers.
 - (C) They are business partners.
 - (D) They are business competitors.
163. Why does S. Krause think there are good business opportunities?
- (A) There are no other engraving companies, and the city could use at least two.
 - (B) The existing engraving companies are unable to cope with demand.
 - (C) The existing companies don't have the equipment to make Braille signs.
 - (D) The business is outside the city, while the companies are inside the city.
164. Where is S. Krause?
- (A) In a small southern US city
 - (B) In a large eastern US city
 - (C) Somewhere outside of the US
 - (D) Just down the road from Ditman's office

Questions 165 through 168 refer to the following article.

Getting the job you deserve

Many of us wish we were in a better-paid or more interesting job but don't know how to start looking for something else. If this describes you, the first thing you need to do is update your resumé. A resumé is a tool that can be used to obtain a job interview. Along with a cover letter, it is the first impression a prospective employee makes on a potential employer. Therefore, it is important that a resumé provide as much relevant information as possible while remaining brief. A resumé should be no more than two sides of A4 paper. Make it any longer and it won't get read. A resumé must be neatly typed, with at least 3/4 inch margins on all four sides. Use underlining, capital letters, and asterisks to highlight important information. A resumé should be single-spaced with an extra line of space between blocks of information. Begin a resumé with your name, address, and home and business telephone numbers. Do not include age, marital status, or other personal facts. Next, many resúmes list a career goal, followed by a chronological outline of work experience, starting with the most recent job and working backward including a brief description of relevant duties and skills. Finally, include an outline of your educational background from the most recent, backward. Include dates, schools, and diplomas awarded. Before you send it, make sure you check your spelling and grammar, or get someone else to go over it if you can.

165. What is the best title for this piece?
- (A) How to get a job
 - (B) How to prepare a resumé
 - (C) How to find your goal in life
 - (D) How to write a cover letter
166. What is the function of a resumé?
- (A) To describe your employment and educational background in extensive detail
 - (B) To provide an impressive example of your writing and typing skills
 - (C) To act as a tool for getting you a job interview
 - (D) To give an employer a good first impression of you
167. On a resumé, which job should be listed first?
- (A) Your most recent job
 - (B) Your most relevant job
 - (C) Your first job
 - (D) Your most important job
168. Which of the following should NOT be on your resumé?
- (A) Your name, telephone, and fax number
 - (B) The year you received your bachelor's degree
 - (C) Your nationality and the fact that you are single
 - (D) A description of the tasks you did in your last job

Go on to the next page.

Questions 169 through 172 refer to the following memo and advertisement.

Memo

To: Brenda, Mike, Simon & Tina

From: Nancy

Re: Teacher Training Fall Admissions Publicity Campaign

As we get ready to publicize the college for the new school year, I thought I would give you some updated information to take to schools and colleges. We're hoping that these might help some of the more undecided students make up their minds about teacher training and convince them that the LA City University Teacher Training Program is right for them. As you know, the program may be axed next year if we are unable to fill all places for this year's course, so we are launching an aggressive recruitment campaign for the coming semester. When you visit schools, remember to point out that we offer full or partial scholarships for up to 50% of our first-year students and have newly renovated on-campus housing. Also, point out that the LA District Board of Education offers a "Golden Welcome" bonus of \$1,000 to all qualifying teachers of subjects in which teachers are at a shortage. Please familiarize yourselves with the information on the leaflets that I have included with this memo and make sure that every student receives one.

Looking for a job with a definite future? Look at teaching. Urban school districts face significant teacher shortages due to an acceleration in teacher retirements and skyrocketing enrollment caused by an influx of immigrants and an increase in birthrates in the past five years. Thirty-nine of the nation's largest school districts identified special education, mathematics, science, and elementary education as areas needing the most teachers. The districts educate 4,000,000 students and employ 239,000 teachers. Here is a list of the biggest districts and their needs.

School District	Total # of teachers	% near retirement	Projected need 2006-2007
Chicago	28,000	45%	700
Dallas	8,994	not available	800
Houston	12,000	50%	1,000
Los Angeles	28,000	64%	1,600

169. What is the point of this memo?
- (A) To provide its recipients with information they can use to recruit new students for a program
 - (B) To inform its recipients of an anticipated problem in urban education
 - (C) To inform its recipients about teachers retiring in their area
 - (D) To identify unpopular subject areas in education
170. How many teachers will the Los Angeles school district employ in 2006-7?
- (A) 1,000
 - (B) 1,600
 - (C) 29,073
 - (D) 29,000
171. According to the advertisement, why is there a teacher shortage?
- (A) Fewer students are enrolling in universities for teaching.
 - (B) Teachers don't like to live in large cities, but urban populations are increasing.
 - (C) Teachers are retiring and enrollment is increasing.
 - (D) Teachers don't want to teach mathematics, special education, or science.
172. What is being offered as an incentive for prospective students?
- (A) Free tuition
 - (B) Fewer compulsory assignments
 - (C) Scholarships and a qualifying bonus
 - (D) Free on-campus housing

Questions 173 through 176 refer to the following notice.

Notice

Reservation System and Summer Schedule: June 1st - September 10th

Western Railways would like to ask passengers to please note that from June 1st to September 10th, reservations will be required on all seats on the Sea Star Express. This is due to the great demand for seats throughout the summer months. To help cope with the extra demand for seats, Western Railways will be running an expanded service with the Sea Star Express running four times an hour, instead of its twice hourly regular schedule. In addition, the first train will start running half an hour earlier than usual, at 5:15 a.m., and the last train will run half an hour later, at 11:55 p.m. These changes will only be in effect during the summer season.

Reservations may be made both by telephone, up to one week in advance, or in person on the day of travel. Regular patrons of Western Railways who hold Season tickets will also be required to make reservations for journeys made during this period. It will be possible for these passengers to make a one-month block reservation for a seat. There will be no additional charge made for reservations.

These temporary changes have been made for the safety and comfort of all our passengers. We would like to thank you for your cooperation and understanding. Our station staff will be pleased to answer any questions. Wallet-sized copies of the new schedule are available on request from all Western Railways stations. Thank you for using Western Railways.

173. What is the purpose of this notice?
- (A) To warn passengers of a pending rail strike
 - (B) To inform passengers of seasonal changes
 - (C) To ask passengers not to use the Sea Star Express
 - (D) To warn passengers that the Sea Star Express will not run during the summer months
174. What time do the first and last trains usually run?
- (A) 5 a.m. and 11 p.m.
 - (B) 4:45 a.m. and 12:25 a.m.
 - (C) 5:15 a.m. and 11:55 p.m.
 - (D) 5:45 a.m. and 11:25 p.m.
175. Who will be required to make seat reservations?
- (A) Season ticket holders only
 - (B) Anyone traveling on the Sea Star Express between June 1st and September 10th
 - (C) Tourists
 - (D) It will be optional for all passengers.
176. How can passengers obtain a copy of the train schedule?
- (A) By making a reservation
 - (B) By printing it out from the Internet
 - (C) By asking for one at any Western Railways station
 - (D) By riding the Sea Star Express

Questions 177 through 180 refer to the following articles.

Special Promotional Feature

No one cares about your children more than you and Andersen Child Care. With summer just around the corner, here is the latest in our series of health care tips.

No parent wants their child to have memories of painful sun burns and itchy peeling skin. Summer can be fun, as long as it includes protection from the sun. As summer approaches, children and adults want to spend more time outdoors. Even though it feels good to sit in the warm sun and to be outside on a summer afternoon, parents need to be aware that the sun can be dangerous. In fact, a severe sun burn before the age of 18 can double the risk of skin cancer later in life. Here's how you can allow your family to enjoy the summer heat safely.

How to have "Safe Fun in the Sun"

- ✓ Protect babies under six months of age from any prolonged exposure to the sun.
- ✓ Always use a high sun protection factor (SPF) sunscreen from the Andersen Child Care range for babies and young children. Talk to your doctor about the proper sunscreen for you and your baby if you are not sure which SPF is right.
- ✓ Be aware that children with any skin tone can get sunburned.
- ✓ Wear long-sleeved T-shirts and a hat when playing outside. Andersen has a great range to choose from.
- ✓ During times of greatest sun exposure, between 10 a.m. and 3 p.m., have children do indoor activities.

177. What's the main point of this article?
- (A) To spend more time in the sun
 - (B) To talk to your doctor more often
 - (C) To spend less time in the sun
 - (D) To teach preventive measures against getting skin cancer
178. Why was this article written?
- (A) To promote public health and safety
 - (B) To promote a brand of children's products
 - (C) To encourage outdoor activities
 - (D) To encourage people to spend time with their children
179. When is the best time for children to play outside?
- (A) Before they are six months old
 - (B) After they are 19 years old
 - (C) Before 10 a.m. and after 3 p.m.
 - (D) Between 10 a.m. and 3 p.m.
180. Which of the following statements is NOT true?
- (A) Getting sunburned once or twice has no lasting effects.
 - (B) Babies and young children should wear a sunscreen with a high level of protection.
 - (C) Kids should wear hats and long-sleeves if they play outdoors.
 - (D) All children can get sunburned, regardless of skin color.

Questions 181 through 185 refer to the following letter and response.

Highland Health Clinic
30 Highland Boulevard
Ross, CA 98759
February 23, 2006

Discount Medical Supplies,
2727 Canyon Rd.
Oakland, CA 94577

Dear Sirs,

I am the medical supplies manager of the pharmacy within a small health clinic. An acquaintance of mine who holds the same position as I at the Marshlands clinic, recently recommended that I use your services. He informed me that your products are of excellent quality, but are also very reasonably priced.

I would like to order the following items, and have included the relevant catalog numbers:

- Item No. G32 Gauze, 10 x 4 inch rolls
- Item No. G33 Gauze, 10 x 2 inch rolls
- Item No. H244 Aspirin, 3 x 1,000 pill jar
- Item No. M89 Vitamin C, 6 x 100 pill jar
- Item No. M90 Vitamin E, 6 x 100 pill jar
- Item No. S9 Saline Solution, 10 x 2 liters

Please let me know how long it will take to fill this order, and invoice me at the above address.

Sincerely,
Leonard Orlandini

Discount Medical Supplies

2727 Canyon Rd.
Oakland, CA 94577
Tel: 510-584-2323
Fax: 510-584-1579
February 25, 2006

Leonard Orlandini
Highland Health Clinic
30 Highland Boulevard
Ross, CA 98759

Dear Mr. Orlandini,

Thank you for your recent order with Discount Medical Supplies. We received your purchase order 02-7655-95 on February 24, 2006. Unfortunately, the following items are not currently in stock:

- * Item No. G32 Gauze, 4 inch rolls
- * Item No. G33 Gauze, 2 inch rolls

We have these on backorder and will ship them within three weeks. Let me know if this delay is a serious inconvenience. The rest of your order is being processed and will be shipped within the next three days. Thank you for your business, and we look forward to serving you again in the future.

Sincerely,

Mary Bamford
Shipping Clerk

181. How did Mr. Orlandini hear about Discount Medical Supplies?
- (A) The company was recommended by a colleague.
 - (B) He found their site on the Internet.
 - (C) He saw their ad in the newspaper.
 - (D) The company was recommended by a doctor at the clinic.
182. Where does Mr. Orlandini work?
- (A) At a large general hospital
 - (B) In an army medical center
 - (C) The Marshlands clinic
 - (D) At a private clinic
183. What is the purpose of Mary Bamford's letter?
- (A) To confirm that the order has been shipped
 - (B) To apologize for a serious inconvenience
 - (C) To notify a customer of delayed shipment
 - (D) To thank a customer for their business
184. What kind of reputation does Discount Medical Supplies have?
- (A) They are low priced, but low quality.
 - (B) They offer excellent quality at reasonable prices.
 - (C) They sell excellent products, but are slow to deliver.
 - (D) They are helpful and efficient.
185. When will most of the order be shipped?
- (A) In three weeks
 - (B) By February 28, 2006
 - (C) By March 1, 2006
 - (D) On February 25, 2006

Questions 186 through 190 refer to the following email and article.

To: lsimmons@aadco.com
Subject: Advertising technology



From: jknowles@aadco.com
Date: April 3rd

Hi Leslie,

I've just been reading the newspaper, and I came across a very interesting article. I am attaching a copy for you to take a look at. It talks about sending advertisements via cell phone. Apparently mobile phone ads are the next big thing, and I think we might want to jump on the band wagon. We haven't come up with anything new or exciting in a while, and I've been racking my brain trying to think of something. When I read this article, I thought immediately of the Levitec campaign. They are aiming at a young, technology-savvy audience: just the kind of consumer who would respond to an ad popping up on their phone display. Take a look at the article and let me know what you think. Is it something we'd like to start doing here at Adams Advertising?

Regards,
Jules

Advertising Herald
April 3, 2006

Look Who's Calling: Ads on the cell phone
By Ellis Lane

The 30-second spot on TV may be about to give way to a 3-second ad flashing across the screen on your cell phone. Soon, the technology will be available to send an advertisement to a potential customer, alerting them that they are in the vicinity of a particular store. This may sound like the stuff of science fiction, but using global positioning systems (GPS), it is close to becoming a reality. With increasingly sophisticated graphics in the average cell phone, phone-based ads are expected to really take off in the coming 12 months.

It is not without complications. It is illegal for wireless carriers to divulge a subscriber's personal information without that individual's permission. However, it has been proposed that subscribers who do agree to receive ads be offered special incentives such as reduced monthly fees.

186. Why did Jules send this email?
- (A) To inform Leslie that he is tired of his job
 - (B) To advertise an industry newspaper
 - (C) To ask Leslie to come up with a new advertising idea
 - (D) To ask for feedback on a new advertising idea
187. Why does Jules think cell phone ads might be good for Levitec?
- (A) Because their customer base is young
 - (B) Because it is a cell phone company
 - (C) Because he is a big fan of mobile communications
 - (D) Because they will be more cost-effective
188. How will cell phone ads work?
- (A) They'll use GPS to inform customers of nearby retailers.
 - (B) They will use sophisticated graphics to attract young people.
 - (C) They'll use radio waves.
 - (D) They'll work very efficiently.
189. What problem might cell phone advertisers encounter?
- (A) Difficulty obtaining cell phone users' personal data
 - (B) Bad connections in mountainous areas
 - (C) High start up costs
 - (D) Unreliable technology
190. What has been proposed as a solution to potential difficulties?
- (A) Improved wireless connections
 - (B) Free phones
 - (C) Special discounts on monthly fees
 - (D) A 12-month cooling off period

Questions 191 through 195 refer to the following memo and invoice.

To: Caleb Bevan
 CC: Anthony Palmer
 From: Ryan S.
 Re: Purchase order
 Date: March 10, 2006

Memo

Caleb,

I'd like you to sort out this purchase order that was prepared by Andrew Garcia before he left. We've been having a hard time collecting payment on this, and I was hoping you could look into it. The bill was made out to a Mike Wallace at Blue Raven Construction, and the shipment was addressed to a Jeb Evans in the Purchasing Department. This was the first order we've received from Blue Raven, and they have yet to settle the invoice. Andrew wasn't able to locate either individual when he called, and unfortunately, he got very sick before he could really follow things up. Try to talk to someone who works in the finance or accounts department, or anyone who deals with paying bills there. Let them know we'll be taking legal action if they don't pay up by April 1st. You can talk to Anthony Palmer in the legal department if you have any questions - he knows all about the matter.

Thanks.

Purchase Order

Payment: To be paid within 10 days after delivery * Add all delivery charges on invoice

Shipping address:

Blue Raven Construction, 546 Rufina Circle Albuquerque, New Mexico 87001

Tel: 505-386-7799

Date: February 8, 2006

Vendor: L & K Office Supply
 4 Orlando Rd.
 Madison Heights, MI 48071

Reference: PO # 96-785

Ship To: Jeb Evans, Purchasing Department
 (use the above address unless otherwise indicated)

Bill To: Mike Wallace
 (use the above address unless otherwise indicated)

Desired delivery date: ASAP

Prepared by: Andrew Garcia

Item	Stock Number	Quantity	Unit Cost	Total Cost
Copier Paper	CP 2587	5 boxes	\$25.49/ea.	\$127.45
Pens, black	P 3246	15 doz.	\$8.99/doz	\$134.85
Manila folders	MF 8971	3 boxes	\$18.24/ea	\$54.72
Subtotal				\$317.02
Shipping & handling 15%				\$47.55
TOTAL				\$364.57

191. What is the problem mentioned in the memo?
- (A) Staff shortages
 - (B) Non-payment of bills
 - (C) Embezzlement by staff
 - (D) Shortage of supplies
192. Who ordered supplies?
- (A) Blue Raven Construction
 - (B) L & K Office Supply
 - (C) Jeb Evans, purchasing department
 - (D) Andrew Garcia
193. Why does Andrew Garcia no longer work for L & K Office Supply?
- (A) He falsified orders.
 - (B) He was fired for tardiness.
 - (C) He is on sick leave.
 - (D) He changed jobs.
194. How many units were ordered?
- (A) 23
 - (B) 3
 - (C) 15
 - (D) 4
195. Why was \$47.55 added to the subtotal?
- (A) For taxes
 - (B) Because L & K is operating at a deficit
 - (C) For mailing and packing charges
 - (D) Because the items are not on sale

Questions 196 through 200 refer to the following invitation and reply.

To: Kevin Lennox

You are cordially invited to attend the official retirement of Mr. George Spencer, CEO of Walters and Raleigh Soft Toys. Mr. Spencer is retiring after 45 years in the business. As one of Walters and Raleigh's most respected clients, we would be delighted if you could join us in saying goodbye to Mr. Spencer, who as the founder of our company, an award-winning businessman, and a regular on the factory floor, will be greatly missed.

Date: Saturday September 5th

Time: 6:30 for 7:00

Place: Plaza Hotel, Peony Suite, 4th Floor

Dress: Black tie

There will be speeches and a presentation of retirement gifts for Mr. Spencer. Should you wish to say a few words, or send a gift, please let us know in advance. All speeches will be subject to approval.

Please RSVP by returning the enclosed reply card to Marion Winters by August 25th. We hope to have the pleasure of your company.

RSVP

From: Kevin Lennox

I will/will not be able to attend the party for Mr. Spencer on Saturday, September 5th.

Comments

Marion,

Thank you so much for the invitation. I'd love to go, but I'm afraid I won't be able to make it. Lennox Brothers is opening their first overseas branch the Friday before, and so I'll be in Singapore to oversee things. I won't be getting back to Seattle until the 7th, and then I'll have to fly straight to the head office in New York to report on the proceedings. I would have liked to say a few words at the party, but I suppose I'll just have to send him a card. I'm sure that George will have plenty of interesting stories to tell and many hilarious anecdotes to share. Too bad I'll miss it all. Hope you get a good crowd to send him off.

Thanks again for the invitation.

Kevin Lennox

196. What kind of event is Kevin Lennox being invited to?
- (A) The launch of a new range of products
 - (B) An awards ceremony
 - (C) A speech by a businessman
 - (D) A retirement party
197. Why was Kevin Lennox sent an invitation?
- (A) Because the secretary made a mistake
 - (B) Because he works for George Spencer
 - (C) Because he does a lot of business with George Spencer's company
 - (D) Because he asked for one
198. Where are Lennox Brothers opening a new store?
- (A) Seattle
 - (B) New York
 - (C) Singapore
 - (D) Raleigh
199. On what day of the week will Kevin Lennox arrive in Seattle?
- (A) Monday
 - (B) Tuesday
 - (C) Wednesday
 - (D) Thursday
200. Which of the following statements is NOT true?
- (A) Kevin Lennox wanted to make a speech.
 - (B) George Spencer's company produces soft toys.
 - (C) Lennox Brothers has several branches in foreign countries.
 - (D) Kevin Lennox will not be in New York on September 5th.



→ Practice Test



6



LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening section of the test will last approximately 45 minutes. Directions are given for each of the four parts. There is a separate answer sheet for marking answers. Do not write your answers in the test book.

Part 1

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

Example

Sample Answer

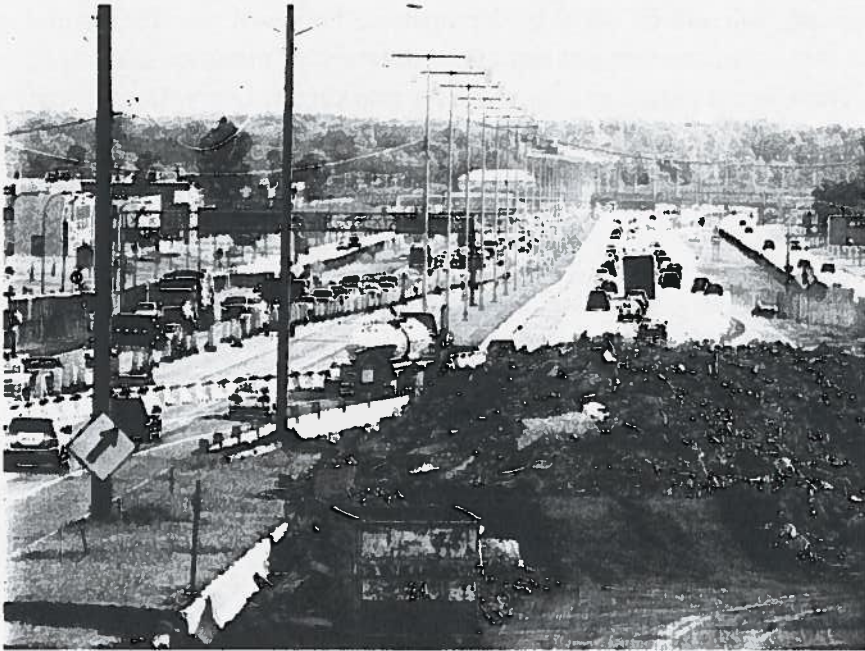
(A) ● (C) (D)



Now listen to the four statements.

Statement (B), "The woman is typing on a computer," best describes what you see in the picture. Therefore, you should choose answer (B).

1.



2.



Go on to the next page.

3.



4.



5.



6.

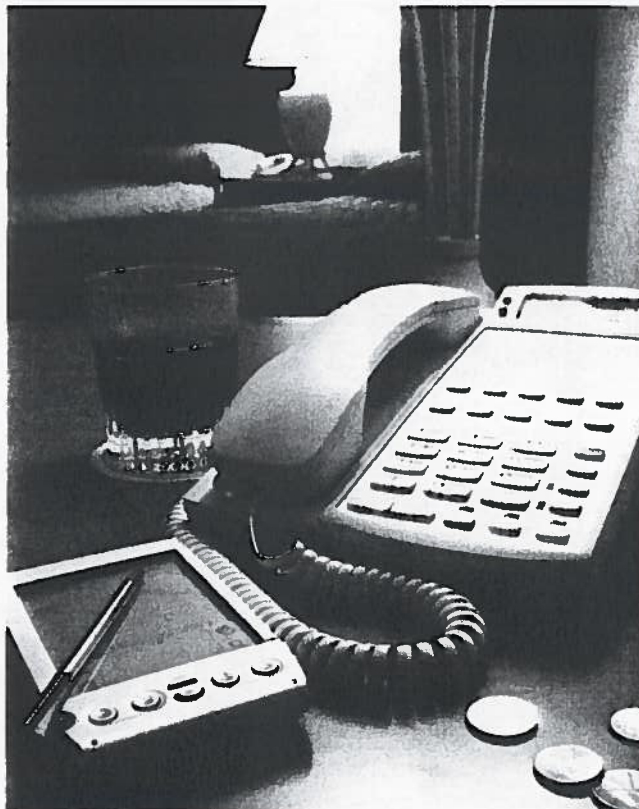


Go on to the next page.

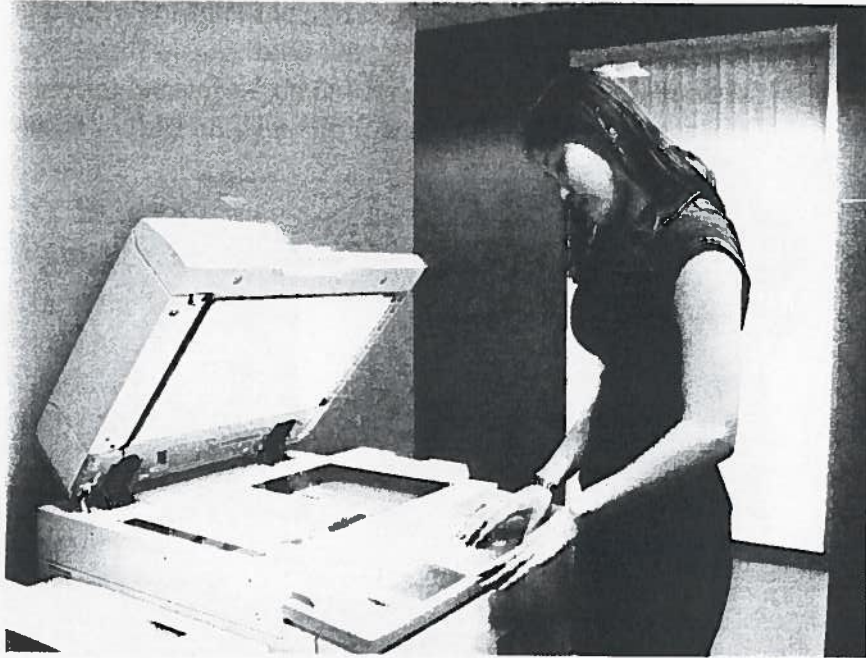
7.



8.



9.



10.



Go on to the next page.

Part 2

Directions: In this section you will hear a question or statement followed by three responses. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet. Again, each response will be spoken only one time and will not be printed in your test book.

Example

Sample Answer



You will hear: How are you today?

You will also hear: (A) I'm fine, thank you.
 (B) It's cold, isn't it?
 (C) Well, it's a difficult issue.

The best response to the question "How are you today?" is choice (A), "I'm fine, thank you." Therefore, you should choose answer (A).

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: In this section of the test, you will hear a number of conversations between two people. You will be asked to answer three questions about what is said in each conversation. You must select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each conversation will be spoken only one time and will not be printed in your test book.

41. Where is this conversation taking place?
(A) A department store
(B) A supermarket
(C) A cafeteria
(D) A hospital
42. What is the man's problem?
(A) He bought the wrong size.
(B) He bought the wrong color.
(C) The item is past its sell-by date.
(D) He doesn't like the item.
43. What will the man receive?
(A) A large shirt
(B) A small shirt
(C) A refund
(D) An exchange
-
44. What is the woman's job?
(A) Bank teller
(B) Hotel receptionist
(C) Airport check-in desk clerk
(D) Travel agent
45. How many bags does the man want to keep with him?
(A) All of them
(B) Three of them
(C) None of them
(D) Half of them
46. What is the man going to do?
(A) Complain to the woman's supervisor
(B) Take a later flight
(C) Pay for excess baggage
(D) Put all his important items together
47. What does Mr. Williams need?
(A) A report
(B) A proposal
(C) A job
(D) Help
48. When should the woman finish her task by?
(A) Monday
(B) Wednesday
(C) Friday
(D) Saturday
49. What day is this conversation taking place?
(A) Wednesday
(B) Thursday
(C) Friday
(D) Monday
-
50. What is the man going to do?
(A) Rent a car
(B) Buy a car
(C) Arrive by car
(D) Sell his car
51. How many days will the man need a car?
(A) One
(B) Two
(C) Three
(D) Four
52. Which of the following does the man require?
(A) Four-wheel drive
(B) Full insurance
(C) Gas
(D) Air bags

Go on to the next page.

53. Why does the man have to arrange his appointments?
(A) To be able to see everyone
(B) To practice writing a schedule
(C) To keep his job
(D) To go out and eat
54. Why does the man have so many people to see this week?
(A) He was out of the office last week.
(B) He was lazy last week.
(C) He was promoted last week.
(D) He is covering for a sick coworker.
55. When can he probably talk with the woman?
(A) This afternoon
(B) Right now
(C) Later in the week
(D) Next week
-
56. Where is this conversation taking place?
(A) At an airport
(B) On the telephone
(C) At a railway station
(D) At a travel agency
57. When is the man going to leave for Washington?
(A) Tomorrow evening
(B) This evening
(C) This morning
(D) Tomorrow morning
58. What happened to the man?
(A) He lost his ticket.
(B) Someone stole his money.
(C) He missed the last train.
(D) His seat reservation was cancelled.
59. What does the man want to do?
(A) Find a dollar
(B) Make a phone call
(C) Change his plans
(D) Call a taxi
60. What does he ask the woman for?
(A) Coins in exchange for a dollar bill
(B) Her cell phone
(C) Her phone number
(D) The number of a taxi company
61. What does the woman suggest?
(A) Asking at the newspaper stand
(B) Calling a cab
(C) Buying a newspaper
(D) Taking the bus
-
62. What does the woman order?
(A) A hot drink and a donut
(B) A cold drink and a donut
(C) A cold drink and two donuts
(D) Two cold drinks and a donut
63. What special offer does the man mention?
(A) A free donut with every drink
(B) Buy one donut and get one free
(C) Get a discounted drink with every two donuts
(D) Get a free drink with two donuts
64. How does the woman feel about the offer?
(A) She is going to take advantage of it.
(B) It sounds good, but she is not interested.
(C) It does not sound like a very good deal.
(D) She thinks it is a waste of money.

65. What has the woman been reading?
- (A) A novel
 - (B) An economics textbook
 - (C) A company report
 - (D) A meeting agenda
66. Why is the man upset?
- (A) Because only John's proposal was mentioned
 - (B) Because he didn't finish the proposal
 - (C) Because they didn't like his report
 - (D) Because the report was long
67. What does the woman recommend?
- (A) Looking for a new job
 - (B) Talking to John
 - (C) Submitting a new proposal
 - (D) Talking to the director about his concerns
68. What does the man want to do?
- (A) Cash a traveler's check
 - (B) Withdraw some money
 - (C) Pay a bill
 - (D) Make a deposit
69. What does the woman need to see?
- (A) The man's bank book
 - (B) A proof of purchase
 - (C) A guarantee
 - (D) Some form of identification
70. What does the man show her?
- (A) His passport
 - (B) His driver's license
 - (C) His student ID card
 - (D) His credit card

Part 4

Directions: In this section of the test, you will hear a number of short talks given by a single speaker. Again, you must answer three questions about what is said in each talk. Choose the most appropriate response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. Each talk will be spoken only one time and will not be printed in your test book.

71. Who is Michael Rennie?
 (A) Mayor of a city
 (B) President of a company
 (C) A factory manager
 (D) A news reporter
72. What is Exeter Electronics going to do?
 (A) Open a factory
 (B) Move their offices
 (C) Start a new product line
 (D) Elect a new president
73. What is expected from the new factory?
 (A) It will open in April 2006.
 (B) It will provide 2,000 jobs.
 (C) Construction will begin in August.
 (D) It will pump a lot of money into the local economy.
-
74. What is this announcement about?
 (A) Parking
 (B) Working overtime
 (C) A meeting
 (D) Vacation
75. Where will the employees meet?
 (A) In the Central Administration building
 (B) In the cafeteria
 (C) In the meeting hall
 (D) In the coffee shop
76. What time will the meeting finish?
 (A) At 9:00
 (B) At 9:15
 (C) At 9:30
 (D) At 9:45
77. What will the temperature most likely be tomorrow morning?
 (A) 22°
 (B) 32°
 (C) 39°
 (D) 42°
78. What is the weather at the airport?
 (A) Partly cloudy
 (B) Raining
 (C) Snow flurries
 (D) Windy
79. What time will the next report be broadcast?
 (A) At 6 a.m.
 (B) At 11 a.m.
 (C) At 5 p.m.
 (D) At 10 p.m.
-
80. Where is this announcement taking place?
 (A) On the telephone
 (B) In an office
 (C) On the television
 (D) On the radio
81. In which of the following areas does Job Power NOT have an opening?
 (A) Clerical
 (B) Quality Control
 (C) Bank Management
 (D) Factory Assembly Supervision
82. What does the announcement advise the applicants to do?
 (A) Call later
 (B) Send their resumé
 (C) Fax their application
 (D) Schedule an interview

83. Who is the announcement for?
(A) Drivers
(B) Pilots
(C) News reporters
(D) Police officers
84. What is the problem on Route 4?
(A) There is construction.
(B) There was a helicopter crash.
(C) There was an accident.
(D) There are too many travelers.
85. Where is the speaker?
(A) In a news studio
(B) In a car
(C) On the ground
(D) In a helicopter
-
86. What goods are being sold?
(A) TVs
(B) Land
(C) New and used cars
(D) Furniture
87. Which of the following is NOT mentioned in the advertisement?
(A) Free repairs
(B) Vans
(C) Compact cars
(D) Imports
88. When is the store open?
(A) Mondays to Fridays
(B) Weekends only
(C) Every day except Sundays
(D) Every day
89. What is the purpose of this speech?
(A) To introduce a new product
(B) To introduce a guest speaker
(C) To raise money for charity
(D) To present an award
90. What is Sir Henry Adams famous for?
(A) His inventions
(B) His skills as an orator
(C) His talent as an actor
(D) His home cleaning service
91. What was unique about his vacuum cleaner?
(A) It had no cord.
(B) It ran without funding.
(C) It had no dust bag inside.
(D) It was cheaper than other models on the market.
-
92. What is today's special offer?
(A) Hourly discounts on certain items
(B) 50% off all goods, all day
(C) Buy one, get one free
(D) 50% off frozen pizzas all day
93. How will customers know when items are on discount?
(A) A bell will ring.
(B) A yellow light will flash.
(C) The store will close.
(D) The staff will give a special signal.
94. How will the checkout staff recognize discounted items?
(A) They will have a list to check.
(B) Customers will inform them.
(C) They will not know.
(D) Items will be marked with a sticker.

95. Why is Olivia Dales calling Darius Chang?
(A) To let him know she has canceled his flight
(B) To make a reservation
(C) To let him know the status of his reservation
(D) To invite him to Singapore
96. How long does Darius Chang plan to stay in Singapore?
(A) One week
(B) One month
(C) An unspecified length of time
(D) Three or four days
97. What information would Olivia like from Darius?
(A) His billing address
(B) His credit card number and dietary requirements
(C) His credit card number and seat preference
(D) His return date
98. Who is being targeted by this advertisement?
(A) Older parents
(B) People aged over 60
(C) People who don't have much energy
(D) People worried about their health
99. What is GoldPlus?
(A) An herbal remedy
(B) A health drink
(C) A vitamin supplement
(D) An ointment for aching joints
100. How much GoldPlus should you take a day?
(A) One glass
(B) 30 pills
(C) Two a day
(D) One pill

This is the end of the listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

READING TEST

In the Reading test, you will be required to answer several types of reading comprehension questions based on a variety of texts. The Reading section of the 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.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

Part 5

Directions: In each question, you will find a word or phrase missing. Four answer choices are given below each sentence. You must choose the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. The most recent polls ----- that the use of broadband Internet connections is on the rise.
 (A) shows
 (B) did showed
 (C) shown
 (D) show
102. Please use the stairs in the ----- of a fire.
 (A) cases
 (B) happening
 (C) event
 (D) time
103. The engineers ----- new plans for the building.
 (A) drafted
 (B) built
 (C) shafted
 (D) grafted
104. It is hard to make a living ----- freelance writer.
 (A) to be
 (B) in a
 (C) into
 (D) as a
105. Until ----- notice, the cafeteria is closed.
 (A) further
 (B) furthermore
 (C) farther
 (D) recent
106. Only twice in the last thirty years ----- the company seen such low sales figures.
 (A) has
 (B) does
 (C) since
 (D) have
107. No one ----- to the public relations event.
 (A) stayed
 (B) enjoy
 (C) came
 (D) been
108. Designers predict that silk will be a popular ----- in the fall and spring.
 (A) clothes
 (B) fabric
 (C) item
 (D) wear

109. My computer ----- to be upgraded.
(A) need
(B) needs
(C) needing
(D) is needing
110. Pursuant to company policy, on-the-job training is ----- for all new employees.
(A) requirement
(B) requiring
(C) requires
(D) required
111. Providing value for money is one of the ----- ways to foster customer loyalty.
(A) greater
(B) best
(C) more better
(D) good
112. Prior to the new laws, there ----- no penalty for polluting.
(A) had been
(B) has been
(C) have been
(D) is being
113. In the future, you really ----- plan your finances better.
(A) should
(B) need
(C) has to
(D) have better
114. ----- Stanley has a background in accounting, he'll be asked to look over this year's tax reports.
(A) Since
(B) So
(C) Just
(D) Only
115. ----- he has worked here for over ten years, he has never been asked to give a presentation.
(A) Despite
(B) However
(C) Even
(D) Although
116. With practice, I can assure you, you'll make ----- mistakes.
(A) much
(B) any
(C) lesser
(D) fewer
117. I had to remind him that we were interested only in ----- candidates who fulfilled all the criteria.
(A) a
(B) those
(C) them
(D) there
118. You still have ----- the end of the week to change your flight arrangements.
(A) for
(B) at
(C) since
(D) until
119. We've been meeting with them daily since the end of the month, and we ----- haven't signed an agreement.
(A) besides
(B) still
(C) further
(D) even

120. She agreed to speak to us ----- the condition that we not use her name anywhere in the report.
(A) in
(B) on
(C) of
(D) before
121. Improved graphics on cell phones have opened up a ----- of opportunities for game manufacturers.
(A) wealth
(B) vast
(C) quantity
(D) richness
122. The benchmark Nikkei index ----- 1122 points for the first time in over twelve months.
(A) exceeded
(B) over
(C) more than
(D) excelled
123. We ----- that trade tariffs will be dropped this year.
(A) hoped
(B) have hoped
(C) will hope
(D) are hoping
124. If the other countries continue to uphold sanctions against us, we will suffer ----- losses.
(A) excessive
(B) immeasurable
(C) abundant
(D) abounding
125. The director is ----- investigating the latest complaints regarding the quality of their products.
(A) yet
(B) ever
(C) still
(D) all
126. I think we are going to need a more ----- evaluation of the situation.
(A) objective
(B) subjective
(C) independent
(D) dependent
127. According to the ----- polls, consumer spending has reached a record high.
(A) late
(B) lately
(C) latest
(D) lost
128. The company president was indicted on charges ----- insider trading.
(A) by
(B) to
(C) of
(D) from
129. While we do expect to have some vacancies, we are not yet looking to ----- them.
(A) fulfill
(B) replace
(C) reduce
(D) fill
130. His resignation happened at the ----- possible time.
(A) most
(B) worst
(C) worse
(D) terrible

131. If you ----- make double-sided copies, you'll need to press this green button.
(A) want
(B) want to
(C) have wanted
(D) wants to
132. Petty theft costs the company ----- of dollars every year.
(A) hundred
(B) a hundred
(C) hundreds
(D) many
133. He was given the job because of his reputation in the field, but he has failed to live ----- the hype.
(A) on to
(B) in to
(C) up to
(D) off to
134. The memo from the manager asked for a room with appropriate ----- for the meeting.
(A) facilities
(B) facility
(C) equipped
(D) machinery
135. The marketing techniques of the company reflect the ----- of their clientele.
(A) differing
(B) diversity
(C) diverse
(D) various
136. His vague answer ----- me the impression that he is hiding something from us.
(A) give
(B) given
(C) gives
(D) will give
137. Mr. Jacobs was ecstatic when he learned that he ----- to the board of directors.
(A) has appointed
(B) was appointing
(C) had appointed
(D) had been appointed
138. The company hopes that the personnel ----- will be of varied backgrounds and possess outstanding research skills.
(A) choose
(B) choice
(C) chose
(D) chosen
139. Sharing clean-up duties, as suggested in the proposal, ----- a positive impact on office morale.
(A) could have
(B) had to have
(C) would
(D) must have
140. The hotel's management does not agree with the critic's assessment that the ----- of service has declined.
(A) quality
(B) quantity
(C) quantitative
(D) qualitative

Go on to the next page.

Part 6

Directions: Read the texts on the following pages. You will find a word or phrase missing in some of the sentences. Below each of the sentences, four answer choices are given. Select the most appropriate answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 through 144 refer to the following notice.

Notice

We would like to remind all employees NOT to leave personal possessions of any value ----- at any

141. (A) unwatched
(B) unseen
(C) unattended
(D) unobserved

time. There has been a regrettable spate of thefts from bags left unattended in the offices and in the restrooms. Please be sure to keep your ----- with you at all times or to lock them away in the

142. (A) precious
(B) importance
(C) valuables
(D) values

lockers provided in the break room. We are unable to ----- any employee for money or items stolen

143. (A) return
(B) retribute
(C) refund
(D) reimburse

during working hours, so we would like to ask you to think carefully before bringing any item of value to the office. If you witness any theft, please report it to your supervisor or office manager.

Thank you for your ----- and understanding.

144. (A) helpfulness
(B) cooperation
(C) unification
(D) peer pressure

Go on to the next page.

Questions 145 through 148 refer to the following letter.

299 Elvis Crescent
Higham
Kent
HE8777
May 3rd

Hoskin and Sons
45 Leander Drive
Higham
HE4457

Dear Mr. Hoskin,

I ----- to inform you that from June 1st, I will be unable to allow customers of Hoskin and Sons

145. (A) regress
(B) refer
(C) regret
(D) recur

to use the car park in front of my property. -----, the plot of land has been bought by the local

146. (A) Understandably
(B) Meanwhile
(C) Unfortunately
(D) Although

authorities under a compulsory purchase order. It appears that the road is scheduled to be widened, and the new road will run across that area. I am sorry not to be able to give you much -----, but this has all happened rather suddenly. I hope that you will not have too much difficulty

147. (A) advance
(B) notice
(C) notify
(D) before

making other -----.

148. (A) arrangements
(B) alterations
(C) arranged
(D) rearrange

Sincerely,
Miles Archibald

Questions 149 through 152 refer to the following memo.

Memo

To: Helen Baxford, Sally Day & Harpreet Sahota

From: Rachel Benfield

Re: Lateness

Date: September 3rd

It has been ----- to my attention that in the last month or so, a significant proportion of the staff

149. (A) taken
(B) seen
(C) noticed
(D) brought

have been getting slack about arriving on time. Please remind everyone in your division that staff are expected to be at their desk and ready to start work at least 10 minutes before the bank opens. We cannot ----- staff members running in the back door at the same time that we are opening

150. (A) endure
(B) withstand
(C) tolerate
(D) take on

the front doors to customers. Lateness inevitably causes errors, which in turn means that we are all held up going home at the end of the day. ----- the problem continues, we will consider introducing

151. (A) When
(B) Provided
(C) If
(D) Considering

penalties to deal with offenders. Please make sure all staff are ----- of this.

152. (A) knowing
(B) aware
(C) appraised
(D) clear

Thank you.

Go on to the next page.

Part 7

Directions: In this part of the test, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Choose the correct answer to each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 through 155 refer to the following advertisement.

This weekend marks the opening of the Indianapolis Symphony's 38th season. This year promises an exciting series of subscription concerts and guest performers. Opening the season is a program highlighting the works of Scandinavian composers, including pieces by Sibelius, Elgar, and Mussourgsky. The featured soloist is world-renowned cellist Yo Yo Ma. Friday night's performance is for season ticket holders only, with a reception to follow in honor of the distinguished Mr. Ma. Saturday night's concert is open to the general public. Don't miss this show; it's sure to be one of the season's highlights!

Doors open at 7:00; curtain at 8:00. Tickets can be purchased in advance at any Ticket-tron outlet or on the day of the event at the box office.

153. Who will be performing solo at the concert series?
- (A) Sibelius
 - (B) Elgar
 - (C) Yo Yo Ma
 - (D) Mussourgsky
154. What night is open to the general public?
- (A) Friday
 - (B) Saturday
 - (C) Sunday
 - (D) Monday
155. Where will tickets be sold on the day of the event?
- (A) At Ticket-tron outlets
 - (B) At the box office
 - (C) In advance
 - (D) At the door

Go on to the next page.

Questions 156 and 157 refer to the following notice.

NOTICE

PLEASE READ BEFORE SIGNING

Customer authorizes Lessor to process a credit card voucher in Customer's name for the charges which are most likely to be incurred.

Vehicle shall NOT be operated by any person except Customer and the following Authorized Operators who must:

- a) be persons 21 or older who are members of Customer's immediate family and who reside in Customer's household and are currently validly licensed to drive.
- b) have Customer's prior permission.

Customer agrees not to permit the use of the vehicle to any other person without obtaining Lessor's prior written consent.

Additional authorized operators must be approved in writing by Lessor.

THIS VEHICLE IS RENTED UPON THE CONDITIONS STATED HEREIN AND UPON THE REVERSE HEREOF. CUSTOMER REPRESENTS THAT HE/SHE HAS READ, UNDERSTANDS, AND AGREES WITH THESE CONDITIONS.

156. According to the notice, what does the Customer agree to do?
- (A) Not permit unauthorized use of the vehicle
 - (B) Return the car
 - (C) Pay for the car with a credit card
 - (D) Not drive the car in a dangerous manner
157. What does the Customer authorize Lessor to do?
- (A) Drive a car
 - (B) Process a credit card voucher in Customer's name
 - (C) Rent a car for another person
 - (D) Charge the Customer for the use of the car

Questions 158 through 161 refer to the following advertisement.

Just in time for Spring, Twin Oaks Hammocks announces a new line of Earth-friendly outdoor gear. In addition to our line of classic mixed fiber hammocks, we've added a new series of hemp hammocks! The hemp hammocks are 100% natural—from the hardwood stretchers to the vegetable-based dyes used to color the organically grown hemp. Moreover, the hammocks are affordably priced from just \$44.95 for the single to \$69.95 for our spacious double. All hammocks are available in dark green, black, or natural blonde. Mounting kits are available for an additional \$25.00, or you may purchase a hammock stand for \$55.00. All hammocks and accessories have been safety tested and come with easy-to-follow directions. Please add 15% for shipping outside of the continental United States.

158. What is the new product being advertised?
- (A) Mixed fiber hammocks
 - (B) Hammock stands
 - (C) Hemp hammocks
 - (D) Mounting kits
159. How much are hammock stands?
- (A) \$15.00
 - (B) \$44.95
 - (C) \$55.00
 - (D) \$69.95
160. What is the shipping charge for sales outside the United States?
- (A) \$15.00
 - (B) 15%
 - (C) \$25.00
 - (D) 25%
161. What makes this company and its products special?
- (A) International availability
 - (B) Affordable pricing
 - (C) Variety of products
 - (D) Environmentally safe products

Go on to the next page.

Questions 162 through 164 refer to the following memo.

To: All staff
From: Office cleaning service
Re: Waste disposal
Date: June 2nd

Please place all used items in the appropriate bin for recycling. Remember, virtually all metal, glass, plastic, and paper items are recyclable. If in doubt as to which bin to use, check the product for the recycling logo. The logo contains a single digit number which you can reference to the bins. Loose papers should be bundled with twine only. DO NOT use plastic or wire to bundle paper products. Large items may be left beside the bins for pickup. Cleaning products and other hazardous chemicals should be disposed of according to the instructions on the package. DO NOT place oil, antifreeze, or other hazardous products in the bins. Thank you for your cooperation.

162. What is the purpose of this memo?
- (A) To inform workers how to throw away different types of waste
 - (B) To ask workers to reduce their waste
 - (C) To ask workers to save oil
 - (D) To promote the use of recycling logos
163. Which of the following items can be placed in the bins?
- (A) Oil
 - (B) Antifreeze
 - (C) Hazardous products
 - (D) Glass
164. What information is contained in a product's recycling logo?
- (A) The location of the recycling bins
 - (B) A code number in reference to the bins
 - (C) A phone number for information
 - (D) The price of the product

Questions 165 through 168 refer to the following article.

The annual Marylebone Classic Car show opened today for a three-day run at the Brentwood Convention Center. People started to line up three hours before doors opened at nine o'clock this morning, anxious to take a look at the cars on display. This year's classic car show includes a number of seminal muscle cars, such as the 1964 Ford Fairlane Sports Coupe. The stylish Sports Coupe was Ford's attempt to counter the Chevrolet Corvette's success in the rally market. Ford added a number of new performance features to the Fairlane including the all-new 289 engine and an updated suspension system. Many of these features were carried forward into the mid-year release of the new Mustang line. While Ford's success against the Corvette was limited, the Sports Coupe was also released in a limited-edition high performance model known as the Thunderbolt. The Thunderbolt dominated the drag race circuit that year and led to the explosive growth of the muscle car market. Other cars on display included the Aston Martin XX32, made popular in the action movie series *Spy on the Run*, and the more sedate Rolls Royce G-series. While a large number of the visitors were male, as might be expected, this year's show has seen a large increase in the percentage of female visitors, inspired perhaps by the popularity of the TV show, *Women at the Wheel*, in which famous women test drive new cars.

165. What kind of event is this article about?
- (A) Old cars
 - (B) A new TV show
 - (C) The recent increase in female drivers
 - (D) A motor show
166. Why did Ford release the Sports Coupe?
- (A) To dominate drag racing
 - (B) To compete with the Mustang
 - (C) To beat Chevrolet in races
 - (D) To counter the Corvette's success
167. In what area was the Thunderbolt most successful?
- (A) Drag racing
 - (B) Rally market
 - (C) Muscle cars
 - (D) Against the Corvette
168. What is different about visitors to the show this year?
- (A) There are more women than men.
 - (B) There are more women than in the past.
 - (C) There are more women exhibiting cars this year.
 - (D) There are no women in attendance this year.

Go on to the next page.

Questions 169 through 172 refer to the following advertisement.

Worried that you or someone in your family is at risk of hurting the other members of your family? Try the People's Community Clinic—we have over 20 years of experience assisting people just like you.

The People's Community Clinic is a public service organization open to all members of the local community who feel they and their family are in need of assistance in dealing with substance abuse. Mediated, anti-violence workshops for family members of substance abusers are available at your local People's Community Clinic at regular scheduled times, or by appointment. Schedules vary from site to site, so please call before you come in. It has been our experience that the workshops are most helpful when all family members are able to attend, but don't feel that you cannot attend alone: sometimes it helps just knowing that you are not the only person in your situation. Group sessions are free and open to the public. Private counseling is available by appointment only. All applicants for private counseling must submit to a screening interview. Private counseling fees are calculated on a sliding scale, based on your ability to pay. If your family is at risk, don't wait until the violence begins. It is not shameful to seek help. Our fully-qualified counselors are all professionals who will listen and advise you without judgment. Call or come in today.

People's Community Clinic
We're here for you.

169. What is the cost of group sessions?
- (A) Fees are based on a sliding scale.
 - (B) They are free.
 - (C) It is based on your ability to pay.
 - (D) The advertisement doesn't say.
170. How does one arrange for a private session?
- (A) Just come in
 - (B) Come with your family
 - (C) Make an appointment
 - (D) Get a doctor's approval
171. Who are the workshops intended for?
- (A) Substance abusers
 - (B) Families of substance abusers
 - (C) Violent families
 - (D) Criminals
172. How is the cost of private counseling sessions decided?
- (A) They charge according to the number of people attending.
 - (B) It depends upon the family's disposable income.
 - (C) It is up to the family members to decide how much they want to pay.
 - (D) Families pay according to how long the session lasts.

Questions 173 through 176 refer to the following article.

A pharmaceutical company in southern China claims that it has developed an antismoking candy. According to a China Pharm spokesperson, the candy suppressed the desire to smoke in 90% of people using the candy as a tobacco substitute in experiments conducted by the company over the past 12 months. The candy, which can be viewed on the company's website, is a small, round, chewable candy which is currently available in cherry and coffee flavors. The company says it is working to expand the range of flavors to include lemon, mint, and raspberry. Unlike a number of antismoking gums and candies, the candy developed by China Pharm does not contain nicotine, making it attractive to smokers who wish to eliminate nicotine completely from their system. China Pharm says that the candy, which will be marketed in the United States under the name "Easy Quit," is made from medicinal herbs and based on ancient Chinese traditional medicine. The company claims that the combination of herbs works in accordance with ancient Chinese therapies to realign the energy flow of the body and block the desire to smoke. The candy has been a big hit since it went on sale in China two months ago, with stores reporting lines of people waiting to buy it. The candy is still subject to FDA approval in the US, but China Pharm anticipates it going on sale in major American drugstores later this year. "Easy Quit" will retail for around \$2.99 for a pack of 30.

173. What is the topic of this article?
- (A) The development of a new type of nicotine-free tobacco
 - (B) The development of a candy to help people give up smoking
 - (C) The development of a candy which reduced the harmful side effects of smoking
 - (D) The development of new flavors for candy
174. How is this product different from others already on the market?
- (A) It comes in a wider range of flavors.
 - (B) It does not contain nicotine.
 - (C) It is much cheaper than other brands.
 - (D) It is the first Chinese brand.
175. Why is the candy not yet on sale in the United States?
- (A) It is awaiting federal approval.
 - (B) The shipments have been held up at customs.
 - (C) China Pharm has no plan to sell it in the US.
 - (D) There is no interest among American consumers.
176. Where will customers in the US be able to get this product?
- (A) On prescription from their doctor
 - (B) By mail order via the Internet
 - (C) In major drug stores
 - (D) In supermarkets

Questions 177 through 180 refer to the following advertisement.

Insulate your home before the winter hits.

Did you know that up to 47% of the heat in your house escapes through the roof and walls? You keep barely half of the heat that you pay for. That adds up to a much higher heating bill than you really ought to be paying. Yet thousands of people keep paying winter after winter, all the while grumbling about the cost. With rising fuel costs, can you afford to be one of those people?

Foamsulate is the number one insulating foam used by the construction industry. We have been supplying the industry for over 20 years, and now for the first time, Foamsulate is available to the individual for home use. Foamsulate is easy to install. Just drill a small hole in the walls you wish to insulate and insert the Foamsulate pump nozzle. In 30 minutes you can insulate a whole room with our quick drying, odorless, non-toxic insulating foam. For roofs, Foamsulate comes in easy to lay 10m or 20m rolls. Foamsulate is guaranteed for 10 years. That means ten years of reduced energy costs as you keep in all that precious heat. After 10 years, just repeat the same easy process and you'll be good for another whole decade. Foamsulate is available at all good home supply centers. For a limited period, we are offering a free home improvement tips book with every purchase. Hurry while stocks last.

177. According to the advertisement, why are people's heating bills so high?
- (A) The construction industry has artificially raised prices.
 - (B) Energy costs keep rising.
 - (C) People forget to turn off the heat when they go out.
 - (D) Much of the heat disappears through the walls and roof.
178. Why is Foamsulate being advertised?
- (A) Until now, it was not available to the ordinary consumer.
 - (B) It has been discounted.
 - (C) It has a new, improved formula.
 - (D) It is easy to install.
179. How long does it take to insulate a room using Foamsulate?
- (A) Two days
 - (B) An hour
 - (C) Half an hour
 - (D) Half a day
180. What special offer is currently available?
- (A) Free installation by an expert
 - (B) A free gift with every purchase
 - (C) Buy one, get one free
 - (D) 47% off the regular price

Questions 181 through 185 refer to the following memos.

Memo

To: All overseas Trade Division employees
 From: Bryan Ferry
 Re: Travel to Singapore
 Date: April 16th

Due to the problems one of our employees had last month entering Singapore on what should have been a routine business trip, we are issuing the following information to all employees who are likely to be sent to the Singapore branch at some time or another. Please read this carefully as it is YOUR responsibility to sort out all paperwork before you leave.

ENTRY FORMALITIES and CUSTOMS

ALL visitors must have either a passport or other valid travel document. Citizens of the UNITED KINGDOM are automatically granted a 6-month stay without the necessity of applying for a visa. Nationals of most other countries, including the USA, CANADA, AUSTRALIA, and NEW ZEALAND need no visas for stays of up to one month. CHINESE nationals may stay in Singapore for up to fourteen days without a visa. For longer visits, a formal application must be made.

ALL entrants must pass Customs inspection before being granted entry to Singapore.

Be Advised: DRUG TRAFFICKING IS PUNISHABLE BY DEATH.

Memo

To: Bryan Ferry
 From: Brian Chen
 Re: Travel to Singapore memo
 Date: April 17th

Thanks for yesterday's memo. It was very helpful. I think, however, that a couple of additional points could have been made. As you know, I am the employee who had some trouble getting admitted to Singapore last month.

First, I think that it would have been useful to explain to other staff members exactly what problems I had. A concrete example would have been more practical.

Secondly, although a visa is not needed for stays of up to one month for most visitors, it would be wise to take documentation proving that you are there on business. I know you say it is the responsibility of the individual, but since we are going there to represent the company, I feel the company should automatically issue us with some kind of documentation which can be presented in case of difficulties with immigration officials. Better safe than sorry! It would have saved me time and money last month if I had been in possession of such a document.

181. Why did Bryan Ferry issue this memo?
- (A) Because immigration laws recently changed
 - (B) Because he is planning a trip to Singapore
 - (C) Because he wants employees to avoid trouble entering Singapore
 - (D) Because he wants employees to avoid traveling to Singapore
182. How long can Australians stay without a visa?
- (A) 14 days
 - (B) 30 days
 - (C) 60 days
 - (D) 6 months
183. What must visitors do in order to stay in Singapore longer?
- (A) Leave the country and reenter
 - (B) File a formal application
 - (C) Move there permanently
 - (D) Pay a fee
184. How does Brian Chen feel about the first memo?
- (A) It was damaging to his reputation.
 - (B) It was helpful but somewhat inadequate.
 - (C) It was poorly written.
 - (D) It was misleading.
185. What is Brian Chen's recommendation?
- (A) The company should provide additional paperwork to employees traveling to Singapore.
 - (B) The company should close its Singapore offices.
 - (C) The company should stop sending him to Singapore on business.
 - (D) The company should be more aware of the immigration regulations.

Questions 186 through 190 refer to the following memo and schedule.

DATE: June 2, 2006
 TO: ALL REGIONAL MANAGERS
 FROM: DAN JOHNSON, REGIONAL COORDINATOR
 RE: SALES SEMINAR

Please note on your calendars the upcoming Summer Sales Seminar, which will be held from August 3rd through 5th.

This year's seminar will be hosted at the Hilltop Marriott in Chicago. (Contact Carol Dinkins in National Sales for room reservations.) Just a reminder that all your key sales staff members should attend; however, junior members should not be encouraged to attend this seminar, but rather to wait for our local training programs. One final note: As many of you know, Cheryl Carter, last year's coordinator, is no longer with the company. We will be appointing a new coordinator sometime within the next two weeks, but in the meantime, all inquiries concerning the organization of the event should be directed to my office. I request all managers who have been asked to make presentations to contact me within the week. I have attached a copy of the seminar program for your reference. Please feel free to post this on your office bulletin board.

**Summer Sales Seminar
 Hilltop Marriott
 August 3-5**

August 3

9:00 Opening ceremony
 Keynote speaker: Anthony Kennedy, "Selling Oxygen"

10:15 Session 1
 Room A: Leanne Wilders: "Customer Relations"
 Room B: Jason Kaye: "Cold Calling"
 Room C: Clodagh Murphy: "Clinching a Deal"

12:00-12:50 Lunch (participants requiring boxed lunches must reserve in advance)

1:00 Session 2
 Room A: Sarah Harrington: "The Hard Sell"
 Room B: Saul Green: "Targeting Your Audience"

2:30 Session 3
 Workshop 1 (topics to be announced)

6:00 Buffet dinner

August 4

10:00 Workshop 2

12:30-1:30 Lunch

1:30 Lecture: Leonard Calloway: "Motivation in the Office"

3:00 Company presentations (to be announced)

August 5

9:00 Session 1
 Room A: Peter Stratford: "The Satisfied Customer"
 Room B: Leanne Wilders: "Customer Relations"
 Room C: Jason Kaye: "Cold Calling"

10:30 Lecture: To be announced

12:00-12:50 Lunch

1:00-2:30 Closing ceremony and speeches

2:30 Light refreshments

186. What kind of event is being organized?
- (A) A training course for sales people
 - (B) A nationwide sale
 - (C) A local training program
 - (D) A farewell for Cheryl Carter
187. Who should be contacted for hotel room reservations?
- (A) Dan Johnson
 - (B) Carol Dinkins
 - (C) Cheryl Carter
 - (D) The Hilltop Marriott in Chicago
188. Who should attend this meeting?
- (A) All sales personnel
 - (B) Top sales staff
 - (C) Junior sales staff
 - (D) All regional managers
189. Which of the following would a participant NOT be able to attend?
- (A) Both "Customer Relations" and "Cold Calling"
 - (B) Both "Selling Oxygen" and "Clinching a Deal"
 - (C) Both "The Hard Sell" and "Targeting Your Audience"
 - (D) Both "Motivation in the Office" and "The Satisfied Customer"
190. Who will be giving presentations in the afternoon of the second day?
- (A) As yet unspecified companies
 - (B) Saul Green
 - (C) Dan Johnson
 - (D) Sales people

Questions 191 through 195 refer to the following chart and memo.

Customer Survey Results, March 2006

The following chart shows the results of a recent survey carried out over a four week period at six different branches of Buyways. Customers were given a form to fill in after they had finished shopping and were asked to consider the following reasons for choosing Buyways as their regular supermarket:

- * **Quality** - Is quality of the products on sale a significant factor in choosing Buyways?
- * **Price** - Are prices at Buyways competitive, and does this influence your decision to shop here?
- * **Range of products** - Does Buyways offer a wide range of goods, and how important is this to you?
- * **Service** - How important is service, and does this influence your decision to shop here?
- * **Advertising** - Did you come here as a result of our advertising? If so, please specify. How important is advertising in shaping your choice of supermarket?
- * **Location** - How important is location: distance from home/office, availability of other amenities, transportation, etc.? Please specify.

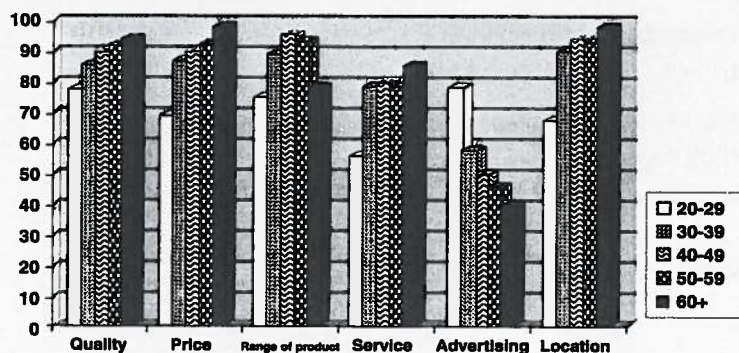


Chart to show reasons for shopping at Buyways supermarkets, divided by age.

Memo

To: Andy Gilbert, Jane Patel, Michael Alans
 From: Jimmy McClellan
 Re: Customer Survey
 Date: April 3, 2006

The results of the survey have been tabulated, and this is what they look like. I'm reasonably satisfied, but on reflection, I think we should have worked the questions so that we got more detailed answers. For instance, it's not clear whether customers just don't care much about service, or whether they think we don't offer very good service. There's a pretty significant difference between the two. But anyway, I think it gives us something to base future advertising and promotional campaigns around. As age increases, customers claim that advertising affects their decisions less. So we might want to focus future campaigns on our younger customers. I'm not going to comment on everything here - I'll save that for Friday's meeting. However, I do want you all to look at the chart carefully and bring some concrete ideas with you on Friday.



191. What information is shown in the chart?
- (A) Reasons why people shop at one particular supermarket chain
 - (B) Reasons people are dissatisfied with most supermarket chains
 - (C) Reasons why people choose supermarkets near their homes
 - (D) Reasons people watch advertising
192. What do the recipients of the memo probably do?
- (A) Work as sales clerks for Buyways
 - (B) Work in the advertising department of Buyways
 - (C) Work as suppliers for Buyways
 - (D) Work as shelf stackers
193. What criticism does Jimmy McClellan make of the survey?
- (A) The answers are ambiguous.
 - (B) The data took too long to collate.
 - (C) The sample group of customers was too large.
 - (D) A lot of the forms were not filled in accurately.
194. Who claimed to be most affected by advertising?
- (A) Shoppers in their 20s
 - (B) Shoppers in their 30s
 - (C) Shoppers in their 40s
 - (D) Shoppers in their 50s
195. Why doesn't Jimmy McClellan give a detailed analysis in the memo?
- (A) He didn't have enough time.
 - (B) He doesn't like writing.
 - (C) He is waiting until he meets the others in person.
 - (D) He didn't have enough paper.

Questions 196 through 200 refer to the following letters.

1802 Green Ln Apt #307
Woolwich, ME 04579
October 24, 2006

Eden Mail Order
PO Box 34
New London, CT 06320

Dear Sirs,

I recently ordered several items from the Eden Mail Order Fall catalog. This is the first time that I have used your services. Although one of my acquaintances warned me that she had experienced problems with your company, I put it down to her bad luck, and, attracted by the designs of your products, placed an order of my own using the order form enclosed with the catalog.

As a first-time customer, I was entitled to free delivery on orders of over \$50. I easily qualified for this, but on receiving my credit card statement, I discovered I had been charged \$20 for delivery. Despite three phone calls to your customer service agents, this has yet to be rectified. Next, of the five items which I ordered, three were the wrong color, and four were the wrong size. Again, despite several phone calls, I am still waiting for replacements.

I am willing to give Eden one more chance, but if these problems have not been resolved before the end of the month, I will be demanding a refund and will be informing the Better Business Bureau.

Sincerely,
Sarah Martin

Bringing the Best to Your Doorstep

Eden Mail Order

PO Box 34
New London, CT 06320
November 1st

Sarah Martin
1802 Green Ln Apt #307
Woolwich, ME 04579

Dear Ms. Martin,


On behalf of Eden Mail Order, I offer our sincerest apologies for all the trouble you have had with your order. As you may know, Eden is a new business, and while this does not excuse incompetence, we have had a lot of problems and have made a lot of mistakes due to our lack of experience. We have now changed our supplier and as of next week, will be using the services of a different delivery company. We hope that this will eliminate errors of the kind you experienced.

I have contacted your credit card company to remove the delivery charges, and I am confident that you will have your complete order within the next two days. To thank you for your patience and understanding, please find enclosed a \$50 gift voucher, redeemable for items in any of our catalogs.

Again, I apologize for any inconvenience which you may have suffered.

Sincerely,
Laura French

196. Why did Sarah Martin write to Eden Mail Order?
- (A) To place an order
 - (B) To enquire about delivery charges
 - (C) To complain about poor service
 - (D) To request a catalog
197. Why did Sarah ignore warnings about Eden Mail Order?
- (A) She didn't understand them.
 - (B) She didn't think she would have any problems.
 - (C) She thought her friend was talking about a different company.
 - (D) She likes to take risks.
198. What should Sarah have received as a first time customer?
- (A) A free gift
 - (B) A \$50 gift voucher
 - (C) Free delivery
 - (D) Interest-free credit
199. According to Laura French, why were there so many problems?
- (A) They are a young, inexperienced company.
 - (B) They didn't have a supplier.
 - (C) They suffered a computer glitch.
 - (D) They lost their customer address database.
200. Why did Laura French send Sarah Martin a \$50 voucher?
- (A) As a reward for her loyalty
 - (B) To compensate her for the inconvenience she suffered
 - (C) Because she was overcharged for the items she ordered
 - (D) To thank her for recommending Eden to her friends



Transcripts
& Answer Keys



PRACTICE TEST 1

PART 1. Picture Description

1. (A) The firefighters are rescuing a woman.
(B) The firefighters are riding in a truck.
(C) The firefighters are holding a hose.
(D) The firefighters are holding a child.
2. (A) The road is deserted.
(B) The road is in the desert.
(C) It's rush hour.
(D) The man is hitchhiking.
3. (A) The man is standing behind his desk.
(B) The man is seated in the audience.
(C) The man is sitting under the table.
(D) The man is sitting at a desk.
4. (A) The man is raising his hand.
(B) The man is lifting a box.
(C) The boxes are empty.
(D) The man is ascending the stairs.
5. (A) The files are arranged neatly on the shelves.
(B) The files are disorganized and messy.
(C) The files are empty.
(D) The files are piled up on the desk.
6. (A) The people are in a hotel lobby.
(B) The people are at an airport.
(C) The people are in an airplane.
(D) He is packing his suitcase.
7. (A) The man has hurt his shoulder.
(B) The package is broken.
(C) The woman is angry with the man.
(D) The package is being delivered to the woman.
8. (A) The women are walking together.
(B) The women are working on a project together.
(C) The women are arguing about a computer.
(D) The man is using the computer.
9. (A) There is a man standing on the counter.
(B) The counter is bare.
(C) There are several glasses on the counter.
(D) There is a picture frame hanging above the counter.
10. (A) The patient is being treated by the dentist.
(B) The dentist is teasing the patient.
(C) The patient is teething.
(D) The dentist is taking a break.

PART 2. Questions and Responses

11. What are you going to do after the meeting?
(A) I went to a natural history museum.
(B) I have to finish a marketing report.
(C) I didn't know about his birthday.
12. Who called?
(A) The supplier. Our shipment has arrived.
(B) When I was young, I spent a lot of time on the phone.
(C) No, I'm sure I didn't call you.
13. Where are last month's financial reports?
(A) They'll meet you at the café on First Street.
(B) On Julie's desk.
(C) On vacation.
14. Why are you reading that book?
(A) Because I'm reading a novel.
(B) For three months, I didn't go to the library.
(C) For a class I'm taking at the community college.
15. When's the car going to be ready?
(A) We can pick it up any time after 3:00.
(B) I'm ready right now.
(C) The car was at the mechanic's for a week.
16. How long did you work in China?
(A) About six inches.
(B) Six months ago.
(C) A year.
17. Would you call this number and ask what their hours are?
(A) I'm sorry, I don't know what time it is.
(B) Yes, she works very long hours.
(C) Sure. What's the number?
18. Do you want to work late tonight or finish this early tomorrow?
(A) I'd rather get it all done today.
(B) I had a good time on Saturday.
(C) I worked late today.
19. I'll never get these papers in the mail today.
(A) The figures are too high.
(B) Sure you will. Let me help you.
(C) I'll write you a check later.

20. Have you finished typing the minutes of the meeting?
(A) I'm almost done.
(B) It took them a month to finish.
(C) The finish is very smooth.
21. Are you happy with your new job?
(A) Yes, I'll be happy to help you with that job this afternoon.
(B) Yes, it's very interesting, but a little difficult.
(C) Yes, that's our new dog.
22. That was a long meeting.
(A) I think it will be fascinating.
(B) No, I don't believe that.
(C) It certainly was.
23. How much did the caterer say the party would cost?
(A) I don't remember exactly, but it was a good deal.
(B) He uses an outdated computer, but he doesn't complain.
(C) My computer is very fast.
24. Should we leave at two o'clock or two-thirty?
(A) No, in about an hour.
(B) I thought we'd agreed on two o'clock.
(C) She left yesterday.
25. What time did you book the meeting room for?
(A) I don't have much time lately.
(B) From five o'clock until seven-thirty.
(C) I can pay you tomorrow.
26. Who can meet the director at the airport tomorrow?
(A) I don't mind going to meet her.
(B) He's giving a presentation tomorrow.
(C) Do you often go the airport?
27. Where is the front page?
(A) Oh, I threw it away already.
(B) Downtown on Canyon Road.
(C) Newspapers are published daily.
28. Did you produce this documentary?
(A) Yes, with my business partner.
(B) The play was an expensive production.
(C) The produce isn't very high quality here.
29. When will you find out if you got the job?
(A) This is my second chance.
(B) Yes, I hope I get the job.
(C) Early next week.
30. Why were you late for the presentation?
(A) I couldn't find the room.
(B) I haven't made a presentation in years.
(C) It was good, wasn't it?
31. How did you persuade him to take the project?
(A) It wasn't a very good project.
(B) Actually, he asked if he could have it.
(C) It's not mine.
32. The paper in the photocopier is jammed.
(A) You are so lucky.
(B) Oh, no. Not again.
(C) That's just one of the advantages.
33. Should I send this by courier or by regular mail?
(A) Well, how urgent is it?
(B) I wouldn't trust him if I were you.
(C) I think it's reliable.
34. Why isn't Carla answering her phone?
(A) It's ringing now.
(B) Didn't you know? She's on vacation.
(C) No, I don't know her phone number.
35. Where can I store the books when they arrive?
(A) I can't wait to see the books.
(B) Have you read the books yet?
(C) There's some space in the basement.
36. When can you get it all done?
(A) How does next Tuesday sound?
(B) I can get it all done.
(C) I used to do it on the weekends.
37. Who is directing the Enna Fashions' commercial?
(A) It's quite a challenge to be the director.
(B) I heard they just hired her.
(C) I'm going to be in charge of that.
38. What have you done with the photos?
(A) I took them at the photo shoot.
(B) I'm hoping to be a fund manager.
(C) I put them in an envelope on your desk.
39. What time do you start work?
(A) I work flexi-time, so it varies.
(B) I have to start work.
(C) It's not my bank statement.
40. Why haven't they ordered the Christmas cards yet?
(A) It's the office Christmas party on Thursday.
(B) Oh, we thought you had ordered them.
(C) I didn't get any Christmas cards last year.

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (W) Hello, Excelsior Hotel. How may I help you?
 (M) Hi. I telephoned yesterday to make a reservation for two single rooms over the weekend of the first. I'd like to add a third room to my reservation.
 (W) OK, let me check availability for you. I'll need your last name and reservation number, please.
 (M) Certainly. The last name is Jordan and my number is 1076KJ.

Questions 44 through 46 refer to the following conversation.

- (W) What do you think of our new billing system? It's been up and running for a couple of weeks now.
 (M) It's about time we got ourselves computerized. We are always so behind the times.
 (W) Yes, but as they say, better late than never, I guess. Anyway, it is certainly making my life easier in the supplies office.

Questions 47 through 49 refer to the following conversation.

- (W) Rogers, I'm reviewing your expense record from your business trip and I have a question about this dinner on the 18th. According to the planner, there were no business meetings that evening.
 (M) Oh yes, that was an unscheduled dinner with a man who specializes in telecommunications software. It was just by chance that I met him.
 (W) I see. Well, I hope you learned something useful.

Questions 50 through 52 refer to the following conversation.

- (W) I have a question about taxes. I'm self-employed, but I've received a demand for payment of taxes. I wasn't aware that I had to pay gross receipt taxes.
 (M) Yes, ma'am, it's required on all sales within the state.
 (W) How much will I owe with penalties and interest?
 (M) Why don't you take a look at this leaflet outlining the tax payment requirements for the self-employed? It's all explained here.

Questions 53 through 55 refer to the following conversation.

- (W) Did John tell you that we've just completed the paperwork to purchase the lot next to our building?
 (M) Is that for the expansion that you've been talking about? You've had your eye on that lot for a long time.

- (W) Yes. Well, now it's ours and we're going to start construction in three months. We're going to extend the back of the store.

Questions 56 through 58 refer to the following conversation.

- (M) I didn't notice you at the meeting this morning.
 (W) No, I had to see a client this morning. I didn't get back in time. How was the meeting?
 (M) Oh, well, you know. The same old stuff. Nothing was said that you don't already know.
 (W) I guess I won't feel bad about missing it then.

Questions 59 through 61 refer to the following conversation.

- (M) Do you have a number that I can reach John at? I need to ask him when the next shipment is due.
 (W) I've got his cell phone number. Here, you can call him on that.
 (M) Actually, he told me yesterday that his cell phone wasn't working. I need his office or home number.
 (W) I wouldn't call him at home if I were you. Why don't you look up his office number in the company directory?

Questions 62 through 64 refer to the following conversation.

- (M) When is the staff meeting? I can't find the agenda memo anywhere.
 (W) I have it marked on my planner. Let me check. OK, it's next Wednesday from 1:00 to 5:00.
 (M) It's going to take all afternoon? It's usually done in an hour.
 (W) Yeah, well, there's going to be a presentation by the planning division followed by a question-and-answer session.

Questions 65 through 67 refer to the following conversation.

- (M) Have you heard the news about Asco Limited? It's just unbelievable.
 (W) No, I haven't. What happened?
 (M) Well, their chief engineer has just admitted that he falsified data regarding their buildings. Many of the buildings have structural weaknesses.
 (W) Gosh, that's so irresponsible. I wonder why he did it.
 (M) I don't know, but they might have to pull down a lot of buildings.

Questions 68 through 70 refer to the following conversation.

- (W) I've just been on the phone with Office Depot. They say we can't place any more orders until the previous invoice is paid, but you've already paid the bill.
- (M) Oh, the stationery bill. I forgot all about it. It's still here on my desk.
- (W) Well, you'd better pay that right away. We're nearly out of A4 paper and printer ink.
- (M) I'll go to the bank immediately.

PART 4. Short Talks

Questions 71 through 73 refer to the following news report.

(W) The top business story today is American Aircraft Manufacturer's success at drumming up business in Europe. AAM has won a slew of aircraft orders worth 1.6 billion dollars. They have received 30 orders for their new model, the 62F plane, to be delivered in such countries as England, Norway, France, and Germany. With the total European orders, AAM will be manufacturing 60 more planes than it sold in all of 1995. The company has pulled itself from the brink of failure to expected net profits of no less than 13 billion dollars this year. This unexpected turnaround is thanks to the innovative marketing approach implemented by CEO, Mark Simpson, since he took over the company in April. Mr. Simpson was unavailable for comment.

Questions 74 through 76 refer to the following announcement.

(M) The office has always been a place to get ahead. Unfortunately, it's also a place where a lot of resources are being wasted. Take a look around the next time you're at work. Notice how many lights are left on after people leave. See how much paper is wasted, how much water is being wasted in the restrooms. Here are a few simple ways you can produce less waste at work: use both sides of the paper when writing a memo, use old copy paper to write notes, turn off your light when you leave, set up a recycling bin for cans and bottles, and don't let the faucet run. This message is brought to you by 43 environmental groups doing our part to save the Earth's natural resources. Do your share!

Questions 77 through 79 refer to the following message.

(W) Thank you for calling the *Red Review* Customer Service Department. Unfortunately, all of our customer service representatives are busy right now, but please

hold the line. Our weekly magazine provides you with the latest in theater, restaurant, art, and music reviews to plan your evenings and weekends on the town, plus book and video reviews for your nights at home. To keep you informed, we also provide subscribers with top news, business, and sports stories and editorials via email, seven days a week. All subscribers receive a 20% discount on the newsstand price. For your billing convenience, we accept Visa, Mastercard, or Diners Club. Please hold the line and a customer service representative will be with you shortly. Thank you for waiting.

Questions 80 through 82 refer to the following announcement.

(M) Ladies and gentlemen, we'll be pulling into Victoria Station in one hour and 20 minutes. We apologize for the delay, but there was some trouble with the tracks outside Derby. This problem has now been resolved. The conductor will be coming through to collect tickets, so please have them ready. Also, the buffet service, located in car three, will be closing in 30 minutes. Please take this last chance to buy drinks, meals, or snacks before our arrival in London. Restrooms are located at the rear of each car. There are payphones located at the front of cars four and six. The weather in London is currently overcast, with light rain showers. Thank you for choosing the Victoria Express, and please enjoy the remainder of your journey.

Questions 83 through 85 refer to the following recorded message.

(W) Thank you for calling Southern Airlines. In order to expedite your call, if you are using a touch tone phone, please press 1 now. If you have a rotary phone, please stay on the line. Please make your selection from the following menu at any time and when making your reservation, please ask about our convenient ticket delivery service. For today's flight arrival, departure, and gate information, press 1. For domestic reservations and fares in the 50 United States, press 2. For international reservations and fares, including Canada and the Caribbean, press 4. For information about Flyaway Vacations, press 5. For all other inquiries, press 6. To repeat the menu, please press 7.

Questions 86 through 88 refer to the following talk.

(M) It is my great pleasure to welcome here tonight, Francisco De Souza, renowned businessman and philanthropist. Mr. De Souza will be talking to us about his experiences in poverty-stricken areas of Southeast Asia, where he has been giving business lectures and start-up loans to communities for the past ten years.

Mr. De Souza will be explaining how his loans project has enabled numerous communities to set up their own plumbing and sewage systems, saving the lives of infants and the elderly thanks to the availability of clean water. These loans, contrary to what you might expect, are not interest-free, and Mr. De Souza will be explaining the loan-repayment system that he has established. I think you'll be surprised at the details. Mr. De Souza, I hand the stage over to you.

Questions 89 through 91 refer to the following announcement.

(W) Good morning GFY shoppers. We would like to remind customers of our Gold Card membership system. Membership is available to all customers, free of charge. Membership benefits include our monthly newsletter, informing you of the latest healthcare and nutrition products, exercise tips and healthy eating recipes, and advance notice of special promotions. Best of all, Gold Card members get a 20% discount every Tuesday at GFY. Come to GFY for all your nutritional needs. We carry a complete line of vitamins, minerals, and dietary supplements to enhance your health. Avoid this winter's colds, flu, and fatigue. Our shelves are stocked with supplement formulas to keep you fit through the dark days of winter. And don't forget your Gold Card! Remember, GFY is the caring store.

Questions 92 through 94 refer to the following recording.

(W) Hi, Everett. This is Marina. I've spoken to the production team about the quality control issue and they have agreed to set up a meeting on Friday to discuss it with the union. We're expecting a few problems because it will affect working hours. In order to improve quality, we'll need to introduce further checks and these will cut into production time, so it will be harder to maintain current levels of productivity. The union might demand extra payment, and although we hope to avoid that, we are ready for negotiations if it comes to that. An alternative might be to hire one

or two extra workers, but frankly that is probably going to be more costly in the long run, what with pension and health insurance premiums. Anyway, I just wanted to let you know what is going on. Talk to you later.

Questions 95 through 97 refer to the following talk.

(M) Thank you everyone for coming to this last-minute meeting. I'm sorry to have to drag you away from your work, but something has come up, and I need to let you know about it without delay. As you know, last week the health and safety inspectors came to give the factory its annual inspection. This is a routine matter, and we have always passed with flying colors, so no one was worried. However, it turns out that the safety mechanisms on three of our cutting machines are faulty. Obviously, this is of great concern and we have no choice but to stop production until these mechanisms have been repaired and have passed a second inspection. We will be closing the factory for at least seven days, but you will all receive full pay. The closure will take effect immediately.

Questions 98 through 100 refer to the following advertisement.

(W) Get away from the gray winter skies with a Winter Getaway package from Pearson's Travel. We have packages to suit all budgets. Packages start from as low as \$199, including tax, for a weekend break for two people. Choose from a range of domestic and international destinations. All packages include accommodation in a four-star hotel with upgrades available in certain locations, a buffet breakfast, use of a rental car, and a choice of activities and guided tours. For the dog-lovers among you, inquire about our pet-friendly resorts. Our Winter Getaways are now available from all branches of Pearson's. Telephone our hotline at 1-800-PTRAVEL for more details or drop into any branch of Pearson's Travel and ask for a Winter Getaway package.

PRACTICE TEST 2

PART 1. Picture Description

1. (A) The doctors are washing a patient.
(B) The doctors are watching an x-ray.
(C) The doctors are looking at an x-ray.
(D) The doctors are x-raying a patient.
2. (A) There's no one in the lobby.
(B) There's a party in the lobby.
(C) There's a porter carrying bags across the lobby.
(D) There's a young man making a phone call.
3. (A) The woman is taking off her jacket.
(B) The woman is getting off the train.
(C) The woman is waiting for the train.
(D) The woman has just eaten lunch.
4. (A) The players are in the locker room.
(B) It's a cold day.
(C) The referee is observing the players.
(D) The referee is upset.
5. (A) It's too early to check in for the flight.
(B) He's checking in at the airport.
(C) She needs her passport and ticket.
(D) The counter is getting crowded.
6. (A) The woman is standing next to the ladder.
(B) The woman is standing beside the ladder.
(C) The painter is standing beneath the ladder.
(D) The woman is standing atop the ladder.
7. (A) The clothes are on the floor.
(B) The clothes are hanging on the rack.
(C) The cleaner is hanging the clothes.
(D) The clothes are torn and dirty.
8. (A) The two men are shaking hands on an agreement.
(B) The two men cannot agree with each other.
(C) They are arguing about a contract.
(D) It's the man's wedding anniversary.
9. (A) They are working in the woman's garden.
(B) They are working near a minor road.
(C) They are working on the highway.
(D) They are working in the middle of the street.
10. (A) The woman is writing something in her book.
(B) The woman is having dinner with a client.
(C) The woman has a laptop computer on her desk.
(D) The woman is happy and excited.

PART 2. Questions and Responses

11. Is the copy machine working?
(A) I have last month's report.
(B) I'm trying to finish calculating the figures.
(C) No. The repairman hasn't arrived yet.
12. How long will the Computer Conference last?
(A) All weekend.
(B) I went for a long swim.
(C) It's down the hall on your left.
13. May I borrow your pen?
(A) I just read the accounting memo.
(B) Sure, but I need it back.
(C) I got a loan from the bank for my car.
14. Why did the meeting last so long?
(A) There's not going to be a newsletter issued again.
(B) There were a lot of items to discuss.
(C) We had an excellent time at the party.
15. What did you decide about the fax machine?
(A) We're going to buy a new one.
(B) There was a power cut yesterday.
(C) I sent him a fax last weekend.
16. Where are last year's records kept?
(A) On the middle shelf towards the wall.
(B) He recorded that album four years ago.
(C) In the refrigerator.
17. I'm leaving for the airport in half an hour.
(A) He's on his way to work.
(B) Well, have a safe flight.
(C) Yes, before the traffic gets too heavy.
18. Will the office be open tomorrow afternoon?
(A) I'm open to new suggestions.
(B) He left early because he had a dental appointment.
(C) No, we're closing early for the holiday.
19. Is 11 o'clock or 2 o'clock on Friday better for you?
(A) Yes, let's meet in my office.
(B) I hate Fridays.
(C) I have an opening at eleven.
20. When were you in New York?
(A) I'm feeling better than yesterday.
(B) Two years ago.
(C) I love art museums.

21. How many copies of this handout do you want made for the meeting?
(A) The report was short.
(B) I'm meeting with the Board of Directors this afternoon.
(C) Twenty-five should be enough.
22. I've proofread this book, so I'm going to mail it.
(A) Wait. I need to take a look first!
(B) Sure, give me 10 minutes.
(C) The post office is on Cordova Road.
23. I'd like an aisle seat, please, towards the front of the plane.
(A) I'm sorry, sir. I only have window seats available.
(B) My back hurts when I sit in these chairs for too long.
(C) I agree. The food was excellent last night.
24. I'd like you to type this letter this afternoon or by tomorrow morning.
(A) OK, I can get it done after lunch.
(B) I tried calling but got a busy signal.
(C) It's Tuesday tomorrow.
25. Why did you close the branch early?
(A) There was a power outage, so I couldn't serve customers.
(B) I had to close the branch early.
(C) It's a long way from here.
26. Who is coming to the mortgage and insurance presentation?
(A) Ian and Brian will be joining you.
(B) I don't have any insurance.
(C) There's a schedule of activities on the hall board.
27. Where is the new accountant going to work?
(A) He'll have an office on the fifth floor.
(B) I'm sure he'll work the same hours as us.
(C) It's not an option, I'm afraid.
28. When did you need the budget spreadsheets by?
(A) As soon as possible.
(B) I haven't made them yet.
(C) It's three o'clock in London.
29. What is he going to talk about?
(A) He might talk for over two hours.
(B) It says in the program.
(C) I've heard he gives very interesting talks.
30. Should I hire Mr. Mathers, or should I hire Mr. Williams?
(A) I'd go for the candidate with the most experience.
(B) Williams is a common family name.
(C) I'm going for lunch.
31. I can't find the filing cabinet keys anywhere.
(A) It's getting late.
(B) I hope they're not locked inside the cabinet.
(C) I'm filing the papers as fast as I can.
32. How many customer comment forms were turned in last week?
(A) Yes, there was a big increase in customers last week.
(B) I don't know. I haven't counted them yet.
(C) It's really not fair.
33. Where has Greenford decided to put the new fax machine?
(A) Well, he doesn't often send faxes, does he?
(B) He's trying to replace the circuit boards in the old machines.
(C) He said he would put it between the copy machine and the filing cabinets.
34. When can I get the estimates for the pamphlets?
(A) I don't think you can guess something like that.
(B) I've already sent them to your secretary.
(C) I'm sure they'll send them.
35. Why is there a big stack of boxes over by the window?
(A) The basement is flooded, and there was nowhere else to put them.
(B) It does look rather heavy.
(C) I'm off to the cafeteria. Can I get you anything?
36. Who is our contact at Wishford?
(A) I believe it's still Andy McCarthy.
(B) I haven't contacted them for about six months.
(C) I used to work at Wishford.
37. Didn't I ask you to finish writing the review of the new software by Friday?
(A) Relax, I still have a whole day to get it done.
(B) I'm using a new computer.
(C) I have to install a new program for you.

38. What is wrong with this computer?
 (A) It's one of the latest models.
 (B) Have you tried using the new copy machine?
 (C) It's probably got a virus.
39. I'm really pleased with the way these leaflets have turned out.
 (A) Thank you. I designed the lettering using my PC.
 (B) Yeah, a lot have turned out today.
 (C) I think I'm catching a cold.
40. How do I replace the toner in the copy machine?
 (A) That's wonderful news. I knew you would.
 (B) Turn the green lever, then pull out the empty tube.
 (C) I don't think they will be making a delivery today.

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (W) Is that the new computer the office bought for you? It looks pretty nice. I hadn't realized they were going to buy laptops.
- (M) Yes, I love it. It's so much faster than my old one, and I can just take it home with me if I want to get something finished instead of staying late at the office. I've only had it a week, but it has already made my life so much easier.
- (W) Great. I'm on the list to get one, too. I can't wait to start using it.

Questions 44 through 46 refer to the following conversation.

- (M) I haven't seen you in the office all week. Have you been following the recent business reports out of Asia?
- (W) No, I've been at a conference all week. I haven't had the time.
- (M) You might want to take a look at them. There are copies in the conference room. It might be a good idea to go check them out before you start on anything else.
- (W) That sounds ominous. Something bad always happens when I leave the office for a few days.

Questions 47 through 49 refer to the following conversation.

- (W) Are you going to the meeting, or do you have too much work to do? We'd better leave soon if we don't want to be late.

- (M) I've got to finish typing this letter, and then I'll come. I'll probably be about 10 minutes late.
- (W) Well, if you're sure. I'll just see you there. I don't think the others will be too pleased, though. You were late last time, too.
- (M) I know, but I have to finish this first.

Questions 50 through 52 refer to the following conversation.

- (M) Maybe we should meet tomorrow to discuss the results of the market survey. They've been gathering dust on my desk for weeks.
- (W) Yes, we've been procrastinating, haven't we? I'd like to come up with a strategic plan for the year before the next quarter. If we don't do it soon, it'll be too late.
- (M) Good. How about at 10 in my office? I'll print out the collated results for you.

Questions 53 through 55 refer to the following conversation.

- (W) Walt, there's a call for you on line 2. It's the supply department about our paper order. He wants to confirm how many boxes of paper you want.
- (M) Tell him I'll call him right back. I'm reviewing applications for the sales position.
- (W) OK, but he needs to know today if the order is for 13 or 30 boxes. It says 30 on his form, but it's a lot more than usual.
- (M) Right. Tell him 30. We'll be printing a lot of leaflets this month.

Questions 56 through 58 refer to the following conversation.

- (W) Good morning. May I help you, sir?
- (M) Yes, I'm looking for Beckwith and Drum, the attorneys. I thought their office was in this building, but I can't seem to find their name on the signboard. I must be in the wrong place.
- (W) They used to have an office in this building, but they moved two blocks away to 215 W. 87th Street, suite 300. They are still using their old phone number if you want to call them.

Questions 59 through 61 refer to the following conversation.

- (M) I've just come out of a planning meeting. The manager says we have to cut overhead costs. He wants to cut the budget by \$25,000.
- (W) What? I don't see how we can possibly do that. We're already operating on a really tight budget.
- (M) I know, but I wonder if we can eliminate one position. Who on the staff is dispensable?
- (W) Well, I don't envy you having to make that decision.

Questions 62 through 64 refer to the following conversation.

- (W) I'd like to fly from El Paso, Texas, to New York, leaving on the 12th and returning the 19th.
- (M) I'm sorry, ma'am. All flights are booked for the 12th. Can you go another day? We have seats available on the 11th and on the 13th.
- (W) Well, not the 11th, but I guess the 13th would be OK if that's all you have left. And could I have an aisle seat?
- (M) That should be easy to arrange.

Questions 65 through 67 refer to the following conversation.

- (M) I understand you've opened a branch office in Jakarta. How's it going?
- (W) Quite well. It was hard at first, and we've had some challenges with translating documents, but the manager has just hired some excellent local employees.
- (M) I wonder if you'd give us some tips; we're considering expanding into Malaysia.
- (W) I'd be delighted. Why don't you give my secretary a call, and we can set up a meeting.

Questions 68 through 70 refer to the following conversation.

- (W) I've read it and read it, over and over, but I still don't think the 2nd and 3rd paragraphs of this letter are very clear.
- (M) Would you like me to go over it for you? Sometimes a second person can see something that you missed.
- (W) Yes, and take your time. I'd rather have it perfect even if it's late. This is a very important document.

PART 4. Short Talks**Questions 71 through 73 refer to the following advertisement.**

(M) There are ten secrets every Mutual Fund investor should know. Do you know them? How are so many people successfully achieving their financial goals through mutual funds? And how can you join them? Ellison's new brochure, "10 Secrets Every Mutual Fund Investor Should Know," explains it all. It's packed with strategic information from some of the nation's top fund managers. It is indispensable knowledge that even experienced investors, as well as mutual fund novices, will find valuable. It's yours free with our compliments. Yes, that's right. No payment necessary. Just call 800-527-9000 and ask for a copy today. CD format also available. With "10 Secrets Every Mutual Fund Investor Should Know," you could be on your way to financial success by the end of the month.

Questions 74 through 76 refer to the following message.

(W) Thank you for calling Sportech Consumer Affairs. You have reached the Sportech customer support hotline. Unfortunately, all of our representatives are currently unavailable. To listen to a recorded message please press one of the following numbers. For Sportech literature and product information, press 1. For retailers and factory outlets, press 2. To provide comments and feedback, press 3. To check on the status of a returned product, press 4. If none of these address your particular issue, please press 5 to speak to a Sportech representative and remain on the line. We aim to answer all calls within three to four minutes. Thank you for your patience. To return to the main menu, press star.

Questions 77 through 79 refer to the following announcement.

(M) Ellen Wagner assumed the presidency of Auto Enterprises in 1974, thereby becoming the first woman to head a Fortune 500 company. After 10 years, she moved to Washington DC, to take the position of head of the Department of Transportation, which she maintained for eight years through two sets of government administrations. She has been an inspiration to aspiring business people and an outstanding role model for more than a few of the women here tonight. As many of you are aware, she retired last year to write a book about transportation and the modern world. I know that I, for one, am eagerly awaiting its publication. Please welcome, as our guest speaker for the Walker Schuster Guest Lecture Series, Ms. Ellen Wagner.

Questions 80 through 82 refer to the following information.

(W) Since 1992 when the Main-Danube canal opened, linking the Rhine and Danube Rivers by way of the Main River, barges have been able to go all the way across Europe, from the North Sea to the Black Sea. Now, a tour operator, Uniworld of New York, plans to take up to 150 passengers next summer on the new Wolfgang I and II on each of two 22-night trips it calls the Ultimate Grand Cruise. On June 27th, the vessels will leave Amsterdam headed for Constanta in Romania, passing through or along, Germany, the Czech Republic, Austria, Slovakia, Hungary, and Bulgaria with stops along the way. On July 17th, the vessels will retrace the route. This luxury cruise will be offered on a first come, first served basis, and participants will be allowed to join only one of these cruises.

Questions 83 through 85 refer to the following advertisement.

(M) If you've ever suffered the inconvenience of having a loan or credit application rejected due to your credit record, you'll know just how damaging that record can be to your financial prospects. Find out what's on your credit report and who put it there, at no charge! Your credit report is constantly having information added to it by others. So, it's important that you review it to make sure it's accurate. View a list of your outstanding balances, including mortgages and loans, car payments, your overall payment history for the past year, and a summary of who has requested copies of your credit report. This offer for a complimentary copy of your credit report is available only to you. But, you must not delay. Call 800-900-9000 right now and we'll send you an easy-to-fill-out release form.

Questions 86 through 88 refer to the following announcement.

(W) The Dow Jones Industrials rose 4% for the week of November 17th-21st, giving investors hope that the troublesome fall witnessed in the month of October has ended. European and Asian markets settled into a strong trend with European stocks up 4.66% and Asian stocks up 7.27%, showing signs of recovery for struggling Asian markets. Investors are optimistic about worldwide market prospects with signs of economic recovery taking place in Bangkok, Singapore, and Hong Kong. With the price of oil continuing its slow descent, investors are looking less hesitant and are showing more confidence in the airline industry, having sent stocks in several airlines plummeting after the first large rises in fuel costs were announced earlier this year.

Questions 89 through 91 refer to the following advertisement.

(M) Many people think this is the world's finest showerhead, and we think you'll agree. Don't be fooled by its simple appearance. Used in 5-star hotels and top health spas, this showerhead delivers a consistent, efficient 2.5 gallons per minute, regardless of water pressure. It is adjustable from an invigorating needle spray to a full flood. The specially constructed plastic nozzles resist mineral build-up. It installs easily without special tools. It's made in the USA and is available in chrome for \$50 or brass for \$70. For an additional \$10, you can purchase a special mineral salt attachment and 20 mineral tablets. This screw-on attachment contains a refillable water-softening mineral tablet which will give you health spa grade water each time you use it. Each tablet is good for at least 25 uses.

Questions 92 through 94 refer to the following message.

(W) Hello. This is Amanda Patel. I called yesterday to make a reservation for three twin rooms for the weekend of April 23rd and 24th. You told me to call back today to confirm this. It looks like I have called at a bad time, as there is no one here to take my call. Umm, anyway, actually I need to make some changes to that reservation. I hope that they will be possible. First, I'm really sorry, but I gave you the wrong dates. I'd like to change my reservation to the weekend of April 30th, as one of our group members is unable to make the previous weekend. Also, I would like to change the kinds of rooms I reserved. Could I change to two twin rooms and two single rooms? OK, well, I'll call back a bit later.

Questions 95 through 97 refer to the following announcement.

(M) Attention all passengers! Attention all passengers. Due to a derailment at Oxbury Crossing, all trains scheduled to travel through the Oxbury Crossing area will be subject to severe delays. This will affect all trains to and from London and Heathrow. However, trains to and from Greenstead and Hamilton will run according to schedule. I repeat, all trains to and from London and Heathrow will be subject to severe delays. We apologize for this inconvenience and assure you that everything is being done to minimize disruptions to services. Passengers with flights departing from Heathrow Airport before 4 p.m. are encouraged to make alternate arrangements, as we cannot guarantee being able to resolve problems in time for you to make your flights. Please show your airplane tickets at the ticket office and we will refund your train fare.

Questions 98 through 100 refer to the following report.

(W) Reports are in of a hold-up at the Smithfield Road branch of the Metropolis Bank. Masked gunmen entered the bank shortly after it opened at nine o'clock this morning. According to eye-witness reports from bystanders, three armed men, wearing Halloween masks, jumped out of a black van and ran into the bank at around 9:10. One of these witnesses called the police, who are now surrounding the building. Nothing has been heard from anyone in the bank, but it is believed that 10 members of bank staff and possibly 10 or 12 customers are currently inside. No decision has been made as yet on whether to storm the bank, but members of the public are requested to avoid the Smithfield Road and 73rd Street area.

PRACTICE TEST 3

PART 1. Picture Description

1. (A) The road is full of traffic.
(B) A man is getting on the bus.
(C) The bus is full of passengers.
(D) The taxis are picking up passengers.
2. (A) The man is running away from the police officer.
(B) The police officer is writing a parking ticket.
(C) The police officer is arresting a suspect.
(D) The man is hiding behind the car.
3. (A) The two men are fitting windows.
(B) The two men are working on a construction site.
(C) The two men are standing in front of a shop window.
(D) The two men are hanging from safety harnesses.
4. (A) The man is talking on a public telephone.
(B) The man is talking in public.
(C) The man is leaning against a wall.
(D) The man is stretching his neck.
5. (A) The man is reading a newspaper in a library.
(B) He is working at a store.
(C) He is picking a book off a table.
(D) He is selecting a book in a bookstore.
6. (A) The woman is working on the stairs.
(B) The woman is climbing up the walls of a house.
(C) The woman is walking down the stairs.
(D) The woman is walking up the stairs.
7. (A) The bridge is empty.
(B) The man is alone on the bridge.
(C) The bridge is crowded.
(D) The street is deserted.
8. (A) The train doors are shut.
(B) The train doors are open.
(C) A man is waiting in front of the train doors.
(D) The train is approaching the station.
9. (A) The man is confused about something.
(B) The man is confusing.
(C) The man looks excited.
(D) The man is sad about something.
10. (A) The three men are working together.
(B) The three men are walking together.
(C) The men are looking at a brochure.
(D) The men are taking a break.

PART 2. Questions and Responses

11. What happened at the staff meeting?
(A) I can meet on Tuesday morning.
(B) There's nothing to do on weekends here.
(C) Three people from accounting resigned.
12. I think it's going to rain today, don't you?
(A) It sure looks like it.
(B) I don't know what to do.
(C) No, I don't blame you.
13. How was your trip?
(A) I tripped on the stairs.
(B) It was an excellent meal.
(C) I had a wonderful time.
14. Can you show me how to open this?
(A) There are no shows on Saturdays.
(B) First, you turn the knob to the left.
(C) The shop isn't open today.
15. Why didn't you finish the project on time?
(A) He has trouble getting to the airport on time.
(B) It turned out to be more complicated than we thought.
(C) The finish on your floors is just beautiful.
16. When would you like to hold the meeting?
(A) I'd love to go to Greece.
(B) Isn't there another place we can try?
(C) How about on Friday?
17. Where is there a bank near here?
(A) On the table behind the bookshelves.
(B) There's one on Water Street.
(C) Down the hall past the reference section.
18. Did you see the letter from Duncan?
(A) I wrote a letter a year ago.
(B) Yes, we'll discuss it at the meeting.
(C) I heard you're from Baltimore.
19. Who were you talking to?
(A) I'll get the phone.
(B) I talked to him yesterday morning.
(C) That was Dawson, our biggest client.

20. Are you going to ride your bike or take the bus to work tomorrow?
 (A) I'll go by bike, if the weather is decent.
 (B) I bought a new bike recently.
 (C) I love my job.
21. What are you going to do after you graduate?
 (A) I'd like to get a job in advertising.
 (B) I attended university from 1984 to 1988.
 (C) After dinner, let's go to the library.
22. Is she familiar with graphics programs?
 (A) Yes, I'm familiar with that book.
 (B) Yes, she's got 10 years work experience in computer graphics.
 (C) Yes, I met her at a computer conference.
23. How long will you be gone?
 (A) For three days.
 (B) Since two weeks ago.
 (C) Before next week.
24. When can you have these estimates completed?
 (A) They will finish construction by the end of the month.
 (B) By tomorrow afternoon, I think.
 (C) Our reservation is for seven o'clock.
25. Why were last quarter's sales so low?
 (A) We're not sure, but we're investigating.
 (B) The sales are always very good right after Christmas.
 (C) I'm sorry, I don't have a quarter.
26. Oh, no. This paper doesn't fit into the copier.
 (A) I don't read the paper.
 (B) I think it fits you very nicely.
 (C) No, it's too wide.
27. Do you want to tell him now or wait until he finds out for himself?
 (A) I hate waiting for the bus.
 (B) We'd better let him know sooner rather than later.
 (C) Well, I don't think he'll be there.
28. Where do you expect to be meeting the president?
 (A) I guess we'll meet in his office.
 (B) It's hard to tell with this kind of material.
 (C) I'm really worried about this.
29. Which way up should I insert this cartridge?
 (A) I think they've stopped making those.
 (B) Turn it so the green stripe is facing up.
 (C) Haven't you finished yet?
30. Are you happy with the survey results?
 (A) They were a little disappointing.
 (B) I'm very happy with our new house.
 (C) I didn't like the new manager at all.
31. Will you pass me the stapler, please?
 (A) I'm afraid it's broken.
 (B) I'm open to any suggestions.
 (C) Let me know if you need any help with that.
32. When do you think you'll finish?
 (A) Yes, let me just finish this.
 (B) It took me longer than 10 minutes to finish.
 (C) I'll be done in about five minutes.
33. You have been to New York, haven't you?
 (A) No, I prefer to eat at home.
 (B) Yes, 15 years ago.
 (C) I absolutely love traveling.
34. Do you know Ellen?
 (A) Yes, I've been there before.
 (B) No, I've never met her before.
 (C) Oh, I'm sure I can help you do that.
35. Who is that talking to the director?
 (A) He's always gossiping about something.
 (B) It's the new intern.
 (C) Shares are down 3%.
36. What are they going to do about the structural flaws?
 (A) There's going to be an investigation.
 (B) It's giving me a terrible headache.
 (C) It's going to be a long day.
37. Why did the Newman's cancel their order?
 (A) Please don't tell me what to do.
 (B) They've found a cheaper supplier.
 (C) I'm not familiar with their products.
38. Where have you put my calculator?
 (A) Don't blame me every time you lose something.
 (B) I have a pretty good computer.
 (C) I'm going to print out this letter.
39. Should we do the brochures in black and white or in color?
 (A) The colors are bright, aren't they?
 (B) The black and white looks a little old-fashioned.
 (C) I'll check the mail.

40. I've lost the agenda for tomorrow's meeting.
- (A) That's OK, I have a spare one.
 - (B) I need to take a break.
 - (C) Do you have a moment?

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (M) What do you think of this letter? I've been working on it all morning, but I think it's more or less ready to send now.
- (W) Hmm, well, the first paragraph is too long, and there are a few typing mistakes. I'd change those things, but otherwise it looks good.
- (M) I didn't even notice those mistakes. I like your idea to break up that paragraph.

Questions 44 through 46 refer to the following conversation.

- (M) How do I know if the fax went through? I'm not sure if I did it right or not, and I really need this fax to go through.
- (W) Well, it usually prints out a confirmation sheet, but it's not working properly at the moment, so you'll have to look at this display here.
- (M) There's a green light. What does that mean?
- (W) It means it went through just fine.

Questions 47 through 49 refer to the following conversation.

- (M) When you finish that report, here are all the files for the next one we need to complete by tomorrow evening.
- (W) I'm not even half way through this first one! Can't you extend the deadline? I've got a headache, and I've hardly slept all week.
- (M) I'll see what I can do, but in the meantime, take some aspirin and keep working.

Questions 50 through 52 refer to the following conversation.

- (W) Good morning sir. Can I help you?
- (M) Yes, I'd like a box of 50 of these blue pens with the very fine point, but I can't find them. They are usually on the top shelf near the envelopes.
- (W) We may be out of stock, but I can order some for you, if you like. It shouldn't take more than three days.
- (M) Sure. Can you have them delivered to my office, too?

Questions 53 through 55 refer to the following conversation.

- (M) Listen, Evans is doing a fantastic job with the Price account. We should consider giving him a raise or bonus or something, shouldn't we?
- (W) He has proven to be quite an asset. Price used to be such a problem, but Evans has really smoothed out the bumps.
- (M) Right, then we'll bring it up at the next meeting.

Questions 56 through 58 refer to the following conversation.

- (W) I think the overall tone of the report is good, but I've marked your mistakes and made other corrections.
- (M) I'm sorry, I did it in rather a hurry.
- (W) Next time, don't let yourself be distracted by deadlines. Concentrate and take the time you need to do a good job.
- (M) I'll try, but I get so stressed out by deadlines.

Questions 59 through 61 refer to the following conversation.

- (W) Janet told me you quit your job. I thought you were really happy there. What happened?
- (M) I loved it, but I didn't like living in a big city, so I'm moving to a small town in the eastern part of the state.
- (W) Wow, that's a lot of change at once.
- (M) Yeah, but it feels like the right thing to do.

Questions 62 through 64 refer to the following conversation.

- (M) Madam, let me show you our latest office equipment. You can sign up for our special trial offer on these home copy machines.
- (W) What do I need to do?
- (M) It's simple. Give us your credit card number, and you can take a machine for 30 days. If you aren't happy with it, you can return it. Or, you can keep it, and we'll charge it to your credit card.

Questions 65 through 67 refer to the following conversation.

- (W) The maintenance division has incurred some pretty high expenses in the last quarter.
- (M) Apparently, a lot of machines are breaking down due to age. We're constantly having to call in the mechanics.
- (W) Let's consider upgrading our equipment, rather than putting out so much for repairs.
- (M) Well, let's look at all our options first to see what is most cost-effective.

Questions 68 through 70 refer to the following conversation.

- (M) I never realized you were so quick with numbers until yesterday's meeting. I was very impressed.
- (W) Thank you. I really like working with numbers. I probably should have been an accountant.
- (M) I'd be happy to give you some practice. Would you like to help with some of the bookkeeping?
- (W) Well, if you're sure that no one would mind...

PART 4. Short Talks

Questions 71 through 73 refer to the following message.

(M) You have reached the US Government Forms request line. Please press 2, then dial in the code for the form you require. At the sound of the tone, state how many copies you need. Then say and spell your full name, your street address, including apartment number, and city, state, and zip code. Also, please state your telephone number, including the area code, so that we may call if we have questions about your order. To repeat this message, press 9. If you are not calling from a touch tone phone, you should begin speaking immediately after the tone, which will occur after several seconds of silence. Please wait for the tone. Please press 3 if you require assistance.

Questions 74 through 76 refer to the following introduction.

(W) Ladies and gentlemen, we are fortunate to have as our next speaker, an extremely talented woman. Elizabeth Morgan started her career in marketing 35 years ago for Allen & Co. in Dallas, TX, the makers of packaged food products. Originally a high school math teacher, Elizabeth began working in the accounts department at Allen & Co. After proving herself as a hard worker, she decided to transfer to marketing, in search of a new challenge. Soon, her true talents were revealed when she became a brand manager. Elizabeth Morgan has been very successful in the world of brand management marketing, even though it is traditionally dominated by men. She was the one who launched "Rice and Flavors" so successfully. Ladies and gentlemen, please extend a warm welcome to Elizabeth Morgan.

Questions 77 through 79 refer to the following announcement.

(M) I've called this meeting this afternoon to deliver some very sad news. We regret to inform all of you that our esteemed colleague, Albert Silver, died of a heart attack last night at his home in New Jersey. Mr. Silver's illustrious career began in 1964 when he left

college to work on Wall Street as an equity analyst. Into the 1980s, Mr. Silver worked for several firms, including Einstein's and Dale Investments, until he became a senior strategist at Martindale in 1984. He was responsible for developing the firm's overall views of the financial markets. After three years, he left Martindale and co-founded Coronado Partners, where we have all come to know him and appreciate his intelligence, humor, and kindness. He will be greatly missed. Thank you.

Questions 80 through 82 refer to the following announcement.

(W) Alta Airlines Flight 35 to Salt Lake City will begin boarding all passengers through Gate 15D. FAA regulations state that all carry-on luggage must fit beneath the seat in front of you or in the overhead compartments. If your luggage does not fit, we will request that you check it at the gate. Also, I'd like to take this opportunity to remind you that this is a non-smoking flight. It is a federal offense to tamper with smoke detectors in the bathrooms. We will begin boarding passengers with small children as well as any passengers needing special assistance. First class passengers may board at any time. Thank you and welcome aboard.

Questions 83 through 85 refer to the following advertisement.

(M) Shop without ever getting up from your desk. Find the office supplies you use most often through our Discount Office Supply Catalog. The catalog offers 300 pages of office supplies from staples to desk chairs and complete office furniture sets. We stock everything you need for office or home use. And don't miss out on the special discounts available to catalog customers only. Pick up a copy of our latest catalog at any of our three conveniently located Discount Office Supply outlets. You can find us in Santa Fe on Cordova Road near the intersection with St. Francis, and at two locations in Albuquerque on Eubank at Montgomery, and on 4th and San Mateo.

Questions 86 through 88 refer to the following advertisement.

(M) Come face to face with the biggest creatures wildlife has to offer! Stretch out on a gorgeous beach or just relax in the evening with a glass of wine from vineyards so glorious their fruits are savored around the world. Welcome to the new South Africa, the destination with so much to enrich and enchant you. South Africa plays host to sun and fun seekers, and outdoor enthusiasts alike. From the USA, it's just a nonstop overnight flight. South African Airlines, the

only world-class airline with African roots and global reach. The magic of your South African safari begins when you step aboard your flight. Call your travel agent or SAA today at 1-800-999-5567.

Questions 89 through 91 refer to the following message.

(W) Hi. This is Brandy Smith. I'm calling to let you know that I have managed to make the reservations that you wanted for this Thursday. I have booked three seats on flight BL998, leaving Heathrow Airport at 13:00, arriving in Geneva at 14:15, local time. There is no meal because the flight is so short, but they will be serving a light snack. Alcoholic beverages are not included in the price of the ticket. You'll need to be at the airport at least two hours before the flight to check in. Now, the only bad news is that I was unable to get you all seats together, so I'm afraid you won't be sitting next to each other. Give me a call as soon as you get this message.

Questions 92 through 94 refer to the following announcement.

(W) Attention, please. Attention. Would the parents of Samantha Green please make their way to the customer services counter on the first floor, Area C. She was found in the car park, wandering by herself. She says that she lost her parents when she went to take a look in the toy store while they were going to the garden supplies store. Again, I repeat, would the parents of four-year-old Samantha Green please make their way immediately to the customer services center on the first floor? We know this is a stressful moment, but for safety reasons, we will be asking you to describe your daughter and the clothing she is currently wearing before we can reunite you. Thank you for your cooperation.

Questions 95 through 97 refer to the following advertisement.

(M) Fed up with all those disturbed nights' sleep? Kept awake until late by the sound of your neighbor's TV or your kids' music? Do the cars driving by at night prevent you from getting the good night's sleep you need? For a limited time only, the Bright Night white noise machine is brought to you for the incredible price of \$9.99, down from its regular price of \$29.99. This machine comes with three different settings, making it adjustable for those noisier nights. Choose from four different sounds: sea waves, flowing water, shifting sands, and a gentle breeze. Bright Night has been proven to block out unwelcome sound for even the lightest of sleepers. Call 1-900-888-9999 right now to take advantage of this great offer.

Questions 98 through 100 refer to the following speech.

(W) Thank you for all gathering here today to help raise funds for the 25th Friends of Greenford Charity Auction. As many of you already know, we ask local businesses to donate items for auction. This year, as always, the businesses of Greenford have come up with some wonderful items. Of particular note are an original crystal dish donated by Greenford Crystal, and a beautiful wool rug woven especially for the auction by local artist Penelope Simons. Remember that all money raised today will go back into our local community for leisure projects for the young people of Greenford. I am also pleased to announce that Greenford Motors has set up a scholarship for one talented Greenford youngster each year who plans to study engineering at Greenford University.

PRACTICE TEST 4

PART 1. Picture Description

1. (A) There are vases of flowers on the tables.
(B) The people are holding a discussion.
(C) The room has been set up for a conference.
(D) A conference is taking place.
2. (A) The man is painting a door.
(B) The man has been painting the door.
(C) The door has been painted by the man.
(D) The door is open.
3. (A) The work bench is empty.
(B) There are tools on the work bench.
(C) The man is using the work bench.
(D) The carpenter has made a chair.
4. (A) The two women are angry with each other.
(B) The two women look happy.
(C) The two women are depressed about work.
(D) The two women are writing a report.
5. (A) The cars are at a gas station.
(B) The cars are leaving the gas station.
(C) The man is filling his car with gas.
(D) The man is leaning on the gas pump.
6. (A) The woman is using a laptop computer.
(B) The woman is suffering.
(C) The woman is surfing the Internet.
(D) The woman is surfing.
7. (A) The paper is stacked across from the table.
(B) The woman is putting paper under the table.
(C) The people are arranging papers on a table.
(D) The paper is hanging over the tables.
8. (A) The women are discussing a document.
(B) The women are resuming a discussion.
(C) The women are walking in an office.
(D) The women are walking in the corridor.
9. (A) The man and woman are conducting a survey.
(B) The man and woman are surveying the view.
(C) The man and woman are watching the view.
(D) The woman is pointing out a new building.
10. (A) The woman is seated on the right of one of the men.
(B) The woman is seated between the two men.
(C) The man is seated between two women.
(D) The woman is standing by the window.

PART 2. Questions and Responses

11. Didn't you pick Kristin up at the airport?
(A) Yes, she drove herself.
(B) No, she took the shuttle.
(C) No, I didn't have a good time.
12. When do you want to take your vacation?
(A) Last July.
(B) In June.
(C) I'm going to the Bahamas.
13. How long was your flight?
(A) I arrived last year.
(B) Long, about 12 hours.
(C) I haven't been here long.
14. Where's the produce section?
(A) Refer to the back of the book.
(B) It's on the table.
(C) Go straight down the middle aisle to the back.
15. How did your interview go?
(A) First, I went to the bank, and I had trouble finding a parking space.
(B) OK, but I'm not sure it's the right job for me.
(C) There wasn't a review in today's paper.
16. Do you have any openings in your accounting department?
(A) Yes, here's an application form.
(B) I'm sorry, the accounting department is closed for the day.
(C) Accountants must be very good with numbers.
17. Who called while I was out?
(A) Walter, he wants you to call him back.
(B) I went out for dinner with Walter.
(C) Telephone answering machines are very useful.
18. This office is noisy, isn't it?
(A) I couldn't hear his speech.
(B) Yes, children can be very noisy.
(C) It's because it's on the main road.
19. It's always hot in here. Why don't we use the air conditioner?
(A) Sure, turn it on.
(B) Because I never stay out late.
(C) Because I'm having a good time.

20. Why didn't you read the instructions first?
(A) I did. But I didn't understand them.
(B) Yes, he's a good instructor.
(C) First, you remove the back panel.
21. According to our contract, we're allowed emergency leave, aren't we?
(A) Only five days, and it must be for a family member.
(B) You are allowed to leave when the meeting ends.
(C) We had to go to the emergency room last night.
22. What should we do about the remaining merchandise?
(A) I think we should buy a new car.
(B) Return it to the manufacturer.
(C) She went into merchandising after graduation.
23. When has the conference been changed to?
(A) Fine, just send out a memo.
(B) The last weekend in March. Is that OK?
(C) I thought the conference changes were very successful.
24. Which building is the accounting department located in?
(A) Yes, there is an accounting department.
(B) It's the white building on the right.
(C) I'm not very good with numbers.
25. Who should I address this letter to?
(A) I'd send it by express mail.
(B) To Edgar Winters.
(C) I don't know his address.
26. Well, Ms. Watson has accepted my proposal.
(A) Of course! Your proposal was excellent.
(B) There is nothing acceptable about Ms. Watson.
(C) I don't know, but I'm optimistic.
27. What's the exchange rate today?
(A) You can exchange it if you have a receipt.
(B) The same as yesterday.
(C) Most people resist change.
28. I'll get this report to you on either Friday afternoon or Monday morning.
(A) I was hoping I could look at it over the weekend.
(B) It's going to be a busy week.
(C) When will you finish?
29. How do the employees feel about the new contract?
(A) She felt OK until about an hour ago.
(B) They aren't happy with it.
(C) Contract negotiations are expected to continue through the night.
30. Can you hold this door for me?
(A) I'll be right there.
(B) We can hold anything for 48 hours.
(C) Please, don't put me on hold.
31. Who was the last person using the computer?
(A) Why? Is there a problem?
(B) I never learned to use a computer.
(C) I'm taking a computer programming class now.
32. Can she type well?
(A) Yes, she's a real professional.
(B) No, I've never seen her before.
(C) It will take about two hours to type it.
33. Hasn't the new equipment arrived yet?
(A) He's arriving this afternoon.
(B) It's supposed to be delivered within the hour.
(C) I have all the latest equipment.
34. When do you think they'll announce the promotions?
(A) I hope I get promoted this time.
(B) They'll tell us at the weekly meeting on Wednesday.
(C) There will be an announcement.
35. Where are they sending you on business this time?
(A) Oh, I hardly ever go there.
(B) Morocco and Egypt.
(C) I'll send you a postcard.
36. How much is the electric lawnmower in the window?
(A) It cuts grass of all lengths at high speed.
(B) Do you mean the red power mower, sir?
(C) It's a great machine.
37. What time is Sir Michael arriving for the opening ceremony?
(A) Oh, no. I forgot the keys.
(B) I'll open the door in just a moment.
(C) He'll arrive at ten, and we'll get started at 10:30.

38. I'm trying to decide whether Alison or Brian is more reliable.
- (A) I've never known Alison to miss a deadline or forget to do something.
- (B) You can always rely on someone to help out.
- (C) Why don't you relay the message to them?
39. How are we going to handle this problem without upsetting everyone?
- (A) Turn the handle to the right.
- (B) I have no idea. This is such a mess.
- (C) It wasn't my fault.
40. When can I talk to you about the budget?
- (A) I'm so bad with finances.
- (B) Drop by my office this afternoon.
- (C) I'm in a meeting, so I can't talk.

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (W) You know, the lobby isn't very well lit. I think our clients feel uncomfortable in it. It's not an inviting place at all.
- (M) I suppose we could have some lights installed. It might look nice if we had a chandelier in the center.
- (W) Yes, or, I was thinking of just adding some table lamps. Something small and unobtrusive.

Questions 44 through 46 refer to the following conversation.

- (W) I know he said that he'd be here, but I think we should start the meeting without Peter. He's always late.
- (M) But we'll just have to repeat everything after he gets here. That's just going to annoy everyone.
- (W) No. He can read the minutes tomorrow. It's about time he developed some time-management skills.
- (M) Well, I guess so. But I'm not sure he'll get the message.

Questions 47 through 49 refer to the following conversation.

- (W) Will you look over this report for me? I don't know why, but it just doesn't seem right.
- (M) Sure. What kind of feedback do you want?
- (W) I'd like you to read it for clarity and check my punctuation. I don't think I have gotten the message across clearly.
- (M) OK, but you know you are always too hard on yourself. You're a very good writer.

Questions 50 through 52 refer to the following conversation.

- (W) You don't look good. What's wrong? Are you sick?
- (M) Yes. I think I have the flu. I felt terrible all night and didn't sleep well.
- (W) What are you doing coming in to work then? It's not as though there's a lot to do at the moment. And besides, I don't want everyone else in the office getting sick, too.

Questions 53 through 55 refer to the following conversation.

- (W) Excuse me, are these your keys?
- (M) Yes, they are. Where did you find them? I've been looking for them everywhere.
- (W) In the parking lot. I'm parked next to you, and I saw them when I got out of my car.
- (M) Gosh, I'm lucky that no one tried to take my car. It's a good thing I work with such honest people.

Questions 56 through 58 refer to the following conversation.

- (M) Is what I've heard true? Is Cheryl really leaving next week? Where's she going?
- (W) Yes. She starts at Beckwith & McDougal the first of the month. She's going to be a conference and events planner.
- (M) Good for her. I hope she likes it over there. She needs a new challenge.
- (W) Yes, I think she'll do really well there.

Questions 59 through 61 refer to the following conversation.

- (W) Excuse me. Is this sweater on sale? I can't find the price.
- (M) No, I'm afraid it's not. Only the items with a red or yellow tag are on sale. You can find most of them hanging on the racks at the back of the store.
- (W) Oh, I see. Thank you. The things I like are never on sale.
- (M) The same thing always happens to me, too.

Questions 62 through 64 refer to the following conversation.

- (W) I've just come out of a very interesting meeting. The manager is giving me a raise starting next month.
- (M) Hey, that's fantastic. It's about time they gave you some recognition. Let's celebrate.
- (W) I'd love to, but he wants me to get started on a new project right away. I have to go back to his office again.
- (M) Sounds like you'll be earning that raise.

Questions 65 through 67 refer to the following conversation.

- (M) There is a lot of talk about overstaffing and possible lay-offs. I'm wondering if I should update my resumé and start applying to some other companies.
- (W) I've heard the rumors, too. Are you worried?
- (M) Well, I have no seniority. If they let people go, I think I'd be pretty near the top of the list.
- (W) Now you've got me really worried. I started working here after you.

Questions 68 through 70 refer to the following conversation.

- (M) There you are. I want to complain to you about something.
- (W) Why? What's wrong? You look really upset.
- (M) You've been telling everyone that I'm leaving next month.
- (W) Well, you are leaving, and besides, I'm looking for people who are interested in taking over your position. I will need to replace you.

PART 4. Short Talks**Questions 71 through 73 refer to the following announcement.**

(W) The final item on our agenda is recycling. We need to take responsibility for our environment. In this office, we recycle copy paper, plastic and glass, and newspapers. There are separate containers for glass, plastic, and newspapers beneath the back windows. All new staff members please take note of the boxes on the shelves near the copy machines. There is one box for each of the three sizes of paper we use. Put all recyclable paper in the appropriate boxes. Recyclable paper is paper that has been printed on one side only. Put them face down in the boxes. Do not put two-sided copies in the boxes, they cannot be reused. Do not mix up the sizes. Any questions? No? Then that's all for today. Enjoy your lunch.

Questions 74 through 76 refer to the following talk.

(W) Good afternoon ladies and gentlemen. I would like to introduce you to our two newest staff members. Marcia Goldsmith is an endocrinologist of some renown. She has written the most recent, definitive textbook on clinical management of diabetes patients. She spent ten years at Boston University Hospital and also lectured widely. In fact, she has a reputation as a first class speaker, so we are looking forward to her noon conferences. David Ireland has been head of the Infectious Disease Department at the University of

California at San Francisco Medical Center for the past six years. He was co-chairman of the World Health Organization prior to that for two years. He began his career with three years of research and clinical work in West Africa. He is well-versed in both the ordinary realm of infectious diseases and the more exotic, tropical diseases. Everyone, please join me in welcoming David Ireland and Marcia Goldsmith.

Questions 77 through 79 refer to the following announcement.

(M) Don't miss the Taos Film Festival, sponsored by Taos Telecommunications, Taos Motors, and Taos Electronics. It's bigger than ever this year; you can choose from among 60 different programs over the five-day run of the festival. Films will be screened at the Taos Convention Center, and at each of the four Storyteller theaters in the 280-seat Taos Community Auditorium, newly refurbished with 35 mm projectors. Tickets are \$6.00 for individual screenings. A \$50 punch card is good for admission to ten regularly priced events. For a full line-up of events, come to the Film Festival box office at the Horse Gallery in downtown Taos, or call 1-505-977-4719. You can also check out the Taos Film Festival website at www.taos.film.com.

Questions 80 through 82 refer to the following announcement.

(W) Good morning. You are listening to Radio Joy FM. This is Bridget Reynolds with the hourly weather report. After a week of rain, we're going to have some respite. We should have partly sunny skies over the big city today. It will be breezy and mild with temperatures in the low 70s. Along the coast, however, those breezes are going to turn heavy with gusts of up to 35 mph. Tomorrow should be mostly sunny with plenty of wind to keep our skies fresh and clear. We can expect three days of this, so hold onto your hats. For those of you planning to take part in the Joy FM Charity Marathon tomorrow, this means it's going to be a tough run, especially along the beachfront promenade.

Questions 83 through 85 refer to the following announcement.

(M) Attention please. This is an announcement for passengers on International Airlines Flight 073. We have important information for passengers with tickets for this flight. We regret to inform you that International Airlines Flight 073 to Hong Kong is overbooked. We don't want to have to bump passengers, so we are asking for volunteers to go on a later flight. Although this is small compensation for the inconvenience, we will reward each volunteer with a class upgrade, or a free

one-way flight coupon which may be used on any future International Airlines flight within the Pacific Rim area. Anyone who wishes to volunteer, please come to Gate D25 by 2:30. Thank you. We apologize sincerely for the inconvenience and thank you for your cooperation.

Questions 86 through 88 refer to the following message.

(W) Thank you for calling the Main Branch of the Public Library. The library is currently closed. During library opening hours, you will be able to speak directly to one of the librarians. For regular library opening hours, press 1, for information about the audiovisual section, press 2, for general loans information, press 3, for information about the reference section, including a list of all periodicals stocked in the reference room, press 4, for information about the children's library and coming library events for children, press 5. For information regarding talking books for the hard of hearing, press 6. This message will automatically repeat. Remember, the library also has a home page where you can find all of the above information on our user-friendly website. The address is www.city.library.org.

Questions 89 through 91 refer to the following advertisement.

(M) It's almost that time of year where we all start coughing and sneezing. Get a head start on the cold season and stop a cold before it stops you. New improved Victory Vitamin C compound with rose hip is just what you need to help build up your immunity before the cold season hits. Medical tests have proven that taking 600 mg of Victory Vitamin C compound once a day for three weeks before the expected start of the cold season can increase your resistance by up to 120%. Taking 300 mg daily throughout the rest of the cold season is enough to ward off those annoying sore throats and runny noses. Victory Vitamin C compound: available at your local drug store.

Questions 92 through 94 refer to the following speech.

(W) I'm afraid that it is not good news that has prompted me to call you all here today. As you know, this has been a difficult year for Brysons, and profits have been at a record low for the last three quarters in a row. We were hoping that this fourth quarter would bring us out of the slump, but this has not been the case. Therefore, I have no choice but to tell you the following. Staff cuts have to be made, starting with those of you who have been here for the shortest time. We are sorry we are not able to offer the continued opportunity to develop your careers at Brysons. Lydia will now read a list of the first group of names and explain what happens next.

Questions 95 through 97 refer to the following message.

(M) Hello Ted, this is Kevin again. Looks like you are still out of the office. I've already called you half a dozen times this morning, but either you are ignoring all my messages, or you haven't checked them yet. We really need to discuss the Mitchell account before Michelle Mitchell comes in on Friday. She has been handling things since her husband's death, and she is much more thorough than he was. We need to make sure everything is in its place and that all the numbers add up properly. She won't accept any mistakes and, to be honest, we have been getting a bit complacent. We can't afford to lose her business, so give me a call as soon as you can, and we can run through the files together.

Questions 98 through 100 refer to the following talk.

(W) I'd like to thank all of you for coming here today to listen to a few excerpts from my latest book. In fact, this is a book which was almost not published. I didn't think that there was room in the market for another book on fund management, but Dr. Higgins of the Federation of Investment persuaded me that enough of my ideas were original that it would be a shame not to put them in print. I have trusted his opinion on many an occasion, and so here I am today, with Funds for the Future. It is aimed at the novice and the veteran alike and gives tips on how to avoid some of the common mistakes investors and their advisers make.

PRACTICE TEST 5

PART 1. Picture Description

1. (A) A family is resting in the airport lounge.
(B) The man is issuing boarding passes.
(C) Many people are waiting to board a plane.
(D) The airport lounge is almost empty.
2. (A) The man is using a power drill.
(B) The man is wearing protective headgear.
(C) The man is driving a car.
(D) The man is wearing a uniform.
3. (A) There is a long line at the express checkout.
(B) There are very few customers in the store.
(C) There is a meeting in the board room.
(D) There is a stack of cans by the door.
4. (A) The woman is using a notebook computer.
(B) The woman is watching a TV screen.
(C) The woman is arranging papers.
(D) The woman is closing her computer.
5. (A) A crowd is gathering outside the office building.
(B) A man is flying a flag outside the office building.
(C) Four flags are hanging from the office building.
(D) Four flags are hanging inside the office building.
6. (A) Two businesspeople are walking past a park.
(B) The businesspeople are working in the park.
(C) The woman is walking alone.
(D) The men are walking past a park.
7. (A) The man and woman are sitting next to each other.
(B) The man and woman are sitting across from each other.
(C) The man is sitting between the women.
(D) The woman is sitting between the men.
8. (A) The man is lifting weights.
(B) The man is waiting for someone.
(C) The man is weighing something.
(D) The man is being weighed.
9. (A) There is a telephone on the desk.
(B) There is a file adjacent to the desk.
(C) There is a file on the desk.
(D) There is nothing on the desk.
10. (A) The customers are leaving the restaurant.
(B) The customers are giving their order to the waiter.
(C) The waiter is taking an order.
(D) The waiter is carrying a tray of drinks.

PART 2. Questions and Responses

11. Can we schedule the meeting for a later time?
(A) No, I have to leave by 4:00.
(B) No, I had already left.
(C) He is never on time.
12. Where's the newspaper?
(A) In the refrigerator.
(B) On the corner of 6th and Carlyle.
(C) On the table in the break room.
13. Now that we have more employees, do you think we should rearrange the staff room?
(A) Yes, I rearranged my room last week.
(B) Yes, we need to add more desks.
(C) Not according to my estimates.
14. Is that the final item of business?
(A) No, Mr. Curds has one more thing.
(B) Mr. Curds has an excellent business.
(C) Yes, I would like to buy that item.
15. Where are they holding the conference this year?
(A) They never go to conferences.
(B) Las Vegas is the place to go.
(C) San Francisco.
16. Why was he upset?
(A) Because he lost his wallet.
(B) It was quite an upset.
(C) Oh, I never get upset.
17. Who was that on the phone?
(A) I need directions to the stadium.
(B) It was my accountant.
(C) Our telephone rarely rings.
18. How often do you run a virus check on your computer?
(A) Not as often as I should.
(B) Yes, I believe it is good for your health.
(C) Last week, there was an outbreak.

19. I think we should buy a new computer system.
(A) I bought a new stereo system last year.
(B) That's a very good idea.
(C) Technology is always developing.
20. Is there gas in the car?
(A) About three quarters of a tank.
(B) The car is in the garage.
(C) I don't like the smell of gas.
21. Did you finish that report?
(A) Here it is, ready to be copied.
(B) I finish work at 5:00.
(C) You must report to the supervisor.
22. Would you please call me as soon as the shipment arrives?
(A) I called about the shipment last week.
(B) I can wait for that call.
(C) Yes, it's supposed to arrive within the hour.
23. Where have you been all morning?
(A) I was in a meeting.
(B) No, I haven't been there yet.
(C) It's about time.
24. Will you be coming by bus or by train?
(A) Um, actually, I'm thinking of flying.
(B) The bus was late again.
(C) Where's the station?
25. You're late. Was the traffic bad?
(A) Light traffic is expected in the early morning and late afternoon.
(B) Yes, I felt terrible today.
(C) Yes, it was terrible.
26. How long do you expect to stay here?
(A) For the past year.
(B) For at least one year.
(C) I'm sorry, I can't stay long.
27. What do you think of the new manager?
(A) I haven't thought about him in years.
(B) She seems very competent and kind.
(C) I think the new building is badly designed.
28. Can you pick me up at the airport tomorrow at 5:30?
(A) Yes, that's no problem.
(B) He already left.
(C) Take exit 70 off Highway 15 and you can't miss the airport.
29. The meeting was short, wasn't it?
(A) Yes, I expected it to be longer.
(B) He isn't too short.
(C) I can't make it to the meeting.
30. When do you leave?
(A) Last year.
(B) In five weeks.
(C) For about two hours.
31. Oh no! The cable isn't long enough.
(A) That's OK. There's an extension cord under the table.
(B) I never have long enough.
(C) That was lucky.
32. I'd like to pay by credit card.
(A) It's a gold card.
(B) If you lose your credit card, report it immediately.
(C) Certainly, sir, if I could just see some identification?
33. When do we need to let them know?
(A) By Friday at the latest.
(B) I'll let them know.
(C) He didn't know.
34. Why are you so reluctant to delegate tasks?
(A) Because I can never explain what I want to others.
(B) There's a delegation from the Ministry of Finance.
(C) I have so many tasks to complete.
35. Who told you about the job opening in the sales department?
(A) I'm going to apply.
(B) To be honest, I don't really remember.
(C) They are closing the department.
36. Why haven't you mailed all those catalogs yet?
(A) I'm going to do it on the way to the bank.
(B) The mail is usually delivered in the morning.
(C) I don't get much mail these days.
37. When does Antonio usually get here?
(A) He's not here yet.
(B) He's usually at his desk by 8:30.
(C) The financial forecast for this quarter is not looking good.

38. How many people attended the meeting yesterday?
 (A) It was yesterday afternoon.
 (B) There must have been at least 50 people there.
 (C) I forgot to bring the agenda.
39. What am I going to tell her when she arrives?
 (A) I wouldn't tell her.
 (B) It's a great idea.
 (C) I don't know, but I'm glad I'm not in your shoes.
40. Which button do I press to send the fax?
 (A) I lost a button on my jacket.
 (B) Press the big red one.
 (C) It's not a fax.

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (W) I don't know about this company. The trip last week didn't go well. They were supposed to pick us up at the airport, but no one was there, so we had to find our own hotel! It was awful.
- (M) That's surprising. They are usually conscientious. I wonder what happened.
- (W) I was grateful that I had changed money before I left, or we would have been stranded.
- (M) Like I say, that's really surprising. I've never had any problems.

Questions 44 through 46 refer to the following conversation.

- (M) I'm disappointed that Everest did not accept our offer. I thought we were on to a sure thing.
- (W) The director over there thought it wasn't high enough. I guess they are looking for someone who can offer them more.
- (M) But according to our research, it was generous by market standards. I can't imagine who can afford to pay more than we were offering.

Questions 47 through 49 refer to the following conversation.

- (M) I'm not impressed with the new receptionist. She makes mistakes all the time, and she still can't remember anyone's name.
- (W) Give her time; it's only been a month since she started.
- (M) But she's got three years' previous experience, and the job is not a difficult one. It took Carla only two weeks to learn the job. I don't see why she's having such a hard time.

Questions 50 through 52 refer to the following conversation.

- (W) How would you like me to send this report to you? Shall I send it by mail, or do you need it in a hurry?
- (M) Well, since I'm just across town, how about sending it by courier? It'd be nice if I could see it before the end of the work day.
- (W) Fine. I'll call a courier. It'll be there this afternoon.
- (M) Great. I appreciate it.

Questions 53 through 55 refer to the following conversation.

- (W) I was wondering if you would be free on Friday. My flight leaves at 8:00. Could you give me a ride to the airport?
- (M) Yes, of course. You'll need to be there two hours before, so that's 6:00. We should probably allow an hour for traffic. So, why don't I pick you up at 5:00?
- (W) That'd be great - if you are sure it's OK. I know it's very early for you.
- (M) It's no big deal.

Questions 56 through 58 refer to the following conversation.

- (W) Before you leave today, I'd like you to look over the schedule and let me know if it meets with your approval. I've tried to accommodate your requests.
- (M) OK. Let's see. Oh, you've put me on the early shift next month. I hadn't expected that.
- (W) Well, Jeff has been complaining about being on early for so long, so I swapped things around. You might find you like it.

Questions 59 through 61 refer to the following conversation.

- (W) I'd like a non-stop flight from San Francisco to Austin on the 5th. What do you have available?
- (M) There are three non-stops daily: Triumph Airlines at 6:40 a.m. and 2:50 p.m., and Sonic Flights at 9:40 a.m. Which would you prefer?
- (W) Well, I belong to the Sonic Flights frequent flyer club, so I'll take the mid-morning flight.
- (M) And would you like a window or an aisle seat?

Questions 62 through 64 refer to the following conversation.

- (W) Did you work on this report? I've just finished reading through it.
- (M) Yes, I did. Is there anything wrong? I spent the whole weekend trying to finish it, and I checked all the facts about five times.

- (W) Not at all. It's excellent, and I want to thank you for your hard work. It's obvious that you put a lot of effort into it.
- (M) Thanks. It's the first one I've submitted, so I was quite nervous about it.

Questions 65 through 67 refer to the following conversation.

- (W) I've been getting complaints from customers. What seems to be the problem?
- (M) It looks like the water has been shut off to this part of the city for the afternoon.
- (W) I see. Well, unfortunately there's nothing we can do about that, but we should put up some notices so people know what to expect. Lock the rest rooms, too.
- (M) OK, I'll lock the rest rooms and put signs on the doors.

Questions 68 through 70 refer to the following conversation.

- (M) I'd like to deposit this money and check my balance.
- (W) Certainly. OK, including this deposit, your balance is \$1,473.25. Have you thought of changing to an account with a higher rate of interest?
- (M) Well, do I have enough money for that? My balance usually drops to about \$500 by the end of each month.
- (W) Oh, then perhaps you'd do better to keep your present account.

PART 4. Short Talks

Questions 71 through 73 refer to the following announcement.

(M) I would like to take a moment to welcome our new staff members. Jim Lewis comes to us from Park & Schiefer in Los Angeles. He specializes in international business investment. He speaks Chinese and Japanese and is learning Vietnamese. He will be a great asset to our clients interested in Asian business ventures. His wife, Wendy, from Richards, Dawson, and McCadam, is a marketing expert. She was based for many years in Switzerland and is well versed in European marketing techniques. She has already taken on two of our more particular clients with ease. We look forward to working with both of them and welcome them to New York. For those of you taking business trips to LA, the Lewis's know all the best restaurants there.

Questions 74 through 76 refer to the following announcement.

(W) Here is your schedule for next week. You arrive at 8:15 on Monday morning, and the director will pick you up at the airport. He'll take you to the office

where you'll have meetings all day. Monday evening is a dinner with the whole staff. It'll be a fairly informal affair, and it shouldn't go on too long. Tuesday and Wednesday will be spent touring the outlying sites with managers. Thursday, you can do interviews and compile your analysis. Your presentation is scheduled for Friday at 10:00 a.m. You have the afternoon off, and you fly out at 10 p.m. on Friday night. I know it's very busy, but that's the best we could do. Anyway, I think it's better than hanging around with a lot of dead time.

Questions 77 through 79 refer to the following message.

(W) Ms. Giles, we have you confirmed on Flight 67, departing from Hong Kong on the 30th of June at 7:30 a.m. with non-stop service to San Francisco. There will be three light meals served on this flight, and your request for the vegetarian option has been noted. We also have you confirmed on Flight 329 to Dallas, departing at 6:20 p.m. on the 30th of June, with a stopover in Phoenix. You must arrive at the airport to check in at least two hours before flight time. Carry-on luggage is limited to one item per passenger. Thank you for calling. Have a good trip and thank you for flying International Airlines.

Questions 80 through 82 refer to the following report.

(W) Breaking news in the field of business. The leader in family restaurants and the leader in family entertainment are joining forces in a landmark alliance. The Singer Co. and the Eatorama Corp. have reached an agreement to cooperate in advertising campaigns. The fact that both companies are leaders in their respective fields makes this deal of special importance. Worth about 8 billion dollars, unnamed company officials say the deal has secretly been five years in the making, although rumors have been flying for the last seven days. When the deal was announced three days ago, the marketing world celebrated. It has been alleged that their first campaign will feature top Hollywood actors Tim McRae and Joseph Frank.

Questions 83 through 85 refer to the following announcement.

(M) The 8th annual Maddison, Maddison, and Huntley Charity Walk will be held on Saturday, June 29th. As always, all proceeds will go to the Boys & Girls Club and help to fund activities such as a summer camp and after-school care for underprivileged children aged 5-17. We are asking all employees who are interested in joining the walk to get a minimum of three sponsors to pledge no less than 10 cents per mile. The walk will begin at 8:30 a.m. at the Plaza and wind for a total of

10 miles up to the Ski Basin and back around to the river. All participants who register by May 1st will get a free T-shirt designed by top designer Sandra Mandini. Wear comfortable shoes and come ready to walk!

Questions 86 through 88 refer to the following speech.

(W) As the latest additions to the Cheerful Shopper family of employees, I would like to start by congratulating you on being accepted to our management trainee program. There was a lot of tough competition, but you beat over 4,000 other applicants to be chosen. The ten of you will work very closely together over the next four weeks, working as a team. You may be here to train as managers, but every manager is still a part of a team. That is one of the most important things to remember as a branch manager. Let's take a look at the schedule for today. We'll start by getting to know everyone, then, we'll look at the history of the company. After lunch, I'll explain the projects you'll be working on.

Questions 89 through 91 refer to the following announcement.

(M) Ladies and gentlemen, welcome to Pentangle Castle. Work to restore Pentangle Castle, destroyed by fire three and a half years ago, will be completed in mid-2007, on schedule and under its \$50 million budget. On August 12, 2002, fire burned through 11 main rooms in the southwestern wing of the historic castle. About 80 percent of the total cost will come from entry fees paid by visitors to Pentangle Castle and the remainder from government funds and private donations. One of our most generous sponsors has been the McDougall Construction and Engineering Group. They have been lending us construction workers and engineers, free of charge, to assist with the reconstruction of the rooms.

Questions 92 through 94 refer to the following advertisement.

(W) Check out Murray's Gardens for all your gardening supplies. Looking for something to brighten up those borders? Want something to tame those weeds? Chances are that you'll find just what you need at an

affordable price at Murray's. We stock everything from seeds to lawn mowers to garden benches. Murray's has been in the gardening business for over 40 years, and our staff are all experienced gardeners themselves. They'll be able to advise you on growing flowers, fruit, and vegetables. They can provide full tutorials on just about every aspect of garden management and landscaping. For a limited time only, we are offering a free 5-lb. bag of compost with every purchase. Come on down to Murray's, where the grass is always greener.

Questions 95 through 97 refer to the following talk.

(M) Today's seminar on money management will focus on the small adjustments you can make to your spending habits in order to save money. You'd be surprised how even the slightest change can save you a lot over the course of a year. First, you need a goal. What do you want to save money for? How much will you need to achieve that goal? Start working towards that goal. Do you buy sandwiches on the way to the office? How many of you buy take-out coffee on your way to work every day? Have you ever stopped to think how much that comes to in one week? In one month? This year, how much money will you have spent on something you could easily make at home for less than a quarter of the price?

Questions 98 through 100 refer to the following message.

(W) Hi, June, it's Alison. I know you are in a meeting right now, but I'd like you to call me as soon as you get back. I've just received the estimates from the caterers for next month's conference. They are all asking a lot more than we expected. I guess we have a couple of options, so I'd like to run them by you and get your feedback. We could look for a fourth caterer, but it's already close to the date of the conference, and there's no guarantee they'd be cheaper anyway. Or, we could ask them to give us a less expansive menu with fewer dishes. Maybe we could get one with lots of bread or pasta so that people feel full. We could see how much that would cost. Let me know what you think!

PRACTICE TEST 6

PART 1. Picture Description

1. (A) There has been a serious accident.
(B) The road is being repaired.
(C) The road has been repaired.
(D) The car has been crushed.
2. (A) The aircraft aisle is clear.
(B) A man is blocking the aisle.
(C) A flight attendant is walking in the aisle.
(D) The bag has fallen into the aisle.
3. (A) The women are looking at a TV.
(B) The women are looking at a book.
(C) The women are looking at a computer screen.
(D) The women are looking at each other.
4. (A) The wall is being painted.
(B) The wall is being opened.
(C) The men have finished painting the wall.
(D) The wall is broken.
5. (A) There's heavy traffic on the street.
(B) There's heavy equipment in the parking lot.
(C) The truck is driving down the street.
(D) There's heavy snow on the ground.
6. (A) The men are resting in a park.
(B) The rest of the men are in the park.
(C) The man has parked his car.
(D) The park is full of men.
7. (A) The office workers are on their lunch break.
(B) A contract is being signed by the office workers.
(C) The office staff are breaking a contract.
(D) The papers are not being signed.
8. (A) The man is working in his hotel room.
(B) There is an empty glass next to the phone.
(C) There is a coin phone on the desk.
(D) There are a few coins in front of the phone.
9. (A) The photocopier is in the middle of the office.
(B) A woman is making coffee.
(C) A woman is making some photocopies.
(D) The woman is fixing the copy machine.
10. (A) The man is writing a newspaper.
(B) It is pouring with rain.
(C) The man is holding an umbrella.
(D) There is an umbrella beside the man.

PART 2. Questions and Responses

11. Is it possible to finish this by noon?
(A) We can begin at 9 a.m.
(B) No, we aren't.
(C) We might be able to.
12. How long have you been waiting?
(A) Until tomorrow.
(B) For half an hour.
(C) Next week.
13. Where did she go after leaving the meeting?
(A) She went home.
(B) She didn't go there.
(C) She left the office at 6 p.m.
14. When did she read the minutes?
(A) This morning.
(B) When she can.
(C) She can't read it right now.
15. Is your schedule the same as last month's?
(A) No, I start at 8 p.m. instead of 9 a.m.
(B) Everything is on schedule.
(C) No, I'm late.
16. How do you plan to deliver the manuscript on time?
(A) When it gets there.
(B) By air courier.
(C) Right now.
17. Have we been here before?
(A) No, we can't.
(B) Yes, twice already.
(C) Yes, after 2 p.m.
18. When is flight 1126 scheduled to arrive?
(A) I'm not sure. Let me check.
(B) At gate 12.
(C) It's a seven-hour flight.
19. How much is it?
(A) Twelve Ounces.
(B) One dozen.
(C) Eight dollars.
20. Were the pictures delivered yesterday?
(A) Yes, they need to be mailed.
(B) Yes, they came yesterday afternoon.
(C) Yes, they'll be delivered.

21. When are we going to start subscribing to the magazine?
 (A) Yes, I'm going to start receiving it next month.
 (B) We'll get our first issue next month.
 (C) Yes, I have already written the article.
22. Have you gone over the report yet?
 (A) Yes, my boss will give it to me tomorrow.
 (B) Yes, I wrote it yesterday.
 (C) Yes, I've read it.
23. What is causing the delay?
 (A) By at least three hours.
 (B) Eight o'clock this morning.
 (C) I think he's having car trouble.
24. Would you like this sent by express or regular mail?
 (A) Express, please. It has to arrive as quickly as possible.
 (B) Yes, I'm in a hurry.
 (C) No, thanks. I have one.
25. Do you want me to help you with those packages?
 (A) No, the large ones are mine.
 (B) No, I can handle them myself.
 (C) No, I bought them.
26. What do you think about his offer?
 (A) Yes, I did.
 (B) I'm for it.
 (C) I'd love to make an offer.
27. Where has Edison been moved to?
 (A) It won't move.
 (B) He's based in the Hong Kong office now.
 (C) The removal truck is outside.
28. Would you like a tour of the area?
 (A) The tour will cost five dollars.
 (B) The area is beautiful.
 (C) That sounds interesting.
29. What is Andy's extension number?
 (A) I think it's number four.
 (B) I can't. I'm busy right now.
 (C) Sorry, I'm going downstairs anyway.
30. Information Services. Operator speaking. How may I help you?
 (A) I'd like a phone number, please.
 (B) Why did you call?
 (C) Someone is on the line.
31. I've been on hold for nearly ten minutes.
 (A) Hold on.
 (B) I'd call back later if I were you.
 (C) I'll hold it if you like.
32. What's the quickest way to City Hall?
 (A) It only takes five minutes by taxi.
 (B) It took over seven years to complete City Hall.
 (C) I went there an hour ago.
33. When is the deadline for applications?
 (A) It's almost time.
 (B) I hate waiting in line.
 (C) I think it's the 10th.
34. I don't know whether I should call or just send an email.
 (A) I'd send an email. It's a lot quicker.
 (B) I don't get much email.
 (C) I don't think that's the right decision.
35. The printer is out of ink.
 (A) Don't be in such a hurry all the time.
 (B) Try shaking the cartridge. There might be a little left.
 (C) That'll be a difficult stain to remove.
36. Who authorized this order?
 (A) I did. Is there a problem?
 (B) I'll call the authorities.
 (C) They'll deliver in a week.
37. Why are there so many people in the lobby?
 (A) They are here for a seminar at three o'clock.
 (B) The lobby is far too small.
 (C) It's good to see so many people.
38. What's the name of that discount bookstore?
 (A) I'm not sure which store you mean.
 (B) They are giving a 20% discount.
 (C) It's on the corner of 71st Street and 9th Avenue.
39. Where did they hold the conference last year?
 (A) They hold a conference every year.
 (B) At the State Convention Center.
 (C) Yes, I know they did.
40. When is Antonia leaving?
 (A) It's four o'clock.
 (B) She's still in her office.
 (C) She'll be here until the 23rd.

PART 3. Short Conversations

Questions 41 through 43 refer to the following conversation.

- (M) Excuse me. I bought this shirt yesterday, but I need to exchange it for a different size. It's a little small. Do you have a large?
- (W) Let's see. No, I'm sorry. We only have mediums and smalls. I can give you a refund if you'd like.
- (M) Then I guess I'll have to take a refund.

Questions 44 through 46 refer to the following conversation.

- (W) Good evening, sir. I see you have four bags. Which would you like to take as carry on?
- (M) I'd like to check these two suitcases and carry on the two smaller bags.
- (W) I'm afraid that due to safety regulations, we can only allow passengers one piece of carry-on baggage.
- (M) Oh, even small bags like these? Then I guess I'd better move all my valuables into just one bag.

Questions 47 through 49 refer to the following conversation.

- (M) Have you finished writing the proposal yet? Mr. Williams needs it Friday morning, and I told him you'd have it done.
- (W) No, I'm still working on it. I thought he didn't need it until Monday.
- (M) I thought you knew he wanted it Friday. Well, you'd better hurry if you want to have it done in time.
- (W) I guess I won't be getting much sleep tonight or tomorrow if I'm going to get it to him.

Questions 50 through 52 refer to the following conversation.

- (W) Will you need a car once you arrive? We have a special rate at the moment. If you book a car for two days, you can get a third day half price. If you book a car for five days, the sixth day is free.
- (M) Yeah, a car would be convenient. But I'll only need it for three days. And I'll need full coverage.
- (W) Certainly. What type of car would you like?

Questions 53 through 55 refer to the following conversation.

- (W) What are you writing? You've been at it for hours.
- (M) I have to arrange my appointments for the week, or I won't be able to fit everyone in. I took a few days off last week, and now I have so many people to see.

- (W) Well, I don't mean to make your life more complicated, but I was hoping we could sit down this week and talk about the Kingford survey.
- (M) Couldn't it wait until next week?

Questions 56 through 58 refer to the following conversation.

- (M) Hi. Could you tell me when the next train to Washington leaves? I can't see it on any of the signboards.
- (W) Sorry, sir. You just missed the last train to Washington this evening.
- (M) Oh, no. What time does the first train to Washington leave tomorrow?
- (W) It leaves at 5:35 a.m., sir.

Questions 59 through 61 refer to the following conversation.

- (M) Excuse me. Do you have change for a dollar? I need to make a call, and all I have are dollar bills.
- (W) Sorry, I don't have any change. I just used my last coins to buy a newspaper.
- (M) Do you know where I can get some change around here?
- (W) To be honest, I usually just buy some gum to break a bill, but I guess you could try asking at the newspaper kiosk.

Questions 62 through 64 refer to the following conversation.

- (M) Yes, Ma'am. May I help you?
- (W) Yes, I'd like an iced coffee and a honey-dipped donut, please.
- (M) Can I interest you in our morning special? With the purchase of two donuts, you can get a coffee for half price. How does that sound?
- (W) It's tempting, but I'll just stick to the one donut, thanks.

Questions 65 through 67 refer to the following conversation.

- (M) Was there anything in the report concerning my proposal? I've been dying to find out what they thought.
- (W) Well, I just finished reading it and no, they only mentioned John's proposal. I didn't see anything about your proposal.
- (M) That's not fair. I worked long and hard on that proposal.
- (W) Well, why don't you talk to the director and tell him how you feel?

Questions 68 through 70 refer to the following conversation.

- (M) Excuse me. Can I cash a traveler's check here?
 (W) Yes, but I'll need to see some identification first.
 May I see your passport, please?
 (M) I'm afraid I don't have it on me right now. Will you accept my driver's license?
 (W) Yes, that'll do just fine. I'll just need to make a copy of it.

PART 4. Short Talks**Questions 71 through 73 refer to the following report.**

(M) And now on to the Austin business report. There was more good news today for the local economy. The president of Exeter Electronics, Michael Rennie, and the mayor of Austin, Jeffrey Jones, announced today that Exeter Electronics will open its largest factory outside of the Silicon Valley right here in Austin. The new factory is expected to provide 1,200 jobs for local residents and pump several million dollars a year into the local economy. Construction is expected to begin by the end of April, with the factory projected to open in August 2007.

Questions 74 through 76 refer to the following announcement.

(W) Attention, please. The management would like to notify you that all Lucky Diamond employees are required to attend a brief meeting this Thursday morning at a quarter past 9:00 in the Central Administration building, room 3C. The meeting is expected to last around half an hour. New regulations about parking, working hours, overtime rates, and vacation will be discussed. We apologize for giving you so little advance notice; however, attendance is required of all employees. Please be there on time. I repeat, there will be a meeting for all employees at a quarter past nine this Thursday, February 28th. Those employees unable to attend must inform their section chief before Wednesday. Thank you for your attention.

Questions 77 through 79 refer to the following report.

(M) Before we listen to our next song, let's get up to date with the latest weather. Looking at our weather forecast, we can expect a cold front to move in from the north this afternoon, bringing light rains throughout the region and a chance for snow flurries in the hills. Currently, conditions at the airport are partly cloudy, with a 5 to 10 mile an hour breeze coming in from the

west. The temperature now is 42 degrees, with an expected morning low in the mid or low 30s. The rains should clear by morning, and it's looking like tomorrow might shape up to be a pleasant, if cool, day. Join us at 10 tonight for an update.

Questions 80 through 82 refer to the following message.

(W) Thank you for calling Job Power Employment office. We currently have employment opportunities in the following job categories: CAD-CAM Design Engineering, Factory Assembly Supervision, Quality Control, and Clerical. If you have experience in any of these fields and would like to apply for a position with our company, please send your resume to Job Power Employment office, attention: John Lee. Please include your phone number. Please do not call our office to inquire about interviews. You will be contacted if you meet our requirements. If you would like more information about other jobs available, please drop by the office between the hours of 10 and 5. Thank you for calling Job Power.

Questions 83 through 85 refer to the following report.

(M) This is Hap Arnold in the SBC Traffic Helicopter. It's now a quarter to five. Traffic is moving smoothly on most streets into and out of the city. However, Route 4's northbound lane is blocked by a major accident. Cars are backed up for more than three kilometers. It will take a few hours to clear the road, so drivers are advised to take the South Central by-pass into the city. Other than that, there are no major incidents to report, and it looks like most of you will have a smooth commute home. I'll be back in 30 minutes with another report. This is Hap Arnold in the SBC Traffic Helicopter wishing you safe travel!

Questions 86 through 88 refer to the following advertisement.

(W) Been thinking it's about time you got a new car? Not sure that you can really afford one? Well, Cecil Evans Motors has the car for you, at a price that will fall well within your budget. We have the biggest selection of new and used cars in the Central Valley area. \$100 down will get you a brand new car. We have everything from compact cars to vans. Choose from domestic and imported vehicles. Can't see what you're looking for? We can even get the car you want to order. We're open from nine to nine, seven days a week. Call Cecil for a deal. 444-4619, or check out our showroom at 234 Linard Street.

Questions 89 through 91 refer to the following speech.

(M) It is my great pleasure to introduce this afternoon's speaker, Sir Henry Adams. Sir Henry is, of course, known to you all as the inventor of the bag-less vacuum cleaner, among other things. When he and his partner first marketed it, he was mocked by other vacuum cleaner manufacturers. They all said it wouldn't be able to hold dirt. But when his device became a big hit with consumers, who were glad to be free of the inconvenience of emptying a bag full of dust, other manufacturers were quick to follow suit with their own versions. Sir Henry will talk to us today about overcoming the challenges of being a pioneer in his field, and how he and his partner funded their research.

Questions 92 through 94 refer to the following announcement.

(M) Attention, shoppers. Attention, please! We would like to announce our one-day only special offer. Today, all day, we will be choosing certain items which will be sold at a 50% discount. Every hour, at a quarter past the hour, a yellow light will start flashing, and we will announce the discounted item of the hour. The discount will run for as long as the light continues to flash. It is now 9:15, and our first discount of the day is frozen pizzas. As long as the light flashes, all frozen pizzas are 50% off. Get along to aisle 2 now and our staff will attach the special discount sticker. Happy shopping!

Questions 95 through 97 refer to the following message.

(W) This is a message for Darius Chang. This is Olivia Dales of Sunland Travel, calling regarding your reservation. I am able to confirm your seat to Singapore on flight SA887, leaving from San Francisco on March 18th at 18:50, arriving in Singapore at 04:30 local time. Unfortunately, I have not yet been able to confirm your return flight on the 25th, but I am working on that and hope to let you know sometime later today or early tomorrow. When you get this message, could you give me a call to let me know your credit card number? I'd also like to know if you have any special needs regarding the on-flight catering. I think I remember you mentioning something about a wheat allergy. Thank you.

Questions 98 through 100 refer to the following advertisement.

(W) Do you find you get tired more easily than you used to? Don't have the energy you need to keep up with the grandkids when they come to visit? Exhausted at the thought of walking to the store? Don't just put it down to old age. You can stay fit and active well into your 90s. Plenty of senior citizens do. With regular exercise and the right supplements, you can enjoy those precious times with your family. GoldPlus multi-vitamins are specially engineered to provide the daily vitamin and mineral requirements of the over-60s. They help you find that extra bit of energy to see you through the day. But don't just take our word for it. Try GoldPlus - one month's supply of 30 pills is only \$9.99.

PRACTICE TEST 1

PART 1

1. (C) The firefighters are holding a hose.
2. (C) It's rush hour.
3. (D) The man is sitting at a desk.
4. (B) The man is lifting a box.
5. (A) The files are arranged neatly on the shelves.
6. (B) The people are at an airport.
7. (D) The package is being delivered to the woman.
8. (B) The women are working on a project together.
9. (C) There are several glasses on the counter.
10. (A) The patient is being treated by the dentist.

PART 2

11. (B) I have to finish a marketing report.
12. (A) The supplier. Our shipment has arrived.
13. (B) On Julie's desk.
14. (C) For a class I'm taking at the community college.
15. (A) We can pick it up any time after 3:00.
16. (C) A year.
17. (C) Sure. What's the number?
18. (A) I'd rather get it all done today.
19. (B) Sure you will. Let me help you.
20. (A) I'm almost done.
21. (B) Yes, it's very interesting, but a little difficult.
22. (C) It certainly was.
23. (A) I don't remember exactly, but it was a good deal.
24. (B) I thought we'd agreed on two o'clock.
25. (B) From five o'clock until seven-thirty.
26. (A) I don't mind going to meet her.
27. (A) Oh, I threw it away already.
28. (A) Yes, with my business partner.
29. (C) Early next week.
30. (A) I couldn't find the room.
31. (B) Actually, he asked if he could have it.
32. (B) Oh no. Not again.
33. (A) Well, how urgent is it?
34. (B) Didn't you know? She's on vacation.
35. (C) There's some space in the basement.
36. (A) How does next Tuesday sound?
37. (C) I'm going to be in charge of that.
38. (C) I put them in an envelope on your desk.
39. (A) I work flexi-time, so it varies.
40. (B) Oh, we thought you had ordered them.

PART 3

41. (C) Reserving an extra hotel room
42. (B) A name and reservation number
43. (C) The man's family name
44. (A) Their company's new invoicing system
45. (B) Their old billing system was outdated.
46. (B) It has helped her with her work.
47. (C) It contained an unexpected item.
48. (C) A telecommunications expert
49. (A) The meeting was not essential.
50. (A) She didn't know she had to pay taxes.
51. (D) How much she will have to pay
52. (C) Read an information leaflet
53. (D) Buying a piece of land and building on it
54. (A) Increase the size of their building
55. (C) In three months
56. (A) A staff meeting
57. (B) She had to meet a client.
58. (B) She is glad that she was not there.
59. (D) John's office number
60. (A) He doesn't like being disturbed at home.
61. (B) In the office directory
62. (D) Next Wednesday afternoon
63. (D) The meeting will be very long.
64. (B) A presentation by the planning division
65. (B) A scandal in the construction industry
66. (A) Many of their buildings have structural flaws.
67. (B) The company will have to pull down several buildings.
68. (A) They have an outstanding bill to pay.
69. (C) The man's
70. (D) Straight away

PART 4

71. (B) AAM's success in foreign sales
72. (B) England, Norway, France, and Germany
73. (C) Mark Simpson
74. (D) To decrease use of paper and electricity
75. (D) Flush the toilet regularly.
76. (B) People must conserve natural resources.
77. (C) To subscribe to this publication
78. (D) By credit card
79. (A) Those interested in the arts
80. (A) On a train
81. (D) The train is late.
82. (C) The food service will close.

83. (C) To speed up your call
 84. (A) 1
 85. (D) Ticket delivery
 86. (B) A businessman who provides charitable assistance
 87. (D) For a decade
 88. (A) By allowing for the provision of clean water
 89. (D) Health care products
 90. (A) Gold Card Members get 20% off on Tuesdays.
 91. (B) All GFY customers
 92. (A) To keep him informed of the situation
 93. (D) Improving quality control
 94. (A) A pay raise or an increase in personnel
 95. (C) Health and safety inspectors
 96. (C) Defective safety mechanisms
 97. (A) They will be off work with full pay for about a week.
 98. (B) Winter vacation packages
 99. (C) Dinner
 100. (A) By visiting a branch directly or calling a special hotline

PART 5

- | | |
|-----------------------|---------------------|
| 101. (B) incentives | 102. (A) ago |
| 103. (C) will allow | 104. (B) ought |
| 105. (C) coordinate | 106. (B) impressed |
| 107. (D) would arrive | 108. (D) Despite |
| 109. (B) many | 110. (A) over |
| 111. (D) themselves | 112. (B) notified |
| 113. (D) within | 114. (C) yet |
| 115. (D) by | 116. (A) are going |
| 117. (D) scarce | 118. (C) Even |
| 119. (A) found that | 120. (A) whether |
| 121. (D) requested | 122. (B) as |
| 123. (C) latest | 124. (C) and |
| 125. (B) accepted | 126. (A) percentage |
| 127. (B) minimum | 128. (D) depends |
| 129. (C) to place | 130. (B) effect |
| 131. (D) nobody | 132. (C) While |
| 133. (C) by | 134. (A) has |
| 135. (B) most | 136. (D) When |
| 137. (C) themselves | 138. (D) holding |
| 139. (B) opposite | 140. (C) ceremony |

PART 6

- | | |
|---------------------|------------------|
| 141. (B) sure | 142. (C) away |
| 143. (A) convincing | 144. (C) free |
| 145. (A) expired | 146. (B) cut up |
| 147. (C) advise | 148. (C) forward |
| 149. (C) announce | 150. (D) pick up |
| 151. (D) free | 152. (A) apply |

PART 7

153. (D) West 55 Checking & West Advantage Account
 154. (D) West Free Checking
 155. (C) West 55 Checking
 156. (A) A technical periodical of the electronics trade
 157. (B) 12 months
 158. (B) An ad announcing a special offer
 159. (C) A business person
 160. (B) \$250
 161. (D) A computer program
 162. (C) Stay home when you are sick
 163. (A) Winter
 164. (A) That workers are reluctant to take sick leave
 165. (C) It's a young, fast-growing company.
 166. (B) An increase in transactions between bank branches
 167. (D) It is less expensive to use single-engine airplanes than trucks.
 168. (C) Two weeks after the news release
 169. (C) A sales letter
 170. (A) It will increase profits.
 171. (B) Read the agreement and complete a questionnaire
 172. (B) Just a few months
 173. (B) Real Estate agents
 174. (A) Convenience and expense
 175. (C) Until construction is completed
 176. (D) On the office notice boards
 177. (B) To give park regulations to visitors
 178. (D) To reduce the possibility of forest fires
 179. (A) They will have to pay a fine.
 180. (C) If they join the park's animal-feeding program
 181. (C) To make a complaint
 182. (C) About three weeks
 183. (A) She will stop using Office Depot.
 184. (A) The items were dispatched twice.

- 185. (A) He is sorry, but understands her reasons.
- 186. (A) To solicit ideas from sales staff
- 187. (B) He will not be at the meeting.
- 188. (C) Fiction Paperback
- 189. (B) It includes books given away.
- 190. (C) Discount coupons
- 191. (A) A job ad
- 192. (A) Good pay, managers, and opportunities
- 193. (C) An MBA graduate with no sales experience
- 194. (C) Winning a prize for his MBA thesis
- 195. (B) He lacks the necessary experience.
- 196. (B) To find volunteers
- 197. (C) Deprived children from the local community
- 198. (B) People with medical training.
- 199. (C) She used to work with underprivileged children.
- 200. (B) A balloon toy

PRACTICE TEST 2

PART 1

1. (C) The doctors are looking at an x-ray.
2. (A) There's no one in the lobby.
3. (B) The woman is getting off the train.
4. (C) The referee is observing the players.
5. (A) It's too early to check in for the flight.
6. (D) The woman is standing atop the ladder.
7. (B) The clothes are hanging on the rack.
8. (A) The two men are shaking hands on an agreement.
9. (B) They are working near a minor road.
10. (A) The woman is writing something in her book.

PART 2

11. (C) No. The repairman hasn't arrived yet.
12. (A) All weekend.
13. (B) Sure, but I need it back.
14. (B) There were a lot of items to discuss.
15. (A) We're going to buy a new one.
16. (A) On the middle shelf towards the wall.
17. (B) Well, have a safe flight.
18. (C) No, we're closing early for the holiday.
19. (C) I have an opening at eleven.
20. (B) Two years ago.
21. (C) Twenty-five should be enough.
22. (A) Wait. I need to take a look first!
23. (A) I'm sorry sir. I only have window seats available.
24. (A) OK, I can get it done after lunch.
25. (A) There was a power outage, so I couldn't serve customers.
26. (A) Ian and Brian will be joining you.
27. (A) He'll have an office on the fifth floor.
28. (A) As soon as possible.
29. (B) It says in the program.
30. (A) I'd go for the candidate with the most experience.
31. (B) I hope they're not locked inside the cabinet.
32. (B) I don't know. I haven't counted them yet.
33. (C) He said he would put it between the copy machine and the filing cabinets.
34. (B) I've already sent them to your secretary.
35. (A) The basement is flooded, and there was nowhere else to put them.
36. (A) I believe it's still Andy McCarthy.
37. (A) Relax, I still have a whole day to get it done.
38. (C) It's probably got a virus.
39. (A) Thank you. I designed the lettering using my PC.
40. (B) Turn the green lever, then pull out the empty tube.

PART 3

41. (D) Their employer
42. (B) It is much nicer than his old computer.
43. (A) She is looking forward to getting one.
44. (C) At a conference all week
45. (B) Check the Asian reports immediately
46. (B) Bad news
47. (B) To a meeting
48. (C) He needs to finish writing a letter.
49. (B) The man will be late again.
50. (B) Market research
51. (C) Tomorrow at ten o'clock
52. (B) Documents to be read
53. (D) The supply department
54. (B) He is busy.
55. (A) 30 boxes
56. (A) He thinks he is lost.
57. (B) An office a couple of blocks away
58. (D) By calling their old number
59. (B) Reduce overhead
60. (A) They're unreasonable.
61. (C) Lay off one member of the staff
62. (C) To New York
63. (B) The woman has to reduce the length of her trip.
64. (D) On the 19th
65. (B) Overseas business challenges
66. (B) Translation
67. (A) His company may expand overseas.
68. (D) A letter
69. (B) Check a letter for her
70. (A) Perfection is more important than punctuality.

PART 4

71. (B) A brochure on mutual funds
72. (C) Call and request a copy
73. (B) It is free.
74. (C) Consumer affairs
75. (D) Star
76. (B) 4 minutes
77. (B) She is writing a book.
78. (A) 10 years
79. (D) Nobel Prize winner
80. (C) A tour operator
81. (B) 2
82. (B) 300
83. (B) The interest earned on your bank account
84. (C) Your credit record is always changing.
85. (C) Someone whose credit application was rejected
86. (A) The market was weak in October.
87. (C) 4%

88. (D) Because of an increase in fuel costs
 89. (D) It states that it is used in the best health spas and hotels.
 90. (C) \$20
 91. (B) To soften water
 92. (C) To alter a reservation
 93. (A) 4
 94. (B) She will telephone the hotel again.
 95. (C) A train has come off the rail tracks.
 96. (B) Rail travelers with flights leaving Heathrow Airport before 4 p.m.
 97. (C) At the ticket office
 98. (A) In a bank
 99. (D) The gunmen, bank clerks, and customers
 100. (C) People standing in the street

PART 5

- | | |
|------------------------|-------------------------|
| 101. (A) suggested | 102. (B) because of |
| 103. (B) its | 104. (D) grew |
| 105. (B) highest | 106. (B) opportunities |
| 107. (C) Although | 108. (C) who |
| 109. (A) addition | 110. (D) wealthier |
| 111. (A) expected | 112. (C) about |
| 113. (D) serving | 114. (B) demonstrable |
| 115. (D) developing | 116. (B) information |
| 117. (A) are available | 118. (D) in |
| 119. (B) for | 120. (A) announcement |
| 121. (A) cost | 122. (B) effective |
| 123. (D) time | 124. (C) sailing |
| 125. (D) already | 126. (B) opting |
| 127. (A) surpass | 128. (D) will have been |
| 129. (B) greatly | 130. (D) next Friday |
| 131. (A) on | 132. (C) right |
| 133. (C) According | 134. (A) how many |
| 135. (C) are being | 136. (C) Despite |
| 137. (B) required | 138. (A) biggest |
| 139. (B) took | 140. (B) working |

PART 6

- | | |
|---------------------|------------------------|
| 141. (B) alert | 142. (D) recent |
| 143. (B) reputation | 144. (C) premises |
| 145. (D) customers | 146. (C) clerks |
| 147. (A) staff | 148. (B) convey |
| 149. (D) further | 150. (B) stock |
| 151. (B) affected | 152. (C) inconvenience |

PART 7

153. (D) Establishing copying limits
 154. (C) In half, starting in July
 155. (B) A computer research system

156. (D) Broad research criteria
 157. (A) A computer with certain specifications
 158. (A) 4
 159. (A) Delivery time and price
 160. (D) \$18.35
 161. (C) A mail order catalog
 162. (C) Pay a \$15 membership fee
 163. (B) Discounts on all purchases at SHOP stores
 164. (A) During bargain sales
 165. (B) To collect money
 166. (D) Setting up a meeting
 167. (C) Mr. Burnham does not return their calls.
 168. (B) June 2nd
 169. (A) Architects
 170. (D) In these professions, men earn more than women.
 171. (B) Dancer
 172. (A) Female authors earned more than male announcers.
 173. (A) An ad for a loan company
 174. (D) Excellent interest rates on your loan
 175. (B) A young couple looking for their first home
 176. (C) More than 85 years
 177. (C) The amount women spent on athletic shoes in a 10-year period.
 178. (D) Spending has quadrupled in a decade.
 179. (A) The women's athletic footwear business is going strong.
 180. (B) A lack of choice of styles
 181. (B) To maintain contact with a customer
 182. (D) 50% off if you buy more than \$50 by December 10th
 183. (C) His company's prices and the quality of their goods
 184. (C) He no longer works for Wilcon Products.
 185. (A) On a separate form
 186. (B) To encourage workers to be more careful
 187. (B) They are more careful about safety than men.
 188. (B) It may prevent them from ingesting toxins.
 189. (C) Something getting in workers' eyes
 190. (A) These accidents are avoidable with care.
 191. (B) An instructional memo
 192. (D) To assist employees in finding jobs they like
 193. (A) The supervisor adds comments.
 194. (D) 2 and 7
 195. (D) 6 weeks
 196. (A) A special deal on a rental vehicle
 197. (C) You must reserve a vehicle ahead of time.
 198. (C) Saturday or Sunday
 199. (B) His application for a rental car was rejected.
 200. (A) They have unreasonably high standards.

PRACTICE TEST 3

PART 1

1. (A) The road is full of traffic.
2. (C) The police officer is arresting a suspect.
3. (D) The two men are hanging from safety harnesses.
4. (A) The man is talking on a public telephone.
5. (C) He is picking a book off a table.
6. (D) The woman is walking up the stairs.
7. (C) The bridge is crowded.
8. (B) The train doors are open.
9. (A) The man is confused about something.
10. (B) The three men are walking together.

PART 2

11. (C) Three people from accounting resigned.
12. (A) It sure looks like it.
13. (C) I had a wonderful time.
14. (B) First, you turn the knob to the left.
15. (B) It turned out to be more complicated than we thought.
16. (C) How about on Friday?
17. (B) There's one on Water Street.
18. (B) Yes, we'll discuss it at the meeting.
19. (C) That was Dawson, our biggest client.
20. (A) I'll go by bike, if the weather is decent.
21. (A) I'd like to get a job in advertising.
22. (B) Yes, she's got 10 years work experience in computer graphics.
23. (A) For three days.
24. (B) By tomorrow afternoon, I think.
25. (A) We're not sure, but we're investigating.
26. (C) No, it's too wide.
27. (B) We'd better let him know sooner rather than later.
28. (A) I guess we'll meet in his office.
29. (B) Turn it so the green stripe is facing up.
30. (A) They were a little disappointing.
31. (A) I'm afraid it's broken.
32. (C) I'll be done in about five minutes.
33. (B) Yes, 15 years ago.
34. (B) No, I've never met her before.
35. (B) It's the new intern.
36. (A) There's going to be an investigation.
37. (B) They've found a cheaper supplier.
38. (A) Don't blame me every time you lose something.
39. (B) The black and white looks a little old-fashioned.
40. (A) That's OK, I have a spare one.

PART 3

41. (A) Talking about a letter
42. (B) The man just needs to make a few changes.
43. (C) He thinks they are very helpful.
44. (B) Problems with a fax machine
45. (A) Print out a confirmation sheet
46. (C) The document has been sent successfully.
47. (B) She feels overworked.
48. (B) More time to complete the work
49. (A) It's unlikely he can extend the deadline.
50. (C) In an office supply store
51. (D) They are out of stock.
52. (A) Order a box of pens for the man
53. (C) An excellent employee
54. (B) Improved relations with Price
55. (B) Give Evans a bonus or a raise
56. (A) Giving advice about managing time
57. (B) By taking his time and not hurrying
58. (C) Because of stress
59. (B) He has quit his job.
60. (C) She thought the man liked his job.
61. (B) To a smaller city
62. (C) Salesman
63. (D) Give her credit card number
64. (A) Return it
65. (B) The machines kept breaking down.
66. (B) Buying new machines
67. (C) Comparing the cost of different options
68. (A) Mathematics
69. (B) Accountant
70. (C) She is very interested in his offer.

PART 4

71. (D) To order some forms
72. (D) Press 4 to hear the message in Spanish.
73. (C) 3
74. (C) A guest speaker is being introduced.
75. (D) Marketing
76. (A) Elizabeth Morgan was a science teacher.
77. (A) To announce a death
78. (D) Coronado Partners
79. (D) Three years
80. (C) At an airport
81. (A) To advise passengers about carry-on luggage restrictions
82. (B) Passengers with young children
83. (C) A catalog
84. (C) 3
85. (C) Catalog shoppers

86. (D) An airline and travel destination
 87. (D) Skiing
 88. (A) None
 89. (B) Made a flight reservation
 90. (D) By 11 a.m.
 91. (C) She couldn't get all the seats located together.
 92. (C) A shopping mall
 93. (D) A child has got lost.
 94. (B) Give a description of Samantha at the customer service center
 95. (B) People who have trouble sleeping
 96. (C) \$20
 97. (C) 3
 98. (B) Local businesses
 99. (C) To fund projects for young people in the local community
 100. (C) One Greenford youth who wants to study engineering

PART 5

- | | |
|---------------------------|---------------------|
| 101. (A) return | 102. (D) memorable |
| 103. (C) For | 104. (C) Most |
| 105. (A) in | 106. (D) any |
| 107. (A) who | 108. (B) hopes |
| 109. (B) out | 110. (A) have been |
| 111. (C) off | 112. (B) whether |
| 113. (D) to stay | 114. (C) never |
| 115. (C) claimed | 116. (A) since |
| 117. (D) must have | 118. (A) lowest |
| 119. (D) so | 120. (B) developers |
| 121. (D) precise | 122. (A) until |
| 123. (B) by | 124. (D) promoted |
| 125. (B) one | 126. (C) after |
| 127. (D) was asked | 128. (C) found |
| 129. (B) long | 130. (D) differing |
| 131. (B) loyal | 132. (C) entire |
| 133. (C) lower | 134. (B) objective |
| 135. (D) inefficient | 136. (A) capital |
| 137. (B) precedent | 138. (A) lend |
| 139. (B) would have given | 140. (A) required |

PART 6

- | | |
|--------------------|-------------------|
| 141. (C) remind | 142. (D) premises |
| 143. (D) entitled | 144. (C) every |
| 145. (D) make | 146. (C) grateful |
| 147. (D) rate | 148. (C) suitable |
| 149. (D) to inform | 150. (C) further |
| 151. (D) eligible | 152. (C) earliest |

PART 7

153. (D) Conducting Better Meetings
 154. (B) Create a financial budget for the meeting and stick to it
 155. (B) Time management
 156. (D) Bi-monthly
 157. (C) \$62.40
 158. (B) 12 times a year
 159. (C) Value
 160. (A) This is one of the best lines of portable stereos made today.
 161. (C) Emphasize product value
 162. (D) Evaluate whether your credit card serves you well
 163. (B) Get a card with the lowest interest rate possible.
 164. (A) People who pay the balance in full each month
 165. (D) Winter
 166. (D) Making a charitable donation in his name
 167. (B) He is one of their clients.
 168. (A) To thank Ewan for his efforts over the past year
 169. (C) To ask Let's Go to cancel a bill
 170. (A) Before July 28th
 171. (B) He had to perform surgery.
 172. (B) His secretary
 173. (C) Drilling for oil deep below the ocean
 174. (D) A stock market investor
 175. (A) Take over a Finnish drilling company
 176. (B) Taking on more difficult drilling jobs
 177. (C) 3 weeks and one day
 178. (D) Drive a rental car
 179. (B) By 3 p.m.
 180. (A) What he will be doing in each location
 181. (B) The company was recommended to him.
 182. (B) Prescription drugs for men and outpatient care for women
 183. (C) Women spend more for medical services.
 184. (B) \$32
 185. (B) Mr. Williams will be under no pressure to take out a policy.
 186. (B) A job vacancy
 187. (C) A confident art major with consulting and computer experience
 188. (D) Organize and produce presentations and seminars on management
 189. (C) Membership of a debating society
 190. (D) Her lack of experience
 191. (D) Enthusiastic
 192. (B) The importance of secretarial work

193. (B) Sending a member of the support staff to the conference every year
194. (C) She thinks it is a wonderful idea.
195. (C) Eric Richards
196. (A) Southwest Telecommunications wanted to solve problems caused by long-term computer use.
197. (B) Work on computers to experience problems first hand
198. (C) Providing chairs with good back support
199. (D) As soon as possible
200. (A) Samples of suitable office furniture

PRACTICE TEST 4

PART 1

1. (C) The room has been set up for a conference.
2. (A) The man is painting a door.
3. (B) There are tools on the work bench.
4. (B) The two women look happy.
5. (A) The cars are at the gas station.
6. (C) The woman is surfing the Internet.
7. (C) The people are arranging papers on a table.
8. (A) The women are discussing a document.
9. (B) The man and women are surveying the view.
10. (A) The woman is seated on the right of one of the men.

PART 2

11. (B) No, she took the shuttle.
12. (B) In June.
13. (B) Long, about 12 hours.
14. (C) Go straight down the middle aisle to the back.
15. (B) OK, but I'm not sure it's the right job for me.
16. (A) Yes, here's an application form.
17. (A) Walter, he wants you to call him back.
18. (C) It's because it's on the main road.
19. (A) Sure, turn it on.
20. (A) I did. But I didn't understand them.
21. (A) Only five days, and it must be for a family member.
22. (B) Return it to the manufacturer.
23. (B) The last weekend in March. Is that OK?
24. (B) It's the white building on the right.
25. (B) To Edgar Winters.
26. (A) Of course! Your proposal was excellent.
27. (B) The same as yesterday.
28. (A) I was hoping I could look at it over the weekend.
29. (B) They aren't happy with it.
30. (A) I'll be right there.
31. (A) Why? Is there a problem?
32. (A) Yes, she's a real professional.
33. (B) It's supposed to be delivered within the hour.
34. (B) They'll tell us at the weekly meeting on Wednesday.
35. (B) Morocco and Egypt.
36. (B) Do you mean the red power mower, sir?
37. (C) He'll arrive at ten, and we'll get started at 10:30.
38. (A) I've never known Alison to miss a deadline or forget to do something.
39. (B) I have no idea. This is such a mess.
40. (B) Drop by my office this afternoon.

PART 3

41. (C) It is too dark.
42. (A) Putting in some extra lights
43. (B) Buy some table lamps
44. (C) She doesn't care if Peter is present or not.
45. (B) They'll have to say everything twice.
46. (C) His time management skills
47. (C) Edit a report
48. (A) Whether she has communicated clearly
49. (B) She is a better writer than she realizes.
50. (B) He thinks he has the flu.
51. (B) He should have stayed home.
52. (B) They are going through a quiet period.
53. (B) He left his keys in the parking lot.
54. (D) Coworkers
55. (A) No one tried to take his car.
56. (A) He hopes she likes her new job.
57. (A) She's going to coordinate conferences.
58. (C) May 1st
59. (B) Shopping for clothes
60. (C) Disappointed
61. (A) With sympathy
62. (B) She has been given a raise.
63. (A) That the company makes the woman work too hard
64. (C) To the manager's office
65. (C) He might lose his job.
66. (A) He hasn't been working at the company for very long.
67. (C) Worried about her job security
68. (C) To make a complaint
69. (B) The man is leaving.
70. (A) Because she needs to find a suitable replacement

PART 4

71. (D) At a staff meeting
72. (D) Beneath the back windows
73. (B) Just before noon
74. (C) Two medical doctors
75. (B) She is an excellent lecturer.
76. (C) Lived in West Africa
77. (B) Taos Communications
78. (C) They have new film projectors.
79. (D) \$6
80. (B) 7 days
81. (C) Hold on to your hats because it will be windy.
82. (D) Mild temperatures with gusting winds
83. (A) There are not enough seats available.
84. (C) Arbitrarily move passengers to a different flight

85. (B) A better class of travel or a free flight
 86. (B) When the library is open
 87. (B) People with vision problems
 88. (B) 2
 89. (A) A health supplement
 90. (A) For three weeks
 91. (C) Start with 600 mg, then reduce it to 300 mg
 92. (C) To announce job cuts
 93. (D) For a year
 94. (C) The most junior employees
 95. (D) Six times
 96. (A) That his company has not been doing its best
 97. (C) Call Kevin
 98. (B) To promote a new book
 99. (A) She thought the market was saturated.
 100. (A) Anyone interested in fund management

PART 5

- | | |
|----------------------|-------------------------|
| 101. (B) number | 102. (A) was held |
| 103. (C) don't | 104. (C) within |
| 105. (B) complex | 106. (D) most |
| 107. (C) due to | 108. (A) competitive |
| 109. (B) would be | 110. (C) Situated |
| 111. (B) on | 112. (D) list |
| 113. (C) hope | 114. (B) rather |
| 115. (A) proved | 116. (B) enough |
| 117. (D) seemed | 118. (D) have changed |
| 119. (B) excited | 120. (C) sum |
| 121. (B) was | 122. (A) when |
| 123. (D) Since | 124. (C) better |
| 125. (B) informative | 126. (A) might |
| 127. (D) from | 128. (D) as soon as |
| 129. (B) As | 130. (A) have developed |
| 131. (C) provide | 132. (D) come out |
| 133. (B) lower | 134. (C) reflect |
| 135. (B) had been | 136. (A) essential |
| 137. (C) currently | 138. (B) on |
| 139. (B) must | 140. (D) Higher |

PART 6

- | | |
|---------------------|------------------------|
| 141. (C) resort | 142. (A) all-inclusive |
| 143. (B) enter | 144. (A) spend |
| 145. (B) increases | 146. (C) installed |
| 147. (C) prosecuted | 148. (A) entitled |
| 149. (D) celebrate | 150. (B) save |
| 151. (C) initial | 152. (C) comprehensive |

PART 7

153. (C) He is a tax accountant.
 154. (D) Rhonda McVities
 155. (C) \$52.50
 156. (D) According to the distance transported
 157. (C) A penknife
 158. (B) 70 pounds
 159. (C) Anyone interested in improving their computer skills
 160. (B) Twice a month
 161. (C) A schedule of classes
 162. (B) Report financial transactions of a certain size
 163. (A) They are unhappy about them.
 164. (A) Prevent illegal funds being channeled secretly by organized crime groups
 165. (B) To confirm a reservation for a meeting at the BV Center
 166. (A) About 80
 167. (D) As soon as she receives this letter
 168. (B) The AV department and Food and Beverage Manager
 169. (C) It's free of charge and available all the time.
 170. (B) Madrid
 171. (B) Type the fax onto a website
 172. (C) A headset
 173. (A) Individuals who conduct international financial transactions
 174. (D) 5, regardless of your balance
 175. (C) Transferring funds to another bank fifteen times in a month, without incurring charges
 176. (D) \$1,000
 177. (B) Passengers must fly once a month for 12 months.
 178. (D) It doesn't matter how far you fly.
 179. (C) A maximum of 4
 180. (B) By calling a special phone line or downloading the form
 181. (B) He wants a quiet room.
 182. (C) By telephone
 183. (C) After midnight
 184. (C) The hotel is located far from the road.
 185. (A) Mr. Rodriguez's credit card number
 186. (A) March 31st
 187. (C) Pay the full amount before July 5th
 188. (B) He should have paid the full amount by April 29th.
 189. (C) 3
 190. (A) Because the order was canceled

- 191. (C) Telephone people who are not expecting to hear from him
- 192. (A) His excellent sales record
- 193. (B) To arrange an interview
- 194. (B) Call Ms. Prendergast
- 195. (A) She hires new employees.
- 196. (B) You must spend \$50 a month to get cheaper rates.
- 197. (D) You save 30% on all subsequent calls.
- 198. (C) To get further information
- 199. (C) One run by Telephone Connection's competitors
- 200. (A) Whom she can call at the cheapest rate, and at what discount

PRACTICE TEST 5

PART 1

1. (D) The airport lounge is almost empty.
2. (B) The man is wearing protective headgear.
3. (B) There are very few customers in the store.
4. (A) The woman is using a notebook computer.
5. (C) Four flags are hanging from the office building.
6. (A) Two businesspeople are walking past a park.
7. (A) The man and woman are sitting next to each other.
8. (B) The man is waiting for someone.
9. (C) There is a file on the desk.
10. (D) The waiter is carrying a tray of drinks.

PART 2

11. (A) No, I have to leave by 4:00.
12. (C) On the table in the break room.
13. (B) Yes, we need to add more desks.
14. (A) No, Mr. Curds has one more thing.
15. (C) San Francisco.
16. (A) Because he lost his wallet.
17. (B) It was my accountant.
18. (A) Not as often as I should.
19. (B) That's a very good idea.
20. (A) About three quarters of a tank.
21. (A) Here it is, ready to be copied.
22. (C) Yes, it's supposed to arrive within the hour.
23. (A) I was in a meeting.
24. (A) Um, actually, I'm thinking of flying.
25. (C) Yes, it was terrible.
26. (B) For at least one year.
27. (B) She seems very competent and kind.
28. (A) Yes, that's no problem.
29. (A) Yes, I expected it to be longer.
30. (B) In five weeks.
31. (A) That's OK. There's an extension cord under the table.
32. (C) Certainly, sir, if I could just see some identification?
33. (A) By Friday at the latest.
34. (A) Because I can never explain what I want to others.
35. (B) To be honest, I don't really remember.
36. (A) I'm going to do it on the way to the bank.
37. (B) He's usually at his desk by 8:30.
38. (B) There must have been at least 50 people there.
39. (C) I don't know, but I'm glad I'm not in your shoes.
40. (B) Press the big red one.

PART 3

41. (D) Upset and unimpressed
42. (A) Very surprised
43. (A) The company is located overseas.
44. (B) It was too low.
45. (B) Disappointed
46. (A) It will be hard to beat.
47. (B) The new receptionist is not very efficient.
48. (C) 4 weeks
49. (B) He needs to give the receptionist more time.
50. (B) How he would like her to send the report
51. (D) Delivered by hand
52. (C) In the afternoon
53. (A) Take her to the airport
54. (D) 5:00
55. (A) It will be too early for the man.
56. (C) He starts early.
57. (D) He is surprised by the changes.
58. (C) One of their coworkers wanted a different schedule.
59. (B) Making an airline flight reservation
60. (B) 9:40 a.m.
61. (B) She is collecting frequent flyer points from that airline.
62. (B) Reading a report
63. (A) He thinks his work might not be good enough.
64. (A) It deserves praise.
65. (C) The water supply has been cut off.
66. (A) There is not much that they can do.
67. (D) Put up signs and close the restrooms
68. (B) At a bank
69. (B) Switch to a higher interest account
70. (A) It would be better not to change things.

PART 4

71. (C) To introduce new staff members
72. (C) Business investments in Asia
73. (A) Switzerland
74. (B) There is a dinner with the staff.
75. (C) Friday
76. (D) Friday
77. (B) Over the telephone
78. (D) Dallas
79. (B) International Airlines
80. (A) Two companies will share marketing campaigns.
81. (C) 5 years
82. (C) Both companies are very successful.
83. (A) Get three sponsors
84. (B) Activities for children

85. (C) Wear comfortable shoes
 86. (C) At a new employee orientation
 87. (D) 10
 88. (B) That the manager is part of a team
 89. (D) 11 rooms
 90. (C) Entry fees
 91. (B) They have been providing labor for free.
 92. (C) A garden supply center
 93. (D) Over four decades
 94. (B) Free compost
 95. (C) Easy ways to save money
 96. (D) Even slight changes in spending habits can save you a lot of money.
 97. (B) It is a waste of money.
 98. (A) To tell him that catering costs are higher than anticipated
 99. (C) 3
 100. (C) Reduce the variety of dishes and request a new estimate

PART 5

101. (C) would have applied
 102. (B) Actually
 104. (A) received
 106. (C) am not
 108. (D) doesn't have
 110. (A) for
 112. (D) decision
 114. (D) in
 116. (A) able
 118. (B) signs
 120. (C) to bring
 122. (A) more reasonable
 123. (C) considered
 125. (C) quickly
 127. (C) agreed
 129. (B) lack
 131. (C) Hardly
 133. (A) gained
 135. (D) most persuasive
 136. (B) as soon as
 137. (C) never have expected
 138. (D) show
 140. (C) her
103. (A) told
 105. (D) change
 107. (B) other people
 109. (C) any
 111. (B) isn't necessary
 113. (C) makes
 115. (C) most of
 117. (B) until
 119. (D) required
 121. (A) as much
 124. (D) salary
 126. (A) would
 128. (B) late
 130. (D) difficulties
 132. (C) recorded
 134. (A) effect
 139. (D) outstanding

PART 6

141. (C) draw
 143. (C) minute
 145. (C) remind
 147. (C) submit
 149. (A) affordable
 151. (B) cutting corners
142. (A) revised
 144. (D) regular
 146. (B) existing
 148. (A) enjoy
 150. (C) discreet
 152. (A) registering

PART 7

153. (B) USA - Hong Kong
 154. (B) The same prices apply to a cellular phone or fax.
 155. (D) \$4.50
 156. (A) To notify readers of a new treatment for a disease
 157. (B) Women who suffered broken bones
 158. (C) The Czech Republic would lose jobs to Romania and Lithuania.
 159. (A) It would provide economic growth for all three nations.
 160. (B) It will expand its membership.
 161. (D) Czech labor unions
 162. (C) They are business partners.
 163. (B) The existing engraving companies are unable to cope with demand.
 164. (C) Somewhere outside of the US
 165. (B) How to prepare a resumé
 166. (C) To act as a tool for getting you a job interview
 167. (A) Your most recent job
 168. (C) Your nationality and the fact that you are single
 169. (A) To provide its recipients with information they can use to recruit new students for a program
 170. (B) 1,600
 171. (C) Teachers are retiring and enrollment is increasing.
 172. (C) Scholarships and a qualifying bonus
 173. (B) To inform passengers of seasonal changes
 174. (D) 5:45 a.m. and 11:25 p.m.
 175. (B) Anyone traveling on the Sea Star Express between June 1st and September 10th
 176. (C) By asking for one at any Western Railways station
 177. (D) To teach preventive measures against getting skin cancer
 178. (B) To promote a brand of children's products
 179. (C) Before 10 a.m. and after 3 p.m.
 180. (A) Getting sunburned once or twice has no lasting effects.
 181. (A) The company was recommended by a colleague.
 182. (D) At a private clinic
 183. (C) To notify a customer of delayed shipment
 184. (B) They offer excellent quality at reasonable prices.
 185. (B) By February 28, 2006
 186. (D) To ask for feedback on a new advertising idea
 187. (A) Because their customer base is young
 188. (A) They'll use GPS to inform customers of nearby retailers.

189. (A) Difficulty obtaining cell phone users' personal data
190. (C) Special discounts on monthly fees
191. (B) Non-payment of bills
192. (A) Blue Raven Construction
193. (C) He is on sick leave.
194. (A) 23
195. (C) For mailing and packing charges
196. (D) A retirement party
197. (C) Because he does a lot of business with George Spencer's company
198. (C) Singapore
199. (A) Monday
200. (C) Lennox Brothers has several branches in foreign countries.

PRACTICE TEST 6

PART 1

1. (B) The road is being repaired.
2. (A) The aircraft aisle is clear.
3. (C) The women are looking at a computer screen.
4. (A) The wall is being painted.
5. (B) There's heavy equipment in the parking lot.
6. (A) The men are resting in a park.
7. (B) A contract is being signed by the office workers.
8. (D) There are a few coins in front of the phone.
9. (C) A woman is making some photocopies.
10. (D) There is an umbrella beside the man.

PART 2

11. (C) We might be able to.
12. (B) For half an hour.
13. (A) She went home.
14. (A) This morning.
15. (A) No, I start at 8 p.m. instead of 9 a.m.
16. (B) By air courier.
17. (B) Yes, twice already.
18. (A) I'm not sure. Let me check.
19. (C) Eight dollars.
20. (B) Yes, they came yesterday afternoon.
21. (B) We'll get our first issue next month.
22. (C) Yes, I've read it.
23. (C) I think he's having car trouble.
24. (A) Express, please. It has to arrive as quickly as possible.
25. (B) No, I can handle them myself.
26. (B) I'm for it.
27. (B) He's based in the Hong Kong office now.
28. (C) That sounds interesting.
29. (A) I think it's number four.
30. (A) I'd like a phone number, please.
31. (B) I'd call back later if I were you.
32. (A) It only takes five minutes by taxi.
33. (C) I think it's the 10th.
34. (A) I'd send an email. It's a lot quicker.
35. (B) Try shaking the cartridge. There might be a little left.
36. (A) I did. Is there a problem?
37. (A) They are here for a seminar at three o'clock.
38. (A) I'm not sure which store you mean.
39. (B) At the State Convention Center.
40. (C) She'll be here until the 23rd.

PART 3

41. (A) A department store
42. (A) He bought the wrong size.
43. (C) A refund
44. (C) Airport check-in desk clerk
45. (D) Half of them
46. (D) Put all his important items together
47. (B) A proposal
48. (C) Friday
49. (A) Wednesday
50. (A) Rent a car
51. (C) Three
52. (B) Full insurance
53. (A) To be able to see everyone
54. (A) He was out of the office last week.
55. (D) Next week
56. (C) At a railway station
57. (D) Tomorrow morning
58. (C) He missed the last train.
59. (B) Make a phone call
60. (A) Coins in exchange for a dollar bill
61. (A) Asking at the newspaper stand
62. (B) A cold drink and a donut
63. (C) Get a discounted drink with every two donuts
64. (B) It sounds good, but she's not interested.
65. (C) A company report
66. (A) Because only John's proposal was mentioned
67. (D) Talking to the director about his concerns
68. (A) Cash a traveler's check
69. (D) Some form of identification
70. (B) His driver's license

PART 4

71. (B) President of a company
72. (A) Open a factory
73. (D) It will pump a lot of money into the local economy.
74. (C) A meeting
75. (A) In the Central Administration building
76. (D) At 9:45
77. (B) 32°
78. (A) Partly cloudy
79. (D) At 10 p.m.
80. (A) On the telephone
81. (C) Bank Management
82. (B) Send their resumé
83. (A) Drivers
84. (C) There was an accident.

85. (D) In a helicopter
 86. (C) New and used cars
 87. (A) Free repairs
 88. (D) Every day
 89. (B) To introduce a guest speaker
 90. (A) His inventions
 91. (C) It had no dust bag inside.
 92. (A) Hourly discounts on certain items
 93. (B) A yellow light will flash.
 94. (D) Items will be marked with a sticker.
 95. (C) To let him know the status of his reservation
 96. (A) One week
 97. (B) His credit card number and dietary requirements
 98. (B) People aged over 60
 99. (C) A vitamin supplement
 100. (D) One pill

PART 5

- | | |
|-----------------------------|-----------------------|
| 101. (D) show | 102. (C) event |
| 103. (A) drafted | 104. (D) as a |
| 105. (A) further | 106. (A) has |
| 107. (C) came | 108. (B) fabric |
| 109. (B) needs | 110. (D) required |
| 111. (B) best | 112. (A) had been |
| 113. (A) should | 114. (A) Since |
| 115. (D) Although | 116. (D) fewer |
| 117. (B) those | 118. (D) until |
| 119. (B) still | 120. (B) on |
| 121. (A) wealth | 122. (A) exceeded |
| 123. (D) are hoping | 124. (B) immeasurable |
| 125. (C) still | 126. (A) objective |
| 127. (C) latest | 128. (C) of |
| 129. (D) fill | 130. (B) worst |
| 131. (B) want to | 132. (C) hundreds |
| 133. (C) up to | 134. (A) facilities |
| 135. (B) diversity | 136. (C) gives |
| 137. (D) had been appointed | |
| 138. (D) chosen | 139. (A) could have |
| 140. (A) quality | |

PART 6

- | | |
|---------------------|------------------------|
| 141. (C) unattended | 142. (C) valuables |
| 143. (D) reimburse | 144. (B) cooperation |
| 145. (C) regret | 146. (C) Unfortunately |
| 147. (B) notice | 148. (A) arrangements |
| 149. (D) brought | 150. (C) tolerate |
| 151. (C) If | 152. (B) aware |

PART 7

153. (C) Yo Yo Ma
 154. (B) Saturday
 155. (B) At the box office
 156. (A) Not permit unauthorized use of the vehicle
 157. (B) Process a credit card voucher in Customer's name
 158. (C) Hemp hammocks
 159. (C) \$55.00
 160. (B) 15%
 161. (D) Environmentally safe products
 162. (A) To inform workers how to throw away different types of waste
 163. (D) Glass
 164. (B) A code number in reference to the bins
 165. (D) A motor show
 166. (D) To counter the Corvette's success
 167. (A) Drag racing
 168. (B) There are more women than in the past.
 169. (B) They are free.
 170. (C) Make an appointment
 171. (B) Families of substance abusers
 172. (B) It depends upon the family's disposable income.
 173. (B) The development of a candy to help people give up smoking
 174. (B) It does not contain nicotine.
 175. (A) It is awaiting federal approval.
 176. (C) In major drug stores
 177. (D) Much of the heat disappears through the walls and roof.
 178. (A) Until now, it was not available to the ordinary consumer.
 179. (C) Half an hour
 180. (B) A free gift with every purchase
 181. (C) Because he wants employees to avoid trouble entering Singapore
 182. (B) 30 days
 183. (B) File a formal application
 184. (B) It was helpful but somewhat inadequate.
 185. (A) The company should provide additional paperwork to employees traveling to Singapore.
 186. (A) A training course for sales people
 187. (B) Carol Dinkins
 188. (B) Top sales staff
 189. (C) Both "The Hard Sell" and "Targeting Your Audience"
 190. (A) As yet unspecified companies
 191. (A) Reasons why people shop at one particular supermarket chain

192. (B) Work in the advertising department of Buyways
193. (A) The answers are ambiguous.
194. (A) Shoppers in their 20s
195. (C) He is waiting until he meets the others in person.
196. (C) To complain about poor service
197. (B) She didn't think she would have any problems.
198. (C) Free delivery
199. (A) They are a young, inexperienced company.
200. (B) To compensate her for the inconvenience she suffered

ANSWER SHEET

Practice Test 5

LISTENING (Parts 1 - 4)											
NO.	ANSWER		NO.	ANSWER		NO.	ANSWER		NO.	ANSWER	
	A	B		A	B		A	B		A	B
1	a	b	41	a	b	61	a	b	81	a	b
2	a	b	42	a	b	62	a	b	82	a	b
3	a	b	43	a	b	63	a	b	83	a	b
4	a	b	44	a	b	64	a	b	84	a	b
5	a	b	45	a	b	65	a	b	85	a	b
6	a	b	46	a	b	66	a	b	86	a	b
7	a	b	47	a	b	67	a	b	87	a	b
8	a	b	48	a	b	68	a	b	88	a	b
9	a	b	49	a	b	69	a	b	89	a	b
10	a	b	50	a	b	70	a	b	90	a	b
11	a	b	51	a	b	71	a	b	91	a	b
12	a	b	52	a	b	72	a	b	92	a	b
13	a	b	53	a	b	73	a	b	93	a	b
14	a	b	54	a	b	74	a	b	94	a	b
15	a	b	55	a	b	75	a	b	95	a	b
16	a	b	56	a	b	76	a	b	96	a	b
17	a	b	57	a	b	77	a	b	97	a	b
18	a	b	58	a	b	78	a	b	98	a	b
19	a	b	59	a	b	79	a	b	99	a	b
20	a	b	60	a	b	80	a	b	100	a	b

READING (Parts 5 - 7)											
NO.	ANSWER		NO.	ANSWER		NO.	ANSWER		NO.	ANSWER	
	A	B		A	B		A	B		A	B
101	a	b	121	a	b	141	a	b	161	a	b
102	a	b	122	a	b	142	a	b	162	a	b
103	a	b	123	a	b	143	a	b	163	a	b
104	a	b	124	a	b	144	a	b	164	a	b
105	a	b	125	a	b	145	a	b	165	a	b
106	a	b	126	a	b	146	a	b	166	a	b
107	a	b	127	a	b	147	a	b	167	a	b
108	a	b	128	a	b	148	a	b	168	a	b
109	a	b	129	a	b	149	a	b	169	a	b
110	a	b	130	a	b	150	a	b	170	a	b
111	a	b	131	a	b	151	a	b	171	a	b
112	a	b	132	a	b	152	a	b	172	a	b
113	a	b	133	a	b	153	a	b	173	a	b
114	a	b	134	a	b	154	a	b	174	a	b
115	a	b	135	a	b	155	a	b	175	a	b
116	a	b	136	a	b	156	a	b	176	a	b
117	a	b	137	a	b	157	a	b	177	a	b
118	a	b	138	a	b	158	a	b	178	a	b
119	a	b	139	a	b	159	a	b	179	a	b
120	a	b	140	a	b	160	a	b	180	a	b

TARGET TOEIC® *Second Edition*

TARGET TOEIC® *Second Edition* is designed to provide thorough and realistic preparation for the TOEIC® test through authentic test practice. In order to ensure that students are getting authentic test practice, this new edition has been updated to incorporate changes recently made to the TOEIC® test. **TARGET TOEIC® *Second Edition*** follows the length and format of the actual TOEIC® test. It employs the identical layout and includes the same directions found on the actual TOEIC® test.

TARGET TOEIC® *Second Edition* includes:

- Six practice tests designed to simulate actual TOEIC® tests, including all recent modifications, allowing test takers to familiarize themselves with the test
- Recordings of both British and American accents, as per the style of the newer versions of the TOEIC® test
- Longer listening sections and reading passages
- Complete tapescripts and answer keys
- Answer sheets for each test using authentic TOEIC® format
- Complete audio recordings of the listening sections of the test

Increase your confidence and your test score
with **TARGET TOEIC® *Second Edition***!

