

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following notice.

Express Postal Delivery

Date: June 6

To: Audrie Simmons, 456 Eastcourt Blvd., Acworth, NH 03601

We attempted to:

Deliver 1st Attempt Next attempt will be made on: Friday
 Pick Up 2nd Attempt Approximate time of next attempt:
 Final Attempt After 5:00 P.M.

Package Origin: Telinda Bookstore
23 River Rd.
Pinecrest, FL 33156

Signature required upon delivery (in person)
 Payment required upon delivery
Amount due: \$84.50

TEST 2

147. What is indicated about Express Postal Delivery?
- (A) It tried to deliver the package once before.
 - (B) It left the package with Ms. Simmons.
 - (C) It is based in Acworth.
 - (D) It offers nationwide postal delivery.

148. According to the notice, what is suggested about Ms. Simmons?
- (A) She lives in the village of Pinecrest.
 - (B) She is usually home on Fridays.
 - (C) She has signed for delivery.
 - (D) She owes money to Telinda Bookstore.

147	(A)	(B)	(C)	(D)
148	(A)	(B)	(C)	(D)

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Questions 149-151 refer to the following invitation.

The Asian Glass Producers Association
Industry Leaders Luncheon Series

The Asian Glass Producers Association (AGPA) is pleased to present a luncheon featuring a speech by Mr. Cuong Ho. —[1]—. A noted expert in the industry, Mr. Ho is the chief executive officer of the Cam Ranh Glass Corporation, based in Cam Ranh, Vietnam. —[2]—. The Chair of the Vietnamese section of the AGPA, Mr. Ho has an uncanny ability to accurately forecast market prices in the glass industry. —[3]—.

Fueled by, among other things, a booming transportation sector in various parts of the world, there currently is a considerable demand for glass. Mr. Ho will discuss his work to boost exports from the region in order to meet this demand. —[4]—. Industry professionals are encouraged to attend.

Date: October 25
Time: 12:00 Noon
Location: Malaysian Manufacturing Foundation Club, Kuala Lumpur
Price: RM20 (members), RM50 (nonmembers)

To attend the event, sign up on the AGPA Web site. Registration ends on October 18.

149. What is indicated about the event?
(A) It is being hosted by Mr. Ho's company.
(B) It will take place in Vietnam.
(C) It is open to AGPA members only.
(D) It will focus on ways to increase exports.
150. What is NOT one of Mr. Ho's accomplishments?
(A) Predicting the cost of glass
(B) Leading a glass trade group
(C) Increasing global demand for glass
(D) Running a glass company
151. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
"Under his leadership, the company has grown in capability and revenue."
(A) [1]
(B) [2]
(C) [3]
(D) [4]

149	(A)	(B)	(C)	(D)
150	(A)	(B)	(C)	(D)
151	(A)	(B)	(C)	(D)

Questions 152-153 refer to the following e-mail.

E-Mail Message

To: Derrick Carson <dcarson@tylersbestauto.ca>
From: Alexander Marquez <amarquez@appdeveloper.ca>
Subject: New mobile app
Date: 2 February

Dear Derrick,

We have finally completed work on the new mobile app that will allow your customers to shop for vehicles and make service appointments using any type of wireless device.

As you know, it took us longer than originally expected to develop an app that would work on different types of devices. Unfortunately, the first round of testing revealed some significant flaws. However, we have made significant progress since then. We can now guarantee that the software works correctly.

Per your instructions, there will be a special service discount coupon available only through the app. Hopefully, the coupon will encourage customers to use the app.

Sincerely,
Alexander

TEST 2

152. What is the purpose of the e-mail?
- (A) To request assistance with a job
 - (B) To discuss a new problem
 - (C) To provide updated information
 - (D) To advise of staff changes
153. What caused a delay in the development of the app?
- (A) Mr. Marquez was sick.
 - (B) Customers did not like one of the features.
 - (C) A coupon contained a misprint.
 - (D) The product did not work well at first.

152 | A B C D
153 | A B C D

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Questions 154-156 refer to the following e-mail.

From:	Ziana Zhao <zzhao@muraseglobaltech.com>
To:	Kal Rudra <krudra@muraseglobaltech.com>
Subject:	First contact
Date:	15 August

Dear Mr. Rudra:

As you may know, Sonia Lobo is starting in the sales department next week. It is our policy to partner new employees with a “first contact”—a staff member who, like you, has been with the company for more than five years. Your supervisor, who highly regards your positive attitude and your ability to work effectively within a team environment, has recommended you to be Sonia’s first contact.

If you are willing to help out, your responsibilities during Sonia’s first week would be to show her around the office, introduce her to your colleagues, answer her questions, and help her get accustomed to our office culture. Afterwards, we expect that Sonia will be sufficiently settled into her duties to need assistance only as questions arise.

Please let me know if you are interested in and available for this assignment.

Sincerely,

Ziana Zhao
Human Resources Assistant
Murase Global Tech

154. Why did Ms. Zhao send the e-mail?
- (A) To explain a problem with a policy
 - (B) To thank an employee for a referral
 - (C) To ask an employee for assistance
 - (D) To provide information about a job interview

156. The phrase “settled into” in paragraph 2, line 4, is closest in meaning to
- (A) decided on
 - (B) complete in
 - (C) impressed by
 - (D) comfortable with

155. What is NOT mentioned as a reason that Mr. Rudra would make a good first contact?
- (A) He works well on a team.
 - (B) He has already met Ms. Lobo.
 - (C) He was recommended by his supervisor.
 - (D) He has been with the company for more than five years.

154	(A)	(B)	(C)	(D)
155	(A)	(B)	(C)	(D)
156	(A)	(B)	(C)	(D)

Questions 157-158 refer to the following online chat discussion.

Jeffrey McCain 10:22 A.M.
Muneer, do you have time soon to meet with someone at Southwood Hospital? They called about getting an estimate for work on their roof.

Muneer Nagi 10:25 A.M.
Today I'm working to finalize the estimate for window replacements at the auto mechanic's, and I also need to go to Heller Farmers' Market to check on our crew there.

Jeffrey McCain 10:26 A.M.
Right.

Muneer Nagi 10:27 A.M.
I could certainly make it to the hospital tomorrow morning.

Jeffrey McCain 10:30 A.M.
OK, that would work. I'll let them know to expect you around 11:00 A.M.

Muneer Nagi 10:31 A.M.
OK. Whom do I contact when I get there?

Jeffrey McCain 10:32 A.M.
Alicia Moyers in the facilities office.

157. In what industry are the people most likely employed?

- (A) Agriculture
- (B) Health
- (C) Transportation
- (D) Construction

- | | | | | |
|-----|-----|-----|-----|-----|
| 157 | (A) | (B) | (C) | (D) |
| 158 | (A) | (B) | (C) | (D) |

158. At 10:30 A.M., what does Mr. McCain most likely mean when he writes, "that would work"?

- (A) Mr. Nagi will complete a job well.
- (B) Tomorrow is a good time to hold a meeting.
- (C) Some office tasks will be postponed.
- (D) Ms. Moyers can provide the information needed.

Questions 159-160 refer to the following advertisement.

Volunteer at the McAbee Music Festival

Are you planning to attend the McAbee Music Festival? Green Renew, a nonprofit organization dedicated to waste management, is seeking volunteers to assist with recycling efforts at the two-day event. If you fill just one 40-gallon bag with aluminum cans and plastic cups collected from the concert grounds, you will receive a colorful Green Renew T-shirt and a pair of tickets to next year's festival. The T-shirt has been designed exclusively for Green Renew, and it will not be available at the festival merchandise table or anywhere else. To register, visit Greenrenew.org and complete a brief information form. Someone from Green Renew's regional office will then contact you with more details.



159. What will volunteers be asked to do at the festival?

- (A) Sell event merchandise
- (B) Collect beverage containers
- (C) Set up event equipment
- (D) Conduct a survey

159	A	B	C	D
160	A	B	C	D

160. What is mentioned about the T-shirts?

- (A) They are not available for purchase.
- (B) They are a different color each year.
- (C) They must be worn by volunteers.
- (D) They will be distributed to festival musicians.

Questions 161-163 refer to the following article.

Healthy Eating

Q&N Vending heads our Top 10 Startups list because it is addressing a basic need in a healthy and creative way.

Hal Quinn and Becca Norwich first met four years ago at the Hicks School of Business. Quinn tells the story of how they were both frustrated by the lack of healthful food in the vending machine at the library, where they put in long hours of studying. "It was Becca who thought of the idea," says Quinn. "It was 1:00 A.M. and we were standing in front of the machine eating chocolate-covered pretzels. Becca said, 'Why don't we come up with a business plan to stock vending machines with food other than candy and snacks with little nutritional value?' We sketched out our plan right away."

It was not hard for them to find financial backers. "Everyone liked our plan. We actually had to turn investors away," says Norwich. "We wanted to retain primary control of the product."

The pair spent two years gathering their vendors and researching vending-machine design. Their machines offer a combination of regular food items and original creations. "We didn't think we would be involved in inventing snacks," says Quinn. "But when we came up with the Q&N Broccoli Chips one year ago, we knew we had something special."

Their first machines appeared around the country three months ago. Where was their very first machine installed? The Hicks School of Business library, of course!

161. Where would the article most likely be found?

- (A) In a restaurant review
- (B) In a business news magazine
- (C) In a medical research journal
- (D) In a newsletter for librarians

162. What is implied about chocolate-covered pretzels?

- (A) They are one of the creations of Q&N Vending.
- (B) They are the most popular snack food among students.
- (C) They are unlikely to be found in Q&N Vending machines.
- (D) They do not appeal to investors.

163. When did the concept of Q&N Vending originate?

- (A) Three months ago
- (B) One year ago
- (C) Two years ago
- (D) Four years ago

161	A	B	C	D
162	A	B	C	D
163	A	B	C	D

Questions 164-167 refer to the following memo.

MEMO

To: All CES Staff
From: Employee Recognition Committee
Date: 20 July
Subject: Synergia Award

Good morning, everyone,

The deadline to cast your vote for this year's Synergia Award is fast approaching. The Synergia Award acknowledges the effectiveness and efficiency of the CES teams. — [1] —. These are teams of employees who have made outstanding contributions to CES. All teams are eligible to receive the award.

— [2] —. For a complete list of nominees, including a summary of their accomplishments to date, check the Awards page at www.ces.com/awards. We would like you to get acquainted with all the teams' accomplishments before completing and submitting the online form at www.ces.com/synergiaballot by 9 August. If you have any questions, please contact us. — [3] —.

The award ceremony and reception will take place at the Lim Auditorium on 27 September at 11:30 A.M. — [4] —. While voting is optional, all employees must attend the ceremony and reception. If you are unable to do so, please inform your manager.

Thank you for your time,

The Employee Recognition Committee

164. What is described in the memo?
- (A) CES team accomplishments
 - (B) A selection procedure
 - (C) How to apply for an award
 - (D) How to become a CES team member
165. What can be found on the Awards page?
- (A) A description of categories
 - (B) A list of previous winners
 - (C) A list of nominated teams
 - (D) An invitation to a reception
166. According to the memo, what are employees required to do?
- (A) Be present at a reception
 - (B) E-mail the committee
 - (C) Learn about the CES teams
 - (D) Fill out an online form
167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Please take a few minutes to select a CES team you consider worthy of this award."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

164	(A)	(B)	(C)	(D)
165	(A)	(B)	(C)	(D)
166	(A)	(B)	(C)	(D)
167	(A)	(B)	(C)	(D)

Questions 168-171 refer to the following text-message chain.

 **Group conversation** (TDarrell, MShim, SAbdou)

Tonia Darrell (7:21 P.M.)
I'm just finishing up at work. Are you all still at the restaurant?

Martin Shim (7:22 P.M.)
Yes, most of the team are still here. Are you still coming?

Tonia Darrell (7:22 P.M.)
Sure. Where's the place again?

Martin Shim (7:23 P.M.)
506 Menlo Street—it's called Hillcrest Restaurant. I know Gerry will be happy if you can come and celebrate his retirement.

Suri Abdou (7:25 P.M.)
Tonia, thanks for offering me a lift to the restaurant. Let me know when you're leaving and I'll meet you downstairs.

Tonia Darrell (7:26 P.M.)
I'm leaving shortly. I already rang for a taxi.

Suri Abdou (7:27 P.M.)
Great. Did you finish the design changes?

Tonia Darrell (7:27 P.M.)
Just finished them. Justin Lane and I worked on them all day. We just sent a copy to the client, and he seems pleased.

Suri Abdou (7:28 P.M.)
So is Justin coming too?

Tonia Darrell (7:29 P.M.)
He is. Martin, don't let anyone leave until we get there!

Martin Shim (7:30 P.M.)
Will do. We're glad you all can make it!

TEST 2

168. What does Ms. Darrell ask for?
(A) A recommendation
(B) Ideas for a project
(C) A street address
(D) Help meeting a deadline
169. Why is Mr. Shim at a restaurant?
(A) To meet with a new client
(B) To honor a company employee
(C) To welcome a new team member
(D) To celebrate a business deal
170. Who most likely is Mr. Lane?
(A) A taxi driver
(B) Ms. Darrell's client
(C) A restaurant employee
(D) Ms. Darrell's colleague
171. At 7:30 P.M., what does Mr. Shim most likely mean when he writes, "Will do"?
(A) He will call a taxi for Ms. Darrell.
(B) He will order food for Ms. Darrell.
(C) He will ask his coworkers to stay at the restaurant.
(D) He will share some good news about the design.

168	(A)	(B)	(C)	(D)
169	(A)	(B)	(C)	(D)
170	(A)	(B)	(C)	(D)
171	(A)	(B)	(C)	(D)

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Questions 172-175 refer to the following letter.

Tennant Sports
28 Learmouth Street
LYONS VIC 3304

20 December

Dear Shareholders,

For the past two decades, Tennant Sports has been providing top-quality athletic footwear to the consumer. Our high customer retention rate is evidence of that, and our sales figures continually beat our projections.

Our most recent fiscal year was no exception: we set an all-time record by hitting \$500 million in total annual revenue, which is a 12 percent increase from the previous year. This gain was primarily driven by the release of the improved version of the Crewflex shoe, the Crewflex DS. While similar in style to the original Crewflex shoe, the Crewflex DS has various innovative features and is more thickly cushioned on the inside. The product's overwhelming popularity has made it difficult for our retail locations to keep up with demand. Therefore, in recent weeks we have expanded our production team.

During the current fiscal year our focus will primarily be on further broadening our line of footwear, and on incorporating more features that customers have asked for.

On behalf of the staff and management at Tennant Sports, I wish to express my sincerest gratitude to you for your unwavering support in the years past and in those that lie ahead.

Best regards,

Mark Guzman

Mark Guzman, CEO, Tennant Sports, Inc.

172. The word "driven" in paragraph 2, line 3, is closest in meaning to
- (A) directed
 - (B) operated
 - (C) struck
 - (D) bargained
173. How do Crewflex DS shoes differ from the original model?
- (A) They are more durable.
 - (B) They have more padding.
 - (C) They come in various styles.
 - (D) They cost more money.
174. What does Tennant Sports intend to do this year?
- (A) Hire new leadership
 - (B) Test a new sales strategy
 - (C) Expand its retail locations
 - (D) Create new product offerings
175. What is NOT mentioned about Tennant Sports?
- (A) It has acquired new financial investors.
 - (B) Its products are sold in retail stores.
 - (C) It has increased its production operations.
 - (D) It designs products based on customer feedback.

172	(A)	(B)	(C)	(D)
173	(A)	(B)	(C)	(D)
174	(A)	(B)	(C)	(D)
175	(A)	(B)	(C)	(D)