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LISTENING TEST

PART 1

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

1.



2.



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PART 2

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

11. Mark your answer on your answer sheet.
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PART 3

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

- 41.** What is the topic of the conversation?
- (A) A media request
 - (B) A market research study
 - (C) An innovative product
 - (D) A job interview
- 42.** Where does the woman most likely work?
- (A) A publishing company
 - (B) A perfume maker
 - (C) A recruiting firm
 - (D) A research institute
- 43.** Who will the man speak to next?
- (A) A newspaper editor
 - (B) A marketing consultant
 - (C) A public relations specialist
 - (D) A product line manager
-
- 44.** When was the train originally scheduled to depart?
- (A) 1 o'clock
 - (B) 2 o'clock
 - (C) 3 o'clock
 - (D) 5 o'clock
- 45.** Why is the man concerned?
- (A) They cannot access the Web site.
 - (B) They have missed the train.
 - (C) They might arrive late to a meeting.
 - (D) They need a ride to the station.
- 46.** Why had the woman planned to call Dr. Peterson?
- (A) To get directions
 - (B) To change the date of an interview
 - (C) To respond to an invitation
 - (D) To ask about some research
-

47. What are the speakers planning to do?

- (A) Hire a new manager
- (B) Relocate their office
- (C) Purchase equipment
- (D) Visit the head office

48. When must the monthly report be completed?

- (A) This afternoon
- (B) Tomorrow
- (C) On Wednesday
- (D) On Friday

49. What does the woman say she will do later today?

- (A) Call a delivery service
- (B) Write an expense report
- (C) Contact headquarters
- (D) Schedule an interview

50. What are the speakers mainly discussing?

- (A) An international convention
- (B) A technical manual for a computer
- (C) A book on business leaders
- (D) A travel agency

51. Why is the man concerned?

- (A) The computer is not working.
- (B) He might not understand technological terms.
- (C) His schedule might be too busy.
- (D) He did not make a reservation yet.

52. What does the woman offer to do for the man?

- (A) Pay for a travel guidebook
 - (B) Copy some documents
 - (C) Make an inquiry
 - (D) Lend him something to read
-

53. What is the woman asking about?

- (A) An exchange policy
- (B) An installation procedure
- (C) A sale on cameras
- (D) A computer game

54. What does the man imply?

- (A) A department is understaffed.
- (B) The woman's computer is malfunctioning.
- (C) The woman called the wrong number.
- (D) A package is damaged.

55. What does the man offer to do for the woman?

- (A) Transfer her call
 - (B) Give her technical support
 - (C) Discount her purchase
 - (D) Repair her equipment
-

56. What does the man ask the woman to do?

- (A) Buy flowers
- (B) Contact a supplier
- (C) Pick up a shipment
- (D) Make a delivery

57. What does the man say about the van?

- (A) An employee is using it.
- (B) It has broken down.
- (C) An official is inspecting it.
- (D) It is behind schedule.

58. What does the woman suggest will happen at 1 o'clock today?

- (A) She will meet with a client.
 - (B) She will return from lunch.
 - (C) She will complete some work.
 - (D) She will call John.
-

- 59.** What are the speakers most likely discussing?
- (A) A news conference
 - (B) A government official
 - (C) A business negotiation
 - (D) A project assignment
- 60.** What is the woman worried might happen?
- (A) She will not complete her work on time.
 - (B) She will produce faulty data.
 - (C) She will need to redo the research.
 - (D) She will miss an important meeting.
- 61.** What did Mr. Windsor announce?
- (A) An extra period of time for the project
 - (B) Research findings
 - (C) An upcoming seminar
 - (D) Policy changes
-
- 62.** What are the speakers mainly discussing?
- (A) Delivery options
 - (B) Work schedules
 - (C) Travel arrangements
 - (D) Extra payments
- 63.** How will the woman help the man?
- (A) By working his Sunday shift
 - (B) By purchasing one of his tickets
 - (C) By changing her Saturday plans
 - (D) By calling Peter
- 64.** What will the man probably do next?
- (A) Cancel his appointment
 - (B) Accept a delivery
 - (C) Check his address book
 - (D) Go to the storeroom
- 65.** What is the purpose of the woman's call?
- (A) To reserve a seat
 - (B) To respond to an inquiry
 - (C) To request information
 - (D) To plan vacation activities
- 66.** How many attendants are expected at the event?
- (A) Fewer than 100
 - (B) From 200 to 300
 - (C) Around 400
 - (D) Over 1,000
- 67.** What does the woman say about the facilities?
- (A) They are conveniently located.
 - (B) They are not suitable for the event.
 - (C) They are booked up through March.
 - (D) They are sufficiently spacious.
-
- 68.** What is the problem with the large trucks?
- (A) They require advance payment.
 - (B) They are not large enough.
 - (C) They are not available on June 2.
 - (D) They are too expensive.
- 69.** What does the man propose?
- (A) Hiring two vehicles
 - (B) Changing the moving date
 - (C) Using a larger truck
 - (D) Canceling a reservation
- 70.** What does the woman decide to do?
- (A) Move out before the weekend
 - (B) Contact a different company
 - (C) Move some furniture herself
 - (D) Rent a small truck
-

PART 4

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

71. What is being advertised?

- (A) A car rental service
- (B) An airport shuttle
- (C) A convenience store
- (D) A hotel chain

72. What can be inferred about the advertised business?

- (A) It offers free membership.
- (B) It is conveniently located.
- (C) It is aimed at vacationers.
- (D) It has branches worldwide.

73. What advantage of membership is mentioned?

- (A) A free newspaper subscription
- (B) Reduced airfare
- (C) Access to an exclusive Web site
- (D) A \$75 discount on hotel rates

74. What is the main purpose of the speech?

- (A) To list nominees for an award
- (B) To announce an award winner
- (C) To describe a selection process
- (D) To introduce a presenter

75. Who most likely is Erika Tanabe?

- (A) A film director
- (B) An actress
- (C) An animation artist
- (D) A studio executive

76. What is mentioned about *Tropics Green*?

- (A) It was performed on stage.
- (B) It was broadcast every week.
- (C) It was Dante Hennessey's first project.
- (D) It was last year's award winner.

77. Where is the radio station based?

- (A) Chicago
- (B) Hong Kong
- (C) London
- (D) Sydney

78. Who is being introduced?

- (A) A teacher
- (B) A musician
- (C) A program host
- (D) A journalist

79. What is discussed in Mei Chen's new book?

- (A) Asian artifacts
 - (B) Childhood memories
 - (C) Career advice
 - (D) The history of Hong Kong
-

80. Where is the speaker?

- (A) In a coffee shop
- (B) In an outdoor museum
- (C) In a parking lot
- (D) In a tour bus

81. What are the listeners asked to do?

- (A) Use the entrance reserved for large groups
- (B) Purchase a ticket at the front entrance
- (C) Refrain from taking photos inside the garden
- (D) Stay close to the guide during the tour

82. How long will the listeners stay in the facility?

- (A) 45 minutes
 - (B) An hour
 - (C) An hour and a half
 - (D) Two hours
-

83. Why does the message suggest choosing from a menu?

- (A) To be directed to the credit department
- (B) To shorten the waiting time
- (C) To comply with security regulations
- (D) To confirm the appropriate branch location

84. What does pressing 3 enable a caller to do?

- (A) Report a lost credit card
- (B) Confirm a recent transaction
- (C) Open a new credit account
- (D) Activate a new credit card

85. What can a caller do without entering a number?

- (A) Listen to the hours of operation
 - (B) Have the list of options repeated
 - (C) Leave a recorded voice message
 - (D) Speak to a bank representative
-

86. Who will visit the listeners tomorrow?

- (A) Market researchers
- (B) Prospective customers
- (C) Committee members
- (D) Construction contractors

87. Who will start the meeting?

- (A) Mr. Tanaka
- (B) Ms. Chase
- (C) The speaker
- (D) Ms. Gould

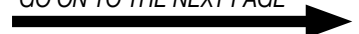
88. What does the speaker say he will do at the meeting?

- (A) Explain the cause of a delay
 - (B) Offer a suggestion
 - (C) Estimate completion dates
 - (D) Present an analysis
-

- 89. Who is the speaker addressing?**
- (A) Tram passengers
 - (B) Construction workers
 - (C) Evanson Street residents
 - (D) City officials
- 90. Why have residents been complaining?**
- (A) Roadwork is disrupting traffic.
 - (B) The tram does not run after midnight.
 - (C) A construction project is behind schedule.
 - (D) Repairs are causing excessive noise.
- 91. What will the listeners do next?**
- (A) Vote on a proposal
 - (B) Receive a revised agenda
 - (C) Hear a detailed explanation
 - (D) Visit a construction site
-
- 92. What did Ms. Kewley do yesterday?**
- (A) Visited Plethora Supplies
 - (B) Sent an order sheet
 - (C) Returned two desk lamps
 - (D) Updated a Web site
- 93. What is the problem?**
- (A) A customer was overcharged.
 - (B) A shipment arrived late.
 - (C) An order has not been processed.
 - (D) A product is out of stock.
- 94. What does the speaker offer to do?**
- (A) Use overnight delivery service
 - (B) Call a supplier as soon as possible
 - (C) Provide free shipping
 - (D) Fax a copy of a document
-
- 95. Where is the announcement being made?**
- (A) In a parking lot
 - (B) In a shopping center
 - (C) In an office
 - (D) In a car dealership
- 96. What is the problem?**
- (A) A car is blocking the alley.
 - (B) A visitor is held up in a traffic jam.
 - (C) A delivery is late.
 - (D) A truck has broken down.
- 97. What does the speaker request that listeners do?**
- (A) Contact the sanitation department
 - (B) Ask for additional time
 - (C) Help find the owner of a station wagon
 - (D) Obtain a parking permit
-
- 98. Where is the Club Football Association based?**
- (A) Santa Volta
 - (B) Brodberg
 - (C) Amsterdam
 - (D) Velouria
- 99. Who is Bridgett Hurley?**
- (A) A city official
 - (B) A football player
 - (C) A sports league president
 - (D) A journalist
- 100. What happened in Colonia three years ago, according to the report?**
- (A) The sports stadium was demolished.
 - (B) A sports championship was held.
 - (C) A new mayor was elected.
 - (D) A natural disaster hit the city.
-

NO TEST MATERIAL ON THIS PAGE

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READING TEST

PART 5

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

- 101.** Because the team meeting was ----- interrupted by ringing mobile telephones, Mr. Hutchins asked the staffers to turn them off.
- (A) repeating
(B) repeated
(C) repeatedly
(D) repetitious
- 102.** The potential financial problems mentioned ----- Ms. Chen resulted in an accounting department investigation.
- (A) by
(B) that
(C) as
(D) why
- 103.** After the Postal Service announced ----- upcoming increases in postage rates, private delivery companies and courier firms reported a surge in business.
- (A) recessive
(B) invested
(C) antiquated
(D) probable
- 104.** Officials have announced that the city will add new buses to its fleet, due to increased ----- for public transportation services.
- (A) distance
(B) commute
(C) demand
(D) number
- 105.** Ms. Carleton will soon launch a software company, pursuing ----- aspiration to become an entrepreneur in the IT field.
- (A) she
(B) her
(C) hers
(D) herself
- 106.** Wileyworld's management and staff pay close attention to every detail to maximize the ----- of every visitor to the theme park.
- (A) enjoyableness
(B) enjoys
(C) enjoyable
(D) enjoyment
- 107.** Later today the company president ----- three department managers to transfer to branches in Singapore.
- (A) will ask
(B) was asked
(C) has been asked
(D) has asked
- 108.** Translations of the latest book written by Nora Mai are now available in ----- Spanish and English.
- (A) each
(B) itself
(C) either
(D) both

- 109.** The bookkeeping staff has not ----- any problems with the new accounting system so far.
- (A) exclaimed
(B) encountered
(C) remitted
(D) disturbed
- 110.** To stay abreast of economic developments, writers at *Modern Finance Magazine* ----- lines of communication with a wide variety of industry analysts.
- (A) maintains
(B) maintain
(C) maintaining
(D) has maintained
- 111.** As seating is limited, those who intend to ----- for the sales seminar should do so as soon as possible.
- (A) registry
(B) registering
(C) registration
(D) register
- 112.** Mr. Brooks, Mr. Kayo, and Mr. Samson, the co-producers of a documentary about the decline of the U.S. textile industry, have known ----- for over twenty years.
- (A) one another
(B) the other one
(C) another one
(D) other than one
- 113.** Dellahurst Inc. attracts highly qualified executives with generous salaries ----- outstanding benefits packages.
- (A) but also
(B) as well
(C) along with
(D) in addition
- 114.** According to the e-mail notice, the shipment of new office furniture is expected to ----- later this afternoon.
- (A) carry
(B) order
(C) arrive
(D) send
- 115.** The new factory foreman is ----- to improve efficiency, and he plans to review the entire production process.
- (A) occupational
(B) engaging
(C) meaningful
(D) determined
- 116.** Charming Hills Hotel has no dining facilities, but we are happy to recommend nearby restaurants ----- among local residents.
- (A) popular
(B) popularity
(C) popularly
(D) populous
- 117.** At Fry & Greene DIY stores, every staff worker should be able to handle customer complaints by -----.
- (A) them
(B) themselves
(C) theirs
(D) their own
- 118.** Within six months of the release of Dynapac's software, its competitors introduced ----- products.
- (A) comparably
(B) comparison
(C) comparing
(D) comparable
- 119.** Applying for a home mortgage is not as ----- as the process of obtaining a car loan.
- (A) easy
(B) easily
(C) easier
(D) ease
- 120.** Western Winds Travel offers a discount package to Puerto Rico, which includes airfare ----- a three-night stay at a luxury hotel.
- (A) as
(B) when
(C) and
(D) while

- 121.** To ensure safety, Inverness Manufacturing insists that each visitor to its plants ----- protective clothing and equipment.
- (A) to wear
(B) wearing
(C) wear
(D) has worn
- 122.** Ms. Orton has requested that the deadline for her article be pushed ----- by a few days.
- (A) back
(B) after
(C) late
(D) further
- 123.** Company directors rewarded Mr. Mateo ----- a sizeable bonus in recognition of his contributions over the last year.
- (A) to
(B) for
(C) upon
(D) with
- 124.** Wireless Internet access is ----- available from every room in the Emerald Heights Hotel downtown.
- (A) whenever
(B) until
(C) latest
(D) now
- 125.** The factory's anticipated production level over the next quarter is ----- that the purchasing department will have to order raw materials in higher quantities than usual.
- (A) so
(B) such
(C) now
(D) much
- 126.** The new call center's extensive database will allow service representatives to ----- with any problems customers might have.
- (A) resolve
(B) instruct
(C) deal
(D) handle
- 127.** The Grand Ballroom at the Tower Pines Hotel is the ----- venue for next year's annual convention.
- (A) designation
(B) designate
(C) designated
(D) designator
- 128.** ----- renovations to the building have been completed next month, a different contractor will be hired to refurbish the interior.
- (A) Once
(B) Since
(C) Despite
(D) Therefore
- 129.** To ensure that the most popular items are always in -----, the shop manager carefully checks sales records and inventory every day.
- (A) sample
(B) count
(C) display
(D) stock
- 130.** Local branches of Harper-Thrift Bank ----- at 6:00 P.M. on weekdays, but customers may conduct ATM transactions around the clock.
- (A) to close
(B) closing
(C) close
(D) closes
- 131.** After the successful launch of the promotional campaign, Ms. Pavlov ----- her gratitude for the persistent efforts of the entire departmental staff.
- (A) replied
(B) expressed
(C) assured
(D) deserved
- 132.** The board of directors is considering an expansion plan ----- to the one the president proposed in the last meeting.
- (A) similarities
(B) similar
(C) similarly
(D) similarity

- 133.** The new quality control system implemented by Burtel Machinery has made its assembly facility more ----- than before.
- (A) productive
(B) productively
(C) productivity
(D) productions
- 134.** Ms. Hart's name was not ----- omitted from the list of contributors to the book but rather was deleted by mistake during the editing process.
- (A) assertively
(B) deliberately
(C) negatively
(D) reasonably
- 135.** All Hennessy Fitness Club members pay the same low monthly rate, ----- how frequent their visits to our facility.
- (A) no matter
(B) even so
(C) anyway
(D) if ever
- 136.** The Dai Sun XT80 microwave oven has sensors that shut the appliance off automatically to prevent food from -----.
- (A) burn
(B) burns
(C) burned
(D) burning
- 137.** Le Chateau and Gustov's are the two popular restaurants on Hutenani Island ----- food the guidebook rates most highly.
- (A) whichever
(B) whose
(C) where
(D) that
- 138.** Local farmers believe the present ideal weather conditions will lead to an abundant ----- of fruits and vegetables in the coming months.
- (A) supply
(B) plant
(C) cause
(D) necessity
- 139.** There is a ----- possibility the board of directors will appoint Mr. Tanaka to a supervisory role at the new regional office.
- (A) tedious
(B) conducive
(C) distinct
(D) vested
- 140.** In response to its latest market -----, Globe Cosmetics plans to make several changes to its line of lip gloss.
- (A) analyst
(B) analysis
(C) analytical
(D) analytically

PART 6

For the TOEIC test directions, please visit <http://www.toEIC.or.jp/toEIC/about/tests>.

Questions 141-143 refer to the following e-mail message.

From: Barbara Haas <bhaas@knutengaard.com>
To: Raj Desai <rdesai@knutengaard.com>
Date: April 18
Subject: Vacation request

Dear Mr. Desai,

Regarding your inquiry of April 15, we regret to inform you that the human resources department is unable to grant your request for a -----.

- 141.** (A) vacation
(B) postponement
(C) promotion
(D) raise

Although June 2 to June 6 is an especially busy period for the firm, we receive many requests for time off at that time.

We give first ----- to employees on the basis of seniority when considering whether to

- 142.** (A) preferred
(B) preferential
(C) preference
(D) preferable

grant vacation days.

Unfortunately, the staffing needs of your section during the first week of June make it impossible to give you that time off. We ask that you please look ----- an alternative time

- 143.** (A) out
(B) around
(C) through
(D) into

period for your vacation.

Sincerely,

Barbara Haas, Manager
Human Resources Department

Questions 144-146 refer to the following memorandum.

From: Office Services Department
To: Employees
Date: February 19
Re: Bicycle and motorcycle parking

We are pleased to announce that we now have a dedicated parking area for employees
----- commute to work by bicycle or motorcycle. Six bike racks have been installed

- 144.** (A) whoever
(B) who
(C) whom
(D) whose

to allow for the locking of bicycles.

Please be aware that all policies regarding use of the employee lot apply to bicycles as well.

As a reminder, all vehicles, ----- bicycles, parked in the employee lot must be registered

- 145.** (A) without
(B) consisting of
(C) except for
(D) including

with the security department, and no vehicle is to ----- overnight on company premises

- 146.** (A) leave
(B) be leaving
(C) be left
(D) have left

without first obtaining permission from the security office.

Questions 147-149 refer to the following advertisement.

At Blue Horizon, we understand the work our sales agents do sets us ----- from other

- 147.** (A) aside
(B) away
(C) above
(D) apart

energy companies, so we go out of our way to do the same for them. Our agents have the potential to earn unlimited commissions in the rapidly growing field of renewable energy. This makes Blue Horizon sales agents among the most highly ----- in the energy

- 148.** (A) compensated
(B) dependent
(C) educated
(D) accessible

industry. Blue Horizon's extensive training program assists agents in ----- knowledge

- 149.** (A) developed
(B) developer
(C) developing
(D) development

of our products, renewable energy, and how we are genuinely changing the way energy is made. If you are ready to get started on an exciting new career in the field of renewable energy, visit our Web site at www.bluehorizon.com.

Questions 150-152 refer to the following e-mail message.

From: Fred Kawaguchi <fkawaguchi@bendlerental.co>
To: Jeanne Lansdale <jlansdale@bendlerental.co>
Date: Friday, November 3
Subject: Ad campaign

Dear Ms. Lansdale,

I am writing to ----- that I have arranged for us to meet with Ron Turpin of Grunion &

- 150.** (A) confirm
(B) realize
(C) decline
(D) notify

Nabors Promotions for Thursday, November 9, at 11:00 A.M., in order to discuss some ideas for our upcoming print ad campaign. I am expecting a rough draft of the ad from Ron by the end of the day today. This ----- us an idea of the overall visual theme of the

- 151.** (A) had given
(B) should give
(C) is giving
(D) should have given

planned campaign.

I liked Ron's suggestions for the campaign, ----- I feel that we've made a good choice in

- 152.** (A) which
(B) and
(C) but
(D) though

going with his company this time. I am confident you will agree when you meet him.

Best regards,

Fred Kawaguchi

PART 7

For the TOEIC test directions, please visit <http://www.toeic.or.jp/toeic/about/tests>.

Questions 153-154 refer to the following advertisement.

The Reasonable Resources Power User's Club is a valuable resource for anyone, professional or amateur, who wants to use their computer's full potential at home or at work. You can get a free newsletter, exclusive updates and special offers by joining the Reasonable Resources Power Users' Club. Stay abreast of all the latest developments in the computing and software world by reading the Reasonable Resources weekly e-mail newsletter. Simply register your e-mail address at the Reasonable Resources Web site to subscribe. The newsletter keeps more than 30,000 computer users informed of new and upcoming software releases and upgrades, free and discounted downloads, and special offers, including coupons for purchases from major software developers and computer equipment manufacturers. Club members also have exclusive access to reviews and articles on software, computer equipment, computer-related books, and more every week. Simply go to *www.reasonableresources.com/pclub/register* to join. You, and your computer, will be glad you did.

- 153.** How can someone join the Reasonable Resources Power Users' Club?
- (A) By registering at a Web site
 - (B) By purchasing computer equipment
 - (C) By contributing a review of software
 - (D) By completing a course

- 154.** What is NOT mentioned about the newsletter?
- (A) It is produced every week.
 - (B) It is distributed by e-mail.
 - (C) It is free for club members.
 - (D) It is available at bookstores.

Questions 155-157 refer to the following form.

ZIPSTER INTERCITY			
Package No. 448103		Date: June 10	
Recipient:	Russell Nipsi	Pickup Date: 6/10	Delivery Date: 6/10
	2227 Giddings Avenue Round Rock TX 78803-8877	Pickup Time: 10:15 A.M.	Deliver By: 4:00 P.M.
Telephone:	(281) 478-0781	Package Contents: 2 photo CDs	
		Fragile <input checked="" type="checkbox"/> Perishable <input type="checkbox"/> Keep refrigerated <input type="checkbox"/>	
Sender:	Altoon Photography Studio	Insurance? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	426 South First Street Austin TX 78704-0062	Signature (to waive insurance) Jerry Altoon	
		See below for insurance terms	
Telephone:	(512) 776-9666	Payment: By sender <input checked="" type="checkbox"/> Upon receipt <input type="checkbox"/>	
		Charge: \$16.00	

Notice: Insurance coverage is available from Zipster Intercity couriers for \$2.50 per container and provides full coverage up to a maximum of \$3000. Cash may not be sent via Zipster Intercity couriers.

155. What kind of business is Zipster Intercity?

- (A) A photography supply store
- (B) A taxi company
- (C) A delivery service
- (D) A CD manufacturer

156. What is indicated about the package?

- (A) It contains breakable items.
- (B) It is insured against damage.
- (C) It is being sent overnight.
- (D) It must be kept cold.

157. What can be understood about the delivery fee?

- (A) It has been waived.
- (B) It will be refunded to Russell Nipsi.
- (C) It was paid by Altoon Photography Studio.
- (D) It includes insurance charges.

Questions 158-159 refer to the following instructions.

Please read this instruction booklet carefully before assembling and using the Filantro Compact Exercise Machine. Detailed information has been provided on assembly (pg. 2-5), maintenance (pg. 6), use (pg. 7), and replacement/repairs covered by the manufacturer's warranty (pg. 8).

Be sure to always bear in mind the following rules:

- Do not let children use the device unless supervised by an adult.
- Use the device indoors on a level surface.
- Remove footwear before using the device.
- Periodically inspect the device and tighten any loose parts.
- Stop using the device immediately if you experience pain or dizziness.

158. What is covered on page six of the booklet?

- (A) How to keep the device in good condition
- (B) How to replace defective parts
- (C) How to operate the equipment
- (D) How to set up the exercise machine

159. What are users of the device asked to do?

- (A) Wear shoes when operating it
- (B) Check it on a regular basis
- (C) Display a copy of the instructions over the device
- (D) Prohibit children from using it

Questions 160-163 refer to the following article.

Everigen Moves into Wind Power Sector

U.S. energy giant Everigen Co. has announced plans to purchase a controlling stake in wind turbine manufacturer Zephyrus Technologies. Louisiana-based Everigen is one of America's largest suppliers of electric and nuclear power. The \$230-million deal to acquire Zephyrus will be its first investment in the wind sector. According to an Everigen spokesman, "The deal will enable us to increase our generation capacity and enter a very promising market area."

Since its founding 12 years ago, Zephyrus has undergone rapid expansion. Besides its Dallas headquarters, it has a manufacturing facility in Mexico and research and development sites in San Diego and Vancouver. It posted revenues of \$320 million for the past 12 months—its most successful year to date. Everigen intends to invest in new technology to improve the company's productivity and quality and expects that the move will lead to around 100 new jobs.

Wind power is one of the fastest-growing areas in the energy industry. The wind turbine market was valued at over \$40 billion last year, and new installations increased by over 20 percent. Experts forecast that the trend will continue for at least the next five years.

- 160.** What is the article mainly about?
- (A) The advantages of using wind power
 - (B) The takeover of a manufacturing company
 - (C) Investment opportunities in the energy industry
 - (D) Upgrades to electric and nuclear power plants
- 161.** Where does Zephyrus assemble its wind turbines?
- (A) Vancouver
 - (B) Dallas
 - (C) Louisiana
 - (D) Mexico
- 162.** How much income did Zephyrus generate last year?
- (A) \$20 billion
 - (B) \$40 billion
 - (C) \$230 million
 - (D) \$320 million
- 163.** The word "founding" in paragraph 2, line 1, is closest in meaning to
- (A) creation
 - (B) existence
 - (C) discovery
 - (D) basis

Questions 164-166 refer to the following information.

◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ **About Your New Credex Card** ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

In order to enhance the security of your data, Credex is upgrading your credit card. The new card features advanced ID protection technology to protect your personal information.

Please read the following instructions carefully:

- Similar to a bank card, your new card has a Personal Identification Number (PIN). This is indicated in the enclosed form. Keep it in a safe, private place after memorizing it.
- When your new card arrives with your next monthly statement, go to the Credex Web site and log in to your existing account. You will be asked to enter your new card's number, expiration date, and PIN. Once you have done so, the new card will be valid.
- To make your new card even more secure, change your PIN regularly by logging in to your account, clicking "Change PIN," and following the instructions.
- When making payments using our new terminals, you will enter your PIN instead of signing your name. However, you must still sign your name if the retailer has an older terminal. These will be phased out over the next two years.

164. What is included with the information?

- (A) An application form
- (B) An upgraded credit card
- (C) An identification number
- (D) A monthly Credex bill

165. Why should cardholders go the Credex Web site?

- (A) To request an upgraded card
- (B) To validate a credit card
- (C) To make an online payment
- (D) To set up a new account

166. What will cardholders have to do in certain locations?

- (A) Give their signature
- (B) Provide personal data
- (C) Enter a different PIN number
- (D) Use their old card

Questions 167-168 refer to the following advertisement.

Luxury Loft-Style Living in Historic Bakerstown

223 Chandler is a new condominium project in the heart of the Bakerstown district. Twelve units are still available in the converted warehouse, scheduled for completion next spring. The bright, spacious loft-style residences have expansive windows, hardwood flooring, open brick interiors, high ceilings, and an attractive contemporary design. Perfect for urban professionals and retired couples, 223 Chandler is surrounded by charming 19th-century architecture and offers convenient access to the public market, neighborhood stores, restaurants, schools, and parks. Private parking spaces can be purchased in the garage for an additional \$10,000.

Total units: 20

Price: \$230,000-\$450,000 (20 percent down payment required)

Size: 740 to 1220 square feet

Address: 223 Chandler St.

Contact: Hassan Abdelmalek, 555-622-0144

167. What is indicated about 223 Chandler?

- (A) It is aimed at couples with children.
- (B) The building was formerly used for storage.
- (C) The construction work is already finished.
- (D) Twenty percent of the units are sold.

168. What is a feature of the residences?

- (A) Outdoor parking
- (B) Access to public transit
- (C) 19th-century design
- (D) Large windows

Questions 169-171 refer to the following e-mail message.

E-mail Message

From: Adrian Pointsman
To: Customer Support Division
Date: January 14
Subject: Organizational Change

I am writing with an important announcement regarding Hewlitt-Farley Insurance's organizational structure. The Board of Directors has decided to merge the Customer Support Division and the Sales Division into one business unit. This move is designed to help streamline our operations, enhance productivity, and improve internal communications.

The new Sales and Support Division will be officially launched in early May. The transition will involve substantial changes to the management structure. However, for most customer support staff, the merging of the divisions will not significantly impact your duties, and no jobs will be eliminated. In the coming weeks, your team leader will provide a comprehensive explanation of the new structure and address any concerns or questions you may have.

Given the increasing competitiveness of our industry, it is crucial that Hewlitt-Farley Insurance continues to evolve and provide the best customer service possible. We are confident this organizational change will strengthen our position, and we look forward to your support during the transition period.

Adrian Pointsman
Vice President, Operations

169. Who will explain the changes in detail to customer support staff?

- (A) The vice president of operations
- (B) The board of directors
- (C) Customer Support Division supervisors
- (D) Sales and Support Division managers

170. What is NOT a reason for the organizational change?

- (A) It will result in more efficient operations.
- (B) It will create better corporate communications.
- (C) It will reduce the number of employees.
- (D) It will make Hewlitt-Farley more productive.

171. According to Mr. Pointsman, why is it important for Hewlitt-Farley to change?

- (A) The industry is experiencing a period of contraction.
- (B) The company is preparing to merge with another business.
- (C) Customer service is becoming a major priority.
- (D) The company is facing more competition.

GO ON TO THE NEXT PAGE 

Questions 172-175 refer to the following letter.

Wyndham Retailers Association

280 Princess Avenue, Wyndham MA 02105

March 25

Ruby's Jewelry & Accessories

96 Danvers St.

Wyndham MA 02105

To whom it may concern,

I am writing on behalf of the Wyndham Retailers Association with regard to the garbage collection situation on Danvers Street. The Association has received numerous complaints from businesses in the area regarding the inadequate removal of trash by the city. Despite the fact that it is a busy commercial street with a lot of tourist traffic, garbage in private dumpsters and public receptacles is cleared only once a week. This results in a lot of trash on the street and unpleasant odors, which may be having a negative effect on businesses in the area.

Several establishments have thus asked the Association to make a formal complaint to the City Council. If the city does not move to address the situation, we may then have to take legal action. We are now investigating the available options with our lawyers, Bernstein & Gaffney. Our aim is to increase the garbage removal frequency before the summer tourist season.

To help us achieve this, we are seeking support from local retailers. We urge you to sign a petition we have drafted and will submit to the City Council. One of our members will be visiting Danvers Street establishments, including yours, to obtain signatures on Friday April 3. There will also be a meeting to discuss the matter at the Association's office on April 6 at 9:00 A.M. All interested parties are welcome. Please call me at 555-801-4047 if you plan to attend or would like more information.

Arkady Yemefrov

Arkady Yemefrov

Vice-President, Wyndham Retailers Association

172. What is the problem?

- (A) Businesses do not dispose of waste properly.
- (B) There are too many garbage cans on Danvers Street.
- (C) The city does not collect trash often enough.
- (D) Large numbers of tourists are causing traffic jams.

173. What is the purpose of the letter?

- (A) To make an official complaint
- (B) To request changes to garbage removal
- (C) To obtain support from a retailer
- (D) To introduce a local business organization

174. What action has the Wyndham Retailers Association taken?

- (A) Held a meeting with affected businesses
- (B) Written a petition for the City Council
- (C) Determined the proper legal procedure
- (D) Changed the frequency of garbage collection

175. Who will visit Ruby's Jewelry & Accessories next month?

- (A) A member of the City Council
- (B) Arkady Yemefrov
- (C) A Wyndham Retailers Association representative
- (D) A lawyer from Bernstein & Gaffney

Questions 176-180 refer to the following letter.

Dear Sir or Madam,

We are contacting all attendees of the recent Farm Machinery Trade Fair about a major new event happening in one of the world's most dynamic markets for farming equipment. The first Agricultural Technology Conference will take place this November 7-13 in Durban, South Africa. Manufacturers, agents, producers, and buyers from around the world will attend this exciting event to see and demonstrate the latest advances in farming techniques and machinery. We hope you'll participate as well.

The conference will bring hundreds of companies to Durban. Montiso Threshers, Kobayashi Motors, Linton Seed, and Debrower Chemical, among others, will unveil new products at the event. There is still exhibition space available at reasonable rates for small and medium-sized companies, who can realize great benefits from showcasing their goods among such esteemed competitors. This is an outstanding opportunity for smaller manufacturers to raise their profiles and expand into new markets. Attendees will reflect the great diversity of the agricultural industry, and will include everyone from independent growers and ranchers to international food producers, from local farming collective representatives to top-level government officials.

November is a beautiful time of the year in Durban, bringing millions of people to our beaches. We recommend registering early for the Conference, as hotels will fill up quickly. We have arranged for special rates for event participants from Durban's best hotels, including the five-star Durban Grand Plaza. The enclosed brochure details rates for registration, exhibition space, and discounts for accommodation.

Registering before March 31 can save you up to 20 percent for an attendee's badge, and as much as 45 percent off exhibition booth rates. We also offer discounts for groups.

Please contact me if you have any questions.

Faithfully yours,

Gerald Mlaba

Gerald Mlaba

Organizing Committee, Agricultural Technology Conference

- 176.** What can be understood about the recipients of the letter?
- (A) They are residents of South Africa.
 - (B) They went to a previous event.
 - (C) They are government officials.
 - (D) They operate commercial farms.
- 177.** What is one of the purposes of the conference?
- (A) To encourage young people to become farmers
 - (B) To display equipment for growing food
 - (C) To promote healthier diets
 - (D) To increase farm production in Durban
- 178.** According to the letter, what advantage is offered to small companies?
- (A) Free accommodation for customers
 - (B) Special prices on Montiso equipment
 - (C) An opportunity to receive government health benefits
 - (D) A chance to exhibit products alongside major companies
- 179.** What was included with the letter?
- (A) Information about prices
 - (B) A hotel reservation form
 - (C) An attendee's badge
 - (D) A list of registrants
- 180.** What is NOT given as a reason for registering early?
- (A) The number of group discounts available is limited.
 - (B) There will be a lot of demand for hotel rooms.
 - (C) Exhibition space is currently discounted.
 - (D) Rates will increase after March 31.

Questions 181-185 refer to the following two e-mail messages.

E-mail Message

From: Marjorie Riddle <activities@thurstonnc.org>
To: Phil Woodhouse <phil@thurstoncrafts.com>, Danielle Latrielle, Joanne Darby, Florence Shibazaki, Armando Silva <cuisine@gmail.com>
Date: August 11
Subject: Schedule

Hi everyone,

Thanks for volunteering to lead a course or activity this fall at the Thurston Neighborhood Center. Here is the tentative schedule. I'm going to be sending this to Gordon Nunzio at *the Thurston Daily News* next week, so if you see any problems or want to make a change, be sure to let me know by August 18 at 3:00 P.M. We're all looking forward to working with you!

Best regards,
 Marjorie Riddle
 Activities Coordinator, Thurston Neighborhood Center

Daytime Activities at the Thurston Neighborhood Center: October-December

Day & Time	Activity	Instructor
Monday 10:00 A.M.-11:30 A.M.	French Language Circle	Danielle Latrielle
Tuesday 9:30 A.M.-11:30 A.M.	Fitness for Seniors	Joanne Darby
Wednesday 10:00 A.M.-12:30 P.M.	Beginning Pottery	Phil Woodhouse
Thursday 10:00 A.M.-12:30 P.M.	Healthy Cooking Club	Armando Silva
Friday 9:30 A.M.-11:30 A.M.	Flower Arrangement	Florence Shibazaki

E-mail Message

From: Phil Woodhouse <phil@thurstoncrafts.com>
To: Marjorie Riddle <activities@thurstonnc.org>
CC: Armando Silva <cuisine@gmail.com>
Date: August 13
Subject: Re: Schedule

Hi Marjorie,

Thanks very much for your e-mail from the other day. I'm glad to hear that you haven't yet sent the schedule to the newspaper. As it happens, the Thurston Community College has asked me to teach a pottery class there three times a week during their upcoming fall term. This would conflict with my Neighborhood Center teaching schedule. I was afraid that I'd have to cancel one or the other class, but I talked it over with Armando, and he has kindly offered to switch his class schedule with me. Would there be any problem with that? I'm sorry for the confusion, but it would be a huge help if we could make this change. I look forward to hearing from you.

Best regards,
 Phil Woodhouse

- 181.** Who is Gordon Nunzio?
- (A) An employee of a local newspaper
 - (B) A volunteer at the Thurston Neighborhood Center
 - (C) A fitness instructor
 - (D) A city official
- 182.** What is the purpose of Marjorie Riddle's e-mail message?
- (A) To suggest a change in curriculum
 - (B) To notify teachers of a schedule change
 - (C) To ask people to volunteer for a project
 - (D) To present a schedule for confirmation
- 183.** What did Phil Woodhouse do before sending his e-mail message?
- (A) Discussed the situation with another instructor
 - (B) Began teaching at a college
 - (C) Contacted the Thurston Daily News
 - (D) Enrolled in a cooking class
- 184.** Which activity will most likely replace the Beginning Pottery class on Wednesday mornings?
- (A) Healthy Cooking Club
 - (B) French Language Circle
 - (C) Fitness for Seniors
 - (D) Flower Arrangement
- 185.** What does Phil Woodhouse want Marjorie Riddle to do?
- (A) Settle a dispute
 - (B) Raise tuition fees
 - (C) Allow a change
 - (D) Approve a vacation

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

Electrovibe Audio Supply
ELECTRONIC INVOICE & ORDER CONFIRMATION

This is to confirm your order as below. If you have any questions or concerns, please do not hesitate to contact us.

Customer: Garth Baffin
Order Number: 9081
Order Received: October 4
Ship to: 89 Compass Point, Tampa, Florida
Salesperson: Jenny

Item Number	Quantity	Description	Price	Subtotal
C39834	1	50-foot 3-conductor cable	\$129.99	\$129.99
C40091	24	TSR 1/4-inch connectors	\$1.19	\$28.56
C40092	24	TSR 1/4-inch input jacks	\$1.59	\$38.76
M69000*	3*	Aluminum mounting plates*	\$12.99	\$38.97
Order Subtotal				\$236.28
Delivery				\$0
Total				\$236.28

Remarks:
 Free delivery on orders over \$200.
 Projected shipping date: October 26
 * Currently out of stock. If you would like to split your order, please contact salesperson to request separate shipping for available items.

E-mail Message

From: Garth Baffin <garth@compasspt.net>
To: Jenny <jenny@electrovibe.com>
Date: October 5
Subject: Order Number 9081

Hi Jenny,

This is to reconfirm our telephone discussion earlier regarding my October 4 order. As I mentioned, I'm under a fair amount of time pressure, so I really need to get this equipment as soon as possible. I'd like to delete item #M69000 from the order. I understand that this will cause me to incur a shipping fee. Could I ask you to re-calculate the price and send me a new invoice?

Thanks very much in advance.

With best regards,
 Garth Baffin
 Compass Point Electronics

- 186.** What most likely happened on October 4?
- (A) Electrovibe shipped the order.
 - (B) The order arrived in Tampa.
 - (C) Mr. Baffin placed the original order.
 - (D) Mr. Baffin changed his order.
- 187.** Why does the invoice suggest contacting the salesperson?
- (A) To set up an account
 - (B) To have items sent separately
 - (C) To receive a paper receipt
 - (D) To request additional items
- 188.** Which item does Mr. Baffin want to cancel?
- (A) The mounting plates
 - (B) The cable
 - (C) The connectors
 - (D) The jacks
- 189.** What does Mr. Baffin ask Jenny to do?
- (A) Waive the shipping fee
 - (B) Send a new cost total
 - (C) Replace an item with a substitute
 - (D) Deliver the items to separate addresses
- 190.** In the e-mail message, the word “fair” in paragraph 1, line 2, is closest in meaning to
- (A) honest
 - (B) equal
 - (C) pale
 - (D) considerable

Questions 191-195 refer to the following advertisement and letter

Citizens Mediation Network

Conflict is a part of life. Whether it's an argument with a neighbor, a dispute with a municipality, or a quarrel with a business partner, anyone may become involved in conflict. But that doesn't mean you need to become involved in expensive, time-consuming legal cases. The Citizens Mediation Network offers an alternative, affordable approach to resolving problems.

Our network consists of trained, skilled mediators who volunteer to help settle conflicts. Our services are available to individuals, groups, and small businesses. In order for us to be able to help:

- **You or your organization must have an address within Paulford County.**
- **All parties must accept to resolve the conflict through third-party mediation.**

While our services are free, we request that people who benefit from them make a donation, if possible. All donations are used solely to cover administrative and travel expenses.

The process is free, confidential, and flexible, so if you are involved in a frustrating conflict, call us at 555-809-9953 or e-mail inquiries@paulfordmediation.org. Even if we cannot take on your case, we can direct you to other useful resources.

July 19

Dear Samantha Findley,

I am writing to express my gratitude to the Citizens Mediation Network for your assistance in a recent case.

Over the past year, I was involved in an increasingly heated conflict with a business located next to my home. I confronted the owner several times, but failed to settle the problem. I was considering hiring a lawyer, although my financial means are limited, when one of my colleagues told me about your organization.

I called your office and was referred to one of your mediators, Celine Demy. After hearing about the situation, she contacted the business's owner and set up an arbitration meeting. With her help, we were able to reach an agreement that satisfied both parties in under an hour. I was truly impressed by her efficiency.

Given the high cost of legal fees, the service your organization provides is extremely valuable to ordinary citizens. Thank you for creating this remarkable network. As a token of my appreciation, please find enclosed a donation of \$200.

Yours faithfully,

Morris Brownstein

Morris Brownstein

- 191.** What service does the Citizens Mediation Network NOT offer?
- (A) Assistance with court cases
 - (B) Arbitration of business disputes
 - (C) Referral to other resources
 - (D) Resolution of personal conflicts
- 192.** What is indicated about the Citizens Mediation Network?
- (A) It is involved in a legal dispute.
 - (B) It teaches mediation skills.
 - (C) It pays mediators through donations.
 - (D) It keeps information private.
- 193.** What can be inferred about Mr. Brownstein?
- (A) He hired a lawyer to solve a conflict.
 - (B) He lives in Paulford County.
 - (C) He operates his own business.
 - (D) He volunteers for an organization.
- 194.** How did Mr. Brownstein discover the Citizens Mediation Network?
- (A) From Samantha Findley
 - (B) From a neighbor
 - (C) From Celine Demy
 - (D) From a coworker
- 195.** Why does Mr. Brownstein praise Celine Demy?
- (A) For creating the Citizens Mediation Network
 - (B) For solving a problem quickly
 - (C) For charging affordable fees
 - (D) For making a \$200 donation

Questions 196-200 refer to the following announcement and article.

4th Annual Taste of the Future Contest Now Open

The Acton Restaurant Association is pleased to announce the fourth Taste of the Future contest.

In recent years, many exciting new restaurants have opened in the Acton area, and the city is rapidly developing a reputation as a world-class gourmet destination.

The Taste of the Future contest was created to promote this image and encourage the city's chefs. It seeks to identify creative recipes that represent new directions in eating.

Participating restaurants submit an original dish to be tasted by the contest judges. The winner is selected based primarily on the following criteria: innovative use of local products and attractive presentation.

To enter, fill out the online application at www.actonrestaurants.com/taste-of-future/ by March 1. Suitable applicants will be contacted to arrange a tasting by April 14, and the judges' final decision will be made public on May 2. The winner will receive a commemorative plaque and free promotion.

Modern Indian Restaurant Recognized for Imaginative Dishes

Acton, May 3 — Brahma's Kitchen is the winner of this year's Taste of the Future contest, the Acton Restaurant Association announced yesterday. The popular establishment is noted for its combination of South Asian flavors and fresh local produce. It received the prize for the second time in four years, confirming its reputation as one of Acton's most cutting-edge eateries.

"We're delighted to receive the prize again, especially with so many other great restaurants competing against us," said Ravi Desai, owner-chef of Brahma's Kitchen. "We try very hard to develop unique recipes for our customers, and it's great to be recognized for that."

The winning dish was one of Brahma's signature creations: wine-marinated lamb chops in creamy saffron curry, served with spiced potatoes. "It's a perfect recipe," said judge and cookbook author Leslie McGriff. "Ravi has taken local meat and used exotic spices to bring out its full flavor in a new context." She stressed that there were many other outstanding entries, making the final decision very difficult for the judges.

- 196.** What is NOT a stated goal of the contest?
- (A) To develop Acton's image as a gourmet destination
 - (B) To identify innovative dishes
 - (C) To motivate local chefs
 - (D) To provide financial support for new restaurants
- 197.** What is considered by the contest judges?
- (A) Membership in the Acton Restaurant Association
 - (B) The popularity of the chef
 - (C) The appearance of the dish
 - (D) Use of traditional cooking techniques
- 198.** What happened on May 2?
- (A) The newspaper article was published.
 - (B) The winning dish was announced.
 - (C) The judges tasted contestants' entries.
 - (D) The contest application period closed.
- 199.** What can be understood about Brahma's Kitchen?
- (A) It was founded four years ago.
 - (B) It is a vegetarian establishment.
 - (C) It was featured in a cookbook.
 - (D) It received a special plaque.
- 200.** What do both Mr. Desai and Ms. McGriff emphasize?
- (A) The importance of local ingredients
 - (B) The need to recognize originality
 - (C) The quality of the other contestants
 - (D) The uniqueness of Indian spices