

토익® 정기시험 기출문제집

기출 7회 + ETS 예상문제 3회

1000 READING



무료어플



공식카페

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점수 환산표 및 산출법

점수 환산표

이 책에 수록된 각 Test를 풀고 난 후, 맞은 개수를 세어 점수를 환산해 보세요.

LISTENING Raw Score (맞은 개수)	LISTENING Scaled Score (환산 점수)
96-100	475-495
91-95	435-495
86-90	405-475
81-85	370-450
76-80	345-420
71-75	320-390
66-70	290-360
61-65	265-335
56-60	235-310
51-55	210-280
46-50	180-255
41-45	155-230
36-40	125-205
31-35	105-175
26-30	85-145
21-25	60-115
16-20	30-90
11-15	5-70
6-10	5-60
1-5	5-50
0	5-35

READING Raw Score (맞은 개수)	READING Scaled Score (환산 점수)
96-100	460-495
91-95	425-490
86-90	395-465
81-85	370-440
76-80	335-415
71-75	310-390
66-70	280-365
61-65	250-335
56-60	220-305
51-55	195-270
46-50	165-240
41-45	140-215
36-40	115-180
31-35	95-145
26-30	75-120
21-25	60-95
16-20	45-75
11-15	30-55
6-10	10-40
1-5	5-30
0	5-15

RC

기출 TEST

03

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. York Development Corporation marked the ----- of the Ford Road office complex with a ribbon-cutting ceremony.
(A) opens
(B) opening
(C) opened
(D) openly
102. Staff at the Bismarck Hotel were ----- helpful to us during our stay.
(A) quite
(B) enough
(C) far
(D) early
103. Ms. Luo will explain some possible consequences of the ----- merger with the Wilson-Peek Corporation.
(A) proposed
(B) proposal
(C) proposition
(D) proposing
104. The Springdale supermarket survey ----- will be released a week after they are evaluated.
(A) events
(B) stores
(C) results
(D) coupons
105. The new printer operates more ----- than the previous model did.
(A) quickest
(B) quickness
(C) quick
(D) quickly
106. Here at Vanguard Buying Club, ----- help members find quality merchandise at the lowest possible prices.
(A) us
(B) our
(C) we
(D) ourselves
107. Management announced that all salespeople would be receiving a bonus this year, ----- in time for summer vacations.
(A) just
(B) as
(C) only
(D) by
108. According to *Florida Digital Designer Magazine*, many graphic designers do not consider ----- to be traditional artists.
(A) it
(B) their
(C) themselves
(D) itself

109. A wooden bridge crossing the wading pond ----- to the hotel's nine-hole golf course.
(A) prepares
(B) leads
(C) presents
(D) takes
110. A special sale on stationery ----- on the Write Things Web site yesterday.
(A) was announced
(B) announced
(C) was announcing
(D) to announce
111. All produce transported by Gocargo Trucking is refrigerated ----- upon pickup to prevent spoilage.
(A) lately
(B) promptly
(C) potentially
(D) clearly
112. The Ferrera Museum plans to exhibit a collection of Lucia Almeida's most ----- sculptures.
(A) innovative
(B) innovation
(C) innovatively
(D) innovate
113. The bank's cashier windows are open daily from 8:00 A.M. to 4:00 P.M. ----- on Sundays.
(A) except
(B) until
(C) nor
(D) yet
114. Inventory control and warehousing strategies ----- within the responsibilities of the supply chain manager.
(A) have
(B) cover
(C) mark
(D) fall
115. Of all the truck models available today, it can be difficult to figure out ----- would best suit your company's needs.
(A) when
(B) why
(C) which
(D) where
116. CEO Yoshiro Kasai has expressed complete faith in Fairway Maritime's ----- to deliver the product on time.
(A) belief
(B) measure
(C) problem
(D) ability
117. At Derwin Securities, trainees alternate ----- attending information sessions and working closely with assigned mentors.
(A) along
(B) against
(C) between
(D) near
118. Company Vice President Astrid Barretto had no ----- to being considered for the position of CEO.
(A) objected
(B) objecting
(C) objects
(D) objection
119. Belinda McKay fans who are ----- to the author's formal writing style will be surprised by her latest biography.
(A) fortunate
(B) readable
(C) comparable
(D) accustomed
120. The Southeast Asia Business Convention will feature ----- known and respected leaders from countries across the region.
(A) widen
(B) wider
(C) widely
(D) wide

121. ----- the high cost of fuel, customers are buying smaller, more efficient cars.
 (A) Together with
 (B) Instead of
 (C) As well as
 (D) Because of
122. Over the past ten years, Bellworth Medical Clinic ----- Atlan Protection officers for all security needs.
 (A) is hiring
 (B) were hiring
 (C) has hired
 (D) was hired
123. The driver will make three ----- to deliver the package before it is returned to our warehouse.
 (A) attempts
 (B) pursuits
 (C) aims
 (D) experiences
124. We congratulate all Riverside employees, whose ----- effort has resulted in a 20 percent reduction in waste disposal costs.
 (A) collect
 (B) collective
 (C) collects
 (D) collector
125. Andrzej Ptak's photography Web site will be available online ----- we have finished organizing and cataloging his work.
 (A) how
 (B) once
 (C) so too
 (D) not only
126. The initial feedback from early buyers of the Sunbell XC2 mobile phone indicates that they found it ----- to use.
 (A) conveniences
 (B) conveniently
 (C) convenience
 (D) convenient
127. ----- space in the bathroom was limited, the contractor managed to fit in two sinks and a shower.
 (A) Both
 (B) So that
 (C) Whether
 (D) Even though
128. The staff must ----- as much market-research data as possible before planning the advertising campaign.
 (A) equip
 (B) compile
 (C) endorse
 (D) compose
129. ----- a national holiday falls on a Thursday, the Barstow Company allows employees to take off Friday as well.
 (A) Even
 (B) For
 (C) Nearly
 (D) Whenever
130. ----- materials for the advanced Farsi course include an audio CD and a DVD.
 (A) Supplementary
 (B) Consequential
 (C) Persistent
 (D) Cooperative

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following article.

(3 September)—Five years ago, Brian Trang signed a five-year lease to open his restaurant, Trang's Bistro, at 30 Luray Place. Mr. Trang admits that the first two years of operation were quite ----- . "We offer spicy food from Vietnam's central region," he explains. "We didn't do well at first
131. ----- the cuisine is based on unfamiliar herbs and hot flavors. It took a while to catch on with
132. customers." But Mr. Trang was confident the food would gain in popularity, and he was correct.
----- . Mr. Trang has just signed another five-year lease, and he is planning ----- the space
133. 134. next year.

131. (A) competitive
(B) potential
(C) challenging
(D) rewarding

134. (A) renovate
(B) being renovated
(C) renovates
(D) to renovate

132. (A) because
(B) unless
(C) despite
(D) besides

133. (A) Originally from Hue, Mr. Trang moved to London at age five with his family.
(B) Reservations at Trang's Bistro must now be made a week in advance.
(C) This situation was not expected to last so long.
(D) The restaurant will relocate in March.

Questions 135-138 refer to the following excerpt from a manual.

This manual provides guidelines for inventory control at Malanta facilities. Our advanced manufacturing procedures depend on ----- inventory control. Only by maintaining a precise flow of inventory ----- minimize costs and ensure prompt shipments. To achieve this goal, we must avoid shortages. When stock is in the correct location at the time it is ordered, shipments are made at regular shipping costs and within estimated time frames. ----- . Therefore, the procedures in this manual must always be faithfully ----- .

- | | |
|---|---|
| <p>135. (A) accurate
(B) seasonal
(C) expensive
(D) industrialized</p> <p>136. (A) is able to
(B) to be able
(C) our ability to
(D) are we able to</p> <p>137. (A) We have calculated the costs for you.
(B) Please allow at least two weeks for delivery.
(C) Unfortunately, some items are currently not in stock.
(D) However, this is not possible when unexpected shortages occur.</p> | <p>138. (A) implemented
(B) reproduced
(C) corrected
(D) recorded</p> |
|---|---|

Questions 139-142 refer to the following e-mail.

To: Alan Porto <aporto@silverwing.ky>
From: Tuchman's Billing <billing@tuchmans.ky>
Subject: Autopay
Date: 19 February

Dear Mr. Porto:

Congratulations on your recent ^{139.} in Tuchman's Autopay system. Thank you for signing up for this convenient billing system. Your automatic payments will begin with the next billing cycle on 1 March. ^{140.} Your statements will come to you electronically and your payment will be deducted from your designated bank account. You may ^{141.} the account from which the funds are withdrawn. Simply log in to the My Account section on our Web site <https://www.tuchmans.ky>, select Autopay, and follow the instructions to enter the alternate account information. Please contact customer service if you have ^{142.} using Tuchman's Autopay.

Tuchman's Billing Department

139. (A) enroll
(B) enrolled
(C) enrolls
(D) enrollment

140. (A) Our billing clerks are happy to serve you.
(B) You will no longer receive a bill by post.
(C) We appreciate our loyal customers.
(D) Take advantage of our special offers.

141. (A) own
(B) settle
(C) open
(D) change

142. (A) any difficulties
(B) more difficult
(C) the difficulty
(D) too difficult

Questions 143-146 refer to the following letter.

12 December
Lenny Howe
222 Easton Boulevard
Port Douglas QLD 4877

Dear Mr. Howe,

The Irwin Neighbourhood Association is proud to ^{143.}----- a summer event called Park Fest, to be held at Fern Park on 10 January, from 1 P.M. to 8 P.M. Park Fest will feature numerous family-friendly activities and a delicious picnic dinner to be served at 6 P.M. A per person fee of ten dollars will be collected. The proceeds will ^{144.}----- go towards a park enhancement project. The plan is to hire a contractor to landscape the park grounds, while a smaller portion will be spent on an advertising campaign. This event ^{145.}----- to be great fun. ^{146.}-----.

Regards,

Faye Mason-Jones
Director, Irwin Neighbourhood Association

- 143.** (A) announce
(B) admit
(C) recall
(D) state

- 144.** (A) entirely
(B) often
(C) primarily
(D) together

- 145.** (A) promise
(B) promises
(C) promising
(D) promised

- 146.** (A) You can help by disposing of all rubbish.
(B) The park was established 75 years ago.
(C) We hope you will be able to attend.
(D) Fern Park attracts over 20,000 visitors a year.

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following form.

Lastico Employee Badge Application Form	
To receive a new Lastico employee badge, please fill out the following form. Write in pen only. Please PRINT clearly.	
Name <u>LAURA CONSTANTINI</u>	Division <u>CUSTOMER SUPPORT</u>
Employee No. <u>2378</u>	Employed at Lastico since <u>FEB 10</u>
My previous badge ☒ expired ☐ was lost ☐ was damaged (Leave blank if you are applying for the first time)	
Submitted <u>AUG 2</u>	Signed <u>Constantini</u>

147. Why did Ms. Constantini fill out the form?

- (A) To authorize a charge to her credit card
- (B) To be assigned to a new company division
- (C) To request a document renewal
- (D) To report lost equipment

148. What instructions are included?

- (A) Where to send the form
- (B) How to complete the form
- (C) When to submit the application
- (D) What documentation to attach

Questions 149-150 refer to the following advertisement.

★★★★★★★

VACANCY

The Golden Lagoon has been serving Montego Bay for 18 years. We are an award-winning restaurant with a reputation that spans the Caribbean. Currently we have vacancies for the position of waitstaff. Duties include taking customers' orders, serving food and beverages, preparing itemized bills, and accepting payments. Experience is preferred but not required. We offer an excellent hourly rate and flexible work schedule. Apply in person, supplying a résumé and three employment references.

The Golden Lagoon
Shahine Kincaid, Manager
135 Concertina Dr.
Montego Bay, Jamaica

Business hours: Monday–Friday, 11:00 A.M.–11:00 P.M.
Saturday and Sunday, noon–10:00 P.M.

★★★★★★★

149. What is stated about The Golden Lagoon?

- (A) It is closed on Sundays.
- (B) It regularly has positions available.
- (C) It has been in business for over a decade.
- (D) It was bought by Ms. Kincaid eighteen years ago.

150. What is mentioned about job applicants?

- (A) They will be working on a fixed schedule.
- (B) They must go to the restaurant to file their job request.
- (C) They must have worked in a restaurant before.
- (D) They will learn how to cook Jamaican dishes.

Questions 151-152 refer to the following e-mail.

E-mail	
To:	Staff
From:	Asta Lindstrom
Subject:	Reminder
Date:	11 April

To All Staff:

This is a reminder that the water in the Tolliver building will be temporarily shut off tomorrow at 8 a.m. while repairs are completed. I understand that most employees who work in the building will be off-site at a software training session and will not be affected.

For those of you who will be working in Tolliver tomorrow, the Hillcrest Water Department has assured me that the water will be off for no more than four hours. We will provide complimentary bottled water in the lobby for all staff during this time. The cafeteria will remain closed until the water has been turned on again. At that point meal service and food sales will resume. I apologize for the inconvenience.

Sincerely,

Asta Lindstrom
Facilities Manager

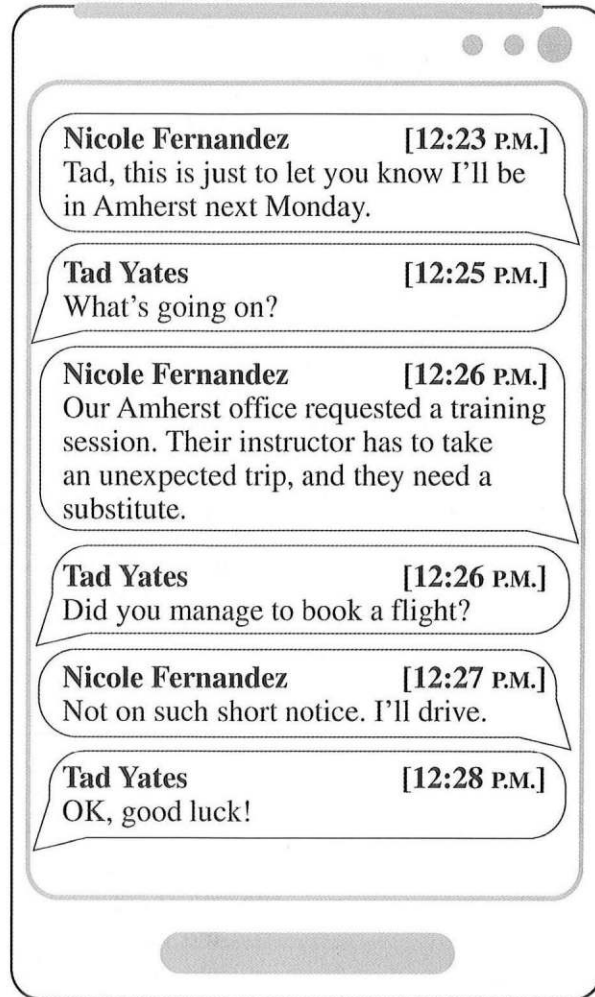
151. What will happen tomorrow?

- (A) New computers will arrive.
- (B) Maintenance work will be done.
- (C) A new employment policy will take effect.
- (D) The location of a training session will be announced.

152. What will employees NOT be able to do in the Tolliver building in the morning?

- (A) Use new software
- (B) Drink bottled water
- (C) Purchase food items
- (D) Walk through the lobby

Questions 153-154 refer to the following text-message chain.



153. What will Ms. Fernandez do next Monday?

- (A) Teach a training course
- (B) Meet an instructor
- (C) Go on a vacation
- (D) Apply for a job

154. At 12:27 P.M., what does Ms. Fernandez mean when she writes, "Not on such short notice"?

- (A) She will not arrive on time.
- (B) She will not travel by plane.
- (C) She cannot accept an invitation.
- (D) She cannot make a payment.

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

To:	Jake Taera <jtaera@tritmail.com>
From:	Natalie Satter <nsatter@coldings.com>
Subject:	Information
Date:	30 September
Attachment:	📎 Coldings1

Dear Mr. Taera:

Welcome to the Coldings Home Store family! You have been hired as a sales associate. Your training session begins on 8 October at 8:30 A.M. at the Auckland store, 42 Crossbill Road. Please report to Human Resources to begin your orientation as a Coldings Home Store team member. During your first two weeks with our company, you will learn about our team approach and the many benefits of working at Coldings Home Store. You will be working from 8:30 A.M. to 5:00 P.M. After training, you might be assigned to a different work shift and you will be eligible for benefits including flexible days off, sick days, and our employee discount.

Please sign and return the attached document indicating your willingness to accept the position as sales associate. Please let me know if you have any questions or need directions. I look forward to seeing you at the Auckland store on 8 October.

Sincerely,

Natalie Satter
Human Resources Coordinator

155. What is the purpose of the e-mail?
- (A) To thank an employee
 - (B) To provide job information
 - (C) To explain a new policy
 - (D) To announce a special sales event

157. What did Ms. Satter send with the e-mail?
- (A) A store map
 - (B) An events calendar
 - (C) A list of benefits
 - (D) An employment agreement

156. According to Ms. Satter, what might happen after two weeks?
- (A) Mr. Taera's work schedule might change.
 - (B) Mr. Taera's might be transferred to another location.
 - (C) The company might train Mr. Taera for a new responsibility.
 - (D) The company might mail Mr. Taera new benefits information.

Questions 158-160 refer to the following press release.

For immediate release

Contact: Desmond Hawkes, Office of Public Relations

Telephone: (02) 5555 6506

E-mail: dhawkes@carlisle.org.au

New Exhibition at Sydney's Carlisle Art Museum

SYDNEY (3 June)—The Carlisle Art Museum's latest exhibition, *Deep Waters*, will open on 15 June. The exhibition will feature 38 realist and abstract paintings portraying the beauty and vastness of the world's oceans. All the works were created by Australian artists based in Sydney, and among them will be six by the critically acclaimed oil painter Harold Bernstein.

The exhibition will run until 15 July. Tickets are \$10. Museum visitors may view the exhibition between 9 A.M. and 4 P.M. on Tuesdays, Wednesdays, and Thursdays, and between 2 P.M. and 9 P.M. on Fridays and Saturdays. On each day of the exhibition, at least one of the artists will be present and available to answer visitors' questions about the creative process. Mr. Bernstein will be available on 30 June only.

On 23 July, the exhibition will open at the Muriel Art Gallery in Melbourne, where ocean-themed paintings from Melbourne artists will be added to the collection.

158. What is one purpose of the press release?

- (A) To advertise an upcoming art show
- (B) To publicize paintings available for purchase
- (C) To profile an art gallery owner
- (D) To announce the opening of a new museum

159. Who is Mr. Bernstein?

- (A) An art critic
- (B) A museum director
- (C) A public relations specialist
- (D) An artist

160. What is implied about the exhibition in Melbourne?

- (A) It will be open to the public in the evenings only.
- (B) It will include more paintings than the exhibition in Sydney will.
- (C) It will feature demonstrations of painting techniques by artists.
- (D) It will include paintings of landscapes in addition to paintings of oceans.

Questions 161-163 refer to the following e-mail.

E-mail	
From:	evaluation@crawfordds.com
To:	trosinsky@mailssen.com
Subject:	Crawford Design Contest
Date:	April 2

Dear Ms. Rosinsky,

Thank you for entering the Crawford Design Studio Awards Contest. Today we received your project titled "Old Rexto Factory Restoration," including a total of nine photographs and an 18-page description file. — [1] —. Your submission has been forwarded for further processing and has been assigned the entry number P1298. — [2] —.

Your project will now be reviewed by a panel of judges, which consists of our in-house experts as well as outside designers. — [3] —. You will be able to check on the status of your entry via the "Submissions Being Processed" link in our Web site's Main Menu.

Should you have any questions, please do not hesitate to call us. — [4] —.

Kind regards,

Crawford Design Studio

161. What is the purpose of the e-mail?
- (A) To report missing documents
 - (B) To inquire about building costs
 - (C) To confirm receipt of materials
 - (D) To request additional photographs

162. What is Ms. Rosinsky advised to do online?
- (A) Read the contest rules
 - (B) Obtain a map and directions
 - (C) Update her contact information
 - (D) Track the progress of her submission

163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Please use it when you contact us regarding your entry."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 164-167 refer to the following article.

May 5—Boston law firm Warner and Arnes announced this morning that it is merging with the Philadelphia law firm Hamilton Jones to create Warner, Hamilton, and Associates. With more than 655 attorneys, the merger will make this the largest law firm in the northeastern United States.

"This is a welcome merger of two well-managed firms who share similar corporate cultures and philosophies," said Andrea Warner, codirector of the former Warner and Arnes, who will serve as managing partner of Warner, Hamilton, and Associates. "Our combined expertise makes Warner, Hamilton, and Associates uniquely placed to

provide clients even higher levels of counsel and service. We look forward to continuing our practices in Boston and Philadelphia and expect to open yet another office in Hartford within the next twelve months."

According to a press release, Ms. Warner has garnered attention through her representation of clients across the country in prominent cases involving workers' rights, equal pay, and social justice.

The firm expects to keep all of its current lawyers and staff and will "combine management teams made up of partners from each firm to ensure a seamless transition," the release said.

164. Why was the article written?

- (A) To profile the career of a prominent lawyer
- (B) To promote legal services
- (C) To discuss the joining of two firms
- (D) To announce a firm's relocation

165. What does Warner, Hamilton, and Associates plan to do?

- (A) Hire additional lawyers
- (B) Expand to a third city
- (C) Change its leadership
- (D) Close its Philadelphia office

166. What is suggested about Ms. Warner?

- (A) She is based in Hartford.
- (B) She plans to retire soon.
- (C) She sometimes offers free legal counsel.
- (D) She is well-known nationally.

167. The word "seamless" in paragraph 4, line 4, is closest in meaning to

- (A) in a single piece
- (B) without problems
- (C) in close range
- (D) without hurry

Questions 168-171 refer to the following e-mail.

To:	maria_bellandini@pweb.net
From:	thomas.mclaren@delicatessenmag.com
Date:	Tuesday, October 2
Subject:	Food Photography Article

Dear Ms. Bellandini:

I have some news regarding your article that is scheduled to be published in the next issue of *Delicatessen Magazine*. — [1] —. Yesterday, we learned that a major advertiser canceled their contract with us, and as a result, we will have to reduce the number of pages in our upcoming issue. This is extremely unfortunate, but we just do not have enough money without these ads to publish the magazine in its current format. — [2] —.

We know that readers have enjoyed reading about your experiences in Italy. — [3] —. While your eight-page story about working as a food photographer is excellent, in order to fit in the slimmer issue, it will need to be cut by about thirty percent. Although I sincerely hope you agree to having your article published in our upcoming issue, I will understand if you would rather have the article published in full at a later time. However, I have to let you know that the magazine industry is not always the most stable business, and for this reason, I do not know if there will be space for your story in the future. — [4] —.

Please let me know as soon as possible what you would like to do. Should you agree to edit the story, I will need the new version by Monday.

Best regards,

Thomas McLaren, Editor-in-Chief

168. What is implied about *Delicatessen Magazine*?

- (A) It plans to merge with another magazine.
- (B) It gives discounted subscriptions to staff.
- (C) It relies on advertisements for funding.
- (D) It offers long-term contracts to writers.

169. How would Ms. Bellandini most likely revise her article?

- (A) By making it shorter
- (B) By changing the topic
- (C) By adding more information
- (D) By including more images of food

170. What does Mr. McLaren NOT suggest to Ms. Bellandini?

- (A) Her previous articles were well liked.
- (B) She should submit her article to another magazine.
- (C) Her article might not be published in full at a later date.
- (D) She should notify him of her decision.

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Of course, this is your choice, and I will respect whatever decision you make."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

GO ON TO THE NEXT PAGE

Questions 172-175 refer to the following text-message chain.

Delroy Gerew (1:29 P.M.):

Hi, Ms. Chichester, we'd like to order another 10 shirts, featuring the company's name, Magnalook, and its logo. We need four small, two medium, and four large sizes. Could you fill the order by Friday?

Nina Chichester (1:32 P.M.):

That's two days from today, so a \$75 rush-order fee will be added.

Delroy Gerew (1:34 P.M.):

How can we avoid the fee?

Nina Chichester (1:36 P.M.):

By choosing the standard 5-day production option. Your order would be ready Monday of next week.

Delroy Gerew (1:38 P.M.):

I guess it can't be helped. Since we have employees starting this Friday and you open at 8:00 A.M., can I pick up the shirts at that time?

Nina Chichester (1:39 P.M.):

Pick-up time is normally after 1:00 P.M., but I'll see to it they're ready by 8:00 A.M.

Delroy Gerew (1:41 P.M.):

Thank you. Actually, my assistant will be picking them up.

Nina Chichester (1:42 P.M.):

That's fine. Could you please e-mail me your logo again? The computer on which I had it stored crashed the other day and is awaiting repair.

Delroy Gerew (1:44 P.M.):

Will do. Thanks, and please charge the credit card you have on file for us.

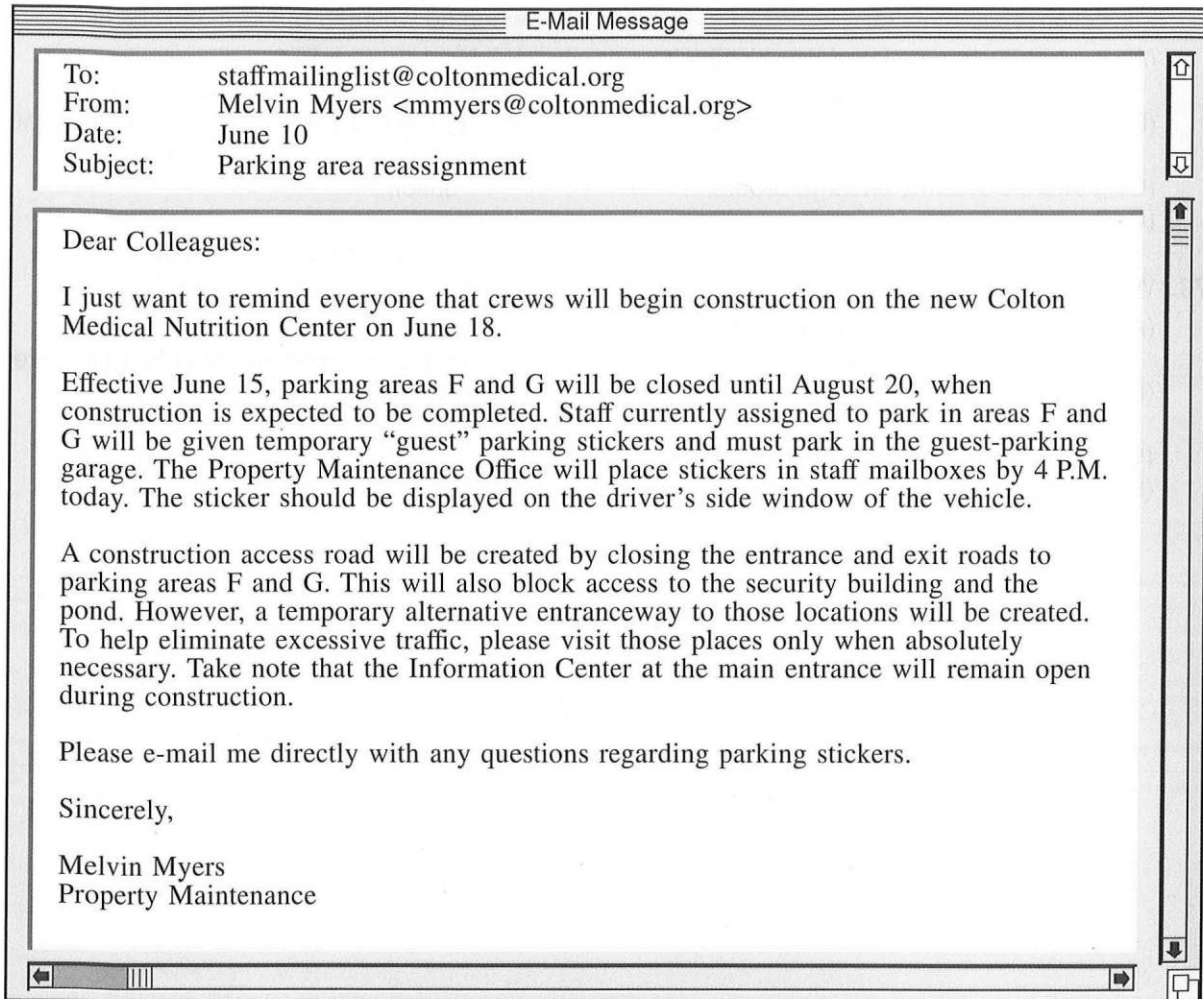
172. What is suggested about the company Ms. Chichester works for?
- (A) It currently has no large-sized shirts in stock.
 - (B) It has filled an order for Mr. Gerew before.
 - (C) It offers discounts on large orders.
 - (D) It is open every evening.

173. Why is Mr. Gerew ordering new shirts?
- (A) Additional staff members have been hired.
 - (B) More were sold than had been anticipated.
 - (C) The company's logo has been changed.
 - (D) The style currently in use has become outdated.

174. At 1:38 P.M., what does Mr. Gerew mean when he writes, "I guess it can't be helped"?
- (A) He will pay a \$75 rush-order fee.
 - (B) He will ask his assistant to help him.
 - (C) He will meet Ms. Chichester at 1:00 P.M.
 - (D) He will select the standard production option.

175. What will Mr. Gerew likely do next?
- (A) Provide payment information to Ms. Chichester
 - (B) Schedule a meeting with Ms. Chichester
 - (C) Send an e-mail to Ms. Chichester
 - (D) Fix Ms. Chichester's computer

Questions 176-180 refer to the following e-mail and notice.



**WELCOME TO COLTON MEDICAL CAMPUS INFORMATION CENTER
PLEASE CHECK IN BEFORE PROCEEDING**

ATTENTION STAFF:

PARKING AREAS F & G CLOSED UNTIL SEPTEMBER 10

Staff members who normally use these areas and who have not yet received a temporary parking sticker should request one at the security station. A valid access card and staff I.D. are required.

Cars will be immediately towed away if parked next to pedestrian areas, including all walkways, temporary rest areas, and construction tents. Owners of cars parked in the garage without a sticker displayed on the window will be fined \$25 per day.

Security officers are available to assist you.

176. Why are parking areas being closed?
- (A) They are being resurfaced.
 - (B) They are being reserved for guests.
 - (C) An outdoor event will be held on them.
 - (D) A construction project is scheduled to begin.
177. According to the e-mail, who will receive a temporary parking sticker?
- (A) Anyone who is visiting the medical campus
 - (B) Anyone who usually parks in areas F and G
 - (C) Anyone who usually parks in the parking garage
 - (D) Anyone who requests one from the maintenance office
178. Why should staff members limit their visits to the security building?
- (A) So that visitors can enjoy the pond
 - (B) So that fewer cars will be in the area
 - (C) So that security staff can monitor traffic
 - (D) So that visitors can get to the Information Center
179. What changed after the e-mail was sent on June 10 ?
- (A) Which parking areas are being closed
 - (B) Where staff should park their vehicles
 - (C) Where parking stickers should be displayed
 - (D) How long some parking areas will be closed
180. According to the notice, why might a staff member's car be towed?
- (A) If it is parked near a walkway
 - (B) If it is parked in the visitors' area
 - (C) If it does not display a parking sticker
 - (D) If it is parked in the garage after August 20

Questions 181-185 refer to the following survey and e-mail.

SURVEY	
Please take a few minutes to complete this survey about your shopping experience at Woodruff's. Indicate your answer using the 5-point scale to the right of each statement. (1 = Strongly Disagree, 2 = Disagree, 3 = No Opinion, 4 = Agree, 5 = Strongly Agree)	
The store was clean and organized in appearance.	☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5
There was a wide selection of items in my size.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
There were dressing rooms available for me to use.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
The salespeople were courteous and attentive to me.	☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5
The items were priced well compared to other stores.	☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5
I am satisfied overall with my experience at Woodruff's.	☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5
Amount you spent on this purchase: \$60	
Age (optional): ☐ 16-25 ☐ 26-35 ☒ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66+	
Name (optional): Consuela Torres E-mail (optional): catorres81@aumail.co.au	

E-Mail Message	
From:	Customer Service <custserv@woodruff.co.au>
To:	Consuela Torres <catorres81@aumail.co.au>
Date:	Friday, 27 April 2:40 P.M.
Subject:	Survey
Attachment:	Voucher
Dear Ms. Torres:	
Thank you for taking the time to complete a survey about your recent experience at Woodruff's. We appreciate that so many people took the time to provide us with feedback since it helps us to improve the quality of our service.	
We were happy to learn that your overall experience shopping at Woodruff's was a positive one. However, we were sorry to see that you shared one area of dissatisfaction with a significant proportion of the customers who responded to the survey. I want you to know that we are taking the survey results seriously. We plan to improve this area with training soon.	
As an apology for our failure to meet high standards in all areas, I have attached a voucher for 15% off a future purchase (good for one year) at any of our three Clarksville locations. We look forward to serving you in the future.	
Sincerely,	
Marietta Passante	

181. What type of business is Woodruff's?
- (A) A computer software company
 - (B) A clothing store
 - (C) A mobile-phone service provider
 - (D) A consulting firm
182. With what statement about Woodruff's would Ms. Torres most likely agree?
- (A) It is located close to her home.
 - (B) It has a large staff.
 - (C) It is relatively inexpensive.
 - (D) It is open later than other businesses.
183. In the e-mail, the word "appreciate" in paragraph 1, line 2, is closest in meaning to
- (A) increase
 - (B) order
 - (C) understand
 - (D) value
184. What most likely is Woodruff's planning to do?
- (A) Teach its employees to be more friendly and helpful to customers
 - (B) Make the workplace cleaner and more organized
 - (C) Open an additional location in Clarksville
 - (D) Offer a discount voucher to all customers who complete a survey
185. What is suggested about the survey?
- (A) It has been taken by many customers.
 - (B) It was created by Ms. Passante.
 - (C) It is accessible on the company Web site.
 - (D) It has been in use for one year.

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

McGivern Wholesale 1486 Beden Trail, Brampton ON L6R 2K7 905-555-0158 • www.mcgivernwholesale.ca Ordered By: Deshauna's Creations Order Date: October 12				
Item	Item Name	Quantity	Price Each	Amount
14L	3 m table linens, cream	4	\$26.00	\$104.00
17P	25 cm dinner plates, pale blue	40	\$4.40	\$176.00
18S	50 cm serving dishes, white	20	\$7.95	\$159.00
21G	350 ml water goblets, amber	40	\$3.25	\$130.00
Subtotal				\$569.00
Tax (HST)				\$73.97
Shipping				\$30.00
Total				\$672.97
<i>Payment is due upon receipt.</i>				

E-mail	
To:	Pete McGivern <pete.mcgivern@mcgivernwholesale.ca>
From:	Deshauna Jacques <deshaunajacques@deshaunascreations.ca>
Subject:	October order
Date:	October 17
Dear Mr. McGivern, I received my October order, but there were some errors. I received 20 dinner plates instead of 40, and seven water goblets arrived with cracks in the glass. Have you switched shipping carriers recently? I have been a loyal customer since you opened five years ago, and never before have I experienced problems with an order. Incidentally, you might like to know that I spoke this morning with Ed Salek, owner of nearby Salek's Café. He mentioned that his last delivery from you had some mistakes too. How soon can you fix my order? I have three parties coming up next week, so I need these items quickly. Sincerely, Deshauna Jacques	

To:	Deshauna Jacques <deshaunajacques@deshaunascreations.ca>
From:	Pete McGivern <pete.mcgivern@mcgivernwholesale.ca>
Subject:	Re: October order
Date:	October 17

Dear Ms. Jacques,

I was very sorry to learn about your order, and about Mr. Salek's as well; I will extend my apology to him today. You are a valued customer, and I am embarrassed that you received such a poor shipment. We are in the middle of moving to a new warehouse, and it has not gone as smoothly as I had hoped. Regardless, I want to make amends as soon as possible. I have put in an order to correct the mistakes, and I hope you will accept a 15 percent discount on your next shipment. Just use code 15D when placing your order.

Please let me know if there is anything else I can do to correct this.

Yours sincerely,

Pete McGivern

186. Why was the first e-mail sent?
- (A) To ask for customer feedback
 - (B) To seek a solution to a problem
 - (C) To request a refund on an item
 - (D) To cancel an order for tableware
187. What item was received damaged?
- (A) 14L
 - (B) 17P
 - (C) 18S
 - (D) 21G
188. In the second e-mail, the word "extend" in paragraph 1, line 1, is closest in meaning to
- (A) offer
 - (B) delay
 - (C) continue
 - (D) increase
189. What is NOT indicated about McGivern Wholesale?
- (A) It does business with restaurants.
 - (B) It is changing the location of a facility.
 - (C) It has been operating for five years.
 - (D) It is revising its price list.
190. What will McGivern Wholesale give to Ms. Jacques?
- (A) A rebate on shipping charges
 - (B) An extra package of table linens
 - (C) A reduced price on her next order
 - (D) An updated invoice

Questions 191-195 refer to the following form, notice, and e-mail.

Reddford Construction 		Date: March 15
450 Matilda Drive		Cost Estimate No.: 50190
Lexington, Kentucky 40502		
Prepared for: Jenny Choi, 518 Buffalo Springs Road		
Prepared by: Gabriel Nunez		
Description	Amount	Cost
Unglazed ceramic floor tiles (@ \$2.49/tile)	400	\$996.00
Premium bright white grout (@ \$32.99/gallon)	5	\$164.95
Labor for preparation, installation, and cleanup (@ \$35/hour)	16	\$560.00
		ESTIMATE TOTAL \$1,720.95
All estimates are valid for one month unless otherwise specified.		

<u>New Lexington City Ordinance</u> As of March 30, all construction companies must have a building permit (\$100 for residential buildings; \$300 for commercial buildings) before beginning a renovation project for each client. To complete an application for your construction project, contact City Hall at 859-555-0103.
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To:	Gabriel Nunez <gnunez@reddfordcon.com>
From:	Jenny Choi <jchoi86@citymail.com>
Date:	Friday, April 2 10:12 A.M.
Subject:	Permits

Dear Mr. Nunez:

I'm writing concerning the job in my dining room that I'd like to contract you for. I'd like work to begin on April 10, but after looking at the estimate you sent me, I have a question about your calculation of the total cost. Specifically, does your estimate take into account any permits that would be needed for the job? A colleague told me that there is an ordinance that went into effect last month requiring building permits for any renovation project. I really liked the job you did installing carpeting and painting in my living room last year, and I would prefer to work with a company that I know. However, I am on a tight budget, so I need to consider the charge for the building permit in the overall cost of the project. Could you please get back to me at your earliest convenience?

Sincerely,

Jenny Choi

191. On April 10, what work does Ms. Choi want Mr. Nunez to do for her?
- (A) Deliver furniture
 - (B) Install tiles
 - (C) Clean the living room carpets
 - (D) Paint the dining room walls
192. What will happen after April 15 ?
- (A) Ms. Choi's application will be reviewed.
 - (B) Ms. Choi will receive a final bill.
 - (C) The new city ordinance will go into effect.
 - (D) The cost estimate will become invalid.
193. How much will likely be added to Ms. Choi's estimate?
- (A) \$32.99
 - (B) \$35.00
 - (C) \$100.00
 - (D) \$300.00
194. In the e-mail, the word "contract" in paragraph 1, line 1, is closest in meaning to
- (A) reduce
 - (B) retain
 - (C) collect
 - (D) purchase
195. What does Ms. Choi indicate about Reddford Construction?
- (A) She has hired them for a job before.
 - (B) She needs to reschedule an appointment with them.
 - (C) She thinks that their prices are too high.
 - (D) She believes that they bought too many tiles.

Questions 196-200 refer to the following article, e-mail, and text message.

Cardiff Daily Times

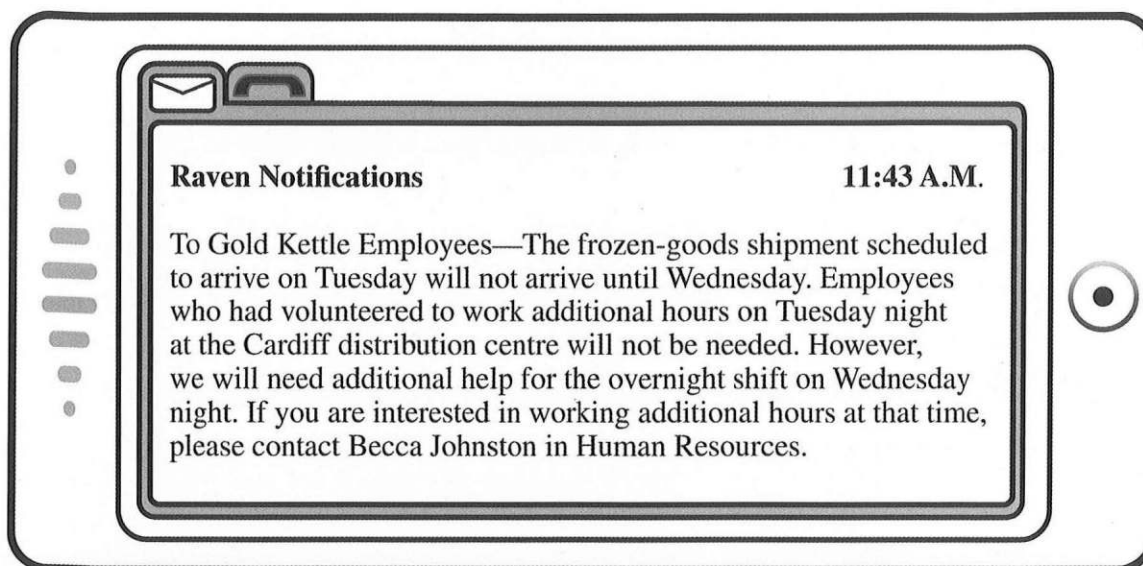
In Brief—20 March

As reported earlier this year, Gold Kettle Grocery is opening an additional regional distribution centre in Cardiff. Construction was postponed for a time because of an unanticipated problem related to the ground conditions on the site. However, the problem has been resolved, and the 40,000-square-metre centre should be fully operational in June. The grand opening is planned for the

fourth of June. The warehouse has a special area with state-of-the-art equipment to store foods that need to be kept frozen or cool. The site will also include loading bays and offices.

The distribution centre is expected to create more than 400 new jobs, according to Myles Simler, vice president of operations. Because of the size and scope of the project, a variety of jobs will be needed, from warehouse loaders and drivers to clerical positions.

E-mail	
To:	Myles Simler <msimler@goldkettle.co.uk>
From:	Raadhika Baral <rbaral@goldkettle.co.uk>
Subject:	Information
Date:	26 June
Attachment:	 Notification comparison
Dear Myles: Thanks for giving me a lift to the grand opening earlier this month. I do not believe I have ever seen such a well-planned event. We should send Ping Chen something to show him our appreciation for organising it. Now that the centre in Cardiff has been open for a few weeks, I think we should consider hiring a company that forwards automatic notifications to employees' mobile phones. Such a service would allow us to get messages to them quickly and also prevent mistakes with shipments. I have a contact who has worked in customer service at Calls For You. I think it's a good company, but Raven Notifications also looks good, and their rates are lower. I have attached information about both companies to help you decide which one we might use. Let me know what you think. Sincerely, Raadhika Baral	



196. What is the purpose of the article?
- (A) To provide an update on a local project
 - (B) To discuss state-of-the-art warehouse equipment
 - (C) To report on local businesses that plan to hire more workers
 - (D) To explain difficulties encountered on a construction project
197. In the article, the word “scope” in paragraph 2, line 4, is closest in meaning to
- (A) instrument used for viewing
 - (B) evaluation
 - (C) time of completion
 - (D) extent
198. What is most likely true about the Cardiff distribution center?
- (A) It had a problem with food storage.
 - (B) Its grand opening was successful.
 - (C) Mr. Simler was recently hired there.
 - (D) Ms. Baral was unhappy with its service.
199. What company was chosen by Mr. Simler?
- (A) The company that Ms. Baral’s contact works for
 - (B) The company with the most reliable customer-service representatives
 - (C) The company that has lower rates than a competitor
 - (D) The company with an overnight call center
200. What does the text message ask employees who want additional work to do?
- (A) Arrive on Tuesday night
 - (B) Contact the personnel office
 - (C) Reply to the message with the hours they can work
 - (D) Go to a different distribution center

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.