

95. What kind of problem does the area have?

- (A) There was an accident on the freeway.
- (B) The area is flooded.
- (C) There was a fire.
- (D) There was an earthquake.

96. Why are local relief centers running low on food?

- (A) Flood victims have filled the shelters.
- (B) Food spoiled because of moisture.
- (C) There was too much rain to grow food.
- (D) They cannot deliver the food.

97. If you want to donate food, where should you take it?

- (A) To the public.
- (B) The relief center.
- (C) The radio station.
- (D) A food collection center.

98. What will take place in seven days?

- (A) The voicemail system will change.
- (B) This customer will get a new telephone.
- (C) This customer will get a new telephone number.
- (D) The telephone company's Web address will change.

99. How can a customer save a message?

- (A) Press two.
- (B) Press four.
- (C) Press seven.
- (D) Press nine.

100. How can a customer learn about all of the new codes?

- (A) Press ten.
- (B) Press the star key.
- (C) Visit the company's Web site.
- (D) Listen to the entire message.

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. Inter Coast Airlines' flight _____ Seoul _____ the journals to their offices.
(A) to (A) mails
(B) in (B) mailed
(C) by (C) mail
(D) at (D) mailing
102. An _____ training period will be instituted _____ the proposal.
in July. (A) extend (A) delivered
(B) extended (B) delivers
(C) extension (C) has delivered
(D) extent (D) is delivering
103. _____ she left the ship, the purser signed out.
(A) For
(B) That
(C) And
(D) Before
104. Many subscribers have requested that we _____ the journals to their offices.
(A) mails
(B) mailed
(C) mail
(D) mailing
105. The clerk found the typographical error after the messenger _____ the proposal.
(A) delivered
(B) delivers
(C) has delivered
(D) is delivering

GO ON TO THE NEXT PAGE

106. Ms. Franklin directed a very _____ project.
(A) successfully
(B) successive
(C) success
(D) successful
107. You should register for the seminar _____ you attend.
(A) while
(B) before
(C) nor
(D) and
108. The speaker has _____ his speech by two minutes.
(A) short
(B) shortening
(C) shortened
(D) shortage
109. The vice-president will be seated _____ the chairman at the banquet.
(A) as
(B) by
(C) to
(D) from
110. The new waiter has not made any _____ mistakes.
(A) foolish
(B) fool
(C) foolishness
(D) fooled
111. By Friday, twenty-five applications had been submitted _____ the position of desk clerk.
(A) at
(B) on
(C) for
(D) by
112. The ship provisions officer _____ his supplies in large quantities.
(A) buy
(B) buys
(C) buying
(D) to buy
113. Mr. Cruz needs someone to _____ him with the conference display.
(A) assume
(B) assign
(C) assent
(D) assist
114. Budget meetings are held _____ in the conference room.
(A) rarely
(B) every week
(C) always
(D) sometimes
115. At midnight, the second shift of security guards _____ on duty.
(A) coming
(B) to come
(C) comes
(D) come
116. The final purchase price was higher than the investors _____.
(A) had expected
(B) expect
(C) are expecting
(D) will expect
117. A manager _____ new things from his or her staff.
(A) can sometimes learn
(B) learning sometimes can
(C) sometimes learn can
(D) sometimes can learning
118. The new insurance plan is especially _____ with employees who have families.
(A) popularized
(B) popular
(C) populated
(D) popularity
119. The finance committee will meet again _____ the eighth of May.
(A) for
(B) to
(C) from
(D) on

120. The airline will refund the money _____ you cancel the reservation.
(A) during
(B) soon
(C) when
(D) until
121. Did Mr. Fisk _____ the reference guide from the company library?
(A) loan
(B) borrow
(C) lend
(D) sent
122. _____ they were ordered, the brochures and business cards were never printed.
(A) Although
(B) Even
(C) However
(D) Despite
123. The operator does not remember receiving a fax from the Madrid office _____ from the Paris office.
(A) or
(B) and
(C) either
(D) but
124. Have you ever used this type of copy machine _____?
(A) before
(B) prior
(C) advance
(D) previous
125. If our ship _____ fewer passengers, the crew would not have to share rooms.
(A) had
(B) have
(C) will have
(D) would have
126. You should check your messages _____.
(A) as soon as
(B) twice a day
(C) seldom
(D) rarely
127. The receptionist receives packages and _____ them until the proper department is notified.
(A) is holding
(B) held
(C) hold
(D) holds
128. The purpose of our conference is to help employees _____ our policies.
(A) understood
(B) understanding
(C) understand
(D) is understanding
129. _____ none of us were familiar with the city, Mr. Gutman drove us to the meeting.
(A) Although
(B) Because
(C) Therefore
(D) However
130. The auditor discovered that the accountant had not been _____ the checks into the correct account.
(A) deposited
(B) deposits
(C) deposit
(D) depositing
131. If this report is sent by overnight delivery, it _____ Milan by noon tomorrow.
(A) reaches
(B) will reach
(C) is reaching
(D) has reached
132. Most employees drive to work and _____ the building from the parking lot.
(A) enter
(B) entered
(C) entering
(D) entrance

GO ON TO THE NEXT PAGE

133. Employees who _____ attending the conference can get a discount on travel arrangements.

(A) have going
(B) are going
(C) will
(D) will be

134. Mr. Vasco worked hard to develop his _____ in electronics.

(A) expertly
(B) expert
(C) expertise
(D) expectant

135. The _____ rates change daily.

(A) money
(B) bills
(C) coins
(D) currency

136. The head housekeeper is going to ask Ms. Chang how much time she _____ available.

(A) will have had
(B) is having
(C) have
(D) has

137. The hotel marketing director is quite _____ about advertising in Europe.

(A) knowing
(B) knowledge
(C) knowledgeable
(D) knows

138. Mr. Ni _____ in charge of the research division for two years.

(A) has
(B) has been
(C) is
(D) had

139. The operator _____ Mr. Smith if she knew where to reach him.

(A) will call
(B) had called
(C) called
(D) would call

140. The trainers for the seminar had the crew _____ their equipment to the conference center.

(A) move
(B) moving
(C) mover
(D) moved

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 letter.

Creek and Chung, Accountants
1040 Stone Way
Seattle, Washington 93108-2662

July 12, 20__

Mr. Hugh Ferrer
Unity Health Care
400 East Pine Street
Seattle, Washington 93129-2665

Dear Mr. Ferrer:

We are a mid-sized accounting firm. Our staff members have expressed dissatisfaction with our current insurance plan, so we are looking into other...(141).... The insurance company we use now has recently raised its rates, while at the same time the quality of service has gotten worse. Naturally, we are not happy about paying more and more money for poor service. ...(142)...., we are interested in learning more about Unity Health Care (UHC).

Could you please mail a packet of information to me? Also, I would appreciate it if you could answer the following questions.

First, our employees want to choose their own doctors. Does your program allow this? Second, do your doctors have weekend and evening hours? Our employees have busy work schedules, and it is not always ...(143)... for them to go to appointments during regular business hours.

Thank you for your help.

Sincerely,

Felicia Braddish

Human Resources Manager

GO ON TO THE NEXT PAGE

141. (A) employees
(B) positions
(C) activities
(D) options
142. (A) Therefore
(B) However
(C) Moreover
(D) Nevertheless

143. (A) Enjoyable
(B) Difficult
(C) Convenient
(D) Interesting

Questions 144–146 refer to the following e-mail.

From: Simon Yan
To: Mingmei Lee
Sub: Monday meeting

Dear Mingmei,
I have to leave town for a business trip ... (144)... there is an emergency in our Singapore office. I am sorry that I will have to miss our Monday morning meeting, especially because I am eager to see your progress on my company's new financial center. This is an important project for National Bank.

My coworker, Hugh Harrison, will ... (145)... me. Hugh plans to look for you at the construction site at 9:00 A.M. You told me that you have some concerns about the project's budget. Please talk with Hugh about this. While we don't want to spend a lot of extra money on this building, it is going to be our company's headquarters and needs to look good. You have an excellent reputation as a Construction Project Manager, so I'm ... (146)... that you can manage the budget and build a fantastic center for us at the same time.

I will return one week from today. You can e-mail me until I return. Thank you.

144. (A) so
(B) if
(C) as
(D) by
145. (A) escort
(B) replace
(C) assist
(D) accompany

146. (A) doubtful
(B) positive
(C) wondering
(D) concerned

Questions 147–149 refer to the following memorandum.

From: Belinda Beilby, Company President
To: Company Vice-Presidents
Re: Reducing electricity expenses

The electric company is ... (147)... its rates by 25% next month, so we need to look at ways to reduce our electricity usage. Below is a list of recommendations. Please distribute this list to the departments in your area.

Ways to Reduce Electricity Expenses

1. Lights: Turn off the lights in meeting rooms when your meeting ends. Turn off the lights in the offices before you leave for the day.
2. Computers: At the day's end, turn off your computer.
3. Photocopying: Don't photocopy and fax documents. Most documents can ... (148)... electronically.
3. Fans/Heaters: Using fans or heaters in the office should not be necessary. The building's temperature is set at a comfortable level. If your office is too cool or warm, please contact the maintenance staff.
4. Home Office Option: ... (149)... employees to work at home one or more days a week saves money in many ways, including on electricity. Employees who are interested in this option should speak to their supervisors.

147. (A) cutting
(B) increasing
(C) dividing
(D) improving

149. (A) Allow
(B) Allowing
(C) To allow
(D) Will allow

148. (A) send
(B) sent
(C) to send
(D) be sent

GO ON TO THE NEXT PAGE

Questions 150–152 refer to the following announcement.

Sunrise Manufacturers, Inc. announced Friday that its president, Shirley Ocampo, would succeed Louis Freeland as the company's chief executive officer starting on September 15. Ms. Ocampo, 52, will be the first woman chief executive at the company in its 75-year history. Sunrise Manufacturers is ... (150) ... manufacturer of farming equipment in the nation. This is a sector that has traditionally been ... (151) ... by men, making the appointment of Ms. Ocampo particularly significant. "We have waited a long time for this to happen," said Martha Steinway of the National Association of Female Executives. "This is a great achievement for women." Mr. Freeland, who will retire from Sunrise when Ms. Ocampo takes over his position next month, ... (152) ... at the company for 25 years.

150. (A) large
(B) larger
(C) the larger
(D) the largest
151. (A) dominate
(B) dominates
(C) dominated
(D) dominating

152. (A) works
(B) worked
(C) had worked
(D) has been working

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 announcement.

As our company plans new products and processes, health, safety and environmental considerations are a priority. We are committed to operating our manufacturing plants and research facilities in a manner that protects the environment and safeguards the health and safety of all people. We will continue to allocate money to improve existing facilities as new safety information is brought to light.

153. What is the purpose of this announcement?
- (A) To announce an expansion
(B) To report on a merger
(C) To reassure the public about safety issues
(D) To explain a new company policy
154. What will the company do with existing facilities?
- (A) Make them safer.
(B) Tear them down.
(C) Have them inspected.
(D) Renovate them.

GO ON TO THE NEXT PAGE

Questions 155-157 refer to the following report.

The profits for the Wu Company more than doubled in the fourth quarter over profit levels of a year ago. This is due in part to lower operating and administrative expenses. The electronics store chain earned \$42.6 million, compared with \$21.1 million in the fourth quarter of last year. Total profits for the year are \$122.8 million, compared with \$48.5 million last year.

155. How do fourth quarter profits for this year compare to those of last year?
(A) Stayed the same
(B) Increased by twice as much
(C) Increased by more than twice as much
(D) Decreased by half
156. What contributed to the change?
(A) Reduction of operating costs
(B) Higher number of customers
(C) New and better products
(D) More expensive products
157. The word *chain* in line 3, is closest in meaning to
(A) product
(B) necklace
(C) staff members
(D) group of stores

Questions 160-161 refer to the following magazine article.

When you are looking for a new job, you must talk to as many people as you can who work in your field or in related fields. This is called networking. Networking allows you to learn about new areas to pursue and to find out which companies may need someone with your skills. Networking is a fun and easy way to find out about new opportunities. And when your new job comes along, you will already know some of your colleagues.

160. What is networking?
(A) Learning your job well
(B) Meeting people in related fields
(C) Studying lots of companies
(D) Getting along with your colleagues
161. What is NOT mentioned as something you can learn from networking?
(A) New career areas
(B) Your colleagues and what they do
(C) Which companies may need you
(D) What the companies pay

Questions 162-163 refer to the following memo.

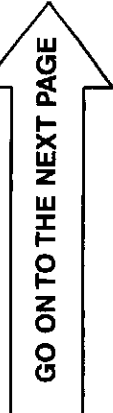
MEMORANDUM

To: All employees
Fm: Donetta Muscillo
Safety Coordinator
Date: June 5, 200__
Sub: Fire doors

Employees are reminded that doors designated as fire doors must stay closed at all times. The purpose of fire doors is to help direct smoke away from areas where people are working in case of a fire in the building. Even though the weather is hot and the repairs to the company's air conditioner are not complete, keeping the fire doors open is strictly prohibited.

158. What is one responsibility of this job?
(A) Answering the phone
(B) Data entry
(C) Selling insurance
(D) Operating a division
159. What is one benefit of the position?
(A) They'll give you your own office later.
(B) You can work toward promotions.
(C) Benefits apply to dependents.
(D) You can earn commissions.

162. What is the purpose of the company's fire doors?
(A) To keep smoke away from people
(B) To provide escape routes
(C) To keep fire from spreading
(D) To contain heat
163. Why were employees probably keeping the fire doors open?
(A) To get to a higher floor
(B) To look at the view
(C) To go from office to office
(D) To let in cool air



Questions 164–166 refer to the following calendar.

FEBRUARY	MARCH	APRIL	MAY
February 4- February 24 Bonn, Germany International Jewelry Trade Fair	March 11-April 15 Budapest, Hungary International Furniture Fair March 12-March 20 Milan, Italy Automobile Show March 15-March 18 Guangzhou, China International Shoe Fair March 20-March 25 Moscow, Russia International Textile Fair	April 16-April 24 Hannover, Germany Art and Antiques Fair April 14-April 21 Basel, Switzerland European Watch Fair	May 27-June 12 Bath, England International Computer Exhibit

164. What does this calendar list?

- (A) Trade shows
(B) Musical events
(C) Sport competitions
(D) A tour itinerary

165. Which event does NOT take place in Europe?

- (A) Automobile Show
(B) International Shoe Fair
(C) Art and Antiques Fair
(D) International Jewelry Trade Fair

166. If you were a buyer for a dress manufacturer, where should you go in March?

- (A) Budapest
(B) Bonn
(C) Moscow
(D) Hannover

Questions 167–168 refer to the following announcement.

ESTATE AUCTION

**An auction for the estate of Raul Diega
will be held on**

Saturday, October 3, at 11:00 A.M.
(preview starts at 10:00 A.M.)

Location: 5667 North Hedge Lane

Some of the items to be auctioned

- * 2004 Mercedes
- * China and crystal
- * Oriental rugs
- * Jewelry
- * Stamp collection

Questions? Please call Estate Planners at 778-0099 between noon and 5 P.M.

167. Which of the following items will be auctioned?

- (A) Chinese antiques
(B) Rare books
(C) Bracelets
(D) Wall-to-wall carpeting

168. When can you start to look at things?

- (A) October 3, 11:00 A.M.
(B) By appointment after calling 778-0099
(C) Any day from noon to five
(D) October 3, 10:00 A.M.

Questions 169–171 refer to the following magazine article.

Historically, the businessperson has wanted his or her company to grow. Larger companies meant greater success and greater profits. Larger companies also meant more jobs for people in the community. But for some companies have become so large that they are no longer profitable or practical to run. When

this happens, the company may downsize, or deliberately reduce growth. This corporate downsizing is no longer unusual. Major corporations have either already downsized or have announced plans to do so. But the decision to downsize is not always popular with the community, because it means loss of jobs. ■

169. Why would a company try to slow growth?

- (A) To meet government regulations
(B) To stay profitable
(C) To avoid moving
(D) To move its operations overseas

GO ON TO THE NEXT PAGE

170. Why may the community dislike the decision to downsize?
- (A) Area residents may lose their jobs
(B) The company will probably move
(C) The company's products will get more expensive
(D) The company will lose profits

171. The word *deliberately* in line 12, is closest in meaning to
- (A) intentionally
(B) carefully
(C) suddenly
(D) slowly

Questions 172–176 refer to the following article.

Meetings can waste a great deal of time. But you can make your meeting run more smoothly by following a few simple rules. First, have an agenda. This will help keep you focused on what is important. Next, decide who needs to be involved. More people means less efficient discussion. Finally, keep the discussion moving. Thank each speaker as he or she finishes

and move on to the next speaker. This encourages people to make their remarks brief. And don't forget: What happens after a meeting is more important than what happens during the meeting. The skills used then are more professional and less procedural. So no matter how well you run a meeting, it is the work that gets done after the meeting that is important.

172. What is one way to run a meeting well?
- (A) Watch how your manager runs meetings.
(B) Minimize the number of participants.
(C) Let the group make decisions.
(D) Let everyone speak.

175. The word *remarks* in lines 17–18, is closest in meaning to
- (A) meetings
(B) questions
(C) comments
(D) schedules

173. What is the purpose of a meeting agenda?
- (A) To keep the speakers organized
(B) To allow free discussion
(C) To send to others in advance
(D) To keep focused on important items

176. The author states that
- (A) meetings should be held more frequently
(B) all meetings should be in the morning
(C) no one should receive credit for their work
(D) the real work is accomplished after the meetings

174. How should you receive other people's comments at a meeting?
- (A) Try to keep others from talking.
(B) Thank them and move on.
(C) Give them as much time as they want.
(D) Respond in detail to all comments.

Questions 177–180 refer to the following announcement.

H The Hesselstine Corporation

is moving 60 technical and management-level employees to their new manufacturing plant in the western United States. Before the move, the company will prepare employees for the cultural changes they will encounter when moving from urban Europe to a small town in the American West. The employees and their families will attend special seminars on the habits of Americans. They will learn about the regional vocabulary and the daily life. Without this training, even small cultural differences could cause big misunderstandings.

177. Where is the new manufacturing plant?

(A) In an urban area
(B) In Western Europe
(C) In the western United States
(D) In a large town

179. Who will attend the seminars in addition to the employees?

(A) Their secretaries
(B) Their families
(C) Their supervisors
(D) Their staffs

178. What important part of the moving process is discussed?

(A) Completing the plant
(B) Getting the office furnishings
(C) Arranging airline tickets
(D) Teaching cultural differences

180. What do they learn in the seminars?

(A) How to make travel plans
(B) Methods of business management
(C) Characteristics of American culture
(D) Manufacturing techniques

GO ON TO THE NEXT PAGE

Questions 181–185 refer to the following two e-mails

From: Yvonne Wu [Yvonne@messages.com]
To: Royal Hotel [reservations@royal.com]
Subject: Room Reservations

I need a single room with a queen-sized bed for four nights, from March 15 until March 18. Do you have a room available then? I will be attending a conference at the Convention Center and I understand that your hotel is just two blocks from there. Please confirm this for me as I don't want to have to walk far or deal with cabs. Also, do you have a pool and a weight room? Is there a restaurant located in or near the hotel?
 Thank you for your help.

From: Royal Hotel [reservations@royal.com]
To: Yvonne Wu [Yvonne@messages.com]
Subject: Re: Reservations for a Business Trip

We do have the type of room that you want. It costs \$100 per night. However, for the first night of your stay only, I will have to give you a king-sized bed as there are no queens available that night. It costs an extra \$25. I hope this will suit you. Starting on March 16, you can have the type of room you requested. I can confirm that we are located very close to the Convention Center, just one block further than you thought. It is a very pleasant walk through a park to the Center, and I'm sure you will enjoy it. We do have a pool, but unfortunately it is currently closed for repairs. There is a full-service restaurant, BJ's, located in the hotel. Hotel guests are entitled to a free breakfast there. Lunch and dinner are also served and can be charged to your room for your convenience. If you would like to go ahead with your reservation, please send me your credit card information as soon as possible.

181. When does Yvonne Wu want to begin her stay at the Royal Hotel?

- (A) March 15
- (B) March 16
- (C) March 17
- (D) March 18

184. How far is the hotel from the Convention Center?

- (A) One block
- (B) Two blocks
- (C) Three blocks
- (D) Four blocks

182. What kind of room does she request?

- (A) A room for one person.
- (B) A room with two queen-sized beds.
- (C) A room near the pool.
- (D) A room with a view of the park.

185. What is included in the price of the hotel room?

- (A) Breakfast
- (B) Room service
- (C) Use of the pool
- (D) Use of the weight room

183. If Yvonne Wu makes the reservation suggested in the hotel e-mail, how much will she pay?

- (A) \$100
- (B) \$125
- (C) \$425
- (D) \$500

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

HORIZON OFFICE PRODUCTS, INC.
COMMITTEE MEETING ON MARKETING
THURSDAY, JUNE 15, 20__ 9:30 A.M.-11:30 A.M.
PLACE: ROOM 2

AGENDA

- | | |
|-------------------------------|-----------------|
| 1. REVIEW OF CURRENT STRATEGY | BEN NGUYEN |
| 2. GOALS FOR NEW STRATEGY | BO PARK |
| 3. FOCUS GROUPS | MARTY TAYLOR |
| 4. PROJECTS TO BEGIN | BARBARA SPENCER |
| 5. PLANS FOR THE YEAR | RITA PALMER |

To: Max Kohler
From: Bo Park
Subject: Committee Meeting

There were serious problems at today's meeting. We began on time, but Ben wasn't there, so we had to begin with the second agenda item. Then, thirty minutes after we began, Ben finally arrived and gave his presentation. Marty never came at all. I found out later that he's been out sick, but in any case his topic was never discussed. Barbara tried to explain her topic, but it was confusing. She did the best she could, but we really needed to hear from Marty first for her presentation to make sense. We couldn't agree on our next step, so we ended the meeting early, right after Barbara's talk. When will you return from this business trip? I know none of this would have happened if you had been here.

186. What was the topic of the June 15 meeting?

- (A) Marketing
- (B) Business trips
- (C) Work schedules
- (D) Ordering office supplies

189. Who gave the last presentation?

- (A) Rita Palmer
- (B) Barbara Spencer
- (C) Marty Taylor
- (D) Bo Park

187. What topic was discussed first?

- (A) Review of current strategy
- (B) Goals for new strategy
- (C) Focus groups
- (D) Projects to begin

190. Why didn't Max attend the meeting?

- (A) He was out sick.
- (B) He wasn't invited.
- (C) He couldn't arrive on time.
- (D) He was away on a business trip.

188. What time did Ben start his presentation?

- (A) 9:00
- (B) 9:30
- (C) 10:00
- (D) 11:30

GO ON TO THE NEXT PAGE

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

From: Aras Koca [Aras@apex.com]

To: Clarice Ryan [Clarice@apex.com]

Subject: Report on Employees' Use of Time

Clarice, I agree that waste of work time is a serious issue. The Human Resources Department recently surveyed the employees. They are wasting close to two hours per day.

Here are my ideas to reduce this waste. First we need to agree on what are the most important behaviors to stop. For example, look at item #1. Many people are doing this; however, it is the most difficult to stop. I recommend that we focus on activities #2, 4, and 5.

Making phone calls shows the largest difference between men and women. Women do this much more than men. We should ask all employees to limit these calls. They should return non-urgent messages at their lunch break.

For #4, we should focus on the younger age group. We will tell them that we are going to check their work accounts for personal messages. For #5, we can ask supervisors to watch this more carefully. Perhaps activity #3 should continue. This allows employees to know each other and it can increase their motivation. The supervisors will know if someone is spending too much time talking and not enough time working.

Are you available tomorrow? I'd like to meet with you to discuss our next step.

TIME SPENT ON NONWORK-RELATED ACTIVITIES		
Activity	Percentage of employees who do this three times per week or more	
	Men	Women
1. Surfing the Internet*	85%	83%
2. Making personal phone calls	65%	80%
3. Talking to coworkers**	60%	70%
4. Writing personal e-mails*	45%	45%
5. Taking long breaks	30%	20%

Key: * = most common with workers 22–35; ** = most common with workers 45–60

191. Why was the survey done?
(A) To help plan a better work schedule
(B) To find out how employees waste their work time
(C) To learn which employees know how to use the Internet
(D) To discover which employees are unhappy with their jobs

192. Which is the most popular activity among the employees?
(A) Going online
(B) Talking on the phone
(C) Socializing with other employees
(D) Taking breaks

193. Among which group is writing personal e-mails most common?
(A) Younger people
(B) Older people
(C) Women
(D) Men
194. Which activity does Aras Koca consider the least problematic?
(A) Going online
(B) Talking on the phone
(C) Socializing with other employees
(D) Sending e-mails

195. Which activity does Aras Koca want supervisors to monitor?
(A) Visiting Web sites
(B) Sending personal e-mails
(C) Answering phone messages
(D) Spending too much time on breaks



Questions 196–200 refer to the following two letters.

The Printing Press
111 Acorn Parkway
San Antonio, TX 78216-7423

April 6, 20__

Anneliese Clark
 Federal Bank
 8244 Centergate Street
 San Antonio, TX 78217-0099

Dear Ms. Clark:

I have been a customer at your bank for more than ten years. I am a small business owner and have been renting a space for my operations. My company is now ready to expand, and I am looking into buying a small building.

I am interested in two buildings. The one I prefer is on Main Street. It would require a \$200,000 loan, and I'm not sure if I qualify for that large a loan. There is another building that would suit my needs. The size is right although the location is not as good. I would need to borrow only \$130,000 to purchase this building.

I have a good credit record and am carrying only two debts at this time—\$5,000 on my car loan and \$120,000 on my house. I am hoping to get a thirty-year loan at 5% interest.

I would like to meet with you to discuss this as soon as possible. Would Tuesday, April 21 suit you? If not, I am available any other day that week. I look forward to hearing from you.

Sincerely,

Jeremiah Hernandez

Jeremiah Hernandez

FEDERAL BANK

8244 CENTERGATE STREET
 SAN ANTONIO, TX 78217-0099

April 10, 20__

Jeremiah Hernandez
 The Printing Press
 111 Acorn Parkway
 San Antonio, TX 78216-7423

Dear Mr. Hernandez:

Thank you for your interest in getting a loan from Federal Bank. We appreciate your business.

It is possible for us to lend you enough money for the cheaper building. We cannot give you a larger loan because you already have more than \$100,000 in debt. We can offer you a loan at the interest rate and for the term you want.

I am happy to meet with you to discuss this. I am not available on the date you mentioned. Can we meet the following day? Please let me know.

Best Wishes,

Anneliese Clark

Anneliese Clark

GO ON TO THE NEXT PAGE

196. Why does Mr. Hernandez want to buy a building?
 (A) He wants to rent it out.
 (B) He needs a place to live.
 (C) He is expanding his business.
 (D) He just bought a new company
197. Why does he prefer the Main Street building?
 (A) It's bigger.
 (B) It's cheaper.
 (C) It's in a better location.
 (D) It's in better condition.
198. How much debt does Mr. Hernandez have now?
 (A) \$5,000
 (B) \$120,000
 (C) \$125,000
 (D) \$200,000
199. How much money will the bank lend him?
 (A) \$100,000
 (B) \$130,000
 (C) \$200,000
 (D) \$330,000
200. When does Ms. Clark want to meet with Mr. Hernandez?
 (A) April 10
 (B) April 11
 (C) April 21
 (D) April 22

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 3—ANSWER SHEET

Listening Section

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Remove answer sheet by cutting on dotted line

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