

PART 7

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

Questions 153–154 refer to the following schedule.

CLEANING SCHEDULE FOR BUILDING B

Monday, May 9

9 A.M. – 5 P.M.

	Kitchens	Meeting Rooms	Break Rooms	Lobby and Hallway Areas
9:00 A.M. – Noon	Amy (floors 1 and 2)	James (floors 1 and 2)	Craig (floors 1 and 2)	Mary (floors 1 and 2)
Noon – 1:00 P.M.	LUNCH BREAK			
1:00 P.M. – 3:00 P.M.	James (floor 3)	Amy (floor 3)	Mary (floor 3)	Craig (floor 3)
3:00 P.M. – 5:00 P.M.	Craig (floor 4)	Mary (floor 4)	Amy (floor 4)	James (floor 4)

Cleaning Team Members: Amy Hiam, Craig Morgan, James Smith, Mary Laws

Team Leader: Amy Hiam

Staff Supervisors: Vincent Warren and Dean Jones

Each team member is entitled to a 15-minute morning break and a 10-minute afternoon break in addition to the lunch hour. **Breaks must be approved by a team leader or staff supervisor.**

153. What area is James responsible for cleaning between 1:00 P.M. and 3:00 P.M.?

- (A) The second floor break rooms
- (B) The first floor meeting rooms
- (C) The fourth floor hallways
- (D) The third floor kitchens

154. Who is NOT authorized to approve a break?

- (A) Vincent Warren
- (B) Craig Morgan
- (C) Amy Hiam
- (D) Dean Jones

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Questions 155–157 refer to the following e-mail.

From:	Maria Jacobsen
To:	Rina Evans
Sent:	June 5
Subject:	Automobile Insurance Policy #35629

Hello, Rina,
Mr. Williams sent me his personal information, which I have pasted into this e-mail.
Would you make a copy and put it in the customer's file, please?
Thanks,
Maria

Hello, Ms. Jacobsen,

Thanks for getting back to me so quickly. In answer to your questions, I purchased the used car last month on May 7 from the original owner, John Weldon. The car is a four-year-old Festo 645, and it still has the original black paint. I have registered the car and installed the license plates, 2B 0N77. I've read through your company's list of policies, and I think I'd like to sign up for the comprehensive insurance. My home phone number is 343-555-3792. I'll have a copy of my driving record faxed to you by next week. In the meantime, please let me know if I need to provide any other information.

Thanks for your help,
David Williams

155. What does Ms. Jacobsen ask Ms. Evans to do?

- (A) File information about a customer
- (B) Provide a customer with a price quote
- (C) Contact a customer about a new policy
- (D) Compose an e-mail message to a customer

156. What information about the car is NOT given?

- (A) Its color
- (B) Its license plate number
- (C) Its price
- (D) Its purchase date

157. Who was the first owner of the car?

- (A) Rina Evans
- (B) Maria Jacobsen
- (C) David Williams
- (D) John Weldon

Questions 158–159 refer to the following article.

RAMONVILLE TIMES

August 8

The Ramonville Drama Committee (RDC) is now accepting applications for committee membership for the coming year.

The RDC produces stage plays at the Ramonville Theater House. Committee responsibilities include arranging actor auditions and performance rehearsals, and selling tickets at the theater box office.

Members must have a strong interest in theater and be able to attend committee meetings once a month.

The RDC has received much public recognition for its work, including an Exceptional Public Service Award from the mayor's office.

If you are interested in joining the RDC, please visit the committee's Web site at www.ramonvilledrama.org to download a membership application. Applications can also be obtained by contacting the committee chair, Yolanda Wang, at 454-555-9878.

158. What is the purpose of this article?

- (A) To announce an awards contest
- (B) To advertise auditions
- (C) To publicize a theater event
- (D) To recruit committee members

159. How can people obtain more information about RDC?

- (A) By visiting the mayor's office
- (B) By calling Yolanda Wang
- (C) By e-mailing the Ramonville Times
- (D) By attending an August meeting

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Questions 160–162 refer to the following letter.

April 29

Martha Simmons
425 East River Parkway
St. Paul, MN 55112

Selvac Appliances
Attn.: Customer Service
8642 Lower Pine Drive
Scranton, PA 18502

Dear Customer Service,

On April 15 I ordered a Selvac vacuum cleaner (model 12) from your product catalog. I had seen the product advertised on television and had high expectations. However, I have noticed that the vacuum cleaner barely absorbs dust, leaving the carpet unclean. In fact, the product is worse than my old vacuum cleaner, which I bought a couple of years ago for under \$50.

I am very disappointed with your product. Please contact me as soon as possible and let me know how to return the product and obtain a full refund. You can reach me by phone at 651-555-6323 or at the address above.

Enclosed is a copy of the invoice, which shows how much I paid for the vacuum cleaner. I look forward to hearing from you soon.

Sincerely,

Martha Simmons

Martha Simmons

160. What is the purpose of the letter?

- (A) To make a complaint
- (B) To inquire about a discount
- (C) To request repair services
- (D) To place an order

162. What is enclosed with the letter?

- (A) A product order form
- (B) A copy of the warranty
- (C) A return envelope
- (D) A proof of purchase

161. What can NOT be inferred from the letter?

- (A) Selvac model 12 is a poor-quality product.
- (B) Martha Simmons expects a quick response.
- (C) Martha Simmons used to work for Selvac.
- (D) Selvac advertises its products on television.

Questions 163–164 refer to the following evaluation form.

Conference of Newspaper Reporters

Sydney, Australia
The Royal Crenshaw Hotel
July 5 – July 11

EVALUATION FORM

Thank you for attending the Conference of Newspaper Reporters. We value your opinion. Please take a moment to fill out the following form and put it in the box in the hotel lobby.

Please rate the following seminars.

	Very Helpful	Somewhat Helpful	Not Helpful	Did Not Attend
Communicating with Politicians		X		
Winning News Photos	X			
Getting the Quote ... Every Time				X
Developing Story Ideas			X	
Managing your Workload				X
Legal Issues in Journalism		X		

Comments/Suggestions:

The legal issues seminar should be longer.

The photography seminar was fantastic! Mark Stephens really knows his job. I'll never look at pictures the same way again.

163. What seminar did the evaluator find least helpful?

- (A) Developing Story Ideas
- (B) Winning News Photos
- (C) Communicating with Politicians
- (D) Legal Issues in Journalism

164. What most likely is Mark Stephens' occupation?

- (A) History teacher
- (B) Politician
- (C) Hotel manager
- (D) Photographer

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Questions 165–168 refer to the following information.

**Garinello
Studio**

Instruction in Photography

Garinello Studio is pleased to offer instruction in photography in three different areas as outlined below. Serious amateurs are invited to join studio owner Steve Garinello for comprehensive, fun lessons in photography. Though class sizes vary, only ONE photographer at a time shoots pictures during each session. Classes are offered Monday through Friday except where noted otherwise.

Portrait Session

Participants will work with several different styles of lighting and learn how to achieve the best exposures. Instruction will be given in how best to pose the sitter, as well as how to integrate different props and backgrounds. We usually work through four different settings in a session, and sessions are limited to ten photographers. 7:30 to 10:00 P.M.; £25 per participant.

Fashion Session

In addition to the key areas of lighting, poses, props, and backgrounds, participants will be given instruction in how to direct a model and what techniques can be used to bring out the model's best shots. Again, we typically work through four different scenes, and sessions are limited to ten participants. 7:30 to 10:30 P.M.; £28 per participant.

Advertising and Still Life Session

This is an introduction to the principles of advertising design. Special attention will be paid to the positioning and presentation of the product, as well as any models required in the shot. Some shots will be based on actual advertisements created by Steve Garinello, while others will be created to illustrate a specific technique. Sessions are limited to six photographers. 7:00 to 11:00 P.M.; £30 per participant.

All-Day Sessions

On Saturdays we offer full-day instruction covering Portrait and Fashion photography. Sessions are limited to eight photographers. 9:30 A.M. to 3:00 P.M.; £60 (includes lunch and refreshments).

165. For whom is the instruction intended?
- (A) People who want to have their photographs taken
 - (B) Professional photographers who are preparing exhibits
 - (C) People who want to learn about photography
 - (D) Models who are trying to expand their portfolios
166. How many scenes are included in a fashion session?
- (A) 1
 - (B) 4
 - (C) 6
 - (D) 10
167. What is NOT mentioned as a topic in the advertising session?
- (A) Product presentation
 - (B) Design principles
 - (C) Model placement
 - (D) Camera selection
168. In what session is the studio owner's work used?
- (A) Portrait
 - (B) Fashion
 - (C) Advertising
 - (D) All-day

Questions 169–171 refer to the following invoice.

The Furniture Connection
7865 Jackwa Heights
Kiter, Nebraska 09678-0678

Phone (customer support): 800-555-7000
Fax: 635-555-9487
E-mail: info@furnitureconnection.com

INVOICE

Bill To:

Date Shipped: October 26

Hiram Kay and Associates
4565 Reinles Street
Creek, Nebraska 09685-0685
Phone: 208-555-9878

Quantity	Description	Unit Price	Total
2	armchairs, green	\$175.00	\$350.00
1	sofa, pink	\$250.00	\$250.00
1	side table, mahogany	\$85.00	\$85.00
Subtotal			\$685.00
Sales Tax (5%)			\$34.25
Shipping & Handling			\$75.00
Total Due			\$794.25

Notes

Your merchandise was shipped by Speedy Way Transport, Inc.

** If your merchandise arrives damaged, please contact Furniture Connection's customer support office at 1-800-555-7000.**

Payment Information

Make all checks payable to The Furniture Connection. The total amount due must be paid within 90 days of the date listed at the top of this invoice.

If you have questions concerning this invoice, please contact our Corporate Accounts Office in Baylor, Connecticut (1-800-555-7846), and ask to speak to a finance representative.

We Appreciate Your Business!

169. Who is responsible for making the payment?

- (A) Speedy Way Transport
- (B) The Furniture Connection
- (C) Hiram Kay and Associates
- (D) The Corporate Accounts Office

171. What should the customer do if there are questions about the invoice?

- (A) E-mail the seller within 90 days
- (B) Contact the customer-support office
- (C) Fax the seller a copy of the invoice
- (D) Call a finance representative

170. How much did it cost to ship the merchandise?

- (A) \$34.25
- (B) \$75.00
- (C) \$250.00
- (D) \$685.00

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Questions 172–175 refer to the following article.

Town Meeting to discuss Tunnel Project

THE CLARION CITY Council will hold a meeting this week to discuss the proposal to build a tunnel under the Central River. The tunnel would not replace the existing bridge but would relieve traffic congestion on the roads that link downtown Clarion to suburbs on the south side of the river. Yanco Builders, seen as the firm likely to be given the building contract, has been working with council members ever since preliminary studies of the tunnel project began. A spokesperson for Yanco, Donald Young, stated, "This tunnel will have a tremendous impact on the people of Clarion. Traffic conditions will improve; noise pollution will be reduced, and the struggling downtown shops and restaurants will see a growth in business. If people in the suburbs can get downtown more easily, they will go there for their shopping and entertainment."

Some opponents of the tunnel project question whether the tunnel will actually reduce traffic jams. A citizens group calling itself Responsible Traffic Solutions (RTS) has been pushing for a temporary delay in the project so that further studies can be conducted. RTS, which has requested a meeting with city council members, believes that the city's shortage of public transportation might be a more important issue to address when considering how to reduce traffic on the bridge. The group has also expressed concern over the loss of green space along the river. Says an RTS spokesperson, "To take away the little green space the city has would be harmful to plant and animal species that live along the southern edge of the city and would take away from the natural charm of the area."

172. What is true about the city council?

- (A) It has voted to approve the tunnel project.
- (B) It has been working with Yanco Builders.
- (C) It plans to build more shops and restaurants.
- (D) It has met with the leaders of RTS.

173. What did Mr. Young say about the tunnel project?

- (A) It will be completed later than expected.
- (B) It will create more jobs in the suburbs.
- (C) It will replace the existing bridge.
- (D) It will be good for the downtown economy.

174. Why has RTS asked that the project be delayed?

- (A) It wants citizens to vote on the project.
- (B) It wants to extend the tunnel to a neighboring town.
- (C) It wants more studies to be done.
- (D) It wants a different company to build the tunnel.

175. What is NOT stated about the city of Clarion?

- (A) Its shops have recently seen a growth in business.
- (B) Traffic is a problem between downtown and the suburbs.
- (C) Its public transportation system is insufficient.
- (D) Its green space is very limited.

Questions 176–180 refer to the following article.

Classy Shopping Bags Winning Customers

BY KATARINA WIESE

Consumers' excessive use of hard-to-recycle plastic bags is harmful to the environment. Supermarkets have used many tactics to encourage their customers not to use these plastic bags. Some try charging extra for each bag used or offering paper bags instead, but these methods are far from perfect. Charging for a plastic bag can have the effect of driving customers to a competing supermarket. Paper bags are expensive to make, so they are less viable than even low-quality plastic bags. Many supermarkets offer a small discount in return for not using a plastic bag, and still others sell reusable cloth sacks that customers can bring back every time they come shopping. But the availability of cloth bags has done little to reduce the use of plastic disposables.

Marketing experts at Ipanerra Supermarkets Company believe cloth bags would be more successful if they were more fashionable.

According to them, it is hard to blame customers for not buying a durable cloth carryall, even a cheap one, if it doesn't have a catchy design, and if all its features is a company logo.

To address this problem, Ipanerra hired a team of designers to make its cloth bags more colorful than those available at other supermarkets. Rather than sporting company logos, Ipanerra bags feature pictures of animals, drawings of famous buildings, and cartoon figures commissioned for this purpose. The result? Not only is there considerable demand for the bags but they also attract attention in the street, which means free advertising for the supermarket. The bags are easily associated with the supermarket chain even without the logos, which Ipanerra removed from both its cloth and plastic bags. The success has prompted the company to consider designing smaller sacks suited for younger customers, a logical next step for a supermarket chain targeting children.

176. What method of reducing the use of plastic bags is NOT mentioned?
- (A) Introducing extra charges for plastic bags
 - (B) Providing customers with other kinds of bags
 - (C) Offering a discount for not using plastic bags
 - (D) Publicizing the harmful effects of using plastic bags
177. According to the article, why are paper bags not a good alternative?
- (A) It is difficult to recycle them.
 - (B) They contain harmful substances.
 - (C) It costs a lot to produce them.
 - (D) They are generally of low quality.
178. What is the disadvantage of many supermarkets' cloth bags?
- (A) Their durability
 - (B) Their appearance
 - (C) Their cost
 - (D) Their size
179. What did Ipanerra stop printing on its bags?
- (A) Pictures of animals
 - (B) Company logos
 - (C) Drawings of buildings
 - (D) Cartoon figures
180. What does Ipanerra plan to do next?
- (A) Offer bags for children
 - (B) Reduce the price of its cloth bags
 - (C) Advertise its bags in the media
 - (D) Increase the size of its cloth bags

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

Obtaining Certified Vital Records

You must apply in person or by mail for certified copies of vital records, such as birth certificates, marriage licenses, or health records. Our office does not accept applications by telephone, fax, or through our Web site. You must provide the following information with your request:

- Name
- Address
- Type of record requested
- Passport, government ID card, or other photo identification
(Photocopies of these documents are acceptable)

The charge is \$15.00 per copy issued. We accept checks, money orders, and credit cards.

In Person:

You can apply in person at 5 East Amber Street, Room 115. The Vital Records Office is open 8:00 A.M. to 4:30 P.M. Monday to Wednesday; 8:00 A.M. to 5:30 P.M. Thursday; and 8:00 A.M. to 4:00 P.M. on Friday.

By Mail:

Applications for copies of vital records should be mailed to the following address: *Vital Records, P.O. Box 349, Madison, WI 53702*. Please include an addressed, stamped, business-size envelope with your request. Copies are normally mailed within fourteen business days. If you require faster service, you may request our expedited service. Expedited requests are normally processed within 24 hours and require an additional charge of \$10 per request, for a total of \$25 per copy.

Requests for expedited service should be mailed to the following address:
Vital Records-Rush Service, P.O. Box 567, Madison, WI 53702.

2235 Meyer Way
Appleton, Wisconsin 52206

Dear Sir or Madam:

This letter is to request a certified copy of a marriage license issued last month in Milwaukee County to John Allen Heinrich and Elizabeth Ann Miller. I have enclosed a check for \$25, as well as a copy of my passport. Please mail the certificate to John Heinrich, 2235 Meyer Way, Appleton, WI 52206.

Thank you.

Yours sincerely,

John Heinrich

181. What is the main purpose of the notice?

- (A) To announce a recent price increase
- (B) To provide directions to an office
- (C) To explain how to obtain certain official records
- (D) To describe a new government facility

182. What information must accompany each request?

- (A) Identification that includes a photograph
- (B) Two copies of recent tax returns
- (C) The applicant's telephone number
- (D) A letter written on business stationery

183. On what day does the Vital Records Office close at 5:30?

- (A) Monday
- (B) Tuesday
- (C) Wednesday
- (D) Thursday

184. What does John Heinrich request a copy of?

- (A) A birth certificate
- (B) A marriage license
- (C) A passport
- (D) A health record

185. Why does John Heinrich enclose a check for \$25?

- (A) He wants two copies of a document.
- (B) He is requesting a very old record.
- (C) He is asking to have his records sent to an overseas address.
- (D) He wants to receive a document quickly.

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Questions 186–190 refer to the following newspaper articles.

Cezanta's Move

Atlanta (United News Service)—Atlanta-based Cezanta Air, the nation's number four airline, announced today that it will cut its domestic airfares significantly. The company is hoping that by offering its new promotional fare plan, the carrier will be able to increase its customer base and win a greater share of the market. The company promises to charge no more than \$300 for a one-way economy ticket or \$500 for a one-way first-class ticket. The new plan also includes the reduction of various ticketing fees and the elimination of several less-traveled routes at the end of this year. Cezanta hopes that these changes will raise revenue over the long term. The company is also planning to update its airplanes' interiors and redesign flight attendants' uniforms.

Buford Valley Daily News

WILL NEW AIRLINE STRATEGY FLY?

by Ken Daly

Faced with weak revenues, rising labor costs, aggressive pricing from small, discount competitors, and most notably high fuel costs, several major air carriers have struggled mightily in the past three years. They have experimented with a wide variety of marketing strategies without much success. Recently, Cezanta cut its ticket prices by nearly 50 percent. However, it is unlikely that this strategy will result in a major increase in profits for the airline, as most of the other large airlines will probably cut their prices to follow suit. Some analysts are actually expecting Cezanta's revenues to fall in the upcoming year. With fuel prices expected to continue rising and with the cost of fuel accounting for nearly 40 percent of all carriers' operating expenses, any increase in passenger traffic is unlikely to offset the decrease in ticket prices. The one sure thing is that, after December, consumers flying out of Buford Valley will no longer be able to take advantage of Cezanta's price cuts.

186. What is suggested about the airline industry?

- (A) Operating costs have recently gone down.
- (B) Smaller airlines often offer very low prices.
- (C) Ticketing fees will be eliminated.
- (D) Airlines have increased the amount spent on advertising.

187. What does Cezanta Air plan to do?

- (A) Reduce the number of its international flights
- (B) Expand its service on less-traveled routes
- (C) Eliminate business-class and first-class seating
- (D) Modernize the inside of its aircraft

188. What does Mr. Daly suggest?

- (A) Other airlines will try to match Cezanta's prices.
- (B) Smaller airlines will be bought by their larger competitors.
- (C) Cezanta's revenues will increase right away.
- (D) Passengers' opinions influence aircraft design.

189. According to analysts, what is the industry's greatest challenge?

- (A) Outdated equipment
- (B) Rising fuel costs
- (C) Customer satisfaction
- (D) Improving safety

190. What can be inferred about Buford Valley?

- (A) It is close to Atlanta.
- (B) It is the site of a new airport.
- (C) Cezanta will move its headquarters there.
- (D) Cezanta will not fly there next year.

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Questions 191–195 refer to the following article and table.

The Starfish Water Park is one of the greatest attractions for both the tourists and residents of the sea resort town of Zopot. Before this impressive swimming pool complex was inaugurated last May, it had generated enough public interest for its owners to dispense with expensive advertising campaigns. While new facilities of this kind are often recommended by celebrities on television prior to opening, all that the water park needed was word of mouth for business to take off. Residents of Zopot had known about the construction since it started in October two years ago; and had anxiously awaited the opening day.

But for all the water park's success, its owners had worried that the pool might be situated

too close to the beach. And in fact, the complex received fewer visitors last August, when many tourists chose to swim in the nearby sea. But the situation changed completely in December, a record-breaking month, when outdoor temperatures dropped, and entire families waited in half-hour lines to enter the recreational complex. This is understandable given the variety and quality of the facilities, including pools with breathtaking simulated waves and long, roller-coaster-like slides.

Ticket prices range from \$8 to \$20 depending on the time of day; general admission tickets allow access to all sections of the water park except the sauna area, which costs an additional \$5.

☆☆ Facilities offered at **Starfish Water Park** ☆☆

Wave Section	Green Section	Blue Section	Sun Section
Two indoor pools with artificial waves: the Lagoon Splash and the Vertigo Falls, each up to 3m deep. In addition, there are three long slides.	A glass-roofed saltwater pool, the Bermuda Tide features an astonishingly realistic-looking artificial beach.	The Misty Baths is an open-air pool with heated water.	Seven different sauna rooms.

191. What does the article imply about the opening day of the water park?

- (A) It did not generate much interest.
- (B) It was not advertised on television.
- (C) It had to be postponed by one month.
- (D) It was attended by celebrities.

192. What were people concerned about regarding the water park?

- (A) The choice of location
- (B) The cost of construction
- (C) The building design
- (D) The safety code

193. When did the water park receive the most visitors?

- (A) In May
- (B) In August
- (C) In October
- (D) In December

194. Which pool is located outdoors?

- (A) The Vertigo Falls
- (B) The Lagoon Splash
- (C) The Bermuda Tide
- (D) The Misty Baths

195. For which section of the water park is there an extra charge?

- (A) The Wave Section
- (B) The Green Section
- (C) The Blue Section
- (D) The Sun Section

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Questions 196–200 refer to the following letters.

Customer Service Department
Mid-City Savings Bank
115 Main Street
San Diego, California 92122

April 14

Dear Sir or Madam:

I am writing to ask why my bank account was charged a \$30 service fee on April 1. In accordance with the terms of my account, I always maintain a balance of at least \$500. This is the first time that I have been charged a fee in the five years that I have had the account. Could you please explain the additional charges to me?

Sincerely,

Susan Young

Susan Young

Mid-City Savings Bank

115 Main Street
San Diego, California 92122

April 15

Dear Ms. Young:

Thank you for your inquiry. I will be happy to explain the reason for the service charge. As of April 1, the minimum balance requirement was changed to \$1000. All accounts with balances below \$1000 were automatically charged a service fee. We announced this change in a letter to all our customers in early February and again in early March.

Because you are a long-time customer of Mid-City Savings Bank, I am going to waive the fee on your account this month and issue a credit for the amount you were charged. In order to avoid future charges, though, please remember to maintain the required minimum balance each month.

Please let me know if you require further assistance.

Sincerely,

Mark Aubrey

Mark Aubrey
Assistant Vice President
Customer Relations

196. Why did Ms. Young write to the bank?
- (A) To inquire about an unexplained deposit
 - (B) To close an account
 - (C) To ask about a fee
 - (D) To transfer \$500 into an account
197. In the first letter, the word "terms" in paragraph 1, line 2, is closest in meaning to
- (A) conditions
 - (B) expressions
 - (C) agreements
 - (D) periods
198. What must customers do to avoid a service charge?
- (A) Make less than thirty withdrawals a year
 - (B) Keep a minimum sum of money in the account
 - (C) Maintain the account for at least five years
 - (D) Have more than one account at the bank
199. How much will be credited to Ms. Young's account?
- (A) \$1000
 - (B) \$500
 - (C) \$30
 - (D) \$15
200. What action did Mark Aubrey take?
- (A) He asked a supervisor for assistance.
 - (B) He requested a meeting.
 - (C) He closed an account.
 - (D) He canceled a charge.

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.