



# Mock Test

# 5

- 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\_05.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.203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) (C) (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.



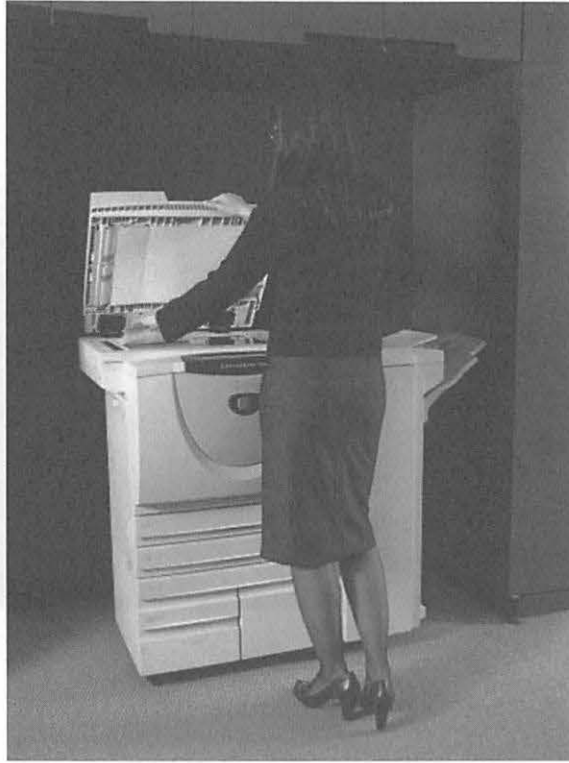
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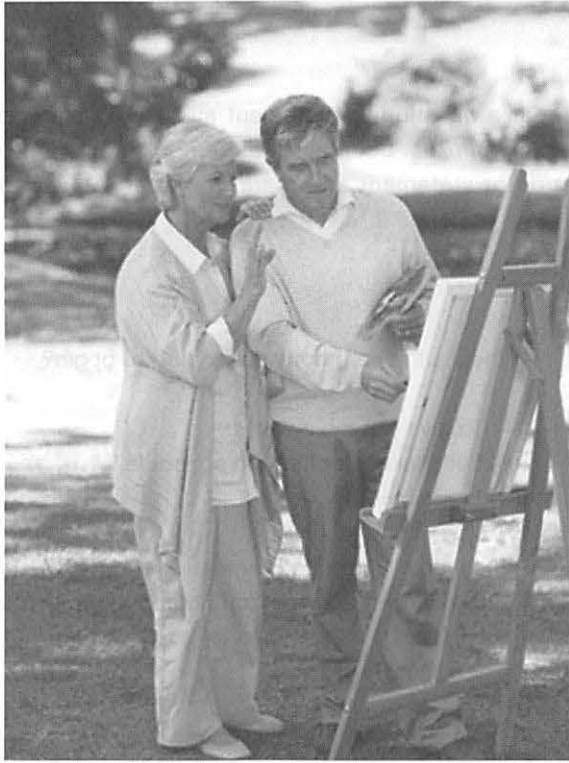
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8.



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.
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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.** When will the conference start?
- (A) On Tuesday
  - (B) On Wednesday
  - (C) On Thursday
  - (D) On Friday
- 42.** What time is the man going to leave?
- (A) At 9 A.M.
  - (B) At 11 A.M.
  - (C) At 1 P.M.
  - (D) At 2 P.M.
- 43.** What will the woman probably do next?
- (A) Attend a conference
  - (B) Schedule a meeting
  - (C) Book a ticket
  - (D) Eat lunch
- 
- 44.** What event is being discussed?
- (A) A nature tour
  - (B) A museum tour
  - (C) A factory tour
  - (D) A restaurant tour
- 45.** What is the problem?
- (A) The tickets have been sold out.
  - (B) The tour guide gave false information.
  - (C) Meals for the event are not prepared.
  - (D) Some members have not shown up yet.
- 46.** What will the woman probably do next?
- (A) Go to a snack bar
  - (B) Purchase tickets
  - (C) Contact the tour guide
  - (D) Bring something to drink
-

**47.** Who most likely is the man talking to?

- (A) A gift shop clerk
- (B) An operator
- (C) A hotel staff
- (D) An apartment manager

**48.** What does the woman say about the charge?

- (A) It is reduced for this month only.
- (B) It doesn't exceed \$6 a minute.
- (C) It is cheaper if the man calls from the lobby.
- (D) It is fixed wherever the man calls.

**49.** What does the woman suggest the man do?

- (A) Buy a calling card outside
  - (B) Visit the front desk
  - (C) Drop by a gift shop
  - (D) Use a public phone
- 

**50.** What does the woman want to do?

- (A) Go on a vacation
- (B) Watch a musical performance
- (C) Give a ride to her friend
- (D) Leave her car in the repair shop

**51.** What is the woman's problem?

- (A) She didn't get tickets to the event.
- (B) Her car is in the repair shop.
- (C) She doesn't have a ride.
- (D) No bus is available to take her.

**52.** What does the man suggest the woman do?

- (A) Rush to buy tickets
  - (B) Ask for a ride from her superior
  - (C) Take a bus to the destination
  - (D) Call her friend to cancel the tickets
- 

**53.** What are the speakers mainly discussing?

- (A) A client meeting
- (B) Working conditions
- (C) Computer lessons
- (D) New business hours

**54.** What will happen to the store?

- (A) Employees will start working earlier.
- (B) Many travelers will visit the store.
- (C) A computer class will begin.
- (D) Workers will work extra hours.

**55.** What does the man plan to do?

- (A) Ask for an extension on a deadline
  - (B) Attend a sales meeting
  - (C) Change the display of the store
  - (D) Employ temporary workers
- 

**56.** Where do the speakers probably work?

- (A) At a clothing shop
- (B) At an architectural firm
- (C) At a computer store
- (D) At a design company

**57.** What took the man so long to finish the work?

- (A) His computer broke down.
- (B) He had another work to do.
- (C) He did the work by hand.
- (D) He had an accident.

**58.** What does the woman suggest the man do?

- (A) Use instructions
  - (B) Call a technician
  - (C) Take a training class
  - (D) Keep working on the draft
-

- 59.** What is the woman planning to do next week?
- (A) Attend a group trip
  - (B) Buy a used vehicle
  - (C) Book a hotel room
  - (D) Drive to a lake nearby
- 60.** Where does the man probably work?
- (A) At a tourist information center
  - (B) At a bus terminal
  - (C) At a travel company
  - (D) At a rental agency
- 61.** What does the man say about the rates?
- (A) They have been the same since last year.
  - (B) They will go up due to a busy tourist season.
  - (C) They depend on how many passengers there are.
  - (D) They have been reduced as a sales promotion.
- 
- 62.** Why was the man late to work today?
- (A) His car broke down.
  - (B) He had a prior appointment.
  - (C) It was snowing heavily.
  - (D) Road work was in progress.
- 63.** What is the man worried about?
- (A) Using public transportation
  - (B) Driving on unknown roads
  - (C) Repairing her car
  - (D) Traveling in bad weather
- 64.** What does the woman suggest the man do?
- (A) Update his GPS navigation
  - (B) Learn the best route
  - (C) Check the weather information
  - (D) Get a train schedule
- 65.** Why is the woman interviewing Mr. Craig?
- (A) He organized a product demonstration.
  - (B) He recently won a design award.
  - (C) He runs a successful business.
  - (D) He acquired another company.
- 66.** What products does the man sell?
- (A) Magazines
  - (B) Beauty products
  - (C) Home appliances
  - (D) Gardening devices
- 67.** According to Mr. Craig, what caused sales to increase more?
- (A) A marketing method
  - (B) The safety of the products
  - (C) A new line of products
  - (D) Help from his wife
- 
- 68.** What is the topic of the conversation?
- (A) A sales presentation
  - (B) A hiring agency
  - (C) A budget proposal
  - (D) An online site
- 69.** What do the board members want the speakers to do?
- (A) Hire additional workers
  - (B) Cut costs in the overall areas
  - (C) Redesign the Web site
  - (D) Clarify some areas of spending
- 70.** What does the woman want to know?
- (A) The costs of hiring additional workers
  - (B) The number of available designers
  - (C) The expertise of the designers
  - (D) How soon the designers start working with her
-

## 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 main purpose of the message?
- (A) To report a change in business hours
  - (B) To register for a training session
  - (C) To explain how to request repair services
  - (D) To ask about residents' opinions
- 72.** What happens on Friday?
- (A) All employees are off duty.
  - (B) Every employee attends a class.
  - (C) The phone line is very busy.
  - (D) A maintenance check is conducted.
- 73.** What should listeners do after they press 2?
- (A) Stay on the line
  - (B) Speak to a manager
  - (C) Report a problem
  - (D) Give personal information
- 
- 74.** What is the speaker announcing?
- (A) A building renovation
  - (B) A guest appearance
  - (C) A museum opening
  - (D) A closing time
- 75.** What is being mentioned about Eddie Curtis?
- (A) He is a well-known art critic.
  - (B) He successfully organized a display schedule.
  - (C) He led exhibits in foreign countries.
  - (D) He is a professional curator.
- 76.** What are listeners asked to do?
- (A) Present their coupons
  - (B) Collect their tickets
  - (C) Revisit the museum
  - (D) Do research on an artist
-

- 77.** Who is Peter Haggle?
- (A) An automobile designer
  - (B) A business reporter
  - (C) A carmaker president
  - (D) A test car driver
- 78.** Who are most likely interested in the product?
- (A) People who live in downtown areas
  - (B) People who commute long distances
  - (C) People who transport many passengers
  - (D) People who enjoy traveling on weekends
- 79.** What feature is being mentioned?
- (A) It has extra luggage space.
  - (B) It is affordable.
  - (C) It saves a lot of fuel.
  - (D) It has a powerful engine.
- 
- 80.** Where most likely is the announcement being made?
- (A) At a professional conference
  - (B) At an awards ceremony
  - (C) In a travel agency's workshop
  - (D) In a writing seminar
- 81.** According to the speaker, why was the location changed?
- (A) It is not available for business use.
  - (B) It was too small to hold the participants.
  - (C) It had been booked for another event.
  - (D) Few participants knew where it was.
- 82.** What is NOT true about the weekend event?
- (A) The tickets are sold out.
  - (B) A light meal will be provided.
  - (C) The topic is succeeding in the industry.
  - (D) Details of the event have been posted online.
- 83.** What is being mentioned about the tour?
- (A) It moves on the train.
  - (B) It lasts for 4 days.
  - (C) It explores a cave.
  - (D) It covers two countries.
- 84.** What are listeners NOT allowed to do?
- (A) Take a group picture
  - (B) Ask about animals
  - (C) Use the public toilets
  - (D) Bring along beverages
- 85.** What does the speaker recommend?
- (A) Walking carefully
  - (B) Taking notes
  - (C) Wearing a raincoat
  - (D) Carrying the belongings
- 
- 86.** What is the purpose of the talk?
- (A) To announce the relocation
  - (B) To introduce a new board member
  - (C) To bid farewell to a coworker
  - (D) To describe new business plans
- 87.** How long has Mr. Jackson been working for the company?
- (A) 8 years
  - (B) 10 years
  - (C) 12 years
  - (D) 30 years
- 88.** What department has Mr. Jackson worked in most recently?
- (A) Market research
  - (B) Sales
  - (C) Advertising
  - (D) Planning
-

- 89.** Who most likely is the speaker?
- (A) A manager
  - (B) An instructor
  - (C) A trainee
  - (D) A programmer
- 90.** What will listeners learn to do?
- (A) E-mail confidential documents
  - (B) Enter data into the system
  - (C) Save accounting files
  - (D) Analyze the market share
- 91.** According to the speaker, what should listeners do if they have problems?
- (A) Consult a technician
  - (B) Refer to the instructions
  - (C) Send an e-mail to the manager
  - (D) Contact the software company
- 
- 92.** Who is Lawrence Milligan?
- (A) A consultant
  - (B) An architect
  - (C) An advertiser
  - (D) A realtor
- 93.** What was NOT mentioned about the building?
- (A) It offers cutting edge equipment.
  - (B) Construction has yet to be finished.
  - (C) It is close to many commercial buildings.
  - (D) It is the largest building in the city.
- 94.** According to the speaker, why should people visit the Web site?
- (A) To reserve a unit
  - (B) To receive more details
  - (C) To download photographs
  - (D) To get directions
- 
- 95.** Why did the woman leave the message?
- (A) To report technical difficulties
  - (B) To respond to an inquiry
  - (C) To evaluate employees' performance
  - (D) To ask for a reply
- 96.** What is the source of the problem?
- (A) A network error
  - (B) A computer malfunction
  - (C) A power outage
  - (D) Damaged parts
- 97.** What did the speaker do to stop the problem from happening again?
- (A) She organized an in-house repair group.
  - (B) She decided to outsource the service.
  - (C) She bought insurance.
  - (D) She purchased new equipment.
- 
- 98.** Who is this talk intended for?
- (A) Repair technicians
  - (B) Store owners
  - (C) Product developers
  - (D) Loyal customers
- 99.** What does the problem cause?
- (A) Profit loss
  - (B) Health issues
  - (C) Late delivery
  - (D) Defective goods
- 100.** What are the listeners asked to do?
- (A) Improve wrapping methods
  - (B) Come up with marketing strategies
  - (C) Change the products' design
  - (D) Find ways to lower the products' prices
- 

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 Metropolitan Museum has a large ----- of more than 5,000 ancient paintings and sculptures.
- (A) collect  
(B) collects  
(C) collected  
(D) collection
- 102.** Residents are asked to send ----- donations to the charity organization.
- (A) all  
(B) little  
(C) other  
(D) every
- 103.** Dr. Collins advises that adverse publicity ----- customer complaints may harm your business.
- (A) regard  
(B) regarded  
(C) regarding  
(D) to regard
- 104.** The Coquiltam City Council will honor two firefighters for the courage that ----- have shown while in service.
- (A) they  
(B) their  
(C) them  
(D) theirs
- 105.** The papers will not be signed for a week ----- today because the director will be away on a vacation.
- (A) on  
(B) for  
(C) from  
(D) since
- 106.** A shorter working week will ----- pay cuts for millions of workers.
- (A) apply  
(B) mean  
(C) complete  
(D) designate
- 107.** Sammy's essay was chosen as the winner because the experience she described was different from ----- of her partner.
- (A) that  
(B) whose  
(C) those  
(D) which
- 108.** The manager told the clerks on the day shift to change all of the signs ----- the store.
- (A) among  
(B) with  
(C) throughout  
(D) between



- 109.** The Acromy has been a proud ----- of office equipment for more than three decades.
- (A) supply  
(B) supplier  
(C) supplied  
(D) supplying
- 110.** Anthon's is planning to open at least ten overseas stores over the ----- three years.
- (A) recent  
(B) close  
(C) near  
(D) next
- 111.** Before ----- to accept the job offer from Galloway, Ms. Patton consulted her headhunter about the company.
- (A) decide  
(B) decision  
(C) decided  
(D) deciding
- 112.** The management is predicting that our yearly sales will ----- their targets by 20% this year.
- (A) exceed  
(B) enter  
(C) mark  
(D) hit
- 113.** To our surprise, much progress was made ----- the conclusion of today's meeting.
- (A) in  
(B) at  
(C) on  
(D) except
- 114.** With its mild climate and beautiful views, the shore is an ----- place for a walk.
- (A) idealism  
(B) idealize  
(C) ideal  
(D) idealist
- 115.** The manager said that she will take full responsibility for the consequences of ----- decision.
- (A) she  
(B) hers  
(C) herself  
(D) her own
- 116.** Flinch Caves is going to offer tours every ----- weekend this year.
- (A) another  
(B) each  
(C) other  
(D) this
- 117.** Job applicants must include a brief and ----- description of their strengths and educational background.
- (A) considerable  
(B) accurate  
(C) punctuate  
(D) sheer
- 118.** Increased beverage sales during the summer are not always ----- of the purchasing trends of the whole year.
- (A) represent  
(B) represented  
(C) representative  
(D) representation
- 119.** ----- the process for ticketing flights has improved, it is still slow to respond to all of our customers' needs.
- (A) Although  
(B) Just as  
(C) Since  
(D) Even if
- 120.** The brochure provides details on a ----- variety of workout programs offered at Locus Fitness Center.
- (A) many  
(B) diverse  
(C) prevailing  
(D) wide

- 121.** The Tandem Foundation promised a monetary gift to Grand Falls Elementary School to ----- the after-school activities for children.
- (A) please  
(B) appease  
(C) support  
(D) rapport
- 122.** The director made it clear that current employees have a hiring advantage for the newly ----- managerial position.
- (A) creation  
(B) created  
(C) creatively  
(D) creating
- 123.** A journalist called to set up an interview with the president of Perkins Glass ----- discuss the company's recent acquisition.
- (A) to  
(B) that  
(C) may  
(D) so that
- 124.** Victoria Island is a famous tourist spot, but tourism is ----- to the main economic activities of the island.
- (A) incremental  
(B) detrimental  
(C) fundamental  
(D) incidental
- 125.** Mr. Jenkins has requested an ----- to determine the market value of the building on Main Street.
- (A) interest  
(B) appraisal  
(C) amount  
(D) asset
- 126.** All participants heading Beijing for joining the Fuel seminar are required to make travel ----- as soon as possible.
- (A) arrangements  
(B) arrange  
(C) arranging  
(D) to arrange
- 127.** The inspector said all the exit signs in the building must be clearly ----- to visitors.
- (A) view  
(B) visibility  
(C) visible  
(D) vision
- 128.** The University of Birmingham works hard to recruit excellent faculty and staff in order to provide the best education ----- to its students.
- (A) durable  
(B) possible  
(C) renewable  
(D) existing
- 129.** The report provides a(n) ----- on the progress of the renovations for the west wing.
- (A) encounter  
(B) presentation  
(C) update  
(D) circumstance
- 130.** Due to schedule conflict, Ms. Clinton cannot attend the meeting, but one of her colleagues will represent the team -----.
- (A) there  
(B) alike  
(C) too  
(D) whereby

- 131.** The December 20th release date of our new video game conveniently ----- with the busiest shopping day of the year.
- (A) coincides
  - (B) accompanies
  - (C) interferes
  - (D) disposes
- 132.** Heavy rainfall forced all flights ----- in Paris to be cancelled for the day.
- (A) to originate
  - (B) originate
  - (C) originated
  - (D) originating
- 133.** The technicians ----- tested the alarm system to ensure that it is working in case of emergency.
- (A) systematically
  - (B) exceedingly
  - (C) increasingly
  - (D) comparatively
- 134.** The speaker argued that confidence is the ----- largest factor in running a successful business.
- (A) every
  - (B) single
  - (C) very
  - (D) all
- 135.** With expertise in the ----- of hotel management, Dr. Kevinsky is frequently asked to appear on television.
- (A) specialist
  - (B) field
  - (C) section
  - (D) focus
- 136.** Small coins will be ----- phased out because their production cost is more than their value.
- (A) enthusiastically
  - (B) accidentally
  - (C) gradually
  - (D) hardly
- 137.** It is a ----- for executives in senior positions to take frequent overseas business trips.
- (A) recruitment
  - (B) refreshment
  - (C) requirement
  - (D) reimbursement
- 138.** Shenton decided not to continue its incentive programs ----- the recent economic downturn.
- (A) despite of
  - (B) due to
  - (C) because
  - (D) while
- 139.** Employees at Cintech Decorations were delighted to be given a(n) ----- day of vacation next month.
- (A) motivated
  - (B) exaggerated
  - (C) additional
  - (D) marginal
- 140.** The architect submitted a plan for the building ----- to the company for approval.
- (A) modify
  - (B) modifies
  - (C) modified
  - (D) modification

## 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 letter.

Dear Ms. Brenda,

I am writing with regard to the ----- attention I received from Cathy Block, who works at

- 141.** (A) exceptional  
(B) unexpected  
(C) anticipated  
(D) ordinary

the Hyatt branch of your store.

The other day, I received a bill from your store and I noticed that I was charged \$300 for items that I had not ordered. So I called the store and Ms. Cathy was able to handle the error in my bill immediately. She was also quick to have a delivery person come to my place to pick up the items within 2 hours of the phone call.

She is definitely a ----- of how Holly Bee Supplies puts its customers first.

- 142.** (A) nominee  
(B) correspondent  
(C) model  
(D) courier

I ----- your company to my family and friends thanks to Cathy's remarkable service.

- 143.** (A) am recommended  
(B) to recommend  
(C) recommending  
(D) will be recommending

Sincerely,

Melisa Lee

Questions 144 - 146 refer to the following advertisement.

Residents of Cincinnati are cordially invited to join the grand reopening of Four Seasons, a newly renovated restaurant owned by the twin brothers Carl and Jenkins Fincher. The Finchers ----- superb improvements to the Four Seasons.

- 144.** (A) will make  
(B) make  
(C) makes  
(D) have made

One notable new ----- is the reworked menu created by award-winning chef Lucas Armin,

- 145.** (A) feature  
(B) addition  
(C) perspective  
(D) prospect

former head chef at the Montpelier Hotel.

Chef Armin is well-known for sticking to quality ingredients and locally grown produce. This is why diners at the Four Seasons will now be able to enjoy great food in a cozy atmosphere. Not only that, the updated interior and lighting promise to greatly enhance the pleasure ----- dining.

- 146.** (A) since  
(B) of  
(C) about  
(D) on

**Questions 147 - 149** refer to the following letter.

Dear Mr. Sanchez,

I would like to thank you for directing our attention to the mistake on your credit card bill. We looked into the matter and found that you ----- twice for the same \$250 on February

- 147.** (A) were charged  
(B) have charged  
(C) are charging  
(D) charged

15. The mistake has now been corrected.

You should forget about the double charge ----- it has been removed from your account

- 148.** (A) if  
(B) since  
(C) while  
(D) whether

and in your next bill, the correction will be reflected.

We are terribly sorry about this inconvenience. We sincerely make a(n) ----- for this error

- 149.** (A) correction  
(B) reward  
(C) contribution  
(D) apology

and promise you that this will not happen again in our future business with you.

Sincerely,

Lisa Salander  
Account Specialist  
Hughes Finance

Questions 150 - 152 refer to the following article.

### Support from the Net

"A web-based store is the key to succeed in a business," argues Erica Lopez, who is an owner of 20 beverage shops in New York. Before she opened her first shop 5 years ago, she had thought like most business owners that a ----- staff and an attractive shop are all

150. (A) responding  
(B) knowledgeable  
(C) flexible  
(D) rotating

that it takes to succeed.

-----, she came to have a different opinion. "An increasing number of customers wanted to

151. (A) As a result  
(B) In turn  
(C) However  
(D) In addition

place their orders online. Then, I came to the realization that an online store was becoming -----."

152. (A) necessary  
(B) obvious  
(C) independent  
(D) accustomed

Now more than 5,000 customers view her new drinks online and get special discounts from the comfort of their homes. They can place their orders for drinks without having to visit her store.

## **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 advertisement.

3401 10<sup>th</sup> Ave.  
Rochester, Minnesota  
480-802-7799

5630 South Park St.  
Fairmont, Minnesota  
507-390-3322

The Brooks' Catering  
Fine Catering  
Since 1938

5580 Oldham Ave.  
Lexington, Kentucky  
859-228-9483

3470 Montague St.  
Franklin, Kentucky  
270-598-8844

### Banquet Room Service

In our Banquet Halls, the following are included for the low price of only \$29.99 per person on Saturdays or \$27.99 per person on Fridays & Sundays.

- \*5 hour affair
- \*Large round tables and chairs
- \*Elevated stage with a skirted head table
- \*Skirted buffet tables
- \*Waitresses, full set up and clean up
- \*7 food choices
- \*Unlimited coffee, soda, juices, and ice
- \*Minimum 50 people

Midweek business meetings or family gatherings are available at a reduced rate.

A deposit is required to reserve a date. Minimum guest count and menu selections are due 7 days before an event.

The Brooks' Catering is the exclusive caterer for the banquet halls. No outside food is permitted.

**153.** What is true about The Brooks' Catering?

- (A) They have four branches in Minnesota.
- (B) They give discounts Tuesday to Thursday.
- (C) They are a family-owned business.
- (D) They have recently been awarded for good service.

**154.** What is NOT included in the Banquet Room Service?

- (A) Furniture
- (B) Server
- (C) Beverages
- (D) Music band

**Questions 155 – 156** refer to the following notice.

### **Arcadia Furniture Decorative Wood Chests and Tables**

Consumers should stop using Arcadia Furniture decorative wood chests and tables immediately and keep young children away from them.

These wood chests and tables sold at Arcadia Furniture locations or on [arcadia.com](http://arcadia.com) are being recalled because the surface coating paint on the furniture contains high levels of lead in violation of the federal lead paint standard.

Furniture manufactured since February, 2008 will have a label on the underside that provides the date of manufacture, the product number, and the product description. Furniture manufactured earlier than February, 2008 will not have such markings on them.

In order to receive a free replacement or for further information on all furniture products included in this recall, visit our Web site at [www.arcadia.com](http://www.arcadia.com) or contact at 1-888-555-3409.

**155.** What can be found on the bottom of some furniture?

- (A) The origin of the material
- (B) The price of the product
- (C) Contact information
- (D) A depiction of the product

**156.** What can be inferred about Arcadia Furniture?

- (A) They promote their products via the web.
- (B) They have started using a different type of wood since 2008.
- (C) They provide photo information for the recall.
- (D) They have used fragile glass for the furniture's surface.

Questions 157 – 158 refer to the following letter.



Monish Bhola  
5023 Hartley  
Lincoln, Nebraska

Dear Mr. Bhola,

I am writing to respond to your letter of March 8<sup>th</sup> with regard to the faulty equipment that was delivered to your home on March 6<sup>th</sup>.

We would like to apologize for any inconvenience this has caused. After looking into the matter, we discovered that the equipment you have received has a number of defective parts. We are at present waiting for the delivery of replacement parts, and as soon as they arrive, we will send one of our representatives to switch the parts.

In compensation for any inconvenience, we would like to offer free service for one year in addition to your two-year warranty. We hope this is acceptable to you. We will contact you as soon as we obtain the replacement parts.

Yours sincerely,

Hailan Feng  
Service Manager



**157.** What is indicated about Mr. Bhola?

- (A) He had the product delivered to his residence on March 8th.
- (B) He made a phone call to Mr. Feng to file a complaint.
- (C) He will receive free service for three years.
- (D) He purchased the product online.

**158.** What does Mr. Feng offer to do?

- (A) Refund the money
- (B) Send replacement parts by mail
- (C) Have someone correct the problem
- (D) Exchange the faulty product

**Questions 159 – 161** refer to the following advertisement.

*Loving Dogs Team* is looking for a caring and trustworthy dog lover to join our team. If you love spending time outdoors and are able to manage changing schedules effectively, this job is perfectly suited for you.

To be considered for the dog walking position, you must meet the following qualifications:

- Able to walk dogs, small or large, up to four dogs at once
- Valid driver's license with a reliable car and insurance
- Live in Orchard Breeze, Sunflower, Delano, McCormick, or South City in Wichita County
- 20 hours of work a week between the hours of 11 A.M. - 5 P.M. 7 days a week
- Pass a criminal background check

We have the following schedule currently available:

\*Weekdays

- 11:00 A.M. walk in Orchard Breeze
- 12:30 P.M. walk in Sunflower
- 02:00 P.M. walk in Delano
- 04:00 P.M. walk in McCormick

\*Weekend

- 12:00 P.M. walk in Sunflower
- 03:00 P.M. walk in McCormick

If you are interested in the position, please contact Eli Meir  
emeir@lovingdogs.com

No phone calls please.

**159.** What position is being advertised?

- (A) A dog trainer
- (B) A dog walker
- (C) A vet
- (D) A dog beautician

**160.** What is NOT a requirement of the job?

- (A) Three years of experience
- (B) Residency in Wichita
- (C) A vehicle
- (D) Availability on the weekend

**161.** What is indicated about the job?

- (A) It is good for those wanting part-time work.
- (B) The office is located in Wichita.
- (C) It offers paid vacation.
- (D) There is an opening in South City area.

Questions 162 – 164 refer to the following article.

Even though specialty bookstores are having a hard time battling with large chains like McGoodwin and Rainbow&Bluegrass, the Forked River Bookstore is alive and doing well in Atlanta.

The owner of the children's bookstore has created special programs that make it a place where children are exposed to a wide variety of books while having fun. There are places to explore such as a 'Treasure Chamber' area, animals to see and pet, and special programs to stimulate interest in different types of books.

Since 2000, the Forked River Bookstore has been a haven for children, not a store based

on the adults' concept of how a children's bookstore should be. Furthermore, the owner Yasumasa Akagawa has connections with local elementary teachers who take their students to the store for field trips. Parents know that every Sunday, something special is happening at the Forked River Bookstore.

When Mr. Akagawa opened his bookstore far outside of Atlanta, people thought it was destined to fail. Instead, the Forked River Bookstore is prospering. Its huge success can be shown not just in its annual sales of \$800,000, but also in the number of children coming back for more books.

**162.** What feature of the Forked River Bookstore is mentioned in the article?

- (A) A special room
- (B) An animation video
- (C) A book signing
- (D) A contest

**163.** What is stated about Mr. Akagawa?

- (A) He was born and grew up in Atlanta.
- (B) He has acquaintances in local schools.
- (C) He used to teach at an elementary school.
- (D) He donates books to local schools.

**164.** Why was the Forked River Bookstore expected to go out of business?

- (A) The owner has a history of bankruptcy.
- (B) It is not in proximity to a large city.
- (C) Children read less and less books every year.
- (D) The owner's concept of a bookstore was not feasible.

Questions 165 – 167 refer to the following e-mail.

To: All Department Heads  
From: Dean K. Matsuda  
Subject: Schedule Confirmation  
Date: April 18<sup>th</sup>

As we confirmed this morning, all staff members will be attending the training seminar for our new software program, which will come into effect on May 1<sup>st</sup>. Giles R. Scuderi from ICC Software will visit us on the 26<sup>th</sup> and 27<sup>th</sup> and conduct both meetings in the conference room on the second floor.

Schedule

26 <sup>th</sup>	Sales, Marketing	1:00 – 3:00
	R&D, Design	3:30 – 5:30
27 <sup>th</sup>	HR, Purchasing	1:00 – 3:00
	Accounting, Technical	3:30 – 5:30

Those who are unable to attend at their department's scheduled time should see Andrew H. Schmidt in HR. He is now in charge of employee training and will help you arrange to attend at another time. He will take attendance at the front door, so please bring your company ID.

It is important that you make sure all members of your department go to the seminar and learn about our new software system. When the company changed its software system in 2010, much confusion was caused and it had to shut down temporarily to be fixed. One of the problems was that a lot of employees didn't know how to use the system properly. Our number one priority is that we do not make the same mistake this time and make the transition as smooth as possible. To achieve this goal, you and your teams' cooperation is essential. If you have any concerns, please feel free to contact me.

Thank you.

Dean K. Matsuda  
Vice President

**165.** What is the purpose of the seminar?

- (A) To acquire information on a new system
- (B) To present budget plans for each department
- (C) To share difficulties pertaining to new software
- (D) To gather opinions about using a different system

**166.** What will Mr. Schmidt do at the seminar?

- (A) Check the participants' names
- (B) Distribute reading materials
- (C) Arrange refreshments
- (D) Collect company IDs

**167.** What happened in 2010?

- (A) Mr. Matsuda developed new software and applied it to the company's system.
- (B) The company held the seminar at a different location.
- (C) Many employees didn't attend the seminar.
- (D) The company's software malfunctioned.

Questions 168 – 171 refer to the following information.



### Oklahoma Realtors Convention

The 20th annual convention of the Oklahoma Realtors Convention will take place from October 19 to 24 at the Brits Hotel in McAlester, Oklahoma. You don't need to be a licensed real estate agent to attend. If you wish to participate, all you have to do is sign up online before October 12 at [www.okrealtor.net](http://www.okrealtor.net). Onsite registration is available as well at the hotel lobby on the first day of the convention.

Prices for the convention are:

Online Registration	\$100 per person	If you register as a group*, \$80 per person
Onsite Registration	\$130 per person	If you register as a group*, \$110 per person

Those who are attending the convention will be getting discount rates on accommodation and meals from the Brits Hotel: 20 percent off regular room rates as well as a 10 percent discount at all restaurants in the hotel. Transportation from the airport and city sightseeing can be arranged through the hotel. For further information, please contact Mr. Glenn Selig, Hotel Manager, at [britshotel.com](http://britshotel.com). or call at 555-3029.

\* Group rates apply to groups of seven or more people from the same company.

- 168.** When does the onsite registration start?
- (A) October 12  
(B) October 19  
(C) October 20  
(D) October 24
- 169.** What does the Brits Hotel offer to the attendees at the convention?
- (A) City tours  
(B) Buffet lunches  
(C) Reduced room charges  
(D) Flight reservations
- 170.** Why would someone need to talk to Mr. Selig?
- (A) To have a chance to speak at the convention  
(B) To inquire about additional facts  
(C) To sign up for the convention  
(D) To obtain information on how to become a licensed realtor
- 171.** What is true about the convention?
- (A) It is held every year in October.  
(B) Attendees must be licensed realtors in Oklahoma.  
(C) Groups receive a price reduction.  
(D) Convention organizers can be reached by e-mail or phone.

Questions 172 – 175 refer to the following memo.

Date: July 20th

In this morning's meeting, the quarterly office expenditure report was distributed to department heads. You weren't able to attend the meeting due to another important client meeting with executives from Talon Co.

## Quarterly Expenditure Report

### K&K Paper

	April	May	June
Commercial Lease	\$5,000	\$5,000	\$5,000
Maintenance	\$2,000	\$2,500	\$3,500
Office Supplies	\$3,000	\$4,000	\$4,000
Social Events	\$300	\$400	\$200
Total	\$10,300	\$11,900	\$12,700

\* These figures are based on receipts submitted by the accounting office.

\* Social events include birthday parties and retirement dinners.

\* If there are any concerns or questions, contact Baylee Greenberg, Office Manager.

I have spoken to Mr. Joel Morrow from Morrow&Ricci, the accounting firm by which this report was done and he mentioned that this quarter's spending is significantly higher than the last quarter's. He will be sending his assistant to our office this Friday to talk about how to cut back on any wasteful spending. All staff members must attend the meeting with no exceptions.



**172.** Who is this memo intended for?

- (A) New recruits
- (B) All department heads
- (C) All staff members
- (D) Absentees from a meeting

**173.** Who has completed the report?

- (A) K&K Paper
- (B) Talon Co.
- (C) Baylee Greenberg
- (D) Morrow&Ricci

**174.** What will happen this Friday?

- (A) All staff members will get a copy of the quarterly report.
- (B) Mr. Morrow will give a talk.
- (C) Someone will visit the office.
- (D) All employees will receive reimbursement.

**175.** What can be inferred from the memo?

- (A) There were more parties in June than in April.
- (B) Mr. Morrow can provide documents to prove the spending.
- (C) Morrow&Ricci is aware of K&K Paper's expenditure history.
- (D) Mr. Greenberg requested the Friday's meeting.

**Questions 176 – 180** refer to the following article.

Let's suppose you have a brilliant business idea and believe you are destined to succeed, so you want to start your own company. First of all, however, you need financing to put that idea into action. Or maybe you have invested all your money in your business, but due to current market conditions, your suppliers are turning down your request to extend more credit. You are in need of immediate cash to keep your company from going bankrupt.

You can of course take out a loan from a bank for financing. Most banks, however, prefer to reserve their loans for established companies that have had a good record of making profits and a feasible plan for future growth. Those who want to start their own companies can ask banks to give them financing, but they must provide adequate information on their personal finances and credit history; estimations of the company's assets, liabilities, income, expenses, cash flow, and profit; and a compelling business plan. When a business is in trouble, the bank will even want an innovative plan on how the owner is going to respond to the crisis.

If you are unable to receive financing from banks, you can apply to Governmental Support for Small Business (GSSB) for financial support. A small inconvenience, though, is that the paperwork involved in obtaining such loans takes substantial time, making it an unsuitable source of cash if needed for immediate use.

Another financing choice is to find a partner who is willing to invest in the business. If you meet the right person, you can also learn business skills that enable your company to grow faster and generate profits earlier than expected. One important step before agreeing to the partnership is to make sure that your partner and you share the same goal and enthusiasm for the business.

Your family and friends can also be helpful. However, if you do ask them for a loan, you should expect additional stress and possible personal conflicts. As a last resort, you can use your home as collateral to finance your business. Studies show that about 90 percent of first-time business owners use this approach. Your risk here is that if you fail in the business, you can lose your home as well as your business.

- 176.** What is the article mainly about?
- (A) Paying off mortgages
  - (B) Drawing up a business plan
  - (C) Funding businesses
  - (D) Starting a company
- 177.** What can be inferred about bank loans?
- (A) Businesses should contact as many banks as possible.
  - (B) Businesses should build a long-term relationship with banks.
  - (C) Banks request detailed data from businesses.
  - (D) Banks prefer startups with creative plans.
- 178.** The word “established” in paragraph 2, line 3 is closest in meaning to
- (A) reputable
  - (B) starting
  - (C) growing
  - (D) achievable
- 179.** What disadvantage of GSSB is mentioned?
- (A) Limited amount of financing
  - (B) Time consuming process
  - (C) Risks of losing collateral
  - (D) Personal conflicts
- 180.** According to article, how do most startup companies finance their business?
- (A) Get a bank loan
  - (B) Use personal assets
  - (C) Form a partnership
  - (D) Exploit personal connections

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

### Easterling Hotel

Staying at the Easterling Hotel is like finding a sanctuary in the heart of downtown Albuquerque. Located just a few blocks from the football stadium and a short bus ride from the airport, the Easterling has attracted the attention of business travelers from around the globe. Featured in the Hales series of guidebooks, it was recently awarded 4 out of 5 stars by Globe Magazine. We offer four types of rooms to accommodate the different needs of our diverse clientele.

- **Corporate:**  
sleeps up to 2  
full-size bed, large desk, chair  
\$105/night
- **Professional:**  
sleeps up to 2  
queen-size bed, desks and chairs similar to those in the Corporate  
west-facing balcony for spectacular sunset views  
\$134/night
- **Executive:**  
sleeps up to 4  
two queen-size beds, living area with two large desks, four plush chairs  
\$178/night
- **Deluxe Suite:**  
sleeps up to 4  
two private bedrooms with king-sized beds, each with a private bath  
meeting area with desk and comfortable seating  
east-facing balconies overlooking the pool and gardens  
\$215/night

All rooms have high definition televisions, wireless internet, fax machines, and mini-refrigerators. Complimentary airport shuttle service available to our guests. To book a room, visit our Web site at [www.easterlinghotel.com](http://www.easterlinghotel.com) or call 1-634-189-7592.

• • •

To: [reservation@easterlinghotel.com](mailto:reservation@easterlinghotel.com)  
From: [don.zelaya@fmat.com](mailto:don.zelaya@fmat.com)  
Date: November 17  
Subject: Reservation Change

I have been trying to change my reservation with you on your Web site; however, each time I submit my new reservation information, all I get is an error message. When I go back to check my reservation on another page, it remains unchanged.

If possible, could you physically make the change for me? I have had to scale back my budget a little bit and would like to switch the room to a Corporate instead of the one I booked. The dates of my stay will still be from Dec 2 to Dec 15. I will say that I enjoyed my stay with you last time and found the staff service superb and the sunsets were amazing.

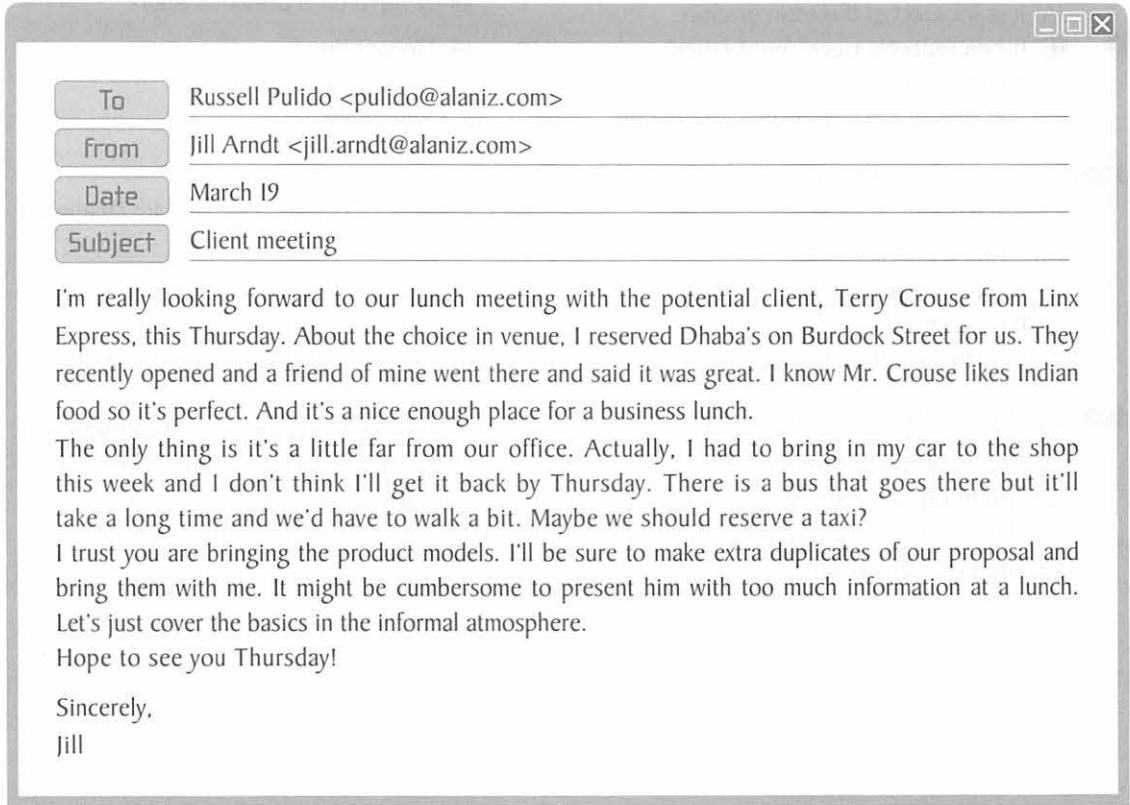
Also, I was planning to rent a car, but that had to change as well. Do I need to make a reservation for your shuttle to pick me up at the airport? I have a lot of luggage and may need some help loading and unloading it. Hopefully, that won't be too much trouble for your shuttle driver.

I appreciate your effort in this. I know it's sudden but I really need to confirm this with you as soon as possible. I will be checking the Web site to make sure of the changes. And could you please send me a confirmation e-mail. Thank you.

Sincerely,  
Don Zelaya

- 181.** What is mentioned about the hotel?
- (A) It is located at the train station.
  - (B) It has recently been refurbished.
  - (C) It is in the center of the city.
  - (D) It is one of the best hotels in the city.
- 182.** What is stated about the room Mr. Zelaya asks to reserve in his e-mail?
- (A) It has a full-size bed.
  - (B) It has a large TV.
  - (C) It has a balcony.
  - (D) It overlooks the ocean.
- 183.** What does Mr. Zelaya inquire about?
- (A) The availability of renting a car
  - (B) The hours of room service
  - (C) The process for using the shuttle
  - (D) The price of a room
- 184.** What type of room did Mr. Zelaya most likely have on a previous stay?
- (A) Corporate
  - (B) Professional
  - (C) Executive
  - (D) Deluxe Suite
- 185.** What is NOT indicated by Mr. Zelaya in the e-mail?
- (A) He plans to spend less money on the room.
  - (B) He plans to use the hotel's shuttle service.
  - (C) He intends to bring a lot of baggage.
  - (D) He needs to modify the dates of his stay.

**Question 186 - 190** refer to the following e-mail and note.



The screenshot shows an email client window with a header area containing the following information:

- To:** Russell Pulido <pulido@alaniz.com>
- From:** Jill Arndt <jill.arndt@alaniz.com>
- Date:** March 19
- Subject:** Client meeting

The body of the email contains the following text:

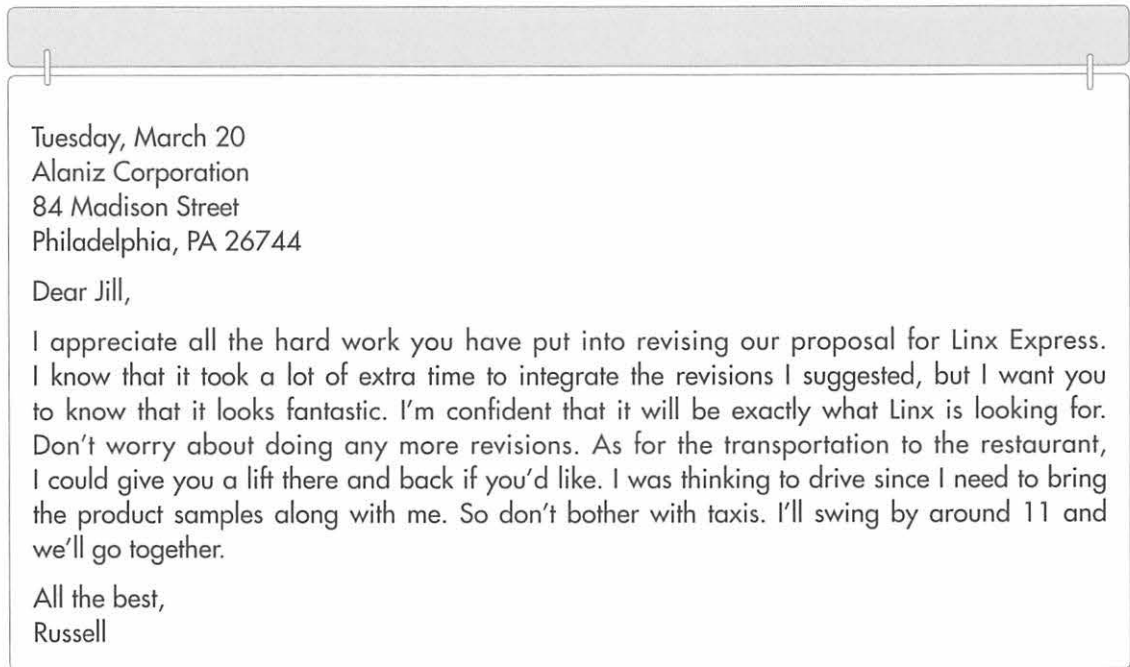
I'm really looking forward to our lunch meeting with the potential client, Terry Crouse from Linx Express, this Thursday. About the choice in venue, I reserved Dhaba's on Burdock Street for us. They recently opened and a friend of mine went there and said it was great. I know Mr. Crouse likes Indian food so it's perfect. And it's a nice enough place for a business lunch.

The only thing is it's a little far from our office. Actually, I had to bring in my car to the shop this week and I don't think I'll get it back by Thursday. There is a bus that goes there but it'll take a long time and we'd have to walk a bit. Maybe we should reserve a taxi?

I trust you are bringing the product models. I'll be sure to make extra duplicates of our proposal and bring them with me. It might be cumbersome to present him with too much information at a lunch. Let's just cover the basics in the informal atmosphere.

Hope to see you Thursday!

Sincerely,  
Jill



The note is pinned to a board and contains the following text:

Tuesday, March 20  
Alaniz Corporation  
84 Madison Street  
Philadelphia, PA 26744

Dear Jill,

I appreciate all the hard work you have put into revising our proposal for Linx Express. I know that it took a lot of extra time to integrate the revisions I suggested, but I want you to know that it looks fantastic. I'm confident that it will be exactly what Linx is looking for. Don't worry about doing any more revisions. As for the transportation to the restaurant, I could give you a lift there and back if you'd like. I was thinking to drive since I need to bring the product samples along with me. So don't bother with taxis. I'll swing by around 11 and we'll go together.

All the best,  
Russell

- 186.** Why did Ms. Arndt write the e-mail?
- (A) To suggest a business meeting
  - (B) To give a client directions
  - (C) To evaluate a restaurant
  - (D) To coordinate with a colleague
- 187.** What is NOT indicated about Dhaba's?
- (A) It opened in the recent past.
  - (B) It is the most exclusive restaurant in town.
  - (C) It was recommended by a friend.
  - (D) It offers Indian style food.
- 188.** What does Mr. Pulido offer to do?
- (A) Go over the revisions with Ms. Arndt
  - (B) Drive Ms. Arndt to the meeting
  - (C) Get a hold of Mr. Crouse beforehand
  - (D) Set up a time for the meeting
- 189.** What does Mr. Pulido think of Ms. Arndt's work on the proposal?
- (A) He thinks it needs some revisions.
  - (B) He wishes it were more polished.
  - (C) He is undecided about it.
  - (D) He is completely satisfied with it.
- 190.** What will Ms. Arndt do before the meeting?
- (A) Change the proposal
  - (B) Have some files copied
  - (C) Call for reservations
  - (D) Get her car from the mechanic

**Questions 191 – 195** refer to the following two letters.



Bradly Inc.  
Consumer Complaint Division  
86 West Milford Ave.  
Trey, OH 81623  
February 12

To whom it may concern:

I am a long time customer of your products and hope to continue to be so. However, I purchased on January 19th of this year one of your Pup&Pups kits which was defective. I purchased it at Marion's here in Duluth but when I got home and opened the box, I discovered that a mismatching stand made proper assembly impossible.

I attempted to return it to the store 2 days later, but they told me they could not accept it once the box was open. I pointed out to them that their return policy allowed returns within 5-7 days of purchase and I was well within that time limit. But they still would not take the item back nor give me a refund and recommended I contact the manufacturer.

Thus I would kindly request from you either a replacement kit or a refund for the item. Enclosed is a photo of my purchase where you can see the reason for my dissatisfaction as well as a copy of my receipt. If you prefer, I can mail the kit back to you.

Thank you in advance.

Sincerely,  
Olen Krug



Mr. Olen Krug  
237 Latrice Road,  
Duluth, MI 29740  
February 23

Dear Mr. Krug,

With reference to your letter dated February 12 wherein you stated that you had purchased an imperfect product, we sincerely apologize for the inconvenience caused by this. You had a legitimate claim which Marion's did not live up to.

You can be sure that we take all measures necessary to keep our customers satisfied with all our company's offerings. We will go ahead and offer you a new replacement item in place of the one you purchased.

Our company is constantly striving to improve our quality and service and your feedback has been very helpful in this.

Please let us know if we can do anything more to help.

Best regards,  
Larissa Quintin  
Customer Relations Manager, Bradly Inc.



- 191.** What is the Mr. Krug's complaint?
- (A) The store of purchase did not reply to his letter.
  - (B) The manufacturer failed to include some parts.
  - (C) The item could not be put together properly.
  - (D) The item was already used when it was purchased.
- 192.** Why did the store reject Mr. Krug's claim?
- (A) The item's warranty has expired.
  - (B) The customer already used the item.
  - (C) The store policy forbids returns.
  - (D) The customer didn't provide the receipt.
- 193.** What does Ms. Quintin think the store should have done?
- (A) Replace the defective parts
  - (B) Apologize for poor customer service
  - (C) Replace the item
  - (D) Train the employees
- 194.** What is Mr. Krug likely to think after the response to his letter?
- (A) The store was correct in not taking any responsibility.
  - (B) Bradly products are not to be trusted ever again.
  - (C) He made unreasonable demands to Marion's.
  - (D) The manufacturer is devoted to customer satisfaction.
- 195.** The word "legitimate" in paragraph 1, line 3 of the second letter is closest in meaning to
- (A) persistent
  - (B) lawful
  - (C) valid
  - (D) original

Questions 196 – 200 refer to the following advertisement and letter.

### All Office Supplies

Don't miss this chance!  
Work easier than others!  
Try the Mighty Beam 007 Mouse!  
And now it's on sale!  
\$79.99 → \$36.99

Order now, and it ships anywhere to where you are.  
Plus! There is no need to pay any taxes or shipping and handling costs!

It is an unmissable opportunity; this special offer is a one-time only event, so take a closer look! The Might Beam 007 Mouse has been selling as if they have wings! We are so overwhelmed by the attention that we are giving back to our customers a very low price. This revolutionary mouse is made from eco-friendly material and is custom-designed to fit a natural human hand grip. It is available in a wide variety of colors, so hurry to get the color of your choice.

To make an order, call 1558-283-1346 or go to our Web site at <http://www.allofficesupplies.com> where you can get a 10% accumulated point when you register as a member.

To whom it may concern:

Hello, my name is James Hobbs and I have recently purchased (on September 5/ receiver: September 7) a Might Beam 007 Mouse. I have a question about the purchase fee. In your advertisement, it clearly stated that all taxes, shipping and handling costs will not be charged. However, when the mouse arrived, the receipt was definitely charged with shipping fee (\$7).

So on September 7, I made a call to your service center. After being hold for 15 minutes, I was able to be connected to service personnel. I told the lady my problem and she said that she would look into it and give me a call. So I left her my cell number and my e-mail address. But I received no answer from anyone from your company.

So, I made another call on the 9th, but the same thing had happened again! Even after I had specified to the service person that the previous person had forgotten to give me a call!

I would very much like an explanation how this could happen, as well as the return of the unreasonably charged fee. If no correction is made in three days, I intend to report your business to the local Consumer Services Bureau. Moreover, I will upload this letter as well on your Web site.

Sincerely,

James Hobbs

- 196.** Why has the price of the mouse been cut down?
- (A) An upgraded model was released.
  - (B) The manufacturing company has reduced its price.
  - (C) The mouse has given the company much profit.
  - (D) Some of the colors will be discontinued due to lack of demand.
- 197.** According to the advertisement, which of the following is NOT offered?
- (A) Point accumulation
  - (B) Free tax charges
  - (C) Delivery service to anywhere
  - (D) Lots of free gifts
- 198.** What is the purpose of the letter?
- (A) To request an explanation
  - (B) To inquire about bulk purchases
  - (C) To express gratitude for quick service
  - (D) To ask about opening a shop
- 199.** How much was James Hobbs charged?
- (A) \$7.99
  - (B) \$36.99
  - (C) \$43.99
  - (D) \$79.99
- 200.** What does James Hobbs want from the company?
- (A) A new mouse
  - (B) A meeting with the company CEO
  - (C) A refund of a certain fee
  - (D) Public apology posted on the Web site

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.