

TEST

01

JIM'S TOEIC

Reading Test

In the reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

Part 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then, mark the letter (A), (B), (C), or (D) on your answer sheet.

101. ----- you want to receive additional information regarding the services we offer, please log onto our website at www.healthclub.com today.
- (A) If
(B) For
(C) Despite
(D) Whether
102. Sandy Duncan was handpicked by the general manager to head the next project because of ----- experience in this field.
- (A) her
(B) hers
(C) herself
(D) she
103. The changes made in the working conditions at our company resulted in remarkable improvements in all aspects of our business and ----- more so in the morale of our employees.
- (A) all
(B) any
(C) even
(D) although
104. All commuters ----- the main highway to get to the center of the city will face delays of up to an hour today because of on-going construction.
- (A) use
(B) used
(C) using
(D) will use
105. In order to become a member of the country club, applicants have to meet the strict ----- set by the club president.
- (A) require
(B) requires
(C) requiring
(D) requirements
106. The outcome of our meeting today with the board of directors will ----- the course of action we will take this year.
- (A) determine
(B) determines
(C) determining
(D) determination

107. The announcement of John Stanton's retirement was not well received by most of the staff members, but Leslie, his long time friend and colleague, was extremely ----- to hear that Mr. Stanton will now be able to enjoy some leisure time.
- (A) happiest
(B) happily
(C) happier
(D) happy
108. Because many of the warehouse workers were out sick today, Mr. Miller had to stock the goods on the shelves -----.
- (A) itself
(B) himself
(C) herself
(D) themselves
109. Please accept our ----- apology for the inconvenience this delay is causing all the passengers here at Pearson International Airport.
- (A) sincere
(B) original
(C) estimated
(D) completed
110. The majority of the contract ----- that took place during the year were handled by lawyers from a local law firm.
- (A) negotiate
(B) negotiations
(C) negotiable
(D) negotiator
111. It will be next to impossible to ----- a room at the Ashton Hotel this week because of the film festival.
- (A) reserve
(B) respond
(C) connect
(D) appoint
112. The presentation of this evening's winners will commence ----- at seven following dinner at six.
- (A) precise
(B) precision
(C) precisely
(D) preciseness
113. The new sports complex will accommodate an Olympic-sized swimming pool and other -----, including a fitness center and a spa, to name just a few.
- (A) facilities
(B) categories
(C) qualities
(D) supplies
114. Our new product will be put through a number of ----- tests before being released to the public.
- (A) dependent
(B) founded
(C) withhold
(D) stringent
115. Mr. Chan's main role in the company for the next two weeks is to look ----- the right person to take over Mr. Shaw's position when he leaves at the end of the month.
- (A) in
(B) for
(C) over
(D) from
116. People unanimously agreed that John would have performed a great deal better under more ----- circumstances.
- (A) favorable
(B) favorably
(C) favorite
(D) favor

117. After a long and difficult strike, the plant workers will show up to work ----- Monday.
- (A) starting on
 - (B) afterwards
 - (C) instead
 - (D) outside
118. Scarborough General Hospital has two ----- for certified x-ray technicians to start immediately.
- (A) open
 - (B) opener
 - (C) openings
 - (D) openness
119. Mark's Warehouse Clearance Store is having a sale with savings of up to 40 percent off on all clothing this weekend ----- celebration of its 25th anniversary.
- (A) in
 - (B) at
 - (C) on
 - (D) of
120. Probe Magazine conducted a survey asking one thousand employees who work in low-paying industries to express ----- their biggest concerns are.
- (A) how
 - (B) when
 - (C) what
 - (D) which
121. Should there be any requests for schedule changes, please notify us -----.
- (A) prompt
 - (B) prompted
 - (C) promptly
 - (D) prompting
122. For this weekend only, Bad Boys Electronics Store is celebrating its first year in business with up to thirty percent ----- on all items in the store.
- (A) retail
 - (B) market
 - (C) economy
 - (D) discounts
123. The automobile parts we requested for our customer got here on -----.
- (A) authority
 - (B) condition
 - (C) schedule
 - (D) appointment
124. The advertisements printed in this magazine do not ----- imply endorsement by the management.
- (A) highly
 - (B) barely
 - (C) gradually
 - (D) necessarily
125. The newly installed alarm system, which is directly connected to the police, will go off if the correct security code is not entered ----- 60 seconds of touching the keypad.
- (A) only
 - (B) under
 - (C) within
 - (D) directly
126. The airline requested a ----- call to ensure a seat on my flight back home.
- (A) confirm
 - (B) confirmed
 - (C) confirming
 - (D) confirmation

127. If the task is too complicated to figure out on ----- own, please don't hesitate to ask one of our representatives, who are here to help.
- (A) you
(B) your
(C) yours
(D) yourself
128. The hard work put in during his younger years made him become ----- sound in his later years.
- (A) finance
(B) finances
(C) financial
(D) financially
129. Ms. Taylor has called the managers to ----- her in the main conference room to discuss next year's budget.
- (A) met
(B) meet
(C) have met
(D) will meet
130. ----- announcing his retirement, Mr. Kinsley has been busy trying to train his replacement.
- (A) Because
(B) Once
(C) Since
(D) While
131. Please fax us the information immediately because I need to ----- the client right away.
- (A) notify
(B) speak
(C) report
(D) attend
132. One of the reasons why our sales team has become a leader today is that they are put through a number of vigorous training sessions to keep up with the ----- changes that occur in the market.
- (A) prosperous
(B) continuous
(C) straight
(D) mature
133. John is a bit nervous because he will give a speech ----- the board members this afternoon.
- (A) by
(B) on
(C) to
(D) during
134. Of the many radio stations in the city, FM 109 is considered to play the ----- listening music.
- (A) easy
(B) easiest
(C) more easily
(D) most easily
135. The new, expensive software was purchased to help keep better ----- of the clients we have here at our company.
- (A) records
(B) states
(C) points
(D) marks
136. Only after ----- requests by the tenants did the superintendent do something about the broken intercoms in some of the apartments.
- (A) repeat
(B) repeated
(C) repeating
(D) repetition

137. A rain shower ----- by cold winds is expected to reach our region by this evening.

- (A) accompany
- (B) accompanied
- (C) accompanying
- (D) will accompany

138. The special deal offered by our supplier will last only for a ----- time.

- (A) limited
- (B) minor
- (C) partial
- (D) lower

139. ----- something drastic happens before midnight, the postal workers will most likely walk out on their jobs.

- (A) Also
- (B) Except
- (C) Unless
- (D) Therefore

140. The defense attorney contemplated a long time before finally making his decision to ----- the accused in court.

- (A) attend
- (B) represent
- (C) express
- (D) perform

Part 6

TEST
01

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then, mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following article.

Bank Mortgage Rates Will Fall

Several of Canada's largest banks ----- to decrease their mortgage rates. Royal Bank

141. (A) decide
(B) deciding
(C) was decided
(D) have decided

revealed its plan to cut key mortgage rates by a tenth of a percentage point across the board, while TD Canada Trust will decrease its rates by the same ----- except for

142. (A) margin
(B) allowance
(C) space
(D) surplus

its 10-year rate. The Bank of Montreal will also lower its fixed-rate mortgages on four-year terms and longer by a tenth of a percentage point.

And lastly, Vancouver Trust has also jumped on the wagon by announcing that it is planning to ----- its rates, but the exact numbers are still unknown. However, insiders are predicting

143. (A) turn down
(B) shorten
(C) reduce
(D) narrow

that the reduction rates will be similar to those of other banks.

Questions 144-146 refer to the following advertisement.

**"A net worth of \$2.5 million
in just 4 years using London Life's
simple wealth strategy"**

– Jane Booth and Glenda Jackson – Investment Advisers

If you're looking to get on the ----- to financial freedom but aren't sure of what steps

- 144.** (A) path
(B) access
(C) line
(D) track

to take or if your existing investment portfolio is not doing its job and needs a major shake up, then we can help.

Many middle-income earners have expressed their opinions on how difficult it is to get honest, straightforward, and unbiased advice that supports their financial goals. According to one couple, they were working hard as teachers and never thought that they could get ahead on their ----- until they discovered

- 145.** (A) costs
(B) prices
(C) charges
(D) wages

London Life's simple ----- effective investing techniques. By following our simple strategy,

- 146.** (A) once
(B) still
(C) yet
(D) ever

we were able to amass a small fortune for the couple! Now, we can show you how you can, too.

London Life

• FINANCIAL PLANNING • STOCKBROKING • PROPERTY • FINANCE

Promoting Cycling in our City

An essential element of the transportation system in many of the cities around the world is cycling. The city of Buffalo recognizes this and has developed a 10-year plan to promote more cycling in our city.

The city's development plan includes the addition of more cycling ----- to our streets.

147. (A) admission
(B) entrance
(C) access
(D) pass

This, of course, is with the intention of encouraging greater cycling ----- by our citizens in

148. (A) participate
(B) participation
(C) participates
(D) participated

an effort to mimic the benefits other global cities have experienced, such as the reduction of pollution and traffic congestion as well as health and social advantages.

Other plans include a coordinated network of bicycle lanes to be interconnected to the surrounding towns as well as the setting up of a number of social programs to provide information to the cyclists.

The city wishes to hear your thoughts about its ----- . Further information and submission

149. (A) effects
(B) operations
(C) remedies
(D) proposals

forms are available at our website at: www.cityofbuffalo.gov.us, by visiting your local Neighborhood Service Center, or by calling 755-9333.

GO ON TO THE NEXT PAGE

Questions 150-152 refer to the following email.

From : Jonathan Wong [mailto:jonathan.wong@hydetransport.com]
Sent : Monday, October 27, 2007 11:07 AM
To : John Devereux; Steve Tracey; Brian Kibble
Cc : Alfredo Chen; Jenny Lee
Subject : Visit to Global Logistics

On behalf of Alfredo Chen and Hydetransport Taiwan, I would like to thank you for your warm hospitality during our visit to Global Logistics. It was a pleasure meeting all of you and seeing your operations and setup. We were very impressed with your ----- facility and your investment in technology.

150. (A) secure
(B) secured
(C) securely
(D) to secure

As we discussed, we would like to extend our gratitude by inviting you to Taipei when you are available in the ----- future. Please let me know when you would like to schedule your -----.

151. (A) prevalent
(B) surfacing
(C) foreseeable
(D) ongoing

152. (A) tourism
(B) trip
(C) talk
(D) request

As a second step, we would also like further to explore your business ventures with Hydetransport. As part of your plan to expand globally, we see much synergy and advantage for both parties to pursue a business partnership in Taiwan.

Thank you once again and I'm looking forward to your response.

Best regards,

Jonathan Wong
Director / Planning Group

Questions 123-125 refer to the following letter.

NO TEST MATERIAL ON THIS PAGE

Part 7

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

Questions 153-155 refer to the following letter.

October 20, 2006

Mr. Joe Fernandez
1385 Midland Ave.
Detroit, Michigan

Dear Mr. Fernandez,

As the president, I am proud to announce that this Friday marks the 30th anniversary of our long and successful running country club. This, of course, calls for a night of celebration. And for this reason, we have reserved the Grand Hall at the Falcon Hotel this Friday at 7 p.m. for a night of fine dining and dancing.

On this special evening, the newest members of our club will get an opportunity to listen to the thoughts of our older members and exchange ideas in an informal atmosphere. The newest members, who will be carrying on our tradition, should hear what the older members have to say.

Further, the food will be superb. I've had a chance to dine at the hotel several times in the past in other functions, and it was the food that convinced me to hold our event there. I am quite certain that all of our members will share my feeling. Anyhow, I am looking forward to this Friday when all of our members can let loose and have some fun.

Therefore, this is a letter officially to invite you and your spouse or significant other to join us on this memorable evening.

Please let us know if you can't attend.

Yours sincerely,

Jeff Connelly

153. What is the main purpose of this letter?

- (A) To provide information about the club's history
- (B) To notify the members of a yearly meeting
- (C) To welcome the newest member to the club
- (D) To invite the members to an upcoming event

154. Which of the following will NOT be part of the event?

- (A) Discussions
- (B) Entertainment
- (C) Presentations
- (D) Dinner

155. According to Mr. Connelly, what led him to hold the event there?

- (A) It has become a tradition at the club.
- (B) He has special ties with the hotel staff.
- (C) The hotel is located close to the club.
- (D) He was impressed with its menu.

Questions 156-159 refer to the following guidelines.

"HOMESTAY NETWORK" STUDENT GUIDELINES

On arrival at your new home:

- Try to remember the names of your host family. If unsure about how to address them, it is okay to ask how they would like to be called. For example, if it is impolite in your country to call someone elder by their first name, ask if it's okay to add Mr. or Mrs. in front of their names. Some Americans do not like to be addressed this way because it makes them feel old.
- Show your family that you are grateful for being your host. But do not give expensive gifts. It is, however, considered appropriate to bring inexpensive handcrafts from your country or a small gift for the children of the host family.
- Your host family will be curious to know more about you. Bring photos of your family and friends to share with them. This is also a great way to break the ice with them.
- After you get settled, your host family will help you make a call to your parents to assure them that you have arrived safely.
- After you've had dinner, you may ask the host family to be excused early. They will be fully aware of the fact that you might be jetlagged, so feel free to ask them.

On your first day of school:

- On your first day of school, your host family will take you to school and help you with the necessary registration paperwork.
- Your host family will also make sure that you know your way to and from school. They will also teach you how to use public transportation.
- When traveling alone, you should at all times carry a map and the phone number of your host family.
- In case you are lost and cannot get in touch with your host family, you can contact the "Homestay Network".

156. For whom are the guidelines intended?

- (A) Host families
- (B) Foreign students
- (C) School staff
- (D) Airline worker

157. Which of the following is NOT mentioned in the guidelines?

- (A) Find out how you should address the host family
- (B) Always be prepared for the unexpected
- (C) Be prompt during meal times
- (D) Establish a rapport with the host family

158. What might be an appropriate present for the host family?

- (A) A toy train
- (B) A bottle of whiskey
- (C) A camera
- (D) A cellular phone

159. What is implied by the guidelines?

- (A) Americans prefer to address each other formally.
- (B) Newly arrived students often get lost in the city.
- (C) Host families come from educated backgrounds.
- (D) Students will depend on the host family to settle in.

Pump It special offer

Look your best this summer with our state of the art equipment and a tailor-made training program made specially for you by one of our top-rated personal trainers.

If you are having a difficult time getting motivated, Pump It is where you want to be.

With a personal trainer assigned to you, you'll be placed in a tailor-made program that will make you look your best in just 12 weeks.

With our program, you will get the full benefits of ...

- Our one-on-one support and expert guidance by the top trainers in our industry
- The use of the most updated fitness equipment money can buy, including free weights, treadmills, bikes, and even a his and hers sauna
- Ongoing group classes, from aerobics to yoga to dancercise to 'abs-butt-thighs', just to name a few
- For the time being, absolutely no joining fee and a very affordable monthly membership rate



So come for a free consultation, and get started today!

Don't miss out!
Offer is good until this Friday

310 St. George Street, Suite 601, Chicago

T: 755-3422 W: pumpitclub.com












160. Who does this advertisement mainly target?

- (A) Anyone who failed at dieting during the summer
- (B) People without much time on their hands
- (C) Athletes training for upcoming competitions
- (D) People who need a little nudge at getting into shape

161. What is NOT offered in the advertisement?

- (A) Continuation of organized lessons
- (B) Personalized coaching to suit individuals' needs
- (C) Free signup
- (D) Annual membership discounts

... IN THE VICINITY

	BANKS There are two banks on the corner of Main and Welsley Street. It's walking distance from the hotel. The hours are Mon-Fri 10 a.m. – 4 p.m.		MUSEUM 130 Main Road (Near Fairview Mall). Bus #1 will take you directly to the museum. It runs every 15 minutes.
	HOSPITAL St. George Hospital, 1000 Bathurst Street. Emergency service open 24 hours a day.		TAXI STAND Just outside the east wing door. Ask the front desk clerk for assistance with luggage.
	POST OFFICE Nearest post office – 4 min. walk down Gerald Road. Hours 9 – 5 weekdays.		GYM 1st Basement floor of the hotel
	PHARMACY Ground floor of the hotel. Open 24 hours a day.		SHUTTLE BUS Shuttle service to the airport every 10 min. Free. At the front door.
	POLICE STATION Close to the hotel – On the corner of University and College Streets. Emergency 911		SHOPPING 250 Main Road. Hours are from 10 a.m. – 6 p.m. on weekdays. 12 – 5 on Saturday. Closed Sunday.
	PHOTO DEVELOPING Service available from 9 until 6 daily from your room. Call the front desk. Ext. 000	FOR MORE INFORMATION ASK AT FRONT DESK	

162. Where would this information most likely be posted?

- (A) At a bus stop
- (B) In a hotel lobby
- (C) At a shopping center
- (D) At a post office

163. According to the information, which can be performed at 1 o'clock in the morning?

- (A) Withdrawing some cash
- (B) Working out at the gym
- (C) Getting medicine for a cold
- (D) Getting pictures developed

164. What can be inferred from the information?

- (A) A ride to the airport is available very infrequently.
- (B) Packages can be sent during business hours.
- (C) Guests can get their suits pressed right from their rooms.
- (D) Help with the bags is available with just a phone call.

MEMORANDUM

TO: Marketing staff
FROM: Jonathan Blair
DATE: August 22
RE: New Advertising Campaign

We are very excited about our new line of infant clothes this year. The following will give you a general outline of the marketing strategies we have planned to help promote our new clothes. As you all know, this is our first attempt in this market, and we are anticipating great results. And to add to this, we have put together our biggest and most expensive ad campaign in several of the country's largest media.

TELEVISION SPOTS	A thirty-second commercial on 3 of the largest networks during primetime hours (7-9 p.m.) for three months. A total of 4 showings on each station daily. Also 5 showings between 9-11 p.m. on Saturdays and 6 showings on Sundays.
NEWSPAPER ADD INS	Will feature a three-page advertisement complete with colorful illustrations and discount coupons. Will be inserted into the middle of all major newspapers in the city on weekend editions for two months.
SUBWAY AND BUS ADS	Advertising posters on major routes around the city. A total of 5,000 posters will be posted for 1 month.

Everyone is encouraged to submit comments and ideas to the Marketing Department.

165. What is the main purpose of the memorandum?

- (A) To recruit talented people to work on an advertising project
- (B) To announce the company's future plans
- (C) To inform the staff members about a television documentary
- (D) To find a model spokesperson for the posters

166. Who is the target audience for the new products being launched?

- (A) Babies
- (B) Children
- (C) Adults
- (D) Seniors

167. What can be inferred from the memorandum?

- (A) Local television is airing a special on the company.
- (B) The company is breaking into a new market.
- (C) An article about the company has been printed in the local paper.
- (D) The subway and bus strikes will affect the company.

168. How many times will the ad be aired on a weekday on one station?

- (A) 3 times
- (B) 4 times
- (C) 5 times
- (D) 6 times

169. Which of the following is NOT true about the newspaper ad?

- (A) It will be printed in various colors.
- (B) It will be featured on the front page.
- (C) It will offer discount vouchers.
- (D) It will be included in the weekend editions.



Are you suffering from RAGWEED ALLERGIES?

Are you one of those people who suffer from:

sneezing?
runny, itchy noses?
red, watery, itchy eyes?

during the latter part of the summer months...

The Research Institute of Ragweed Allergies is currently conducting a study and is asking volunteers to participate in testing an experimental drug.

Those who pass the qualification procedure will receive compensation for his/her part in contributing to the study.

Call: 905-629-3333 (ext. 1) or Toll free: 1-800-RIRA-5544

E-mail: volunteer@researchinstitute-ragweed.com

Regular hours of operation: Monday to Friday: 9 a.m. to 6 p.m.

Saturday: 9 a.m. to 1 p.m.

Research Institute of RA

4520 Dixie Rd in Mississauga
2 blocks south of Eglinton Ave.
www.researchinstitute-ragweed.com

170. What is the primary reason for taking out this notice?

- (A) To announce a medical breakthrough in curing ragweed allergies
- (B) To inform the public about the spread of a new type of an allergy
- (C) To recruit people who are willing to come forward for a medical cause
- (D) To provide the results of a test conducted by the research institute

171. What can be implied about ragweed allergies from the notice?

- (A) They're most prevalent during the late summer months.
- (B) Research about them has been ongoing for the entire summer.
- (C) They have been the main public issue in recent months.
- (D) They affect a great number of people living in hot climates.

172. Which of the following information is NOT found in the notice?

- (A) A number where interested people could call
- (B) The specific compensation each participant will receive for volunteering
- (C) The subject of the study being conducted
- (D) The conditions required for those who want to make a contribution



CREDIT PROBLEM? CREDIT DENIED?

**WE CAN HELP!
(COLLECTION AGENCIES)**

- LATE PAYMENTS • REPOSSESSIONS
- BANKRUPTCIES • BIG DEBTS

ICR'S Exclusive \$15-million Computer Search Program
The only one of its kind in the world

How credit agencies may not in compliance
with the Canadian Consumer Reporting Act and what
you can do about it.

"WE REPAIR CREDIT... LEGALLY"

"All information is strictly confidential."

Consolidate debts into lower monthly payments!

Call for an appointment:
416-755-7898

173. Who is the intended audience of this advertisement?

- (A) People who are in legal trouble
- (B) Anyone who is having financial problems
- (C) Businesses that are in need of tax breaks
- (D) Workers who must do their yearly income taxes

174. What type of service does the company offer?

- (A) It helps those who are in debt.
- (B) It lends money at low interest.
- (C) It invests in potential companies.
- (D) It provides legal counseling to people in trouble.

Questions 175-178 refer to the following facsimile.

H/K Services Ltd. 1 st Floor, World Building 431 Bloor Street East Seattle, Washington	Facsimile	HanKyu Services Ltd. Telephone: 206 755 8989 Fax: 206 775 8655 Email: enquiry@hankyu.com www.hankyu.com
--	------------------	--

To: Room 1204 – Mr. Mark Newman, Island Pacific Hotel
From: Maggie Wong
Date: November 3

Fax: 555-8624
Fax: 775-8655
Pages: 1 page

Please pass this message on to your guest, Mr. Mark Newman, who is staying in Room 1204. Thanks.

Dear Mr. Newman,

Mr. Ron Devereux has asked me to let you know that he would be very interested in meeting with you some time tomorrow on Saturday, November 4. Please give him a call on his mobile phone at (206) 755-1456 to arrange a time. Thanks.

Kind regards,

Maggie Wong
Maggie Wong
PA to Ron Devereux

175. Why did Ms. Wong send the fax?
- (A) To reserve a room at the hotel
 - (B) To convey a message on behalf of her boss
 - (C) To ask about the price of a room at the hotel
 - (D) To cancel a meeting with a customer
176. Who is the intended recipient of this fax?
- (A) HanKyu Services Limited
 - (B) Ron Devereux
 - (C) Mark Newman
 - (D) Island Pacific Hotel
177. What will the recipient of the fax do?
- (A) Check out of the hotel
 - (B) Get his room key
 - (C) Go to Mr. Devereux's office
 - (D) Make a telephone call
178. Who is Maggie Wong?
- (A) The president of HanKyu Services Limited
 - (B) A hotel front desk clerk
 - (C) A guest who is staying at the hotel
 - (D) The personal assistant of the person sending the fax



CHINA CHINA

Free Dish

Choose any one dish from the menu on the back (restricted to \$8 or less food items) with any order over \$40 (before tax).

Not valid in conjunction with any other offers.

Free Chicken Wings

With any order over \$18 (before tax). One per order only.

Not valid in conjunction with any other offers.

Pick Up Special 20% OFF

Not valid in conjunction with any other offers.

Cash payment only. Daily Combo & Complete Dinners excluded.

2145 Jane Rd.
(206) 755-1235

179. How can one receive a meal for free?

- (A) By paying for the meal in cash
- (B) By ordering over a certain amount
- (C) By picking up the food
- (D) By coming to the restaurant at a certain hour

180. What can be inferred from the menu?

- (A) The restaurant accepts credit cards.
- (B) Delivery is not available during weekends.
- (C) Only one coupon can be used at one time.
- (D) All the food that is picked up is 20% off the regular price.

June 3, 2006

Suzanne Rogers
Ultra-Ergonomic Furniture
Sales and Shipping Department
Suite 58, 107 Morris Circle
Moorabbin, Victoria 3206

Dear Ms. Rogers,

As I'm sure you are aware, our company has been organizing conventions, festivals, and other large corporate events for the last fifteen years, and in fact we are leaders in the field. We have relied on Ultra-Ergonomic Furniture for purchase and rental supplies of high-quality furniture for that entire period, and we've never had any cause for complaints with regard to your services.

I am writing to you personally to ask a special favor. We recently made an order with your company for the supply of rental furniture that includes chairs, tables, partitions, and lecterns for an auto show (see order no. 11-35698A). Unfortunately, a serious error was made. In fact the exposition begins one week earlier than indicated on the order form. The starting date is actually July 7. I would appreciate it very much if you could try to do everything you can to ensure that our order be delivered to us on that date. Also, if possible, I'd like to add 20 Pop-up displays on top of our original order.

I realize that this is a big favor to ask, but on the basis of our long-term business relationship, I hope that you will be able to find a way.

I'm really sorry for any inconvenience. Please contact me soon.

Yours sincerely,

Michael Robinson

Michael Robinson
Properties Manager
mrobinson@btc.com

From: srogers@uef.shipping.com

Sent: June 8, 2006

To: mrobinson@btc.com

Subject: Your request

Dear Mr. Robinson,

Thank you for your letter. I was surprised, and of course concerned, that you find yourself in this unfortunate situation. And of course I will do my best to help you. Your company has been one of our best clients since we began operations in 1978.

Anyway, I personally took a trip down to our warehouse this morning to have a closer look at our stock to see if we have all the things you need for your convention – which I believe is from July 7 to July 14. I am happy to say that we will be able to provide you with everything you originally requested. However, as for the additional request you made, it won't be possible because we have already rented them out to another client during that week.

My suggestion is that you come down to my office to discuss other possibilities. I can take you down to our warehouse, and you can look at our inventory. So, please call me soon to arrange a time.

Kind regards,

Suzanne Rogers,
Sales and Shipping Department

Questions 180-185 refer to the following advertisement and e-mail.

181. Why did Mr. Robinson write the letter?

- (A) To make a complaint about a late delivery
- (B) To ask for a change in the delivery date
- (C) To invite Ms. Rogers to an auto show
- (D) To cancel an order he had made

182. What service does Mr. Robinson's business provide?

- (A) Selling and renting office furniture
- (B) Manufacturing automobiles
- (C) Arranging large, organized affairs
- (D) Delivering heavy equipment

183. What does Suzanne say about Michael's company?

- (A) It has been a loyal customer of her company for a number of years.
- (B) It will eventually get itself out of the unfortunate situation it is facing at the moment.
- (C) It should outsource some of the work to speed up the work process.
- (D) It needs to expand into other areas of business.

184. What will probably happen when Ms. Rogers meet with Mr. Robinson?

- (A) They will drive down to the auto show together.
- (B) Ms. Rogers will apologize for her mistakes.
- (C) They will have a look around the warehouse.
- (D) Mr. Robinson will hand over a check.

185. Which of the following does Ms. Rogers say she will NOT be able to provide?

- (A) Chairs
- (B) Tables
- (C) Partitions
- (D) Pop-up displays

Dear Mr. Rogers,

I was very interested to read your advertisement. I am seeking a warehouse that can accommodate an auto show and possibly have a reception for the work I do. One of the latest shows was a good fit with my needs. Therefore, I would like to meet with you soon to take a look at the place. Could you please let me know when a good time for you is? I am only available this week except for Wednesday evening. Please get back to me as soon as possible.

Thank so much for your attention.

Lee Brown, 755-1207

Questions 186-190 refer to the following advertisement and e-mail message.

Prestige Properties now Available

For discerning customers seeking unique properties, The Hills Real Estate Agency is pleased to announce the availability of the following residences in the most upscale parts of our city:

Santa Rosa

This beautiful Spanish-style mansion extends over a gently sloping half-acre block. Constructed during the boom period of the 1920s, it has retained many original architectural and historical features while the kitchen and bathrooms have been tastefully modernized. Stunning sandstone contrasts with green lawns and colorful flower gardens, with views of the ocean from the second floor. Call now, to arrange a viewing.

Warehouse Conversion

If you are seeking an open-plan style apartment located in the heart of the vibrant inner city that is quiet and secure with a tranquil courtyard in its heart, this is the property for you. Truly a unique opportunity, this 3-bedroom, 2-bathroom, architect-designed conversion can offer tranquility and space for your artistic endeavors or can open up to be the perfect party house. Inspect now.

Victorian Terrace

They don't come much more sophisticated than this 3-story Victorian terrace built in 1885. Located on a wide semi-circular street opposite elegant Victoria Park, the front garden and wide upper-level balcony are bathed in generous sunshine during the winter months while being protected from the wind. A rare opportunity for those who love combining comfortable living with elegant entertaining. A large living room adjoins a magnificent dining area served by a modern kitchen with plenty of bench-space. Three upstairs bedrooms, two with en-suite bathrooms, plus a guest bathroom on the ground floor, complete the picture.

For further information and to arrange inspections (appointment only) please call our office at 965-2254 or 965-2255 or e-mail at johnconnor@thehills.com

To: johnconnor@thehills.com

From: lisabrown@kyu.com

Subject: Interested buyer

Dear Mr. Connor,

I was very interested in your recent advertisement. I am seeking a residence that can accommodate an art studio and possibly hold private exhibitions for the work I do. One of the listed places sounds like it could be suitable for my needs. Therefore, I would like to meet with you soon to take a look at the place. Could you please let me know when a good time for you is? I am okay anytime this week except for Wednesday evening. Please get back to be as soon as possible.

Thanks so much for your attention.

Lisa Brown: 755-1207

186. For whom is this advertisement most likely intended?

- (A) Newlyweds who are looking for a cozy place
- (B) People who have financially established themselves
- (C) Anyone who is looking for a bargain
- (D) Families with many children

187. Who is John Connor?

- (A) An architect
- (B) A real estate agent
- (C) An artist
- (D) A history professor

188. According to the e-mail, which of the following places will most likely suit Ms. Brown the most?

- (A) Santa Rosa
- (B) Warehouse Conversion
- (C) Victorian Terrace
- (D) None of them

189. What is the main purpose of the e-mail?

- (A) To receive information about an art exhibit
- (B) To set up an appointment
- (C) To put her apartment on the market
- (D) To reply to an inquiry she received from the man

190. What can be implied about Ms. Brown?

- (A) She is an artist.
- (B) She buys and sells properties.
- (C) She is interested in taking out an ad.
- (D) She coordinates seminars and conferences for a living.

Questions 191-195 refer to the following policy and memo.

New Vacation Policy

All vacation days must be taken within the calendar year with written requests submitted and approved by your direct supervisors:

1. All new employees are entitled to three weeks' paid vacation per year.
2. Any employees on their probationary period will not be included under policy until his/her 3 months is up.
3. All vacation requests must be made in writing at least 2 weeks in advance of your requested dates. These will be approved at the discretion of your supervisor according to your departmental workload requirements.
4. All vacation days must be taken within the calendar year. Otherwise, you will lose them.
5. Only one person per individual department may be away on vacation for a period of a week or more (to ensure sufficient staffing is available in each department).
6. Employees will receive an extra week of vacation time for every 5 years of additional service.
7. A maximum of two weeks' vacation (at one time) may be taken. Certain requests for longer period of vacation may be considered for exceptional circumstances. Please see your supervisor if this is applicable.
8. We strongly encourage all our employees to spread out your vacation days and enjoy themselves.

Vacation Request Memo

To: Sally Benson, Supervisor, Human Resources
From: Mary Black
Date: January 5, 2007
Re: Vacation Request – for January 25 – February 8, 2007

Sally,

This is a memo to give you advance notice of my request for my upcoming vacation days of January 25 – February 8.

As written in the vacation policy, I am providing ample notice of my requested days. So hopefully, these 2 weeks will be okay to be away from the office. We are planning a family reunion which had been planned for the last couple of years.

I know that I have just recently joined the company and normally would need to wait until my probationary period is over before taking any vacation days. However, as you may recall, this request for some advance days was discussed and agreed to in our negotiation meetings in late November.

Thank you for your understanding. I will make sure that my work is covered to avoid any disruption in my projects.

Mary

191. Which of the following is NOT stated in the policy?

- (A) All regular employees are allowed at least three weeks off in a year.
- (B) Any request for time off can be rejected depending on the circumstances.
- (C) Any vacation time not taken will be compensated at the end of the year.
- (D) A three-week holiday can be granted if a legitimate reason is provided.

192. According to the policy, how many vacation weeks would an employee who has worked at the company for 11 years receive?

- (A) Three
- (B) Four
- (C) Five
- (D) Six

193. Why did Mary write the memo?

- (A) To make a request well ahead of time
- (B) To inform the staff of the new policy
- (C) To point out a mistake in the policy
- (D) To ask for a day off next week

194. What can be inferred about Mary from the memo?

- (A) She has been with the company for less than three months.
- (B) She has not met her family for over two years.
- (C) She has close ties to some important people in the company.
- (D) She took her last vacation in November 2006.

195. Which of the following information is true?

- (A) Mary will most likely get exempted from rule number 2.
- (B) Mary is not abiding by rule number 3.
- (C) Mary is entitled to take advantage of rule number 1.
- (D) Mary only has a year left to go to be considered for rule number 6.

Preferred Customer Card

Application Procedure

Please complete the attached form at least two weeks prior to your next visit to Trinity Spa. A photocopy of some photo identification must be included as well as full payment for administrative fees in order to assure the full benefits of the Preferred Customer status as outlined in our information package. Please send the completed form by fax (416) 538-2099 to the attention of "The Preferred Customer Card Administrator" or to the following address:

"The Preferred Customer Card Administrator"
Trinity Spa, 1 Hazeltree Lane, Toronto, ON

Please allow two weeks for proper processing. If you have any questions or comments, please send an email to PCCA@trinityspa.org. We are looking forward to welcoming you as a Preferred Customer.

Trinity Spa Preferred Customer Card Application Form

PERSONAL INFORMATION

First Name: Sally

Surname: Hancock

Please check: ☐ Mr. ☐ Mrs. ☒ Miss ☐ Ms. ☐ Dr. ☐ Other

Date of Birth: October 16, 1976

Mailing Address: 345 University Street, Suite 305
Toronto, On, Canada M5M-3B9

Preferred Services:

1. Facial massage
2. Aroma therapy
3. Aca Chi

Home phone: 755-4900

Business phone: 243-2840

Fax. No. (area code): 416-243-0400

E-mail: sallyh@pj.com

CARD PICK UP METHOD

☒ Pick up at Customer Service Center

☐ By mail

Sally Hancock

Signature of applicant

Monday, September 25, 2006

Date

196. What is asked to be sent with the application form?

- (A) The membership card
- (B) A passport-sized picture
- (C) The document processing fee
- (D) The annual membership fee

197. How can someone make further inquiries?

- (A) By fax
- (B) By e-mail
- (C) By phone
- (D) By mail

198. What information is NOT requested in the form?

- (A) Last name
- (B) Birthplace
- (C) Contact number
- (D) Today's date

199. How will Sally Hancock receive the card?

- (A) By regular mail
- (B) By showing up in person
- (C) By sending her assistant
- (D) By a special delivery

200. When will Sally Hancock's application be approved?

- (A) September 25
- (B) October 9
- (C) October 16
- (D) October 30