95. What happened at Central and Main?
(A) An explosion.
(B) An infection.
(C) An exception.
(D) An irritation.

96. What was probably the cause of the problem?
(A) An electric wire.
(B) A water pipe.
(C) A hole in the street.
(D) A gas leak.

97. What happened to nearby office workers?
(A) They were injured.
(B) They were removed.
(C) They were reported.
(D) They were suspected.

98. Who will listen to this announcement?
(A) Students.
(B) Art professors.
(C) Museum employees.
(D) Members of a tour group.

99. What should people bring on the trip?
((A) Books.
(B) Money.
(C) Lunch.
(D) Cameras.

100. What time should they arrive for the morning bus?
(A) 8:00.
(B) 8:45.
(C) 9:00.
(D) 9:15.

This is the end of the Listening Comprehension portion of the test.
Turn to Part 5 in your test book.

READING

In this section of the test, you will have the chance to show how well you understand written English. There are three parts to this section, with special directions for each part.

YOU WILL HAVE ONE HOUR AND FIFTEEN MINUTES TO COMPLETE PARTS 5, 6, AND 7 OF THE TEST.

Part 5: Incomplete Sentences

Directions: In your test book, you will see a sentence with a missing word. Four possible answers follow the sentence. Choose the best answer to the question and fill in the corresponding oval on your answer sheet.

101. If the customer _____ not satisfied, please have him call the manager.
(A) am
(B) is
(C) are
(D) be

102. Our goal is to turn _____ into success.
(A) failing
(B) fail
(C) failed
(D) failure

103. The plane will be landing _____ Chicago in twenty minutes.
(A) with
(B) into
(C) in
(D) for

104. The seminar was canceled because the invitations were not _____ in time.
(A) printer
(B) printed
(C) printing
(D) print

105. If the waiter cannot handle your request, the captain _____ assist you.
(A) will
(B) has
(C) did
(D) is

GO ON TO THE NEXT PAGE

106. We depend on Mr. Wong for his knowledge and _____.
(A) leading
(B) lead
(C) leadership
(D) leader

107. Ms. Guida expects costs to _____ 5 percent this year.
(A) ascend
(B) increase
(C) escalate
(D) raise

108. ____ is the key to efficiency.
(A) Organized
(B) Organize
(C) Organizer
(D) Organization

109. The meeting is postponed _____ Mr. Tan's plane was late.
(A) although
(B) while
(C) because
(D) with

110. The training session has been changed from 8:30 _____ 9:00.
(A) at
(B) to
(C) in
(D) by

111. The head of sales _____ to San Diego for the annual sales convention.
(A) went
(B) gone
(C) go
(D) going

112. Because Ms. Kimura has a long _____, she will always leave work at 5:30.
(A) commute
(B) commune
(C) community
(D) compost

113. The fax machine is _____ the postage meter and the copy machine.
(A) among
(B) outside
(C) between
(D) through

114. Mr. Maxwell will interview _____ applicants from 9:00 until 11:00 today.
(A) job
(B) occupation
(C) chore
(D) positioning

115. When you need supplies, _____ a request with the office manager.
(A) filling
(B) fell
(C) fallen
(D) file

116. All cabin attendants must lock the cabin door _____ leaving the room.
(A) afterwards
(B) after
(C) later than
(D) late

117. _____ it was Mr. Guiton's birthday, his staff took him to lunch.
(A) Although
(B) During
(C) Because
(D) That

118. Hotel employees are _____ to knock before entering the rooms.
(A) requited
(B) required
(C) requisite
(D) repulsed

119. The billing clerk was not able to find the invoice _____ the order.
(A) or
(B) and
(C) but
(D) though

120. This product _____ our most popular item.
(A) always has considered been
(B) has been always considered
(C) has been considered always
(D) has always been considered

121. Is the annual report _____ yet?
(A) avail
(B) available
(C) availability
(D) availing

122. The bell captain suggested that more porters _____ hired.
(A) are
(B) have
(C) be
(D) do

123. The office requires that all employees park in their _____ spaces.
(A) signed
(B) assignment
(C) assigned
(D) significant

124. These addresses should be listed in _____ order.
(A) alphabet
(B) alphabetize
(C) alphabetically
(D) alphabetical

125. The purchasing department is located _____ the reception desk.
(A) across
(B) between
(C) behind
(D) from

126. The guard must _____ your identification at the gate.
(A) checked
(B) checking
(C) checks
(D) check

127. Employees dislike tasks that are _____.
(A) repeat
(B) repetitive
(C) repetition
(D) repetitively

128. Visitors are reminded _____ name tags at all times.
(A) to wear
(B) wear
(C) be worn
(D) is wearing

129. At the end of the year, the company puts _____ a picnic for the employees.
(A) for
(B) by
(C) up
(D) on

130. Clients are _____ allowed to see the research department.
(A) rare
(B) ever
(C) never
(D) no time

131. If we had started earlier, we _____ the deadline.
(A) would meet
(B) would have met
(C) will meet
(D) will have met

132. Mr. Nolde called to cancel his _____ .
(A) notebook
(B) calendar
(C) appointment
(D) notice

GO ON TO THE NEXT PAGE

133. If Ms. Kamano leaves at 2:00, she _____ at the station on time.
(A) would have arrived
(B) will arrive
(C) arrived
(D) would arrive

134. A letter for Mr. Carn was left _____ Mr. Britto's desk.
(A) through
(B) on
(C) out
(D) up

135. The last train to Hamburg _____ at 10:30.
(A) depart
(B) departs
(C) to depart
(D) departing

136. _____ the meeting, Ms. Tran missed several important phone calls.
(A) Although
(B) In spite of
(C) Because
(D) During

137. Because his finger was broken, the secretary could not type _____ .
(A) efficiently
(B) intermittently
(C) slowly
(D) gradually

138. The CD-player was damaged when it _____ .
(A) was delivered
(B) has delivered
(C) was delivering
(D) had delivered

139. Mr. Hatori was very _____ when he got a promotion.
(A) excite
(B) exciting
(C) excited
(D) excites

140. The restaurant is open on weekends, _____ not on holidays.
(A) either
(B) or
(C) so
(D) but

Part 6: Text Completion

Directions: In your test book, you will see four passages each with four blanks. Under each blank are four answer options. Choose the word or phrase that best completes the blank.

Questions 141–143 refer to the following notice.

International Airport Policy Regarding Security and Baggage

In accordance with international security regulations, the following items are never allowed to be taken onto a plane by passengers, either in their carry-on bags ...(141)... in their checked luggage: Weapons, including knives and guns; explosives, including dynamite and fireworks.

The following items may be placed in checked luggage but not in carry-on bags: Tools, including hammers, screwdrivers, and wrenches; sports equipment ...(142)... golf clubs, baseball bats, and skis and ski poles.

When you pass through the ...(143)... line, all bags will go through our X-ray machines and some bags will be manually checked by personnel, as well. Thank you for your cooperation. Have a safe and pleasant flight.

141. (A) or
(B) nor
(C) but
(D) then

142. (A) so
(B) such as
(C) example
(D) instance

143. (A) ticket
(B) arrival
(C) security
(D) reservations

Questions 144–146 refer to the following magazine article.

This holiday season, computer retailers hope to increase ...(144)... of notebook PCs (personal computers). A heavy advertising campaign began this week, with several computer manufacturers placing ads on TV, radio, newspapers, and the Internet. The advertising campaign will continue through the holiday season.

GO ON TO THE NEXT PAGE

Notebook PCs are gaining popularity because of their ...(145).... They are lighter and smaller than laptops and much easier to carry around. Although laptop and notebook computers are more expensive than desktop computers, more and more people are buying them. They are filling a growing need for mobility.

The trend toward giving electronic items as holiday gifts is also growing. The old-fashioned approach to holiday celebrations is giving way to the ...(146)... for new technology.

144. (A) sales
(B) repairs
(C) types
(D) prices

145. (A) fame
(B) quantity
(C) appearance
(D) convenience

146. (A) enthusiast
(B) enthusiasm
(C) enthusiastic
(D) enthusiastically

Questions 147–149 refer to the following fax.

FAX COVER SHEET

Parameters Technology Company
4874 Ansari Road
New Delhi 110002
India

Tel: 2 616 5901
Fax: 2 616 5902

To: Marguerite Michelson
From: Ambar Patel
Date: September 22, 20__
Pages: 3 (this + 2)
Ref: Money due

Message:
I'm writing to inquire about money due. We ...(147)... about payment on your last order. It was due in July. Could you please explain the delay? I have left several phone messages over the past few weeks, but they have not been answered. Your company has always been prompt in paying our bills, and we would like to continue to maintain a good relationship with you. However, this is an unusually long delay, and if we don't hear from you soon, we ...(148)... to take action. Please contact me by fax or phone as soon as possible with an explanation and the date when we will receive the overdue payment. The details of your ...(149)..., including items and prices, are available on the following two pages.

147. (A) is concerned
(B) are concerned
(C) had concerned
(D) have concerned

148. (A) will have
(B) have had
(C) would have
(D) going to have

149. (A) form
(B) credit
(C) order
(D) rebate

Questions 150–152 refer to the following letter.

April 1, 20—

Richard Byron
Acme Supply Company
324 Constitution Avenue
Annandale, MD

Dear Mr. Byron,

I am writing in ...(150)... to your ad in last Sunday's newspaper about the position of office manager. I have worked as an administrative assistant at several local companies for the past ten years. I thoroughly understand the operations of an office and feel that my years of experience ...(151)... me to work as an office manager. I have taken several computer courses and am familiar with most current office technology. In addition, I have good organization and people skills, and my employers have always considered me to be a responsible and reliable worker. I am enclosing my resume and two letters of reference. I look forward ...(152)... hearing from you.

Sincerely,

Andrew Devon

150. (A) response
(B) repose
(C) resort
(D) respite

151. (A) qualify
(B) qualifies
(C) is qualifying
(D) has qualified

152. (A) at
(B) of
(C) to
(D) on

Part 7: Reading Comprehension

Directions: In your test book, you will see single and double reading passages followed by several questions. Each question has four answer choices. Choose the best answer to the question and fill in the corresponding oval on your answer sheet.

Questions 153–154 refer to the following newspaper article.

Job trends for the future emphasize careers in sales and marketing. Most of the growth will come in international sales, high technology, and electronic marketing. Research shows that overseas sales of high tech equipment and technology will increase 20% in the next decade.

The Internet is the primary source for advertising and marketing to these overseas customers. At the same time, however, successful marketers must find new avenues to increase consumer awareness of their products. As some clients become inundated by information on the Internet, and as others are still just learning to navigate the Web, the marketers of the future will have to be inventive.

More traditional sales skills, such as bilingualism and an agreeable character, are still useful. Willingness to travel is also a plus.

153. What kinds of careers show promise for the future?
(A) Research and development
(B) Sales and marketing
(C) High technology
(D) Travel agents

154. Why are these careers increasing in importance?
(A) Companies are trying to focus on profits.
(B) They address a neglected market segment.
(C) High-tech sales are growing.
(D) Most marketing will occur on the Internet.

155. The word *avenues* in paragraph 2, line 6, is closest in meaning to
(A) streets
(B) ways
(C) stores
(D) sales

156. The author believes that the successful marketer must be
(A) bilingual.
(B) overseas.
(C) abreast of research.
(D) creative.

157. According to the article, why isn't Internet advertising always effective?
(A) Some users see too much of it; some see too little.
(B) Many users have limited English skills.
(C) Access to the Web may be limited.
(D) Consumers are unaware of products advertised on the Internet.

Questions 158–159 refer to the following announcement.

We are announcing today that we are bringing the Milestone and Ever Green brands even closer together. Effective December 5, 200_, our official name will be:

GREEN MILES WEST

The substitution of "West" in our name—replacing "California"—is the result of an agreement we reached with the California Gardening Association, following a protest over the original use of "California" in our name.

We hope this does not create any confusion among our loyal consumers. While this represents a change from our initial name introduction, it does not change the quality of products we offer our customers.

158. What was the original name of the merged companies?
(A) Milestone
(B) Green Miles California
(C) Green Miles West
(D) Milestone California

159. According to the announcement, why was the name changed?
(A) The corporate offices were relocated.
(B) There was a conflict with another organization.
(C) They did not like the initial choice.
(D) Loyal consumers were confused.

GO ON TO THE NEXT PAGE

Questions 160–163 refer to the following magazine article.

Hotels are changing their wasteful habits and getting involved in the move to save the environment. At major hotels throughout the world, guests are being greeted by shampoo and mouthwash in glass dispensers instead of elaborate plastic bottles. They are discovering recycling bins in their rooms, and are encouraged to use towels more than once before they are washed.

This green movement is becoming increasingly popular among tourists who look for service providers with an environmental conscience. The business of eco-tours is increasing rapidly. Travel agents are booking clients on "Save the Rainforest" expeditions and similar trips where the emphasis is on protecting the world.

The tourists on these trips are given lectures on the effects of the loss of our planet's natural wonders and what they can do to reverse the trend. They do not need much convincing. The travelers on these excursions are already committed to environmental protection. In fact, a two-year study of litter in Antarctica found that the entire collection of litter left by visitors to the continent could be put in one small sandwich bag. Compare that amount of litter with what the average traveler finds strewn on the streets around a hotel, even an environmentally sensitive hotel.

160. What trend is currently affecting hotels and their guests?
(A) Larger rooms
(B) Better amenities
(C) Lighter foods
(D) Protecting the earth

161. What does the article imply about glass dispensers and re-using towels?
(A) It's a marketing gimmick.
(B) It's only effective on eco-tours.
(C) It's a wise choice environmentally.
(D) Hotels can set consumer trends.

162. Which group would most likely be members of the green movement?
(A) Fashion designers
(B) First-time visitors
(C) Environmentally conscious travelers
(D) Golf course owners

163. According to the article, eco-travelers should expect
(A) to find litter.
(B) to hear lectures on the environment.
(C) to pay more than other travelers.
(D) to carry their own food.

Questions 164–166 refer to the following press release.

VAL D'OR CATERING SUPPLY
Von-Gablenz Straße 3-7
D-50679 Köln
Germany
Telephone: (02 21) 8 25 22 00
Telefax (02 21) 8 25 22 06

FOR IMMEDIATE RELEASE

By fax

To: All Business Editors
Fm: Johann Heger
Public Relations Officer

Val D'Or is pleased to announce its purchase of Gourmet Galore, a company that specializes in specialty food products, cookware, and kitchen accessories. Gourmet Galore has profited from customers' revived interest in cooking. There are plans to expand and open five more stores across Europe. Ten of their sixteen stores were remodeled last year, and similar plans are being made for the remaining six.

The company will also open a new line of cooking schools focusing on healthful foods. Regional specialties will be included and guest cooks from all over Europe will participate in the one-week classes.

Please call us for more information.

164. What sort of products does Gourmet Galore sell?
(A) Fabric and furniture
(B) Food and cooking supplies
(C) Washing machines and dryers
(D) Clothes and shoes

165. What plans does Val D'Or have for six Gourmet Galore stores?
(A) Remodel them
(B) Buy them
(C) Sell them
(D) Relocate them

166. What will be emphasized in the cooking classes?
(A) Healthful regional foods
(B) Recipes from one region
(C) New cooking techniques
(D) Using the latest equipment

GO ON TO THE NEXT PAGE

Questions 167–168 refer to the following notice.

> The company provides a benefit pension plan covering all employees. Benefits are based on years of service and on the employee's highest salary. Both the company and the employee make contributions to the plan according to government regulations. Employees eligible to receive pension funds are paid monthly through the plan.

167. What determines the benefits?
(A) Years at the company and salary
(B) Bonuses
(C) Starting wage
(D) Company profits

168. Who determines the rules of contribution?
(A) Managers of the benefit pension plan
(B) Anyone who is eligible to receive funds
(C) The company and the employee
(D) The government

Questions 169–171 refer to the following letter.

> Dear Member,
>
> The goal of Regents is to be the premier name in health care.
>
> Since merging Royal Medical Green Shield and Jason County Medical Bureau in April, we have been working with our customers and business partners to provide more innovative health benefit plans and services, wider provider networks, and enhanced access to health care coverage.
>
> We've been pleased to receive your suggestions for these service improvements, and we look forward to receiving your further thoughts or suggestions. Our suggestion line is open 24 hours a day at 800-998-3445.
>
> We appreciate your patronage.
>
> Sincerely,
>
> Rick Nelson
> President

169. What is the purpose of this note?
(A) To explain a merger
(B) To talk about Regents' plans
(C) To give a new toll-free number
(D) To describe expanded health coverage

170. What is one goal of Regents?
(A) To increase availability of health care
(B) To publish a primer for new members
(C) To reduce costs to members
(D) To work with customers and business partners

171. What does Regents request of members?
(A) To inform new potential clients of its innovations
(B) To plan for health over the long term
(C) To learn about services on the Internet
(D) To submit ideas to the company

GO ON TO THE NEXT PAGE

Questions 172–173 refer to the following invoice.

Cooper & Allen, Architects
149 Bridge Street, Suite 107
Harrisville, Colorado 76521

April 5, 200__
INVOICE NUMBER 3892
PROJECT NAME Headquarters–Final Design
PROJECT NUMBER 925639

The Williams Corporation
5110 Falls Avenue
Thomaston, Colorado 76520

The following amounts for the period ending March 30 are due the end of this month.

Current period fees	$8,200.00
Unpaid prior balance	$362.00
Total due at this time	$8,562.00

We value the opportunity to service you. Your prompt payment is greatly appreciated.

172. When is the payment due?
(A) March 1
(B) March 30
(C) April 5
(D) April 30

173. What is owed in addition to current fees?
(A) Prepayment on the next project
(B) Taxes on the current fees
(C) Service charges on current fees
(D) Money not paid on a previous invoice

Questions 174–176 refer to the following memo.

FCC
FISCHER COMMUNICATIONS COMPANY

Interoffice Memorandum

To: All Department Supervisors
Fm: J. Reinhardt
Personnel Officer

Sub: Summary of 3/24 training session on improving job performance.

Date: April 1, 200__
Employees work best if they are happy. As a supervisor, there are things you can do to increase employees' job satisfaction. Make sure your employees understand what they have to do. Give them proper and thorough training so they can do it well, and give them opportunities to bring that training up to date. Make sure that employees have freedom to exercise their own judgment, to offer their suggestions, and to point out problems. Most of all, make sure that you tell them they are doing a good job, not only during special assignments but when they maintain a high standard of routine work.

174. When do employees do their best work?
(A) When they are challenged
(B) When they are happy
(C) When they are busy
(D) When they are pressured

175. Once you have trained an employee, what should you do?
(A) Provide ways to update training
(B) Make the employee train others
(C) Move the employee to a different job
(D) Control his or her chance to practice

176. What is NOT mentioned as a freedom employees should have?
(A) Exercise their own judgment
(B) Offer suggestions
(C) Make changes
(D) Point out problems

GO ON TO THE NEXT PAGE

Questions 177–180 refer to the following magazine article.

Busy people don't want their vacations to be a hassle. That's why all-inclusive resorts are becoming popular. At these resorts, one price includes all meals, drinks, lodging, and sightseeing. Golf, tennis, and swimming are available for free. Other sports, such as scuba diving, deep sea fishing, and rock climbing, may require separate fees for equipment rental, but instruction and excursions are included. Many resorts also include children's activities as part of the package. Check with a travel agent to find an all-inclusive resort with activities you would enjoy.

177. The word *hassle* in paragraph 1, line 3, is closest in meaning to
(A) adventure
(B) expense
(C) routine
(D) bother

178. What does it mean to be an "all-inclusive" resort?
(A) They're in an exclusive location.
(B) One price includes food, lodging, and activities.
(C) Only families may stay there.
(D) Room price and airfare are included.

179. What might cost extra at these resorts?
(A) Excursions and instruction
(B) Transportation for sightseeing
(C) Hotel maid service
(D) Sports equipment rental

180. What is the best way to find an all-inclusive resort?
(A) Ask a friend.
(B) Read in a travel guide.
(C) Consult a travel agent.
(D) Call some hotels.

Questions 181–185 refer to the following contract and addendum.

Contract #991YL
Hospitality Consultants Inc.

Hospitality Consultants Inc (hereafter referred to as Contractor) agrees to perform the following duties as outlined by Cracker Barrel Winery (hereafter called the Client):

A. Statistics Analysis
1) Review the Client's wine sales over the past five years, using monthly inventory charts.
2) Review the Client's food and gift sales over the past five years.
3) Record a summary and chart for proposed sales this year, based on a five-year review.

B. Staff Review
1) Interview one staff member from each department, including the vineyards and cellar.
2) Record duties and responsibilities for each job position.
3) Suggest ways for the Client to cut staffing costs.

C. Decor
1) Meet with board members to discuss year-end renovations.
2) Research materials and costs for all indoor renovations.
3) Provide an estimate for indoor renovations by October 1st.

Any changes to this contract must be agreed upon by both parties in writing.

Contractor: Hanson Carter

Client: Julia Morris

Date: August 7th, 20--

GO ON TO THE NEXT PAGE

Addendum to Contract #991YL dated August 7, 20--
between the following parties:

Contractor: **Hospitality Consultants Inc.**

Client: **Cracker Barrel Winery**

The Contractor initiates the following addendum:

1) Due to unforeseen circumstances the Contractor will be unable to provide services to Cracker Barrel Winery after October 9th, 20--. The Contractor does not expect any payment for any project work that is left incomplete as of today.

2) Before December 1st, 20-- the Contractor will provide the Client with the names of three alternate consulting firms capable of completing the work set out in Contract #991YL.

3) The Contractor will submit a report of all work that has been completed, including any important data collected since August 7th 20--.

4) The Client agrees to write a reference for the Contractor, stating that Contract #991YL was broken due to illness in the family, and has no reflection on the Contractor's ability to do his job.

Date: October 9th, 20--

(Contractor) Signature: _____

(Client)Signature: _____

181. What type of service does this Contractor agree to provide?
(A) Labor assistance in the vineyards
(B) Consulting related to the winery's operations
(C) Inventory on glassware and dishes
(D) Taste tests of competitors' wines

182. Which is NOT an example of a person the Contractor may need to speak with to fulfill his duties?
(A) A medical professional
(B) A wine seller
(C) A board member
(D) A part-time grape picker

183. Besides one duty that must be performed in December, how long did the Contractor work for the Client?
(A) Less than two months
(B) Just over two months
(C) At least three months
(D) Just over four months

184. If the Contractor honored the contract up until now, what has definitely been completed?
(A) A sales chart based on a five-year review
(B) A count of all wine bottles in the cellar
(C) A calculation of proposed renovation costs
(D) An interview with at least one staff member

185. What is the Client obliged to do in the future if he signs the addendum to the contract?
(A) Rehire the contractor when his health returns
(B) Provide a letter that states the reasons this contract was broken
(C) Write a positive reference letter about the Contractor's personality
(D) Suggest alternative companies that may hire the Contractor in the future

Questions 186–190 refer to the following ticket and letter.

REMINDER TO OWNER

You have not yet paid the following ticket:

Parking Infraction: Exceeding a 20-minute free customer-parking limit
Location: Squires Paper Company
Vehicle Type: Minivan
License Plate Number: MG097
Owner: Tanaka Kazuya
Date of Infraction: April 1, 20--

How to pay this ticket:

A) Send a check written out to the Yokohama Parking Office. (see below for address)
OR
B) Pay online with your credit card (*www.yokogov.org/parking*). You will need your ticket number and your license plate number.
OR
C) Pay in person at the Yokohama Parking Office:

Yohohama Parking Office
145-9 Yamato-Cho, Naka-ku,
Yokohama, Japan
231-0864

To appeal this ticket contact the Parking Office and ask for form #25.

GO ON TO THE NEXT PAGE

NOTICE OF APPEAL Page 1

STEP 1

You must submit your appeal within 28 days of receiving your parking ticket. Late appeals must be accompanied by a handwritten letter detailing the reasons for applying late. Judges will consider the following reasons:

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

STEP 2

Please circle the legal grounds that apply.

A: This parking infraction did not occur.

B: There was no parking attendant on duty to pay

C: I was not the owner of this vehicle when the infraction occurred.

(D) My vehicle was stolen on the day of the infraction.

STEP 3

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

186. Why did Tanaka receive this ticket?
(A) His car was in a no-parking zone.
(B) He forgot to pay for a parking pass.
(C) His car was parked in a spot for too long.
(D) He paid for only twenty minutes.

187. Which of the following excuses can a driver legally use in order to appeal a parking ticket?
(A) I didn't notice the no-parking sign.
(B) I share the vehicle with my wife.
(C) I sold my car the day before.
(D) I didn't have any money for parking.

188. When is the last day Tanaka can send in form #25, without a good excuse for being late?
(A) April 1
(B) April 20
(C) April 29
(D) March 1

189. Why was Tanaka probably unaware of the original ticket?
(A) The parking attendant forgot to write one up.
(B) Someone stole the ticket off his car at Squire's.
(C) He thought he was parked legally that day.
(D) Someone else was driving his car on April 1st.

190. What does Tanaka NOT need to include with his notice of appeal?
(A) A copy of his ticket
(B) His name and address
(C) His reason for appealing
(D) A medical note

Questions 191–195 refer to the following e-mail and schedule.

To: choisoo35@korea.net

From: leebang@theaccountants.org

Subject: Transportation to and from airport

Choi Soo,

Please confirm that you received your itinerary for your flight and hotel accommodations. I e-mailed it last week, but I haven't heard back from you. I am attaching the schedule for the free shuttle service from the airport to Yongsan Terminal. Your hotel, The Sunrise Inn, is right across the street from the bus station. My only concern is that you will probably just miss the first shuttle of the day if your plane is delayed at all. The next shuttle isn't until early afternoon. Taxis are very expensive, but I think it will be worth it for you to take one instead of waiting several hours for the next shuttle bus. There are city buses, but they are complicated if you aren't familiar with them.

I'm sorry that nobody will be available to pick you up at the airport in a company car. We have an important meeting on that Thursday morning, and none of us can get out of it.

We look forward to meeting you next week. Have a safe flight and call me as soon as you are settled in your room.

See you soon,

Lee Bang

AIRPORT BUS SCHEDULE

The following schedule is for travel between Yongsan Bus Terminal and Incheon International Airport. This is a free bus service provided by Incheon International Airport. No tickets are necessary. Priority seating is given to those who make a reservation. Call 724-8000 to book your seat ahead of time.

Weekdays	**BUS 1-A**	**BUS 2-A**	**BUS 3-A**
Departs Incheon International Airport	9:30 A.M.	1:00 P.M.	5:30 P.M.
Arrives Yongsan Terminal	10:20 A.M.	1:59 P.M.	7:00 P.M.
Weekends	**BUS 1-B**	**BUS 2-B**	**BUS 3-B**
Departs Incheon International Airport	7:00 A.M.	3:00 P.M.	9:00 P.M.
Arrives Yongsan Terminal	8:00 A.M.	3:45 P.M.	10:50 P.M.

GO ON TO THE NEXT PAGE

191. What does Lee ask Choi to do?
(A) Make a reservation at the Sunrise Inn
(B) Write back to say he received an e-mail
(C) Order a ticket for an airport shuttle
(D) Come to Thursday's meeting

192. Which bus does Lee think that Choi will probably miss?
(A) Bus 1-A
(B) Bus 2-A
(C) Bus 1-B
(D) Bus 2-B

193. What does Lee say costs a lot of money?
(A) Hotel accommodations
(B) Taxi fare
(C) Shuttle buses
(D) Plane tickets

194. On a Saturday, which shuttle bus takes the longest route to Yongsan Terminal?
(A) Bus 3-A
(B) Bus 1-B
(C) Bus 1-A
(D) Bus 3-B

195. Which transportation option is NOT available to Choi?
(A) Taxi
(B) Shuttle bus
(C) City bus
(D) Company car

Questions 196–200 refer to the following fax and letter.

FAX

Attn: Managers

Subject: Emergency Plant Closure

Number of Pages: 1

Date: April 14, 20--

Time sent: 9:34 A.M.

To Whom It May Concern,

Karen Electric experienced major fire damage on Thursday of this week. The cause of the fire is currently under investigation. Two of our employees were badly injured in the fire, which occurred during the overnight shift. Both are recovering in the hospital. The plant will be closed until further notice. Please cease all deliveries and reroute any invoices to the following temporary address:

PO BOX 8891
Trenton, NJ
08345-0001

Please excuse this form letter. Because of the seriousness of this matter, we do not have time to individually contact all of our clients. We will contact each of you as soon as we are operating again.

Sincerely,
Chad Stevens, CEO
Karen Electric Inc.

Davis Deliveries
230 West State Street
Trenton, NJ
08625-4430

Karen Electric
555 Jersey Street
Trenton, NY 08625-0093

Dear Mr. Stevens,

We at Davis Deliveries were very sorry to hear about the fire at the plant. For me it is particularly tragic because my grandfather and my great-uncle both worked at the plant for a long time. My family profited from many years of employment during the Depression because of this plant, and it is sad to see such a local landmark destroyed.

We will put a hold on your monthly order of materials until further notice. According to our records your payments are all up to date. In fact, we owe you a refund for May because you paid for the order in advance. I am enclosing a check for $1,465 to cover the materials, as well as a $50 credit to use toward your next order.

Please have someone call me (609-292-4444) with the names of the employees who were hurt in the fire. We would like to send flowers to the hospital on behalf of Davis Deliveries.

Thinking of you,

Elaine Stuart

Elaine Stuart, Manager
Davis Deliveries

196. Who received this fax?
(A) All employees at Davis Deliveries
(B) All delivery companies in Trenton
(C) All clients of Karen Electric
(D) All staff members at Karen Electric

197. Why won't Stuart send the May invoice to Karen Electric's temporary address?
(A) She doesn't think the plant will reopen.
(B) The materials aren't available.
(C) The bill has already been paid.
(D) She wants to show her compassion.

198. Why will Stevens probably not receive this refund check?
(A) Stuart wrote the wrong address.
(B) Not enough notice was provided.
(C) His order was already requested.
(D) He is recovering in the hospital.

GO ON TO THE NEXT PAGE

199. Why is Stuart personally affected by this tragedy?
(A) She knows the employees who were injured.
(B) She is friendly with some of the staff members.
(C) She has family members who used to work there.
(D) She was going to inherit future profits.

200. What does Stuart want Stevens to do?
(A) Send her some flowers
(B) Give her the names of the injured workers
(C) Give her his phone number
(D) Call her with a new order

STOP!

This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

MODEL TEST 2—ANSWER SHEET

Remove answer sheet by cutting on dotted line

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