



Mock Test

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- リスニングセクションの音声は、CD-ROMの「模擬試験用音声」フォルダー内のTest_01.mp3ファイルを再生してください。
- 正解一覧は、別冊「解答解説編」のp.1にあります。

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LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example

Sample Answer

(A) (B) ● (D)



Statement (C), "They're standing near the table." is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



3.



4.



5.



6.



7.



8.



9.



10.



GO ON TO THE NEXT PAGE 

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

You will hear: When is the ceremony scheduled to begin?

You will also hear: (A) To give out the awards.
 (B) Let's take a look at the schedule.
 (C) In the hall.

Sample Answer



The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
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38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

- 41.** What are the speakers mainly discussing?
- (A) Restaurants
 - (B) Indian cuisines
 - (C) Monthly meetings
 - (D) Italian food
- 42.** What is true about the Cactus restaurant?
- (A) They serve Indian food.
 - (B) It is not expensive to eat there.
 - (C) The woman learned about it online.
 - (D) They don't have a room for over 20 customers.
- 43.** What will the man probably do next?
- (A) Organize a meeting
 - (B) Book a different restaurant
 - (C) Call his coworkers to join for lunch
 - (D) Leave for the restaurant with his coworkers
- 44.** Where most likely does the conversation take place?
- (A) At a Lost & Found center
 - (B) At a beach
 - (C) At a store
 - (D) At a storeroom
- 45.** What is the problem with the man's sunglasses?
- (A) They are too small.
 - (B) They are unable to be found.
 - (C) They are too big.
 - (D) They are too expensive.
- 46.** What will the woman most likely do next?
- (A) Show the man a brochure
 - (B) Give the man a receipt
 - (C) Order a new product
 - (D) Look for an item

- 47.** What does the woman ask the man to do?
- (A) Help an employee
 - (B) Meet with a client
 - (C) Call for help
 - (D) Write a report

- 48.** What does the man have to do in the afternoon?
- (A) Set up a computer account
 - (B) Make a phone call to a client
 - (C) Show a new employee around
 - (D) Prepare to talk to somebody

- 49.** Who should the man contact if he needs help?
- (A) Peter
 - (B) Mr. Tanaka
 - (C) Edwards
 - (D) Frankie
-

- 50.** Who most likely is the woman?
- (A) A customer service clerk
 - (B) A sales representative
 - (C) An accountant
 - (D) A technician

- 51.** What is the problem with the item?
- (A) The man received the different item.
 - (B) The battery dies very quickly.
 - (C) The buttons do not work.
 - (D) It often turns itself off.

- 52.** What will the man probably do?
- (A) Visit a service center
 - (B) Call a technician
 - (C) Return his item
 - (D) Purchase another item
-

- 53.** What is the woman's problem?
- (A) The power is out in the office.
 - (B) She can't use her computer.
 - (C) The amount of work is increasing.
 - (D) Her office is locked.

- 54.** What is the man planning to do?
- (A) Fix the computer
 - (B) Contact a director
 - (C) Leave the office
 - (D) Have a product delivered

- 55.** What will the woman most likely do next?
- (A) Try her coworker's stuff
 - (B) Talk to her manager
 - (C) Meet a client
 - (D) Call the customer service center
-

- 56.** What are the speakers discussing?
- (A) An awards ceremony
 - (B) A bookstore opening
 - (C) A university course
 - (D) A guest speaker

- 57.** What is mentioned about Mr. Young Kim?
- (A) He teaches history at a university.
 - (B) He is a famous economist.
 - (C) He is a popular critic.
 - (D) He organizes many events.

- 58.** What does the woman suggest?
- (A) Making an appointment
 - (B) Arranging some items
 - (C) Inviting more guests
 - (D) Placing an ad in the newspapers
-

- 59.** What department does the man work in?
- (A) Consulting
 - (B) Design
 - (C) Advertising
 - (D) Maintenance
- 60.** What is mentioned about the woman's previous works?
- (A) They earned her some awards.
 - (B) They are on display in an art gallery.
 - (C) They got bad reviews from critics.
 - (D) They are for sale in some public buildings.
- 61.** Why is the man not available on Friday morning?
- (A) He will be away on vacation.
 - (B) He has to consult with the designers.
 - (C) He will be busy with other job interviews.
 - (D) He has some work to do for another company.
-
- 62.** What is the woman's problem?
- (A) She cannot repair her computer.
 - (B) She cannot update her software.
 - (C) She cannot open a document.
 - (D) She cannot find a manual.
- 63.** What happened to the speakers last month?
- (A) They hired new technicians.
 - (B) They updated an instruction manual.
 - (C) They submitted their sales report.
 - (D) They renewed a software program.
- 64.** What does the man offer to do?
- (A) Find the instructions
 - (B) Replace a power cable
 - (C) Change a password
 - (D) Call a different technician
-
- 65.** Why is the man calling the woman?
- (A) To inquire about a residential property
 - (B) To set up an appointment
 - (C) To move out to the suburbs
 - (D) To get a parking permit
- 66.** Who is most likely the woman?
- (A) A neighbor
 - (B) A real estate agent
 - (C) A parking helper
 - (D) A car dealer
- 67.** What is the man concerned about?
- (A) Finding a roommate
 - (B) Being near public transportation
 - (C) Getting to work on time
 - (D) Having his own car
-
- 68.** Why does the man want to change his flight date?
- (A) His destination has changed.
 - (B) He wants to fly economy.
 - (C) He doesn't want a layover.
 - (D) He has an event to attend.
- 69.** When was the man originally supposed to come back?
- (A) On May 25th
 - (B) On May 26th
 - (C) On May 29th
 - (D) On May 31st
- 70.** Where will the man probably be on May 30th?
- (A) Detroit
 - (B) Miami
 - (C) Atlanta
 - (D) Boston
-

PART 4

Directions: You will hear some short talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each short talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

- 71.** What is the event for?
(A) Honoring an employee
(B) Welcoming a new employee
(C) Celebrating a leaving coworker
(D) Praising an employee's hard work
- 72.** Why did the speaker change the place?
(A) It cannot hold the increased number of people.
(B) It is under renovation.
(C) Employees do not like its menu.
(D) It is located too far.
- 73.** What is the speaker asking the listener to do?
(A) Book another restaurant
(B) Inform the coworkers of the change
(C) Carry some flowers to the restaurant
(D) Pick up Mr. Parker from the office
- 74.** Where is the final destination?
(A) London
(B) Seoul
(C) Tokyo
(D) Los Angeles
- 75.** What is the reason for the announcement?
(A) A flight has been postponed.
(B) The airport has been shut down.
(C) A passenger lost his boarding pass.
(D) A boarding gate has changed.
- 76.** What are listeners asked to do?
(A) Receive a refund
(B) Book a hotel room
(C) Transfer to a different plane
(D) Get a coupon
-

- 77.** What is the purpose of the talk?
- (A) To open a new store
 - (B) To decide what to do for an event
 - (C) To inform shoppers about a sales event
 - (D) To notify staff members about a pay raise
- 78.** How long is the winter sale going to last?
- (A) 4 days
 - (B) 5 days
 - (C) 6 days
 - (D) 7 days
- 79.** What type of product does the store sell?
- (A) Footwear
 - (B) Clothes
 - (C) Groceries
 - (D) Flyers
-
- 80.** What is the purpose of the broadcast?
- (A) To give a tip on outdoor activities
 - (B) To advise listeners to drive carefully
 - (C) To report weather conditions
 - (D) To give shopping information
- 81.** What are the listeners advised to do tomorrow?
- (A) Dress for warm weather
 - (B) Allow extra commuting time
 - (C) Use public transportation
 - (D) Enjoy shopping
- 82.** What will the listeners hear next?
- (A) A commercial
 - (B) Sports scores
 - (C) Shopping tips
 - (D) A talk show
-
- 83.** Who is the announcement intended for?
- (A) Factory workers
 - (B) Telephone operators
 - (C) Table manufacturers
 - (D) Safety officers
- 84.** What happened on the weekend?
- (A) A new training session started.
 - (B) New equipment was installed.
 - (C) Productivity was reported to increase.
 - (D) Working hours were changed.
- 85.** What are the listeners required to do?
- (A) Sign up for a vacation
 - (B) Turn in a report
 - (C) Attend a training session
 - (D) Ask for a relocation
-
- 86.** Where does the speaker work?
- (A) At a library
 - (B) At a bookstore
 - (C) At a post office
 - (D) At a furniture shop
- 87.** What does the speaker suggest the listener do?
- (A) Call a different repair person
 - (B) Request a full refund
 - (C) Order a similar item
 - (D) Use an express delivery service
- 88.** Which is NOT mentioned about the products made of metal?
- (A) They are delivered within one day.
 - (B) They cost \$20 less each.
 - (C) They have a 3-year warranty.
 - (D) They are installed free of charge.
-

- 89.** Who are most likely interested in the advertisement?
- (A) Future entrepreneurs
 - (B) Business consultants
 - (C) Web site designers
 - (D) Physical trainers
- 90.** What is being indicated about the session?
- (A) It is going to be led by famous professors.
 - (B) The tuition fee has increased since last quarter.
 - (C) It is going to last 3 months.
 - (D) You can apply through the Internet.
- 91.** What should listeners do to register for the session?
- (A) Mail an application
 - (B) Visit in person
 - (C) Apply online
 - (D) Call the staff member
-
- 92.** Who is Cathie Shin?
- (A) A city mayor
 - (B) A company executive
 - (C) A landscaper
 - (D) A painter
- 93.** What has Ms. Shin done for the city?
- (A) She helped create more than 10,000 jobs.
 - (B) She sold her art works for donations.
 - (C) She decorated dirty streets with flowers.
 - (D) She attracted businesses to the city.
- 94.** According to the speaker, what is true about the town?
- (A) City officials helped revitalize it.
 - (B) It was built for artistic purposes.
 - (C) Many artists visited the area.
 - (D) It struggled with high unemployment.
- 95.** What is the report mainly about?
- (A) A new public space
 - (B) A new parking area
 - (C) A new city council
 - (D) A new conference center
- 96.** What has NOT yet been decided?
- (A) Ownership of the park
 - (B) Location of the park
 - (C) Number of future visitors
 - (D) Date to start the project
- 97.** What is being said about the new project?
- (A) It will be open to the public for free.
 - (B) It will help improve the local economy.
 - (C) It will invite many people from abroad.
 - (D) It will serve as an important business center.
-
- 98.** What is the purpose of the talk?
- (A) To announce an upcoming product demonstration
 - (B) To explain about the progress of a business deal
 - (C) To announce a new medical product
 - (D) To encourage employees to find potential consumers
- 99.** Why are the listeners said to be worried?
- (A) A big investment is involved.
 - (B) Their jobs require new skills.
 - (C) They have to move to new locations.
 - (D) The company is shutting down the business.
- 100.** According to the speaker, what did the two companies agree to do?
- (A) Give up a risky business
 - (B) Share any future earnings
 - (C) Open up branches abroad
 - (D) Allow current employees to stay
-

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

NO TEST MATERIAL ON THIS PAGE

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 other 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 the 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.** The CEO was too busy to attend the board meeting, so his assistant cast his vote for ----- instead.
- (A) he
 - (B) his
 - (C) him
 - (D) himself
- 102.** The small business owner was unable to take out a loan ----- the bank and had to find another way to raise capital.
- (A) of
 - (B) to
 - (C) by
 - (D) from
- 103.** All employees must ----- the number of office supplies they obtain from the administration office.
- (A) restrict
 - (B) restricts
 - (C) restricted
 - (D) restriction
- 104.** Their sales pitch is that you can use this device for ----- your home and your office.
- (A) both
 - (B) neither
 - (C) none
 - (D) either
- 105.** The deadline for the employee performance evaluation is next week, so if you need additional time, please let the manager -----.
- (A) know
 - (B) knows
 - (C) to know
 - (D) knowing
- 106.** You must have a solid business plan and use your money ----- to compete with larger companies.
- (A) wisely
 - (B) wise
 - (C) wisdom
 - (D) wising
- 107.** People are confused by constant fluctuations in the market because they give no ----- of long-term trends.
- (A) indicate
 - (B) indicated
 - (C) indicating
 - (D) indication

- 108.** Since there was still a lot of confusion, the boss decided to ----- the company's position to help everyone understand it.
- (A) extend
(B) clarify
(C) reduce
(D) amend
- 109.** Once the second restaurant -----, it took little time to expand the franchise and launch more restaurants.
- (A) opens
(B) opened
(C) to open
(D) opening
- 110.** Companies spend a lot of time and money looking over proposals to see if they are -----, or if they will be too difficult to complete.
- (A) capable
(B) feasible
(C) probable
(D) responsible
- 111.** The department will have a meeting ----- the cutbacks that will come into effect next month.
- (A) without
(B) between
(C) regarding
(D) following
- 112.** Several ----- from different construction companies are being considered for our new cutting-edge headquarters.
- (A) estimates
(B) estimating
(C) to estimate
(D) estimations
- 113.** Currently, next year's operating budget ----- examined by the board, but everyone can likely see it by the end of next week.
- (A) was
(B) will be
(C) is being
(D) has been
- 114.** ----- the corporation did really well this year, shareholders' dividends were the largest ever.
- (A) While
(B) Since
(C) Although
(D) Unless
- 115.** If you encounter any problem in the restrooms, please contact the ----- staff without delay and they will take care of it.
- (A) maintain
(B) maintained
(C) maintaining
(D) maintenance
- 116.** Office furniture that needs to be ----- should be reported immediately.
- (A) boosted
(B) improved
(C) mended
(D) reinforced
- 117.** If the board of governors ----- to the terms of the contract, it will take effect on the first of next month.
- (A) agreeing
(B) agrees
(C) agreed
(D) is agreeing

- 118.** Being frustrated ----- the slow progress on the project, the executive director decided to find out what was taking so long.
- (A) on
(B) for
(C) with
(D) through
- 119.** Beginning next week, the sales team must complete their reports ----- we can make the presentation to the committee.
- (A) although
(B) because
(C) but also
(D) so that
- 120.** Because of the -----, redundant employees were either laid off or placed into different positions.
- (A) merge
(B) merger
(C) merges
(D) merged
- 121.** Many companies are criticized for ----- practices in Third World countries, where they exploit cheap labor and weak laws.
- (A) unethical
(B) tarnished
(C) penurious
(D) blemished
- 122.** Employees have come up with many ideas and ----- them have received positive responses.
- (A) almost
(B) most
(C) some
(D) most of
- 123.** He ----- analyzes all the information available before making any financial decisions.
- (A) thorough
(B) through
(C) throughout
(D) thoroughly
- 124.** The problem with ----- late at night is that it is difficult to concentrate with drowsiness setting in.
- (A) work
(B) works
(C) working
(D) to work
- 125.** ----- everyone heard the fire alarm, the fire had already spread to two rooms.
- (A) Except for
(B) By the time
(C) Even though
(D) In as much as
- 126.** Ms. Anderson has shown ----- capable of meeting the challenging demands of numerous unsatisfied clients over the past years.
- (A) she
(B) her
(C) hers
(D) herself
- 127.** The presenter ----- the idea with an example from her own experience.
- (A) illustrated
(B) unearthed
(C) uncovered
(D) exchanged
- 128.** Because Josh knew most of the people at the -----, it was easy for him to find someone to talk to.
- (A) alliance
(B) conference
(C) audience
(D) contribution

- 129.** Henry Ford, ----- is often hailed as the father of modern factories, is sometimes also seen as a rather brutal capitalist.
- (A) who
(B) whom
(C) of whom
(D) for whom
- 130.** Once the manager realized the office ----- into, he made everyone check to see what was missing.
- (A) had broken
(B) was breaking
(C) had been broken
(D) was being broken
- 131.** This energy drink is a ----- alternative to water while you exercise.
- (A) refresh
(B) refreshed
(C) refreshing
(D) refreshingly
- 132.** Burt was known for doing his work -----, always trying to get it done on time and doing it well.
- (A) conscious
(B) consciously
(C) conscientious
(D) conscientiously
- 133.** The speaker ----- his audience by insisting that, if Donald Trump could be a millionaire, so could they.
- (A) fostered
(B) encouraged
(C) developed
(D) advanced
- 134.** The ongoing controversy over construction of a new casino ----- the government by surprise.
- (A) take
(B) taking
(C) is taking
(D) was taken
- 135.** The most ----- businesses are likely those that treat their employees well and stimulate them to excel.
- (A) plentiful
(B) abounding
(C) profound
(D) prosperous
- 136.** These days, cell phones are ----- more versatile than before.
- (A) very
(B) much
(C) really
(D) so
- 137.** It is important to choose the right university for an MBA, as it can have a strong ----- on your future job prospects.
- (A) cause
(B) effect
(C) affect
(D) origin
- 138.** The commercial, ----- by the department head, turned out to be rather controversial.
- (A) approves
(B) approved
(C) approving
(D) to approve
- 139.** Connie brought along many copies of her report ----- there weren't enough.
- (A) unless
(B) in fact
(C) in case
(D) otherwise
- 140.** His ----- remarks have offended many clients, which eventually cost him a good job.
- (A) haughty
(B) cordial
(C) transitory
(D) faithful

PART 6

Directions: Read the texts below. A word or phrase is missing in some of the sentences. For each empty space, select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 - 143 refer to the following memo.

To: All employees
From: Jack Richer
Date: January 18
Re: Travel reimbursement

Please be mindful that I will be away on vacation between January 26th and January 30th. Therefore, ----- who want to have their travel expenses reimbursed must make their

- 141.** (A) anyone
(B) someone
(C) those
(D) everybody

requests by January 25th.

Any requests ----- after that time will be processed during the first week of February.

- 142.** (A) to submit
(B) will be submitted
(C) submitting
(D) submitted

Please pick up a form from the accounting office and fill it out completely. Otherwise, there will be delays in -----.

- 143.** (A) consignment
(B) confinement
(C) payment
(D) treatment

If you have any questions or concerns, please feel free to contact me at 555-2391.

Thank you.

Jack Richer
Accounting manager

Questions 144 - 146 refer to the following article.

Preserving Old-Time Beauty

By Julia Cameron

In this digital society, you might think the job of repairing analog clocks is obsolete and time-consuming. However, clock-repair expert Rice Bernard of Cornerstone Clock Repairs believes this is ----- . He says an average of 10 people bring him a broken clock for repairs

- 144. (A) mistakes
- (B) mistaken
- (C) mistaking
- (D) mistakenly

each day.

You may be surprised to know that he faithfully and expertly ----- the clocks' leather

- 145. (A) had restored
- (B) restored
- (C) restores
- (D) restoring

straps and wooden frames to their previous beauty. This task is ----- demanding because

- 146. (A) particularly
- (B) physically
- (C) approximately
- (D) barely

it involves special restoration skills, along with a wide variety of woods materials. Difficult as the task may be, he loves his calling which has run in his family for three generations.

Questions 147 - 149 refer to the following notice.

Attention, All Residents

Winderson International is notifying everyone in this building of construction and repair work that ----- on the building next month. Work will begin in the basement with repairs to the

- 147.** (A) conducts
(B) will conduct
(C) will be conducted
(D) will have conducted

plumbing. Some cement will be laid down, but any dust from this work will be contained within the basement area and should not inconvenience residents. However, as a result of these repairs, the water will be turned off on April 7, 8, and 9 from 9 A.M. to 1 P.M. If you require water during these periods, please make preparations in advance.

----- the basement work is completed, the installation of a new service elevator on the

- 148.** (A) Once
(B) That
(C) As such
(D) Unless

west side of the building will begin. This will be followed by redoing the west side access entrance. As a result of this work, the west side access will be closed from April 14 to April 23. After that, the main entrance and lobby will be closed for renovations from April 25 to April 30.

We apologize for any inconvenience this may cause and wish to ----- everyone that the

- 149.** (A) assure
(B) enlarge
(C) cooperate
(D) exacerbate

work will ultimately improve the living situation for all residents.

Questions 150 - 152 refer to the following letter.

Dear Mr. Thomas,

I'm writing to express my appreciation for your interest in the Memphis training seminars. They were designed to help companies improve ----- without wasting too much time and

- 150.** (A) morale
(B) sales
(C) situation
(D) quality

money.

During the sessions, participants learn about the most up-to-date sales and negotiation skills that they can apply to the real business world. After ----- the entire sessions, you will

- 151.** (A) completion
(B) completes
(C) completed
(D) completing

be able to meet and even exceed your performance expectations. You can join our sessions either online or in person depending on your availability. Please find enclosed a schedule of upcoming topics and dates ----- you to review.

- 152.** (A) of
(B) for
(C) on
(D) over

For further information, do not hesitate to e-mail me at shangra@memphis.com.

Faithfully,

Armanda Mavi
Training Sessions Organizer,
Memphis Consulting

PART 7

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

Questions 153 – 154 refer to the following e-mail.

To	Law School Faculty
from	Rudra Banerjee
Date	December 20
Subject	End of Year Banquet

On behalf of the University of Rockford, I would like to thank you all for your hard work and dedication over the past year. All law school faculty are invited to the university's regular end of year banquet on December 27 at 7 P.M.

As you are already aware, Prof. Klaus Zimmermann, who has been with us for the past 25 years, is retiring and at the event he will share with us his experience at our university as one of the most respected professors and scholars.

You have expressed how much you loved our previous events at the Rochester Hotel, so this year's event will be held at their Emerald Hall. If you'd like to attend, please respond to this e-mail and tell us the number of guests you will be bringing.

153. What is suggested about the event?

- (A) It is an annual event.
- (B) Students are also invited.
- (C) It will be held at a restaurant.
- (D) Guests will be charged at the entrance.

154. What should people planning to attend the event do?

- (A) Send an e-mail
- (B) Call Ms. Banerjee
- (C) Contact Mr. Zimmermann
- (D) Visit the faculty office

Questions 155 – 156 refer to the following schedule.

Onsite Registration

Venue: Hotel Lobby

August 14 (Saturday): 10:00 A.M. – 12:00 P.M.	Arrival and Registration
August 15 (Sunday): 09:00 A.M. – 12:00 P.M.	Arrival and Registration

*Certificate of Participation will be given at the registration counter.

*The accommodations won't be provided by the organizer.

Presentation Schedule

August 14	10:30 A.M. – 12:30 P.M.	13:30 P.M. – 15:45 P.M.	16:00 P.M. – 19:00 P.M.
	Plenary Speech	Session 1	Session 2
August 15	10:30 A.M. – 12:30 P.M.	13:30 P.M. – 16:00 P.M.	16:30 P.M. – 18:00 P.M.
	Session 3	Session 4	Closing Speech

Plenary Speech

Venue: Room 106

10:30 A.M. – 10:40 A.M.	Opening Remarks
10:40 A.M. – 11:30 A.M.	Plenary Speech 1 Professor Jeffre Witherly Capitol University, Columbus, OH Engaging Students in Biology Classrooms
11:30 A.M. – 12:15 P.M.	Plenary Speech 2 Professor Joanna Stewart University of Minnesota, Minneapolis, MN Teaching Evolution with the Primary Literature
12:15 P.M. – 12:30 P.M.	Group Photo

155. What can be inferred about the event?

- (A) Reservation is essential.
- (B) Proof of attendance can be collected.
- (C) Lunch is provided for free.
- (D) It is aimed at English teachers.

156. What time will Professor Stewart give a talk?

- (A) 10:30 A.M.
- (B) 10:40 A.M.
- (C) 11:30 A.M.
- (D) 12:30 P.M.

Questions 157 – 158 refer to the following letter.

April 26

Miyako Hamada
John Moore Software
208 Jefferson Street
Nashville, Tennessee

Dear Ms. Hamada,

I regret to inform you that I will not be able to travel to Denver this year as I had planned. Two of our company's subsidiaries are merging in May, which makes it impossible for me to leave Chicago now.

I'm really disappointed not to be able to see you this year. I was meaning to share with you the details of our new security software just released a week ago. If you are planning to attend the Fall Software Convention in New York, we can meet there. I don't think anything else important will occur during that time.

Sincerely,
Leigh Brown
Collins Software & Technology
145 W Harrison Street
Chicago, Illinois

157. Why has Mr. Brown's trip been cancelled?

- (A) He has another conference to attend.
- (B) His company is going through some changes.
- (C) He is taking a trip with his family.
- (D) His company will send someone else.

158. Where can Mr. Brown meet Ms. Hamada?

- (A) Chicago
- (B) Denver
- (C) New York
- (D) Nashville

Questions 159 – 161 refer to the following form.

Thank you for your recent purchase from Reno Electronics!

We offer all our customers the best products and services in all of Manhattan. To ensure we continue to live up to your expectations, we would like you to share your opinions with us in this simple survey. We will use the information only to improve our products and service and nothing else. Your answers will definitely help us to better understand your needs and allow us to offer you better products and services in the future.

Please check the box next to your choice:

1. What product have you purchased?
TV set Washing machine Dish washer Refrigerator
2. How would you rate your overall satisfaction with us?
Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied
3. How did you hear about our company?
Word-of-mouth Television Newspaper Internet
4. What do you find most attractive about our company?
Products Price Customer Service Location
5. How likely is it that you would recommend us to a friend?
Very likely Somewhat likely Somewhat unlikely Very unlikely

Please fill in the following box below and return this form by mail. Then we will send you a 30 % money-off coupon good for six months. Thank you.

Name: *Sanjana Mahajan*
Address: *5732 Flamingo Street, Miami, FL*
Phone: *555-3064*

159. Why did Ms. Mahajan complete the form?

- (A) To provide information
- (B) To express concerns
- (C) To apply for a position
- (D) To request samples

161. What does the company offer?

- (A) A refund
- (B) A brochure
- (C) A new product
- (D) A discount voucher

160. What is indicated about Ms. Mahajan?

- (A) She purchased a kitchen appliance.
- (B) She heard about the company from a friend.
- (C) She is most satisfied with the price.
- (D) She completed the survey online.

Questions 162 – 164 refer to the following advertisement.

Truxtun Clearance Sale!

February 22nd to February 28th

Save up to 60% on home and office electronics

APN15J-E 14000 Cooling Capacity Portable Air Conditioner

\$219.99 (originally \$459.99), \$29.99 shipping

Functions: Cooling/ Dehumidifying/ Fan

Color: Black/ Silver

Return policy: Replacement Return Policy*

Jama A350 Home Cinema Speaker System

\$129.99 (originally \$199.99), free shipping

Type: Home Theater Speaker System

Speakers Configuration: Center Speaker 1, Satellite Speakers 4, Subwoofer 1

Color: White

Return policy: Replacement Return Policy*

Harborville V890W All-In-One Printer

\$79.99 (originally \$179.99), free shipping

Black Print Speed: up to 35ppm/ Color Print Speed: up to 30ppm

Copy Speed, Black: up to 25cpm/ Copy Speed, Color: up to 21cpm

Duplex printing: Yes

Return Policy: Standard Return Policy*

*Items that state "Replacement Return Policy" may only be returned for a replacement of the same or equivalent items and must be returned within 20 days of the invoice date.

*Items that state "Standard Return Policy" may be returned for a replacement or refund and must be returned within 20 days of the invoice date.

Truxtun Home & Office

172 Chester Ave, Bakersfield

www.truxtun.com

Monday to Thursday: 10 A.M. – 9 P.M.

Friday to Saturday: 10 A.M. – 10 P.M.*

Sunday: 9 A.M. – 9 P.M.

*Hours extended for the sale (Regular hours are from 10 A.M. – 9 P.M.)

162. What is stated about the sound system?

- (A) It is \$29.99 for delivery.
- (B) It consists of 4 pieces.
- (C) It comes in two colors.
- (D) It is non-refundable.

164. What is NOT stated in the advertisement?

- (A) Date
- (B) Place
- (C) Web site
- (D) Phone number

163. What is true about the sale items?

- (A) All items have been discounted by 60%.
- (B) All items can be reserved online.
- (C) The customer can be charged for delivery costs.
- (D) Overnight delivery is available with an additional charge.

GO ON TO THE NEXT PAGE 

Questions 165 – 167 refer to the following article.

Neng Wang's story began in high school when he became a computer whiz. While attending the University of Massachusetts in the late 1980s, he started buying personal computers from local retailers who had surplus inventory. He supercharged them with new disk drives, increased their memories, and enhanced their monitors. Then he sold them at a discount through ads in newspapers and magazines. Wang's remodeled computers handled more data faster than machines by other manufacturers in the computer industry. During its first year of business, Wang Computer earned \$7 million in revenues – amazing for a company that started as a one-man operation on a part-time basis in a college dorm room.

Early success let Wang Computer concentrate on its direct sales approach: selling computers over the phone. According to Neng Wang, "People tell us what they want and we build computers that suit their needs and ship them out, usually within 48 hours." By selling directly

to customers, Wang avoids the price margin that retailers charge; in many cases, customers can buy Wang's "customized" computers for 20 to 30 percent less than the brands sold in stores.

Besides low prices, direct selling enabled Wang to mark down inventory costs and to keep in touch with customers. By constantly speaking with customers over the phone, Wang Computer understands what customers like and dislike. Hence, the company has added to its new products numerous small improvements that give it an edge on its competitors.

In spite of its relative youth, Wang Computer is a strong contender for the number one spot in the personal computer market. At least Sonic and IMB apparently think so, because both corporations are seeking to develop a direct sales approach that follows Wang's. As for Neng Wang, not yet thirty, his net worth is already estimated to be about \$8 billion.

- 165.** What is true about Neng Wang?
- (A) He worked at a computer shop during his college years.
 - (B) He started the business with a roommate.
 - (C) He promoted his computers in advertisements.
 - (D) He didn't make much profit in the beginning.
- 166.** What is NOT stated as an advantage of the direct sales approach?
- (A) It reduces business expenditure.
 - (B) It lowers the cost of holding goods in stock.
 - (C) It lets customers talk freely about the products.
 - (D) It cuts down on advertising expenses.
- 167.** What are Wang Computer's competitors trying to do?
- (A) Merge with Wang Computer
 - (B) Libel Wang Computer in newspaper articles
 - (C) Promote a similar sales strategy
 - (D) Lower their computers' prices even more

Questions 168 – 171 refer to the following document.

Partnership Agreement

This is an agreement made August 1, 2013, between Gordon Uno of 562 Mountain View Street, Norman, Oklahoma, and Pamela Harman of 2904 St. Lewis Ave, Tulsa, Oklahoma.

1. The above persons have formed a partnership that shall operate under the name of Fruity in Oklahoma, located at 2041 Harvard Ave, Broken Arrow, Oklahoma and shall engage in fruit sales.
2. The duration of this agreement will be 10 years, beginning on August 1, 2014, or shorter if both partners agree in writing.
3. The initial investment by each partner will be: Gordon Uno, assets and liabilities of Uno's Meat, valued at \$50,000; Pamela Harman, cash in the amount of \$30,000.
4. Both partners will devote their time, skills, and attention to this partnership and will not engage in any other business unless the other partner grants the permission in writing.
5. The salary for both partners will be: Gordon Uno, \$50,000 per year; Pamela Harman, \$40,000 per year. Each partner cannot withdraw cash or other assets from the business without permission from the other partner in writing. All profits and losses of the business will be shared as follows: Gordon Uno, 60%; Pamela Harman, 40%.
6. Upon the end of the partnership due to termination of this agreement, or to written permission by both partners, or to the death of one or both partners, a new contract may be entered into by both partners or the sole continuing partner has the option to buy the other partner's interests in the business.

Gordon Uno

Gordon Uno

Pamela Harman

Pamela Harman

- 168.** What does their business sell?
- (A) Home appliances
 - (B) Produce
 - (C) Shoes
 - (D) Meat
- 169.** How much does Ms. Harman annually get paid?
- (A) \$30,000
 - (B) \$40,000
 - (C) \$50,000
 - (D) \$60,000
- 170.** What is NOT covered in the agreement?
- (A) Period of validity
 - (B) Initial capital
 - (C) Restrictions
 - (D) Emergency contact
- 171.** What is implied about Mr. Uno?
- (A) He lives in Tulsa, Oklahoma.
 - (B) He had his own store.
 - (C) He will work part-time.
 - (D) He will be paid less than Ms. Harman.

Questions 172 – 175 refer to the following web page.

Oahu Vacations!

Hotels	Destination Details	Weddings	Honeymoons	Luxury Vacations	Tours
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Package Includes:

- Choice of accommodations
- Assistance of a local representative
- Transfer and luggage handling between airport and hotel
- Orientation Breakfast

FAQ

What is the climate like?

	spring	summer	autumn	winter
Average High	80°F	83°F	82°F	79°F
Average Low	66°F	71°F	70°F	64°F

How do I get around town?

Roundtrip transfers between airport and hotels are included in your vacation package.

- ***Car** - If you are staying in the Waikiki area, car rental is not necessary because you can easily get to most places on foot or by taxi.
- ***Bus** - Buses are convenient and can get you to most places on the island. Board in front of the hotel with the exact change. Multi-day passes are also available.
- ***Bicycle** - Bicycles are safer and more convenient than in the past.
- ***Taxi** - There are no taxi stands; therefore taxis must be called for.

When are the local events?

***Annual King Kamehameha Hula Competition**

June. An international cultural event featuring dance troupes. Both traditional and contemporary styles of hula are performed.

***Annual Hawaii International Jazz Festival**

July. Two nights of vocal and Latin jazz.

***Waikiki Artfest**

Monthly except January, May, and December. Two-day event featuring products made in Hawaii from local artists and handicraft artisans.

***Aloha Festivals**

September. Hawaii's largest multicultural festival lasting 10 days featuring Hawaiian music and dance.

Good to Know

Best weather	April – November
Currency	U.S. Dollar
Language	English
Time Zone	Oahu is 4 hours behind Central Standard Time and 5 hours behind Central Daylight Time
Proof of Citizenship	None needed for U.S. citizens
Tipping	Leave 15% or 20% if the service was excellent
Dress	Shorts are allowed at most restaurants except fine dining establishments

172. What is NOT included in the package?

- (A) A hotel
- (B) A guide
- (C) A meal
- (D) A rental car

173. What is true about the transportation?

- (A) Most areas are easy to reach on foot.
- (B) A bus pass can be purchased.
- (C) Bicycles are not recommended.
- (D) Taxi stands are located in front of the hotel.

174. When is craftwork on display?

- (A) January
- (B) May
- (C) June
- (D) December

175. What is indicated about Oahu?

- (A) U.S. dollars can be exchanged for local currency at every hotel.
- (B) All nationalities should carry proof of identification.
- (C) 10% service charge is standard practice.
- (D) More formal clothing is required in fancy restaurants.

Questions 176 – 180 refer to the following article.

A highly innovative tourism, business, and investment expo will be held on April 24 – 26 at the World Tower in Singapore.

Presented by the Singapore Amusement and Gaming Association and organized by the Asian Gem and Tourism Foundation, this expo was originally scheduled to open in November last year. A few cities were discussed as possible candidates and it took longer than expected to decide on the final venue.

For the first time, Singapore is hosting this gaming, entertainment, and tourism exposition attracting business magnates from different parts of the world such as CEOs and COOs of international gaming companies, hotel chains, entertainment companies, and suppliers and manufacturers of machinery and equipment. This event will provide a great opportunity for meeting and doing business in the international arena of leisure, entertainment, and gaming industries.

Occupying the entire hall of a 3,000 square meter area of exhibit space in the World Tower, gaming machine manufacturers, suppliers, tourism properties and allied industries come together to do business right here in Singapore, bringing in highly valued

foreign investment into the country and opening windows for job creation.

Several key events will be held during the three-day program such as Celebrity Charity Poker, an invitational game involving world poker champions and foreign and local celebrities; Summit of Leaders, a meeting exclusively for CEOs and COOs from Europe and Asia; Lectures by Leon Benjamin and Giovanni Tummarello; Singaporean Arts and Crafts Exhibitions.

Special guest Giovanni Tummarello, co-founder and CEO of Bonham Software, is well-known to the world due to his rather unique background. A high school math teacher for 5 years, he couldn't give up on his passion for video games. He will be sharing his story of where he got the support and courage to launch his own business and how the road to success has been for him.

Sponsored by Singapore Tourism Authority, Singapore Charity Office, *Global Games* magazine, MIC Technologies, and Emerald Corp, the expo is expected to be a nearly 100 percent sold-out expo, making it the most exciting event to open the year 2013.

- 176.** What caused the delay of the expo?
- (A) The weather in Singapore was unfavorable.
 - (B) Many companies disagreed on the date.
 - (C) Some speakers couldn't attend.
 - (D) The location had not been chosen.
- 177.** What is stated about the expo?
- (A) It is expected to create job opportunities.
 - (B) It was supposed to be held in November this year.
 - (C) It is sponsored by two magazine publications.
 - (D) Some of the video games will be on sale.
- 178.** What is NOT mentioned as one of the major events of the expo?
- (A) A poker game
 - (B) A meeting
 - (C) Lectures
 - (D) A silent auction
- 179.** What can be inferred about Mr. Tummarello?
- (A) He was one of the organizing committee members.
 - (B) He was in a different profession in the past.
 - (C) He started a company with Mr. Benjamin.
 - (D) He won last year's poker championship.
- 180.** The word "launch" in paragraph 6, line 8 is closest in meaning to
- (A) cast
 - (B) introduce
 - (C) initiate
 - (D) elevate

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

To All Purnell Tenants

Winfield Management Inc. is pleased to notify all tenants of the Purnell building of its taking over of all building operations as of October 15th of this year. We look forward to serving you and working with you in all your maintenance and safety issues. Please let us know how we can better serve your needs. Listed below are some of our company contact information and staff members who are ready to assist you.

Legal Department

Head Consultant, Patricia Ruebens
patricia.reubens@winfieldgroup.com

Maintenance Office

Kraig Mowery
mowery@winfieldgroup.com

*Note: For matters relating to telephone lines and Internet access, please contact Warren Hynes of Mertz Cable at hynes@mertz-solutions.com

Senior Management

Executive, Hobert Battaglia
battaglia@winfieldgroup.com

Winfield Management Inc. Hotline

(674) 275-9872

To	Kraig Mowery <mowery@winfieldgroup.com>
from	Gayle Schreiner <schreiner@fcp-associates.com>
Date	October 9
Subject	cracked window

Dear Mr. Mowery,

Hi. My name is Gayle Schreiner, office manager with FCP & Associates on the 20th floor. I'll get right to the point. For some time now, we've had a cracked window next to our lobby from a bird which flew into it. The former building owners have been slow to repair it for us either because of the cost or inconvenience. But now when the window washers come to do their cleaning, the cracks let in some of the water and it's been an ordeal to clean the mess up.

We would kindly request your assistance in this urgent matter. I bring it up not only for the visual annoyance it causes but also out of a concern for public safety since no one knows if the window is stable or not and won't come crashing to the streets below. There are storms forecast for later this week and we would like to prevent any water damage or even a catastrophic crash in the worst case.

I propose we split the cost of the repair as this was an act of God and neither of us is to blame. Thank you.

Sincerely yours,

Gayle Schreiner
FCP & Associates

- 181.** What is the purpose of the notice?
- (A) To seek legal advice
 - (B) To inform residents of operation procedures
 - (C) To inform occupants of new administrators
 - (D) To request a stoppage of window washing
- 182.** What kind of business does Winfield Management Inc. engage in?
- (A) Legal aid
 - (B) Window washing
 - (C) Manpower management
 - (D) Building administration
- 183.** Who was the e-mail directed to?
- (A) A Purnell tenant
 - (B) A building manager
 - (C) Legal Department
 - (D) Mertz Cable
- 184.** Which of the following is NOT mentioned in the e-mail?
- (A) Ms. Schreiner's work place
 - (B) The origin of the damage
 - (C) The projected expense for repairs
 - (D) The possible collateral damage
- 185.** In the e-mail, the word "split" in paragraph 3, line 1 is closest in meaning to
- (A) break
 - (B) leave
 - (C) cut
 - (D) divide

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

**City of Lathrop
Vendor Permit Application**

The applicant requesting a license to perform the business of vendor in the city of Lathrop states that the subsequent information is true and accurate;

Vendor's Business Name: Elden's Ice Cream

Name of Applicant: Elden Porter

Legal Address of Applicant: 752 Shon Road, Lathrop, TN 90624

Event Name & Location: Franklyn County Festival

The Applicant is to include the following details along with the filled out application;

- Copy of food license issued by the Lathrop City Health Department
- A map of the proposed facilities including a graphic reproduction of signs, tables, and cart placement
- License fee of \$350 for each stand, cart, generator or vehicle
- A list of all equipment to be used at the event

*No open flames are allowed due to safety concerns for those participating in the event. However, generators and electrical outlets are available for use through prior approval. Please e-mail Michel Vincenzo at clerk@lathrop.gov stating how many generators or outlets needed. Generator rentals are available at \$5 an hour or if you bring your own, outlets are provided at \$25 per day. Please include checks with this application.

The applicant states that the above statements are true and she/he has read and agrees to comply with the proviso of Section 15 of the code of the city of Lathrop as it applies to vendors.

Signature Elden Porter

Date May 25

Michel Vincenzo
Lathrop City Hall
178 Lauvier Ave.
Lathrop, TN 90625

Dear Ms. Vincenzo,

I am writing to ask for the use of a generator for the week of the Franklyn County Festival. The generator will be in use from 10 A.M. to 6 P.M. during each day of the festival starting on June 24th. I have included a check for \$470 to cover the license fee and the rental cost for 8 hours a day for 3 days. Also, could you tell me if there will be running water available and if so, will there be any extra fees to use it?

I realize that the design of my truck is a little unorthodox but I trust that this will not be an issue. If it is, please do point it out to me as soon as possible so that I can redesign it. Check the photos I enclosed. I much appreciate all your help.

Yours truly,
Elden Porter

- 186.** Why has Mr. Porter completed the form?
- (A) To apply to a new workplace
 - (B) To participate in a local event
 - (C) To get the right to use some equipment
 - (D) To request a grant from the government
- 187.** What is NOT mentioned as something Mr. Porter should send?
- (A) License
 - (B) Photo
 - (C) Equipment
 - (D) Check
- 188.** When is the event set to end?
- (A) On May 25
 - (B) On May 28
 - (C) On June 24
 - (D) On June 26
- 189.** What is the main purpose of the e-mail?
- (A) To request a generator
 - (B) To receive guidelines to the festival
 - (C) To get a license to cook
 - (D) To buy a new truck
- 190.** According to the e-mail, what additional request does Mr. Porter make?
- (A) The rental fee Mr. Porter should pay
 - (B) Checking of his vehicle's design
 - (C) More funding for his business
 - (D) A meeting with Ms. Vincenzo

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

Dear Ms. Rohrer,

Three years ago you purchased our Verix security systems package for your retail stores. Since that time we have become aware of a software glitch in the cameras used in that system. At this time, we are issuing a recall of all Kenner manufactured cameras. Our technicians can come by and replace your security cameras free of charge with the new M-Tec brand.

Even if you are not having any troubles with your Verix system now, we still advise that you have the cameras replaced as soon as possible. This protects you in the event that a camera malfunctions in the future leaving your stores susceptible to theft and burglary.

Some of our clients are using this chance to upgrade to our new Verix II security system. It features infrared sensors, a silent alarm system, indexed digital video storage, and new M-Tec cameras. They are far more reliable than the Kenner cameras and many professionals in the security field are converting to them. If you decide to go with the upgrade, we will give you a 20% discount as a preferred client.

Yours truly,

Jeff Valladares
Customer Service Manager
Larios Security Solutions

To: jvalladares@larios.solutions.com
From: rohrer@sumpterfoods.com
Date: May 3
Subject: Security system

Dear Mr. Valladares,

Thank you for bringing up the issue of your security cameras. We had noticed some months ago that we were having troubles with the security tapes at one of the stores. The images would occasionally be distorted with static, making it nearly impossible to monitor the stores remotely. Fortunately, this problem was brief, which is why I never got in touch with you. Could this problem be related to the software defect that you mentioned? I certainly would like to have your technicians come out and replace the cameras.

Could they also look into this static problem as well? It happened two or three times at our Fontana location. Given that we've had problems with shoplifting there in the past, I'd especially like to have that store's system taken care of as soon as possible.

At this point, I'm quite satisfied with the system you installed at my stores, so there's no need for an upgrade at this time. However, I am planning to open a new store on Fryer Street later in the year. I'd like to discuss with one of your sales associates about possibly using your new system at that location. I'd appreciate if you could have one get in touch with me.

Thank you.

Alanis Rohrer
CEO
Sumpter Foods Inc.

- 191.** Why did Mr. Valladares write the letter?
- (A) To promote a new security feature
 - (B) To plan a routine maintenance
 - (C) To issue a grievance against a product
 - (D) To inform a customer about a problem
- 192.** What is implied about Larios Security?
- (A) They are developing new cameras.
 - (B) They compete with foreign firms.
 - (C) They continuously upgrade their systems.
 - (D) Their customer service is poor.
- 193.** What problem did Ms. Rohrer have with her security system?
- (A) The cameras were not functioning.
 - (B) The sound was not recorded.
 - (C) The monitor screens shut down.
 - (D) The picture was not clear.
- 194.** In the e-mail, the word “monitor” in paragraph 1, line 3 is closest in meaning to
- (A) run
 - (B) automate
 - (C) converse
 - (D) watch
- 195.** What is Ms. Rohrer’s reason for wanting to schedule maintenance at the Fontana store first?
- (A) It is the most vital of her stores.
 - (B) She is thinking about upgrading its system.
 - (C) She has had troubles with theft there.
 - (D) One of the cameras there no longer works.

Questions 196 – 200 refer to the following memo and e-mail.

Date: September 15, 2013

Subject: Changes to Business Trips

Attention staff:

Due to an increase in business trips recently, we've decided to make more specific guidelines on spending. Please pay careful attention to these changes. They take effect immediately, except on trips that have already been booked and paid for.

1. All 3 meals are covered to the amount of \$20 per meal. This does not include meals with clients, which are deducted from entertaining expenses and therefore do not have the same restrictions.
2. Hotels are covered up to \$150 per night. Employees are responsible for weekends when employees do not have to stay into the next week.
3. Employees should use taxis or schedule meetings at the hotel. Car rentals are not covered.
4. All employees are supposed to hand in a detailed schedule of business activities for the trip. This should also include meetings and events that are not confirmed and should include at least rough estimates of expenses.
5. All receipts have to be handed in immediately after the employee returns from the trip. Receipts must include a detailed list of exact expenses, including the price of each item and the relevant taxes. Credit card receipts are not acceptable.

Please let me know if you have any concerns about these guidelines, or if you think we have missed any details.

Katsuo Yamada

Manager of the Accounting Department

• • •

To	katyamada@bardston.com
from	mliang@bardston.com
Subject	Re: Changes to Business Trips

To Mr. Yamada,

I reviewed the guidelines and have a couple of concerns. These new guidelines do not take into account a number of different contingencies that can affect the costs of travel. According to the new policies, employees are responsible for the hotel on extra days, but what if the employee took the extra day because the price of the plane ticket was substantially lower if they stayed for an extra day? If the savings on the plane ticket is much greater than the extra night at the hotel, shouldn't the company pay for the extra hotel night?

Also, there are many things about expenses that are almost impossible to know. For example, it's difficult to predict what taxes charge in other cities, especially in other countries. I'm not sure how we can guess the prices before we have taken the trip, and most employees don't have time to spend on the internet searching for that information. Either your department will have to take care of that type of information, or else you will have to change the policy to account for a degree of uncertainty. At any rate, please make that policy clear and fair for employees who do not have a lot of time to spare looking up prices while they are trying to contact clients and make schedules for a trip.

Thanks,

Mei Liang

- 196.** What is the purpose of the memo?
- (A) To announce some modifications
 - (B) To report problems
 - (C) To recommend travel tips
 - (D) To request information
- 197.** What expense is NOT covered according to the memo?
- (A) Meals with clients
 - (B) Accommodations
 - (C) Taxi fares
 - (D) Vehicle for rent
- 198.** What is the e-mail mainly about?
- (A) The accounting department should have a meeting with department heads.
 - (B) The company should allow for unforeseen incidents on trips.
 - (C) Employees should be allowed more business expenses.
 - (D) Most employees would like to take care of scheduling meetings.
- 199.** According to Ms. Liang, which department should provide more information?
- (A) Sales
 - (B) Marketing
 - (C) Bookkeeping
 - (D) Human Resources
- 200.** What is implied about Ms. Liang?
- (A) She conducted research on corporate expenses.
 - (B) She received different opinions from employees.
 - (C) She participated in making the new guidelines.
 - (D) She has a lot of experience with traveling.

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.