

96. How can you keep others from disturbing you?
- (A) Stay away from your office.
 - (B) Close your office door.
 - (C) Display a DO NOT DISTURB sign.
 - (D) Refuse to handle emergencies.
97. What should you do during this time?
- (A) Work on difficult tasks.
 - (B) Return phone calls.
 - (C) Complete projects that are overdue.
 - (D) Work closely with staff.
98. How often does this ceremony take place?
- (A) Once every five years.
 - (B) Once every three years.
 - (C) Once a year.
 - (D) Three times a year.
99. How many people are receiving awards today?
- (A) four
 - (B) five
 - (C) twenty
 - (D) twenty-five
100. What are listeners asked to do?
- (A) Pay their bills.
 - (B) Give money.
 - (C) Teach music.
 - (D) Practice more.

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. When the contracts _____ ready, have them sent to the purchaser.
- (A) am
 - (B) is
 - (C) are
 - (D) be
102. The _____ of the new building will start next month.
- (A) constructive
 - (B) construction
 - (C) construct
 - (D) constructed
103. The stapler is _____ the desk.
- (A) on
 - (B) through
 - (C) into
 - (D) without
104. Mr. Selvas delivered the _____ bid to the client.
- (A) seals
 - (B) seal
 - (C) sealing
 - (D) sealed
105. If your flight is delayed, _____ me from the airport.
- (A) calling
 - (B) will call
 - (C) call
 - (D) called

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106. The airport taxes are _____ in the ticket price.
 (A) including
 (B) include
 (C) been included
 (D) included
107. Ms. Najar wants to _____ the costs by tonight.
 (A) final
 (B) finalize
 (C) finally
 (D) finality
108. A computer is _____ than a typewriter.
 (A) more efficient
 (B) most efficient
 (C) the most efficient
 (D) the more efficient
109. Mr. Flynn is the person _____ orders office supplies.
 (A) which
 (B) whose
 (C) who
 (D) whom
110. The budget analysis is due _____ Friday.
 (A) at
 (B) from
 (C) until
 (D) on
111. New paint _____ pictures will make the office look better.
 (A) but
 (B) and
 (C) as
 (D) though
112. Everyone is _____ that Ms. Howard seldom leaves before 6:30.
 (A) aware
 (B) await
 (C) awaken
 (D) awe
113. The itinerary _____ with the cruise list.
 (A) be filing
 (B) is filed
 (C) be filed
 (D) is filing
114. Passengers can check in for the charter flight _____ 8:00 and 12:00 tomorrow.
 (A) between
 (B) with
 (C) through
 (D) from
115. The president had her travel agent _____ the reservations.
 (A) made
 (B) has made
 (C) make
 (D) makes
116. It is _____ to transfer a document by e-mail than by fax.
 (A) fast
 (B) fastest
 (C) the faster
 (D) faster
117. Mr. Dietze typed the speech, _____ Ms. Lang prepared the charts.
 (A) or
 (B) and
 (C) where
 (D) during
118. The head of the porters _____ guests with their luggage.
 (A) assist
 (B) were assisting
 (C) assists
 (D) are assisting
119. Ask the accounts receivable clerk _____ the invoice.
 (A) to send
 (B) sending
 (C) will send
 (D) sends

120. An administrative assistant keeps an office running _____.
 (A) smooth
 (B) smoothness
 (C) smoothed
 (D) smoothly
121. Each passenger's name _____ with his or her cabin number.
 (A) is list
 (B) listing
 (C) is listed
 (D) is listing
122. The manager got his staff _____ last weekend.
 (A) to work
 (B) was working
 (C) workable
 (D) worked
123. The variety of insurance benefits _____ very broad under this policy.
 (A) are
 (B) is
 (C) being
 (D) be
124. The directory lists each passenger's name _____ address.
 (A) and
 (B) the
 (C) but
 (D) nor
125. Please leave your luggage _____ the bus for loading.
 (A) among
 (B) between
 (C) from
 (D) beside
126. Mr. Cain will return your call _____ he arrives.
 (A) soon
 (B) as soon
 (C) as soon as
 (D) soon than
127. If the product were not safe, we _____ it.
 (A) had sold
 (B) don't sell
 (C) will sell
 (D) would not sell
128. The cruise handbook _____ all ship policies.
 (A) explains
 (B) is explaining
 (C) explain
 (D) explaining
129. _____ costs make profits smaller.
 (A) Raise
 (B) Risen
 (C) Rising
 (D) Raised
130. Mr. Larsen _____ for meetings.
 (A) late is always
 (B) is always late
 (C) always late is
 (D) is late always
131. _____ we had checked the figures, the supervisor found a mistake.
 (A) Unless
 (B) However
 (C) Since
 (D) Even though
132. Mr. Lazer wants to make _____.
 (A) a meeting
 (B) an hour
 (C) an appointment
 (D) a time
133. The financial team _____ that the offer was rejected.
 (A) was disappointed
 (B) were disappointed
 (C) was disappointing
 (D) were disappointing

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134. A record of complaints _____ kept in the purser's office.

(A) are
(B) is
(C) were
(D) has

135. The only difference _____ the two flights is time of departure.

(A) with
(B) then
(C) between
(D) among

136. _____ Ms. Butrus was late, she did not miss the performance.

(A) During
(B) Because
(C) In spite of
(D) Although

137. Mr. Dekar was responsible for _____ the data.

(A) organization
(B) organizing
(C) organized
(D) organize

138. The company _____ spouses of employees in the invitation to the banquet.

(A) are included
(B) have included
(C) is including
(D) has including

139. Ms. Yu has suggested _____ more reservation clerks.

(A) hire
(B) hiring
(C) hired
(D) to hire

140. The meeting will be held _____ Thursday.

(A) of
(B) in
(C) for
(D) on

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.

Green Office Renovators
17 Hukou Street
Taipei, Taiwan
106-03

Kao-Chin Su-mei, Vice President
No. 377, Sung Chiang Road.
Taipei, Taiwan
103-09

Dear Kao-Chin Su-mei,

March 2, 20--

I understand you are thinking about renovating your office building. Thank you for considering Green Office Renovators. More important, thank you for ...(141)... interest in caring for the earth. With your help we can help protect the world for the future.

Please read through the enclosed brochure. It provides information on all of our environmentally friendly materials and products. You will notice that we take measures to reduce waste at all times, including recycling extra materials and avoiding products with excess packaging. We do not use any cleaning products or paints that ...(142)... disposal as hazardous waste.

If you have done any research you will notice that our fees are considerably lower than our competitors. However, we hope you will agree that spending more on the initial cost of the renovations is worth it for the future of both your company and the earth itself. Though energy-efficient appliances and lights are more expensive to install, they will instantly begin to save you money. In addition, statistics show that companies that demonstrate ...(143)... for the environment are more popular among consumers.

I look forward to discussing the renovation needs of your company.

Sincerely,

Cai Mi

Cai Mi

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141. (A) its
(B) their
(C) your
(D) my
143. (A) concern
(B) happiness
(C) skills
(D) time

142. (A) require
(B) requires
(C) is requiring
(D) are requiring

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

To: clementinebooks@learning.org
From: rep990@gaspower.net
Re: Equal Payment Billing Plan

Dear Sheldon Murray,

It has come to my attention that your business is still paying its gas bills using our Monthly Plan. During the past year, your ... (144) ... bill was for \$400 in the month of January. However, your bills were as low as \$23 in the summer months. The majority of your annual fees occurred in the four months of winter.

We believe that you are an excellent candidate for our Equal Billing Plan. Approximately 78% of our customers have switched to this option since it became available three years ago. Though the amount of money you spend in the year will be identical, your higher bills will be ... (145) ... throughout the year. This makes it easier to budget your finances.

With the Equal Billing Plan, the amount you pay per month is based on an approximation. To do this we take an average from the bills in your previous year. After six months on the Equal Billing Plan we will adjust this amount depending on whether or not you use more or less gas than we ... (146) ... At the end of the year you will receive a debit or credit from us to balance the amount owed with the amount used.

144. (A) high
(B) higher
(C) highest
(D) most high
146. (A) estimated
(B) permitted
(C) inquired
(D) ordered

145. (A) marked down
(B) built up
(C) spread out
(D) topped off

Questions 147–149 refer to the following article.

February 7th, 20–

ALGOA BAY TIMES

Airport Lounge Removes Free Internet Service

By Kelly Christie

As of this Friday passengers at Port Elizabeth Airport will no longer ... (147) ... free Internet service in the business travelers' lounges.

Since January of last year, free Internet access has been available in the business lounges in Terminals B and C. To enter the lounges, travelers must have a VIP card, which costs about \$240 USD per year. Benefits of the business lounge include free coffee, snacks, and newspapers, as

well as ... (148) ... printers and fax machines. They also provide an escape from crowded terminal waiting rooms.

Passengers with VIP cards will now have to purchase Internet access at \$5 per hour, with a two-hour minimum. Airport officials have been planning to remove the free service provider for several months, but have been presented with many petitions, mainly from business travelers who have already purchased their annual nonrefundable VIP passes. "The only reason I bought the pass was so that I could go online with my laptop at Port Elizabeth. I wouldn't bother using the lounge just for free refreshments and newspapers," said Alistair Willows, who makes ... (149) ... trips from Europe to South Africa for business.

147. (A) offer
(B) offered
(C) be offered
(D) be offering
148. (A) visits to
(B) repair of
(C) access to
(D) purchase of
149. (A) frequent
(B) frequency
(C) frequently
(D) frequencies

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Questions 150–152 refer to the following ad.

Attention Small Business Owners

Are you tired of paying too much for office supplies? It's time to stop throwing your money away on overpriced products. Meade's Paper Store offers top quality office products at ... (150) ... prices. We supply all your paper needs and also stock writing utensils, computers and computer supplies, office furniture, and more! There's ... (151) ... reason the shop anywhere else. Meade's has it all. We have two convenient locations! Visit our main store downtown next to City Hall, or our new branch in the Valley Shopping Mall. ... (152) ... advantage of this week's special: all paper goods are 20% off now through Saturday. When you visit, don't forget to ask about our frequent shopper program.

150. (A) easy
(B) bargain
(C) retail
(D) top
151. (A) no one
(B) none
(C) not
(D) no

152. (A) Take
(B) Taking
(C) To take
(D) Can take

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 153–155 refer to the following paragraph and table.

The research division has four priorities: (1) improving the quality of our products through advancements in manufacturing technology; (2) lowering the costs by improving manufacturing processes; (3) exploring research possibilities to develop new products; and (4) doing all of this in an environmentally responsible manner.

Research Division Priorities	
What	How
1. Improve product quality	By using better technology
2. Lower cost	By improving the manufacturing process
3. Develop research	By increasing research
4. Be globally responsible	By being sensitive to the environment

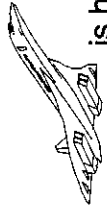
153. What is the purpose of technology for the research division?
(A) It lowers costs.
(B) It is used in research.
(C) It follows consumer trends.
(D) It increases product quality.
154. Which of the following is NOT a research priority?
(A) Improving quality
(B) Being environmentally responsible
(C) Developing new products
(D) Hiring good engineers
155. How does this division try to lower costs?
(A) By conserving energy
(B) By improving manufacturing processes
(C) By working fewer hours
(D) By limiting exploration

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Questions 156-157 refer to the following advertisement.

WHY WAIT FOR A BETTER JOB?

Get a great job now!



National Air
is hiring full-time representatives for
Sales & Reservations. Talk to our employees
and discover why we're the best thing in the air.
Interviews on the spot!
Bring your résumé.

OPEN HOUSE
National Air Headquarters
Southeast Regional Airport
Thursday, June 15 7:30 P.M.

156. What is the purpose of this ad?
(A) To meet new people
(B) To sell tickets
(C) To recruit potential employees
(D) To show off the new headquarters
157. Where will the event be held?
(A) At their headquarters
(B) At the owner's house
(C) On a plane
(D) At the regional office

Questions 158-161 refer to the following fax.

FAX TRANSMISSION FAX TRANSMISSION FAX TRANSMISSION

InterGulf Export
P.O. Box 23145
Sharjah, UAE

To: F. Omoboriowo
Head of Marketing
P.O. Box 19133
Nairobi, Kenya

Fm: Ravi Niazi
Trade Consultant

Date: 18 October, 200_

Sub: Your marketing question of October 17, 200_

We were very pleased to receive your fax of October 17. We have sent under separate cover information regarding our company and its services. This should arrive in your offices tomorrow.

In the meantime, the following addresses your immediate question:

The company sells products through a worldwide marketing network. This network operates 36 sales offices in 21 countries. Approximately 75% of company sales are direct, and 25% are through other channels. Products are shipped to customers through company distribution centers, by the method of shipment preferred by the customer whenever possible.

If you need any more information, please contact me.

158. What did the fax respond to?
(A) A newspaper ad
(B) A personal visit
(C) A telephone inquiry
(D) A faxed question
159. The word *channels* in paragraph 3, line 3, is closest in meaning to
(A) customers
(B) services
(C) sources
(D) ways
160. Which of the following is responsible for shipping purchased goods?
(A) The customer
(B) The airlines
(C) Company distribution centers
(D) Company headquarters
161. What was probably the topic of Omoboriowo's question?
(A) The size of the company
(B) How goods are distributed
(C) When the company was founded
(D) The company's marketing plan



Questions 162–163 refer to the following notice.

ATTENTION! RIDERS

- Pay exact fare when boarding the bus. Drivers cannot make change.
- Upon boarding the bus, move toward the rear of the bus. Stand in the passenger area, not in the doorways or beside the driver.
- Allow senior citizens and disabled riders to use the priority seating area at the front of the bus.
- No music without earphones.
- Eating, drinking, and smoking are not allowed on the bus.

162. What does this passage discuss?

- (A) Rules for riding buses
- (B) Safety concerns
- (C) Bus routes and fares
- (D) Problems of the bus service

163. Who is entitled to use the priority seating area?

- (A) Mothers and children
- (B) Elderly and handicapped people
- (C) Bus company employees
- (D) Riders who pay extra

Questions 164–166 refer to the following chart.

Results of Study on Time Distribution of Tasks for Sales Managers

Training new sales personnel	15%
Identifying possible clients	10%
Reviewing monthly sales records	25%
Taking care of customer problems	5%
Making sales assignments	22%
Interacting with technical staff	10%
Administrative duties	5%
Miscellaneous	8%

164. What task do sales managers spend the most time on?

- (A) Training salespeople
- (B) Performing administrative tasks
- (C) Reviewing sales records
- (D) Making sales assignments

166. What can be concluded from the study?

- (A) There are few customer problems.
- (B) Sales are a low priority.
- (C) Little time is spent on training.
- (D) No time is spent on finding new customers.

165. How much of their time do sales managers spend with the technical staff?

- (A) 5%
- (B) 8%
- (C) 10%
- (D) 15%

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Questions 167–169 refer to the following advertisement.



Summer is a great time to return to school!
If you need better business skills, let us help.

Each summer Claybourne University School of Business Administration offers special courses for experienced managers who want to sharpen their existing business skills or learn new ones. You will study with your peers in a week-long intensive session that simulates the world of international commerce. You will learn new theories and study the way business is conducted around the world. Students in previous sessions have reported that what they learned was immediately applicable to their own work situations.

Only one person from a company is accepted into this special program. All applications require three letters of recommendation and proof of employment.

For more information, call the

Summer Education Center

School of Business Administration
Claybourne University
903-477-6768 Fax: 903-477-6777

167. Who attends this center?

- (A) Professional managers
- (B) College professors changing careers
- (C) Undergraduate students in business
- (D) Office staff

169. How long is the course?

- (A) All summer long
- (B) One week
- (C) Three evenings a month
- (D) Two years

168. What is required for admission?

- (A) The name of your manager
- (B) A copy of your grades
- (C) Your job title and duties
- (D) Letters of recommendation

Questions 172–175 refer to the following memo.

[illegible][illegible]

170. What does this statement guarantee?
(A) The lowest prices
(B) The best service
(C) The most convenient location
(D) The most helpful salesclerks
171. If you buy an item at a lower price, what will the store do?
(A) Give you a second item.
(B) Pay you the difference in price.
(C) Buy the item from you.
(D) Refund your money.

To: All employees
From: K. Osafo
Director, Personnel
Date: November 23, 200__
Subject: Charitable Leave

The corporation is pleased to announce a new policy which will allow employees to take paid time off for volunteer activities. Employees may take up to eight hours of paid leave per month to volunteer for charity organizations. Employees are eligible for this program if they are full-time and have been employed here for at least one year. Charitable leave must be requested in advance; otherwise, employees will not be paid for that time. Charitable leave must also be approved by the employee's supervisor.

172. What does the new policy allow employees to do?
(A) Take paid leave during pregnancy
(B) Have more holidays
(C) Get paid for volunteer work
(D) Go home early
173. How much time may an employee take under this program?
(A) One hour per week
(B) Three hours per week
(C) Six hours per month
(D) Eight hours per month
174. The word *eligible* in line 7 is closest in meaning to
(A) qualified
(B) prevented
(C) encouraged
(D) recommended
175. What must an employee do to get paid for time off?
(A) Get the permission of the charity
(B) Leave work for one day
(C) Fill out an absence form
(D) Ask his or her supervisor in advance

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Questions 176–180 refer to the following magazine article.

Are You the New Target for Hackers?

Is your company a sitting duck for hackers? When did you last change your password? How complete are your security systems? Have you ever been broken into before?

According to IANS, the International Association for Network Security, there's a new breed of hacker out there. And, there's a new target.

In the past, hackers gained notoriety from breaking into big companies' networks. In fact, the bigger the company, the bigger the success. When hackers broke into Infelmax's notoriously secure system in 1999, they made headline news around the world.

The big "successes" came with a major drawback. These headline break-ins came with international teams of investigators and serious criminal charges. Several former hackers are now sitting behind bars or working overtime to pay off hefty fines in penalties and damages.

So, hackers of the new decade have turned to a new target: smaller companies. Smaller companies often spend less on their security systems. If they have never been broken into before, they may be lulled into a feeling of security. They are often lax about changing their password frequently enough. And that spells trouble.

Also, a breached system in a smaller company may attract little public attention. Investigations may be brief and superficial, as overloaded investigators pursue bigger problems.

But if you do fall victim to hackers, it will definitely attract your own attention. These thieves can gain access to your files, destroying, copying, or altering them. They can create havoc with your data. And if they do, you'll surely wish you had changed your password once more often.

176. Which is a likely victim for the new breed of hackers?
- (A) Large companies
(B) Small companies
(C) International companies
(D) Companies without a security system
177. What might have been one motive for hackers of Infelmax's network?
- (A) Money
(B) Power
(C) Fame
(D) Fun
178. What has happened to some big-name hackers?
- (A) They're in jail.
(B) Nothing.
(C) They got better jobs.
(D) They are paying off investigators.
179. What might help hackers to succeed?
- (A) They've never broken into a company before.
(B) They feel secure.
(C) Their targeted network is old.
(D) Their targets rarely change their secret code.
180. The word *havoc* in paragraph 7, line 6 is closest in meaning to
- (A) order
(B) copies
(C) confusion
(D) documents

Questions 181–185 refer to the following advertisement and letter.

MARKETING REPRESENTATIVE

New Zealand's fastest-growing women's clothing company seeks a marketing representative. Position requires travel approximately one week per month, representing the company at conferences and media events.

Required qualifications

- a degree from a four-year college or university, preferably in marketing.
- at least one year of experience in sales, preferably clothing.
- excellent communication skills, including experience giving presentations.

Mail your resume and cover letter to:

Camilla Crowe
Recruiting Coordinator
NZ World
636 Simons Street
Auckland, New Zealand 6692

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Camilla Crowe
NZ World
636 Simons Street
Auckland, New Zealand 6692

March 24, 20__

Akiko Sasaki
118 Hutchinson Road
Paora, New Zealand 1230

Dear Ms. Sasaki:

Thank you for applying for the position of marketing representative.

We appreciate your interest in NZ World.

Although your resume shows that you have good preparation for a career in marketing, unfortunately you don't meet all our required qualifications. You have the degree we are looking for, but not the experience. Your sales experience in an electronics store is a good background, but your time there is just half of what we ask for as a minimum. In addition, you have no experience in clothing sales.

However, your resume also shows some of your strengths. You have excellent grades and have been active in your campus' marketing club. Therefore, we would like to offer you a position as an intern. This is a three-month, unpaid internship. Since you just graduated last month, I think this would be a great opportunity for you. It would give you some of the experience you will need to start your career. For example, your internship would give you some practice with public speaking, an important marketing skill that is lacking on your resume.

Contact me by April 1 if you are interested in accepting this position.

I look forward to hearing from you.

Sincerely,

Camilla Crowe

Camilla Crowe

181. Which of the following is NOT a duty of the advertised job?

- (A) Recruiting new staff
- (B) Giving presentations
- (C) Traveling every month
- (D) Attending conferences

182. What field did Akiko get her degree in?

- (A) Electronics
- (B) Marketing
- (C) Communications
- (D) Clothing design

183. When did Akiko get her degree?

- (A) February
- (B) March
- (C) April
- (D) May

184. How long did Akiko work in an electronics store?

- (A) One week
- (B) Six months
- (C) One year
- (D) Two years

185. What did Camilla Crowe offer Akiko?

- (A) A job
- (B) An interview
- (C) An internship
- (D) A club membership.

Questions 186-190 refer to the following schedule and form.

Classes offered at Central Technical Institute
CATEGORY: Office Skills

Accounting

ACTG 101 Financial Accounting, Part One
ACTG 102 Financial Accounting, Part Two*
ACTG 670 Accounting for Small Businesses

Business

BUSI 100 Introduction to Business
BUSI 200 Principles of Business

Computers

COMP 104 Introduction to Microsoft Word
COMP 207 Microsoft Excel: Basics
COMP 300 Computers in the Office**

Marketing

MARK 500 Global Marketing Strategies
MARK 600 Marketing on the Internet

Classes last from January 3 until March 15. Classes at the same level are offered on the same day: 100-Monday, 200-Tuesday, 300 and 400-Wednesday, and 500 and higher-Thursday. All classes are offered from 6:00-8:00 in the evening.

The fee for each course is \$300. To register, go to: www.cti.org and click on the "Registration" link.

*Students must take ACTG 101 and earn a grade of 75 or better before taking ACTG 102.

**This course will be offered on Tuesday evenings.

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While you were out . . .

To: Roberto Guzman
 Jessica Moore called.
 Date: Thursday, December 21
 Time: 4:10 P.M.

About: Problem with online registration form

She researched your problem. You want to take ACTG 102, BUSI 100, COMP 207, and COMP 300. You can't register for ACTG 102 because you earned a grade 10% below the minimum in Part One of the course. She registered you for BUSI 100 and for COMP 207, but not COMP 300 because there is a scheduling conflict. There is also a problem with your student visa. It expires fifteen days before classes end. She recommends that you make an appointment with her to discuss these topics.

186. What time does the ACTG 101 class start?
 (A) 1:00
 (B) 3:00
 (C) 6:00
 (D) 8:00
187. What day of the week are Marketing classes offered?
 (A) Monday
 (B) Tuesday
 (C) Wednesday
 (D) Thursday
188. What was Roberto's grade in ACTG 101?
 (A) Over 75
 (B) 75
 (C) Less than 75
 (D) Exactly 10
189. How much will Roberto have to pay for his classes this session?
 (A) \$300
 (B) \$600
 (C) \$900
 (D) \$1,200
190. When does Roberto's visa expire?
 (A) January 3
 (B) January 15
 (C) March 1
 (D) March 15

Questions 191–195 refer to the following advertisement and fax.

This year, try something different for your company's annual party. Visit the Front Street Theater.

An afternoon or evening at the Front Street Theater includes a delicious meal prepared by our Paris-trained chef, Jacques, and a show performed by some of the region's finest actors. A tour of this historic theater is also offered before the meal. Groups of 250 or more can reserve the entire theater for their group. This option is available on Sunday afternoons only. Groups of 300–350 receive a 10% discount. Groups over 350 receive a 15% discount.

Shows are selected based on the time of the year: January–April, tragedy; May–July, drama; August–October, musical; and November–December, comedy.

Reservations are available at the following times:

Monday–Thursday: Dinner and evening show
 6–10 P.M.

Friday–Saturday: Lunch and afternoon show
 12–4 P.M.
 Dinner and evening show
 6–10 P.M.

Sunday: Only large groups renting the entire theater. Both lunch and dinner schedules are available. It is recommended to make large group reservations one month ahead of time.

Come to the Front Street Theater for food, entertainment, and fun. To make a reservation, e-mail us or send a fax to 216-707-2268.

GO ON TO THE NEXT PAGE

FAX COVER SHEET

Federal Bank
55510 East Boulevard
Cleveland, Ohio 44106-5498

To: Front Street Theater, Reservations
From: Constance Hekler, Events Coordinator
Date: October 25, 20__
Pages: 1
Ref: Holiday party

Message:

I saw your advertisement in this week's *Business Journal*. I am interested in renting your theater for Federal Bank's annual employee party.

We have set the date for our party as Sunday, December 20. Is the theater available then? We prefer the lunch and afternoon show. There will be 325 guests.

Please fax the menu, a description of the shows, and the price list to me. And let me know about the availability of dates in December.

Thank you.

Questions 196–200 refer to the following memorandum and form.

From: Jun Oh, Benefits Manager
To: Marcus Mains
Sent: Tuesday, July 20, 20__
Re: Early Retirement

Early Retirement Program

1. Employees must meet these requirements:

- A) Age sixty-five with twenty years of employment at this company; or
 - B) Any age with twenty-five years of employment at this company; or
 - C) Age fifty-five to sixty-four with twenty years of employment at this company.
- With this option there is a reduction in your retirement fund. It will be reduced by 2% for each year that you are under age sixty-five. For example, if you are sixty-three, it will be reduced by 4%.
2. Interested employees should apply by September 1, 20__.
 - Supervisors with twenty years or more of employment at this company have an extra two months to apply. This gives the Benefits Office more time to work on the applications.
 3. Attend a workshop. We will discuss how to invest your money. Call Suzette or Tuyen to register. Our first workshop is on August 10. All workshops will be held on Wednesdays and Fridays in Meeting Room F at 9:00 A.M.
 4. We encourage you to meet with your accountant. Retiring now will influence your taxes for next year. Call our tax specialist, Geoffrey, for assistance.
 5. If you have any additional questions, please contact Jun.

191. What is included in a visit to the theater?

- (A) Meeting the chef.
- (B) Talking with the actors.
- (C) Touring the theater.
- (D) Selecting shows.

194. What type of discount will the Federal Bank get for this party?

- (A) 0%
- (B) 10%
- (C) 15%
- (D) 20%

192. When is the theater open to individuals and small groups?

- (A) Monday through Thursday only.
- (B) Friday and Saturday only.
- (C) Monday through Saturday only.
- (D) Sunday only.

195. What type of show will guests at the Federal Bank party see?

- (A) Tragedy
- (B) Drama
- (C) Musical
- (D) Comedy

193. When will Ms. Heckler have to make a reservation for the Federal Bank party?

- (A) By October 25
- (B) By November 20
- (C) By November 30
- (D) By December 20

DATE July 21, 20__
TIME 10: 30 P.M.

FOR Jun
RECEIVED BY Sumalee
CALLER Marcus
PHONE NUMBER ext. 9245

MESSAGE He wants to retire early. He is a supervisor with twenty years of experience at this company. First, what happened to this morning's workshop? He went to Meeting Room F at 9:00. Nobody was there. Second, how much will his funds be reduced? He is sixty-two. Third, he wants to talk to someone about his taxes. Who is the expert?

CALL BACK REQUESTED? ☒ YES ☐ NO

DATE/TIME COMPLETED ____/____/____ : ____ A.M. : ____ P.M.

GO ON TO THE NEXT PAGE

196. Which employee can get full retirement benefits?
(A) Age fifty with twenty years of employment.
(B) Age fifty-five with twenty-five years of employment.
(C) Age sixty with twenty years of employment.
(D) Age sixty-five with fifteen years of employment.
197. What mistake did Marcus make about the workshop?
(A) He went on the wrong day of the week.
(B) He went at the wrong time.
(C) He went to the wrong place.
(D) He went on the wrong date.
198. What is the deadline for Marcus to apply for early retirement?
(A) July 21
(B) August 10
(C) September 1
(D) November 1
199. If Marcus takes early retirement now, what will be the reduction in his retirement fund?
(A) 2%
(B) 4%
(C) 6%
(D) 8%
200. Who should Marcus talk to about his taxes?
(A) Geoffrey
(B) Suzette
(C) Thuyen
(D) Jun

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 4—ANSWER SHEET

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