

Student ID Number	
Name	

TOEIC[®] UPGRADE

Actual Test 3

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.



Statement (B), “She’s reading a book,” is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



2.



3.



4.



5.



6.



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.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer 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.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two or more 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.

- 32.** What does the woman want to do?
(A) Change some currency
(B) Withdraw some money
(C) Request a loan
(D) Transfer some funds
- 33.** What will the money be used for?
(A) University fees
(B) A rental payment
(C) A house deposit
(D) A vacation
- 34.** What does the man ask the woman about?
(A) Her address
(B) Her preferred banknotes
(C) Her bank account number
(D) Her travel destination
-
- 35.** What is the purpose of the woman's call?
(A) To invite someone to a conference
(B) To get information for an article
(C) To inquire about a new book
(D) To offer a job opportunity
- 36.** What was discussed during the television interview?
(A) Politics
(B) Economics
(C) Tourism
(D) Entertainment
- 37.** What should the woman do in order to speak with Dr. Bryce?
(A) Call back and schedule an interview
(B) Leave a message
(C) Contact his editor
(D) Attend a talk he is giving
- 38.** What are the speakers mainly discussing?
(A) A lease contract
(B) An unpaid bill
(C) A move-in date
(D) A needed home repair
- 39.** What does the man imply when he says, "You've been living there for a few months, haven't you"?
(A) She should have paid her bills earlier.
(B) She should feel at home there by now.
(C) The bill might contain a mistake.
(D) The charges on the bill might be hers.
- 40.** What will the man most likely do next?
(A) Organize an inspection
(B) Pay the bill
(C) Contact the homeowner
(D) Draft a letter
-

Mattala Airport Taxi Service			
To Downtown		To Yala National Park	
Car (up to 4 people)	Van	Car (up to 4 people)	Van
US\$55	US\$85	US\$95	US\$130

- 41.** What problem has the man noticed?
 (A) A flight schedule has been changed.
 (B) The plane's arrival time is late.
 (C) All the hotels near the park are full.
 (D) Train tickets are very expensive.
- 42.** What does the man ask the woman to do?
 (A) Select a hotel
 (B) Choose a resort
 (C) Change their flight
 (D) Arrange transportation
- 43.** Look at the graphic. How much will the speakers' taxi most likely cost?
 (A) \$55
 (B) \$85
 (C) \$95
 (D) \$130
-
- 44.** Where most likely are the speakers?
 (A) At the front desk
 (B) In a meeting room
 (C) In the director's office
 (D) In the break room
- 45.** What will the man do during the meeting?
 (A) Take notes
 (B) Give a monthly report
 (C) Look at job applications
 (D) Report on a new purchase
- 46.** What do the women suggest the man do?
 (A) Take a coffee break
 (B) Have lunch early
 (C) Take notes at the meeting
 (D) Make some phone calls
-
- 47.** Where is the conversation most likely taking place?
 (A) In a hotel lobby
 (B) At a restaurant
 (C) In a clothing store
 (D) At a laundry
- 48.** What does the woman request?
 (A) To get a measuring tape
 (B) To see if the uniform fits
 (C) To locate a bigger uniform
 (D) To look in a mirror
- 49.** When will the woman work again?
 (A) Next week
 (B) Tomorrow
 (C) Wednesday
 (D) Saturday
-

50. What problem is the woman calling about?
(A) She was sent an unwanted delivery.
(B) She never received her parcel.
(C) She is unsatisfied with a product.
(D) She only received half of her order.

51. Why was another shipment delivered?
(A) It was sent as a present.
(B) The post office made an error.
(C) She submitted another order.
(D) A new box is sent every month.

52. What does the man say he will do?
(A) Check the woman's order details
(B) Send someone to collect the package.
(C) Take the woman's payment information
(D) Schedule another delivery

-
53. Why does the man want to make a call?
(A) There is a mistake on the quarterly report.
(B) He wants to arrange a meeting.
(C) His schedule has changed.
(D) He has a question about a decrease in profits.

54. Why does the woman suggest sending an e-mail instead of calling?
(A) Because it would be faster
(B) Because they are very busy
(C) Because there is a time difference
(D) Because she does not have the number

55. What will the woman do next?
(A) Book a meeting room
(B) Check the time
(C) Make a phone call
(D) Draft an e-mail
-

**SALISBURY HOTEL
BOOKING CONFIRMATION**

Reservation number 965 364

Booking details

Name: Penny Smith

Room type: 1 garden-view room

Check-in: 3 May

Checkout: 4 May

Total: £60.00

56. What does the man mean when he says, "Sure, I can fix that for you"?
(A) He will cancel her booking.
(B) He will move her to a different room.
(C) He will correct her contact information.
(D) He will extend her reservation.

57. What will the woman receive?
(A) A refund
(B) A text message
(C) A phone call
(D) An e-mail

58. Look at the graphic. Which information on it is incorrect?
(A) The name
(B) The check-in date
(C) The check-out date
(D) The type of room
-

59. Where does the woman most likely work?

- (A) At a restaurant
- (B) At a taxi company
- (C) At a hotel
- (D) At a catering company

60. What kind of event has just concluded?

- (A) A seminar
- (B) A wedding
- (C) A picnic
- (D) A conference

61. Why should the driver call in advance?

- (A) To get the security code to the parking lot
 - (B) To schedule an appointment
 - (C) To be allowed into the building
 - (D) To be given directions
-

62. What is the conversation mainly about?

- (A) Sections of the library
- (B) Overdue fees
- (C) Research tips
- (D) Library policies

63. How many times can books and videos be renewed?

- (A) Zero
- (B) One
- (C) Two
- (D) Three

64. What will the man probably do next?

- (A) Pay a late fee
 - (B) Check out some materials
 - (C) Watch a video
 - (D) Look for the magazine he wants
-

65. Where is the conversation taking place?

- (A) In an office
- (B) In a building lobby
- (C) On an elevator
- (D) In a hallway

66. What are the women doing?

- (A) Looking at apartments
- (B) Moving their belongings
- (C) Shopping for clothes
- (D) Visiting the man

67. What does the man suggest?

- (A) That the women visit him and his wife
 - (B) That the women consider moving
 - (C) That the women explore the neighborhood
 - (D) That the women look at a different unit
-

68. What is the man most likely doing?

- (A) Talking to a reporter
- (B) Making a sales call
- (C) Undergoing a performance review
- (D) Being interviewed for a job

69. What kind of company did the man work for?

- (A) A marketing company
- (B) An electronics company
- (C) A department store
- (D) A corporate training firm

70. Which is NOT true about the man's first job?

- (A) He enjoyed it.
 - (B) It involved marketing.
 - (C) He resigned from it.
 - (D) It began with a training program.
-

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each 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.** Why is the speaker calling?
(A) His passport went missing.
(B) His wife was injured.
(C) His tour dates are incorrect.
(D) His medicine is running out.
- 72.** What is the speaker worried about?
(A) Medical costs
(B) Safety
(C) Motorcycle repair
(D) Legal issues
- 73.** What information does the speaker request?
(A) Which documents are required
(B) When a flight departs
(C) How to file a police report
(D) Why the hospital is closed
-
- 74.** When does the post office close?
(A) 5:00 p.m.
(B) 6:00 p.m.
(C) 7:00 p.m.
(D) 9:00 p.m.
- 75.** Why does the speaker say, "Otherwise, we're open on weekdays from 9 a.m."?
(A) The listener may have to come to the post office another day.
(B) The listener should call back tomorrow.
(C) The hours of the post office have recently changed.
(D) The post office is less busy in the morning.
- 76.** What happens to uncollected packages?
(A) They are returned to the central office.
(B) They are donated to charity.
(C) They are opened.
(D) They are thrown away.
- 77.** How were employees trained several years ago?
(A) By reading a manual
(B) By attending an induction course
(C) By pairing up with a senior employee
(D) By completing an internship
- 78.** Which stores are visited by secret shoppers?
(A) Premium stores
(B) Outlet stores
(C) Airport stores
(D) Department stores
- 79.** What change does the speaker want to make?
(A) Hiring more employees
(B) Expanding the program
(C) Updating the training materials
(D) Increasing the frequency of visits
-
- 80.** What is the business trying to sell?
(A) Land
(B) Company shares
(C) A new invention
(D) Properties
- 81.** What solution is suggested?
(A) Finding new investors
(B) Cutting prices
(C) Recalculating the budget
(D) Hiring an advertising firm
- 82.** What will be done if buyers are not found?
(A) The bank will be asked for more money.
(B) The construction site will be abandoned.
(C) Another company will take over the project.
(D) Billboards will be displayed around the area.
-

Downtown Bus Schedule		
Weekdays	7 a.m. – 5 p.m.	Every 5 minutes
	5 a.m. – 10 p.m.	Every 10 minutes
Weekends/ Holidays	7 a.m. – 5 p.m.	Every 20 minutes
	5 a.m. – 10 p.m.	Every 40 minutes

- 83.** What is the broadcast mainly about?
 (A) A school closing
 (B) Bus schedules
 (C) A public holiday
 (D) The City Transit Authority
- 84.** What can people enjoy for free tomorrow?
 (A) A performance
 (B) City buses
 (C) Downtown parking
 (D) A museum
- 85.** Look at the graphic. How often will the downtown buses run during the concert?
 (A) Every 5 minutes
 (B) Every 10 minutes
 (C) Every 20 minutes
 (D) Every 40 minutes
-
- 86.** Why is the speaker calling?
 (A) A shipment is overdue.
 (B) A delivery was sent to the wrong address.
 (C) He wants to order more products.
 (D) The wrong item was delivered.
- 87.** What does the speaker imply when he says, “So we’ll just have to be patient, I guess”?
 (A) There is no further action to take right now.
 (B) They should not be angry about the error.
 (C) They have to wait for the director’s response.
 (D) Correcting the error will take a long time.
- 88.** What does the speaker want to check at the office?
 (A) The height of the doors
 (B) The installation instructions
 (C) The reason for the error
 (D) The date of the order
-
- 89.** What will winners receive?
 (A) A film poster
 (B) Admission to a play
 (C) A television
 (D) Movie tickets
- 90.** What will happen after the movie?
 (A) A press conference
 (B) A party
 (C) A question-and-answer session
 (D) Television interviews
- 91.** How can listeners enter the competition?
 (A) By submitting a photograph
 (B) By answering a short survey
 (C) By providing their contact details
 (D) By responding to a question
-

92. Who would most likely use this number?
 (A) Library users
 (B) Bank customers
 (C) Tourists
 (D) Students
93. What is the listener asked to do?
 (A) Leave a voicemail message
 (B) Make contact through the website
 (C) Hold until an operator is available
 (D) Call back in twenty-four hours
94. Why would a listener press the star button?
 (A) To choose another language
 (B) To leave a recorded message
 (C) To connect to an operator
 (D) To give business opening hours

-
95. Where most likely is the speaker?
 (A) At an art museum
 (B) At a school
 (C) At a hospital
 (D) At an auction

96. Who is Eleanor Walsh?
 (A) A gallery employee
 (B) A volunteer
 (C) A painter
 (D) The editor of a brochure

97. What will the group most likely do next?
 (A) Meet a famous artist
 (B) Attend a question and answer session
 (C) Browse the gift shop
 (D) See a special exhibition
-

* PET WORLD PLUS *	
Save \$\$ with this coupon!	
You spend at least:	You save:
\$50	\$3
\$100	\$10
\$150	\$15
\$200	\$25
Valid until 09/16. One coupon per person.	

98. What does the speaker say about the store?
 (A) It is the largest of its kind in the country.
 (B) It sells pets as well as pet supplies.
 (C) It publishes a coupon daily.
 (D) It was founded ten years ago.

99. How much dog food can a person buy for \$30?
 (A) Five kilos
 (B) Ten kilos
 (C) Sixteen kilos
 (D) Thirty kilos

100. Look at the graphic. How much will the coupon save a customer who buys the aquarium on sale?
 (A) \$3
 (B) \$10
 (C) \$15
 (D) \$25
-

READING TEST

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

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

PART 5

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

- 101.** Every piece of furniture in the Royal Gardens Hotel luxury suites was _____ by artisan woodworkers.
(A) handcrafted
(B) recruited
(C) exceeded
(D) convinced
- 102.** Many of its investors were caught by surprise when the value of stock in Blue Circle Energy _____ dropped.
(A) suddenly
(B) professionally
(C) always
(D) carefully
- 103.** Everybody at Tosco Milk is delighted to welcome _____ Jean Meyers, who has recently returned from maternity leave.
(A) behind
(B) ahead
(C) forward
(D) back
- 104.** Although _____ occasionally work overtime, staff at Harriet Realtors aim for a 38-hour working week.
(A) they
(B) it
(C) them
(D) themselves
- 105.** Customers are _____ one free refill with any purchase from the drinks menu.
(A) permitting
(B) permits
(C) permit
(D) permitted
- 106.** Management is debating whether to rent space in the _____ office block down the street.
(A) dynamic
(B) vacant
(C) wasteful
(D) natural
- 107.** While the TN100 and the upgraded GX 7 camera models have different features, both come _____ recommended by the consumer magazine *Bazaar*.
(A) highest
(B) higher
(C) highly
(D) high
- 108.** In order to _____ for a Guide Elite credit card, applicants must provide evidence of a regular income.
(A) estimate
(B) determine
(C) qualify
(D) transform

109. In light of the recent earthquake, all buildings over 10 stories will be _____ to determine if they comply with updated safety protocols.
- (A) inspects
 - (B) inspecting
 - (C) inspection
 - (D) inspected
110. Kochi Merchants' core business strategy is to source textiles from a nearby _____ and sell them overseas as luxury goods.
- (A) communicated
 - (B) communities
 - (C) communicate
 - (D) community
111. A wide selection of movies and television programs will be made available _____ the flight.
- (A) during
 - (B) by
 - (C) from
 - (D) when
112. We hope that every _____ of the Garnet apartment complex remembers to vote in the local election next Saturday.
- (A) reside
 - (B) residing
 - (C) residential
 - (D) resident
113. The band members of Rain Wagon recognize that their _____ is thanks to the humbling loyalty and support of their fans.
- (A) obstacle
 - (B) popularity
 - (C) establishment
 - (D) alternative
114. Customers are happy to pay the increased fare upon learning how _____ the train covers the distance between stations.
- (A) rapidly
 - (B) weekly
 - (C) substantially
 - (D) fortunately
115. The Tula Guinea Botanic Gardens welcomed 250,000 visitors last year, the _____ in its 120-year history.
- (A) more
 - (B) most
 - (C) many
 - (D) much
116. The continuing success of current affairs website *Talk Factory* is a _____ argument about the benefits of marketing via social media.
- (A) persuaded
 - (B) persuasively
 - (C) persuade
 - (D) persuasive
117. Leo Fisher is notable for being the first applicant to get a(n) _____ test result for the yearly graduate intake.
- (A) flawless
 - (B) grateful
 - (C) imminent
 - (D) unsuitable
118. _____ her commencement as deputy director, Jieun Cho's first act was to recommend a replacement to fill her previous position.
- (A) About
 - (B) Except
 - (C) Upon
 - (D) Unlike
119. The Express Mart convenience store _____ to the Dalton Cinema will vacate the building in three weeks time because of a rent increase.
- (A) functional
 - (B) adjacent
 - (C) ancient
 - (D) capable
120. Customers _____ orders were misplaced will be reimbursed in full as soon as possible.
- (A) which
 - (B) whoever
 - (C) whose
 - (D) who

- 121.** The temporary sales event should produce a _____ increase in travelers on domestic routes flown by Ascent Airways.
- (A) significant
 - (B) significance
 - (C) significantly
 - (D) signify
- 122.** Today, Austen Skincare _____ announced an end to its practice of testing cosmetic products on animals.
- (A) formalness
 - (B) formally
 - (C) formality
 - (D) formal
- 123.** The extra funding _____ at last month's charity dinner will go towards building a second community center.
- (A) secure
 - (B) secured
 - (C) had secured
 - (D) secures
- 124.** Designer Hien Anh's outfits seen at the San Antonio Fashion Week were created to allow women to wear high fashion _____.
- (A) comfortable
 - (B) comfort
 - (C) comfortably
 - (D) comforting
- 125.** Despite several new government initiatives, the job market has become _____ to enter for recent graduates.
- (A) challenged
 - (B) challenge
 - (C) most challengingly
 - (D) more challenging
- 126.** The discussion _____ on the final day of the conference will consist of four experts on foreign direct investment.
- (A) presence
 - (B) analyst
 - (C) format
 - (D) panel
- 127.** An unfortunate _____ of the arrival of international retail giant Hadworths to Cape Town was the closure of many small traders.
- (A) compartment
 - (B) emphasis
 - (C) consequence
 - (D) tradition
- 128.** Organizers of the family fun run have wrapped colored ribbons _____ trees and lampposts to mark the five-mile course.
- (A) against
 - (B) around
 - (C) towards
 - (D) inside
- 129.** This year, an article _____ in the *Wallace Tribune* named Greg Murphy, president of InfoScope, as one of the country's top 50 business leaders.
- (A) published
 - (B) publishing
 - (C) to publish
 - (D) publishes
- 130.** Before launching his political campaign, Herbert Turner had a _____ career as a diplomat and university lecturer.
- (A) successful
 - (B) succeeding
 - (C) succeed
 - (D) success

PART 6

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

Questions 131–134 refer to the following e-mail.

To: Schmidt Photographics <manager@schmidt.de>
From: Amanda Collins <amandac@gtcelectronics.com>
Date: 29 June
Subject: Camera Model EK311

Dear Sir/Madam,

_____. I was very impressed with the results. I wasn't expecting high-quality pictures from a camera
131. at _____ a low price.
132.

I believe that there could be a big market in my city for this product. _____ an owner of a small
133. electronics store, I have access to this market.

If you are _____ to offer a bulk discount, I would like to order two hundred units to sell in my store,
134. with the possibility of a long-term partnership. I hope to hear from you.

Kind regards,

Amanda Collins
GTC Electronics

- 131.** (A) Last week I ordered a set of photo prints from your company's online service.
(B) Recently, I purchased one of your disposable underwater cameras for personal use.
(C) I am writing to thank you for your assistance in correcting the error with my order.
(D) I have a question about the user manual for one of your underwater cameras.
- 132.** (A) this
(B) such
(C) so
(D) very
- 133.** (A) Of
(B) When
(C) While
(D) As
- 134.** (A) unprepared
(B) willing
(C) absent
(D) professional

Questions 135–138 refer to the following letter.

Mr. Brian Swan
7 Verdant Avenue
Montreal, QC H3B 4W8

Dear Mr. Swan,

We are writing to you _____ behalf of the owner of your rental property.
135.

Our records show that the terms of your rental contract will end on the 30th of November. _____.
This price increase will only take effect _____ your lease has expired.
136.
137.

As you are a long-term tenant, the owner wishes to invite you to renew your lease under this new pricing arrangement. Another contract will be drafted if you agree to these terms. _____, if you choose not to extend the lease, we will need to locate a new tenant shortly.
138.

Please contact our office during business hours.

Yours sincerely,
Jamie Mueller
Real Estate Agent

- 135.** (A) at
(B) on
(C) for
(D) to

- 137.** (A) rather than
(B) once
(C) although
(D) unless

- 136.** (A) Enclosed is a copy of the lease for your signature.
(B) The owner has decided to raise the rent by \$100 a month.
(C) I am enclosing information that new tenants may find useful.
(D) She wishes to confirm your intention to move out in 30 days.

- 138.** (A) Otherwise
(B) Besides
(C) Similarly
(D) Likewise

Questions 139–142 refer to the following advertisement.

After extensive renovations, the Collamere Zoo has reopened with updated facilities and space for many new animal species. To celebrate this occasion, we are offering discounted entry fees, which is _____ one of many reasons to make the journey.
139.

The lion and tiger enclosures have been improved and expanded to _____ the comfort of the animals. _____.
141.

For people wanting to get up close and personal, our special Zookeeper package lets you touch, feed, and take photographs with some of our most exotic creatures. Bookings should be made _____. To book your Zookeeper package, call us at 6878-9012 or visit us at CollamereZoo.com.
142.

- 139.** (A) sole
(B) single
(C) only
(D) individual

- 140.** (A) minimize
(B) neglect
(C) compromise
(D) maximize

- 141.** (A) Visitors will also be amazed by the new jungle habitat for Asian elephants.
(B) We have special admission rates for children, students, and senior citizens.
(C) Some critics have argued that the new enclosures are too small.
(D) The zoo is closed for maintenance on the first Tuesday of every month.

- 142.** (A) meanwhile
(B) afterwards
(C) in advance
(D) frequently

Questions 143–146 refer to the following article.

The winners of the Wexley Award were announced today, with the top prize going to Rita Boyle, founder of the international charity The Eden Foundation. The awards are distributed _____ leaders in the charity world. _____.

“I did not create the organization on my own,” she said in her speech. “Beyond my contribution, this award recognizes the effort of everyone who donated, volunteered, or worked with us over the _____ fifteen years.”

Awards were also given to Mark Gomez for his work in Central America, and to Samantha Wilson for organizing a public health _____ in rural India.

- 143.** (A) honored
(B) honorable
(C) to honor
(D) honors

- 145.** (A) before
(B) gone
(C) ago
(D) past

- 144.** (A) Ms. Boyle explained her reasons for founding the Wexley Award.
(B) The Eden Foundation plans to expand its operations to fifty countries.
(C) Ms. Boyle gained fame by starting the foundation while still in high school.
(D) The Wexley Award is given annually for notable achievements in giving.

- 146.** (A) initiated
(B) initiate
(C) initiative
(D) initiates

PART 7

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

Questions 147–148 refer to the following list.

Guest Laundry List

Name: *Arthur Barrow*

Room Number: *403*

Date: *February 17*

A laundry bag is kept in the linen closet in each room.
For women's clothing, please use the separate form kept in the Guest Information Pack.

Quantity	Article	Rate (\$)
<i>3</i>	Shirt - formal	7.50
	Shirt - casual	7.50
<i>1</i>	T-shirt	4.00
<i>1</i>	Pants / Jeans	8.00
<i>2</i>	Underwear	4.00
<i>2</i>	Socks (pair)	4.00
	Handkerchief	3.50
	Undershirt	4.00
	Shorts	6.00
	Towel	7.00
	Other	

Notes
Please pay extra attention to the coffee stain on the T-shirt's sleeve.

Please contact Reception with any enquiries about dry cleaning. While we aim to return laundry items within 12 hours, there may be a delay depending on the amount of work required.

147. Who most likely is Arthur Barrow?

- (A) A tailor
- (B) A gym member
- (C) A worker at a laundry
- (D) A hotel guest

148. What is stated about the laundry service?

- (A) Ironing is complimentary.
- (B) There is a separate form for women.
- (C) A clothes bag is available at reception.
- (D) It takes at least twelve hours.

Questions 149–150 refer to the following text messages.

Val Nelson 10:23 a.m.

Hey, Mark, I tried to find you at the office. Are you off or working from home today?

Mark Cruz 10:25 a.m.

I'll be working from home on Fridays starting next week, but today I'm taking a personal day. What's up?

Val Nelson 10:26 a.m.

Oh, then sorry to bother you. Just wanted to tell you before I forget that Monday's video conference is now at 9 a.m. so we're all meeting at the facility instead of leaving from here. It's called Office Solutions Plus, near Granger Station—conference room D.

Mark Cruz 10:27 a.m.

OK, thanks. Hey, if you're taking the subway, can we meet up and go together? I haven't been to that building and don't want to get lost.

Val Nelson 10:29 a.m.

Sure. Let's both try to be at Granger by 8:30. Then it's a 15-minute walk from there.

- 149.** What is the main reason Val Nelson is messaging Mark Cruz?
- (A) To inquire why he is not at the office
 - (B) To notify him of a schedule change
 - (C) To ask about his plans for time off
 - (D) To inform him that a meeting location has changed

- 150.** Where will Mark Nelson and Val Cruz meet?
- (A) At the office
 - (B) In the conference room
 - (C) Outside Office Solutions Plus
 - (D) At a subway station

Questions 151–152 refer to the following advertisement.

Fully Furnished Bedroom for Rent in Pryce

A couple is seeking a friendly person to share this lovely 4-bedroom house located in the suburb of Pryce. The bedroom includes a double bed, television, study table and chair, and a separate bathroom. The house also features appliances such as a washing machine, dryer, refrigerator, and microwave.

The house is situated right beside a bus stop and is only ten minutes to the city center by the 742 express bus. There is a shopping district nearby with a Dawson supermarket, restaurants, cafes, and a spacious park and sports field.

Both of us study full-time and are rarely in the house during the day. We prefer a person who is quiet and clean like us. No pets or smoking is permitted on or around the property.

The monthly rent is only \$190.00, including all utilities.

Feel free to contact Alex on 093 3243 7611, or send a text message to Lauren at 093 6323 8630 during business hours.

151. What is the purpose of the notice?

- (A) To sell some appliances
- (B) To find a housemate
- (C) To review a guesthouse
- (D) To recommend a dormitory

152. What is suggested about the couple?

- (A) They have a pet dog.
- (B) They are students.
- (C) They will pay for electricity.
- (D) They work from home.

Questions 153–154 refer to the following article.

News from Brighton Court

Meadow Street in Brighton Court has been nominated for a national award which recognizes innovative city planning.

The local government announced last year it would transform the area into a zone appropriate for shared use by pedestrians, cyclists, and motorists, with the intention of breathing fresh life into the struggling retail district.

The development project has been named as one of the finalists for the national Tyler Award for Excellence in City Planning. Other

candidates include the project in Preston to restore the historic Central Train Station, one of the city's oldest buildings.

Local government spokesman Max Lonsdale said that the nomination acknowledged the success of the project in improving access to the area and encouraging visitors.

Business owners had given their support to the project, although there were complaints from motorists and office workers about the loss of car parking spaces in the area.

153. What is the main subject of the article?

- (A) An urban planning project
- (B) A government review of transport infrastructure
- (C) The expiration of a business deal
- (D) Construction of a new expressway

154. What is suggested about the Brighton Court area?

- (A) It is a commercial district.
- (B) It is inaccessible to drivers.
- (C) Its redevelopment was a failure.
- (D) It features a major train station.

Questions 155–157 refer to the following advertisement.

The Complete Handbook for Business Writing, 12th Edition

[1] Now in its twelfth edition, *The Complete Handbook for Business Writing* has been the most popular reference for both students and professionals for over thirty years. [2] With more than 500 alphabetically organized and clearly written entries, it is convenient and easy to use. The types of business correspondence and documents addressed in this book include press releases, résumés, proposals, reports, brochures, and more. Genuine example documents and visual aids are provided throughout the book in order to demonstrate effective business communication. [3] This edition offers added coverage of the impact that the Internet and technology have had on workplace communication, with up-to-date tips for online research, designing web pages, and working with electronic documents. Thorough yet concise, *The Complete Handbook for Business Writing* is still the authoritative writing reference for professionals. [4]

- 155.** The word “addressed” in line 4 is closest in meaning to
- (A) marked
 - (B) directed
 - (C) spoken
 - (D) covered
- 156.** In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?
- “The handbook also offers advice on common problems with grammar, usage, style, and punctuation.”
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]
- 157.** Which is NOT mentioned as being included in the handbook?
- (A) Hundreds of entries
 - (B) Sample business-related texts
 - (C) Advice on web design
 - (D) Internet links with more information

Questions 158–160 refer to the following information.

Marco's, Keyton

Fine Dining Restaurant

'A dining sensation' – Rating: ★★★★★

This is easily the best restaurant in the area. Each day they have a new special in addition to the standard menu. The staff are incredibly kind and knowledgeable about the ingredients used in each dish. We went on a Friday night, and although it was extremely busy, our service was prompt and we left extremely satisfied.

Mark T., Summer Bay

'Not recommended at all' – Rating: ★★☆☆☆

We visited Marco's after having read a very positive review in the Sunday edition of *The Keyton Chronicle*. However, it was a disappointing experience, and the food failed to meet our expectations. The atmosphere was cold and uncomfortable. The tables were too close together, so we felt like we were sharing our dinner with strangers.

Teresa C., Liston

'Could be better' – Rating: ★★★☆☆

I went with my partner and we both thoroughly enjoyed our meal of steak and salmon fillet. However, we did feel the food was slightly overpriced and the dessert menu was too limited. Also, the waiter forgot my order, so we had to remind him. Although it was a pleasant dining experience, there is plenty of room for improvement.

Jeremy P., Grenville

158. Why did Teresa C. visit the restaurant?

- (A) She was invited by a friend.
- (B) She read a review.
- (C) She knows the chef.
- (D) She works nearby.

160. What is indicated about Marco's?

- (A) It is located downtown.
- (B) It has different daily specials.
- (C) It is spacious and comfortable.
- (D) It has a big selection of main dishes.

159. What is NOT mentioned by Jeremy P. about his dining experience?

- (A) The food was too expensive.
- (B) The waiter overcharged him.
- (C) The dessert options lacked variety.
- (D) The dishes were tasty.

Questions 161–163 refer to the following online chat discussion.

The screenshot shows a chat window with a scroll bar on the right. The messages are as follows:

- Leonard Woods 2:05** Hey, Kaley, I don't think I've congratulated you on being promoted to manager. Well done! You deserve it! How are things going so far?
- Kaley Franco 2:06** Thanks. I'm still learning the ropes. And I think hiring an assistant is going to be a bigger challenge than I expected.
- Leonard Woods 2:06** Really? Have you not gotten any good applicants?
- Kaley Franco 2:07** Actually, it's just the opposite. I only posted the ad three days ago, and I have almost 20 résumés to sort through already. A lot of the people seem equally qualified, so it's hard to narrow it down to who I want to interview. Plus, I've never interviewed anyone before, so I'm kind of nervous about that!
- Leonard Woods 2:09** It'll be fine. If you want, I can send you the list of questions I normally ask.
- Kaley Franco 2:09** I'd appreciate that. I know you have a great assistant, so you must know what you're doing.
- Leonard Woods 2:10** Yeah, Marissa is the best. Now that I think about it, maybe she could help you with the process. I always ask for her advice on hiring decisions for my team.

At the bottom of the chat window, there is a text input field and a button labeled "SEND".

161. What is Kaley Franco's problem?

- (A) She is anxious about interviewing for a job.
- (B) She is having trouble choosing an assistant.
- (C) She does not feel qualified for her new job.
- (D) She has too large a workload.

163. Who is Marisa?

- (A) A job applicant
- (B) A team member of Kaley Franco's
- (C) A manager at the company
- (D) Leonard Woods's subordinate

162. What is suggested about Leonard Woods?

- (A) He is experienced in hiring.
- (B) He was originally hired as an assistant.
- (C) He is planning to hire a new employee.
- (D) He is responsible for Kaley Franco's promotion.

Questions 164–167 refer to the following e-mail.

To:	Myungho Jeong <mhjeong@harmony.com>
From:	Bader, Toby <tobybader@aurora.net>
Date:	November 7
Subject:	Upcoming meeting

Dear Mr. Jeong,

I am looking forward to finally meeting you. If our companies end up working together, I'm sure it's best that we meet face-to-face.

Could you please suggest a few specific dates for the meeting, according to your schedule? In my opinion, we need at least a full day to discuss all of the issues.

Please find below the proposed meeting agenda:

- Introduction
- Contract negotiation
- Responsibility split
- Timeframe
- Technical issues (with Andrew Pearson)
- Other issues

As I mentioned previously, Andrew will be present because he is our resident software guru and has a lot more experience with the software development process. He'll only be there for part of the meeting.

I can also arrange for you to be collected at the airport if you like.

Best regards,
Toby Bader
Aurora Solutions

164. What is most likely true about Mr. Bader and Mr. Jeong?

- (A) They will not work together.
- (B) They are both experienced software developers.
- (C) They have not met before.
- (D) They are colleagues.

165. What will be discussed at the conclusion of the meeting?

- (A) Policy and procedure
- (B) Financial compensation
- (C) Other matters
- (D) Future plans

166. What information is requested from Mr. Jeong?

- (A) His area of technical expertise
- (B) His dates of availability
- (C) His choice of accommodation
- (D) His preferred contact method

167. Why will Andrew Pearson attend the meeting?

- (A) He is an expert.
- (B) He is a major client.
- (C) He is funding the project.
- (D) He will take minutes.

Questions 168–171 refer to the following instructions.

General Safety Instructions

Please read the operating instructions carefully before using your new Vortex kettle for the first time. Please keep this instruction manual, including the purchase receipt, for future reference.

This appliance is intended to be used in household and similar applications such as:

- private residences;
- staff kitchen areas in shops, offices, and other working environments;
- hotels, motels, and other types of accommodation.

The appliance is not suitable for commercial use.

For your safety, fill the kettle first, then set the appliance onto the power base, and finally plug the cord into the outlet. Do not heat water with the lid open. When the water comes to a boil, the kettle will turn off automatically. After heating water, always grasp the kettle by the plastic handle, as the glass may be hot. To disconnect, remove the kettle from the power base, and then remove the plug from the wall outlet.

Do not use the appliance outdoors. Do not expose it to extreme heat, strong sunlight, or humidity. Unplug the appliance immediately if any of its electrical components come into contact with water.

When cleaning the appliance, always switch it off and remove the plug from the main power supply.

Make sure the appliance is out of reach of young children. Children must be supervised at all times while using the appliance.

Check the appliance and cable on a regular basis. Do not use the appliance if it is damaged. A trained electrician must carry out repairs to the appliance; do not attempt to repair it on your own.

168. What is NOT mentioned as a suitable location for using the appliance?

- (A) A hotel
- (B) An office break room
- (C) A public barbecue area
- (D) A private home

169. What do the instructions advise against?

- (A) Holding the appliance by the glass part during use
- (B) Removing the kettle from the base during heating
- (C) Keeping the lid closed while heating water
- (D) Filling the kettle before plugging it in

170. What should be done before cleaning the appliance?

- (A) It should be moved outdoors.
- (B) Its plastic cover should be removed.
- (C) It should be unplugged.
- (D) It should be wiped with a cloth.

171. How can customers fix the appliance?

- (A) By using the enclosed spare parts
- (B) By contacting a professional
- (C) By visiting the service center
- (D) By replacing the cable

Questions 172–175 refer to the following letter.

Dr. Salvatore Raimondo
IMA Medical Center
125 Bedford St.
New York, NY 10014

Rivett Health Center

August 15, 2016

Dear Dr. Raimondo,

I have worked with Gabriella Hanson since she first joined the front desk team at the Rivett Health Center. I am Gabriella's manager and work with her on a daily basis.

Her primary duties include scheduling patient appointments, responding to inquiries over the phone and at the front counter, managing the office filing system, and other general office tasks.

She is hard-working, reliable, and has the ability to work flexibly and effectively as a member of a team and complete tasks with minimal supervision. She clearly enjoys the challenge of working in a busy environment. Gabriella undertakes all tasks willingly and efficiently and maintains a professional attitude about her work.

Gabriella started at the center as a casual staff member on a three-month work agreement. She applied for a permanent position and was selected for promotion from a strong field of applicants.

I strongly believe that Gabriella would be an asset to your medical center.

If you would like me to comment further, please contact me on 342-6531 or e-mail me at manager@rivettcenter.com.be.

Yours sincerely,

Jasmine Watkins

Office Manager,
Rivett Health Center

- 172.** What is the purpose of the letter?
- (A) To welcome a new recruit
 - (B) To describe an available job vacancy
 - (C) To apply for a full-time position
 - (D) To recommend a person for employment
- 173.** What kind of work does Gabriella Hanson do?
- (A) Administration
 - (B) Marketing
 - (C) Building maintenance
 - (D) Finance
- 174.** The word “field” in paragraph 4, line 2, is closest in meaning to
- (A) meadow
 - (B) range
 - (C) terrain
 - (D) course
- 175.** How did Gabriella Hanson start at the center?
- (A) As a temporary employee
 - (B) As a volunteer
 - (C) As a part-time consultant
 - (D) As a supervisor

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

DOWNTOWN OFFICE SUITES



This new building in the downtown financial district offers a great opportunity for small to midsized companies to occupy an entire floor!

Suites range from 1,200 square feet to 5,000 square feet (for the whole floor) and are available immediately. Each suite includes a spacious reception area, three private offices, a small kitchenette, and two bathrooms. The brand-new, modern 11-story building at 788 East 3rd Avenue features two elevators and 24-hour security. It is located right on subway line 4, within walking distance of shopping, restaurants, and hotels.

For leasing information and to schedule a viewing, please call 658-8991. But hurry because these suites are in demand!

To:	Joel Gunderson <jgund@wayfarer.com>
From:	Nina Wachowski <nwach@wayfarer.com>
Date:	June 6
Subject:	New office space

Hi, Joel.

I've been looking at ads for office spaces all morning, and here's a link to one that looks perfect: www.officesuitesnow.com/087. It's available right away, and it's got everything we have now — except with three private offices instead of just two. And it's in a perfect location. Wouldn't it be great not to have to walk 20 minutes to the station?

Plus, we could rent a whole floor if it's within budget. I'm sure it would cost more than we're paying now, but we definitely need the space with all the new hiring we'll be doing in the next few months. Depending on price, I think this might be just the place. If you agree, I'll call and make an appointment to see it ASAP.

Thanks,
Nina

- 176.** Which of the following is NOT mentioned as a feature of the new building?
- (A) Bathrooms in every suite
 - (B) Two elevators
 - (C) Eleven floors
 - (D) A large conference room
- 177.** What should people do if they are interested in renting one of the suites?
- (A) Drop by in person
 - (B) Make a phone call
 - (C) Send an e-mail
 - (D) Fill out an online form
- 178.** What is the e-mail writer's company expecting to do soon?
- (A) Gain new employees
 - (B) Move to a new city
 - (C) Reduce its budget
 - (D) Buy an office building
- 179.** What is suggested about the e-mail writer's current office building?
- (A) It does not have private offices.
 - (B) It does not have a kitchenette.
 - (C) It is too far from the subway.
 - (D) It is too expensive.
- 180.** What is a possible disadvantage of the advertised building?
- (A) The location
 - (B) The availability date
 - (C) The size
 - (D) The cost

Questions 181–185 refer to the following letter and telephone message.

Mayumi Ozaki
 12 Victoria Street
 Springvale
 BD23 9SY

We thank you for choosing Hudson Basic Cover insurance for your recent vehicle registration. The details are as follows:

Vehicle Registration: VCD-56T
 Duration of Policy: 12 months
 Vehicle Class: Passenger Vehicle

Enclosed you will find a copy of the Basic Cover Policy Booklet, which contains important information about the features of your insurance. Please retain this document for your own records.

Hudson Insurance has been providing expert services and support in Springvale for over thirty years. Our staff are part of the local community and are people just like you. Following the merger of Hudson Insurance with Xylo Limited two years ago, our customer service protocols have been improved to better anticipate our customers’ needs. We will answer your questions, listen to your feedback, and do our best to ensure your experience with Hudson is always a pleasure.

You can speak with one of our representatives online at hudsoncsh.com, over the phone at 431-0051, or at any of our local branches at Bryden, Wenhaven, and Manuka.

Yours Sincerely,
 Tia Mitchell
 Insurance Division

Any personal information you provide us will be used in accordance with our Privacy Policy. Please refer to our website to read the policy in full.

Telephone Message			
Caller	Mayumi Ozaki (customer)	Received by	Natalie S.
Caller Number	509-2521	Date	Friday, July 29
For	Insurance Division	Time	12:40 p.m.
Details	<p>The customer just received our welcome letter. Several years ago, she had a Xylo package and wants to check how the two policies differ. This might be a difficult inquiry, as few remaining members of the team worked here prior to the merger.</p> <p>She also wanted to know on which specific day the money is withdrawn from her account. I thought it was the 1st of the month, but I wasn’t sure, so I said someone with more experience will call her back after the lunch break. The customer said she has a meeting starting at 2:00 p.m., but it would be fine to leave a voice message.</p>		

181. According to the letter, what was insured?

- (A) A car
- (B) A musical instrument
- (C) A boat
- (D) A house

182. What is mentioned about Hudson Insurance?

- (A) They also insure commercial vehicles.
- (B) They are a new company.
- (C) They operate from one branch office.
- (D) They focus on good customer service.

183. What is most likely true about Mayumi Ozaki?

- (A) She operates a delivery truck.
- (B) She has bought insurance before.
- (C) Her plan has been fully paid for.
- (D) She wants to make a complaint.

184. What information did Mayumi Ozaki ask for?

- (A) The cost of her new policy
- (B) The date that her policy will go into effect
- (C) The preferred payment method
- (D) The schedule for automatic payments

185. What is indicated about Natalie S.?

- (A) She is not very experienced with insurance inquiries.
- (B) She also owns Hudson insurance.
- (C) She worked for Xylo Limited.
- (D) She left the customer a voice message.

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

MOUNT YATES ART GALLERY: AN EXCLUSIVE PEEK BEHIND THE SCENES

The Mount Yates Art Gallery is offering a special opportunity to explore the part of the art world that the art-loving public rarely sees. This behind-the-scenes tour lasts for two hours and is guided by art experts from the gallery's public programs team. You will visit the staff areas of the Gallery to see artworks not currently on display, and explore the conservation department, where artworks are cleaned and restored. To finish your tour, a selection of delicious treats will be served in the Richmond Dining Room, which overlooks the beautiful gardens surrounding the gallery.

Date: Every Friday and Saturday through March 31

Time: 10 a.m. – 12 p.m.

Where: Mount Yates Art Gallery, 4 Possum Close, Bartram

Cost: Adult \$50, Concession \$30

Bookings are essential.

For security purposes, tour participants must present photo identification before the beginning of the tour. In the event a person does not have this, he or she will be unable to participate.

All tour participants receive a 10% discount off any purchase from the gift shop on the day of their tour.

To: Tina Goodwin <trgoodwin@cmail.com>
From: contact@mt Yatesgallery.com
Date: Thu, 10 March at 3:51 p.m.
Subject: Tour tickets

To whom it may concern,

I went on the gallery tour with my 13-year-old daughter last month. First of all, I'd like to say we both had a lovely time. My daughter was very impressed with Ms. Townsend's brief demonstration of how old paintings are restored. She has developed an active interest in art, and she is particularly thrilled with the poster of Peterson's *Marseille* she bought at the end of the tour.

The only negative aspect of the tour is that I was overcharged. I was given one adult ticket and one concession ticket, but my credit card statement shows a deduction for the price of two adults. I ask that the difference be refunded as soon as possible. I regret not advising you of this earlier, but I only learned of the error yesterday.

I would hate for this to spoil an otherwise wonderful experience.

Regards,
Tina Goodwin

To: Tina Goodwin <trgoodwin@gmail.com>
From: contact@mt Yatesgallery.com
Date: Fri, 11 March at 9:30 a.m.
Subject: RE: Tour tickets

Dear Ms. Goodwin,

First of all, thank you for your visit and for the kind words about the tour.

We have checked our records and found that you were indeed charged for two full-price tickets. I sincerely apologize for the error. As compensation for the inconvenience, we have refunded the full cost of one of the tickets. The refund should be credited to your account within 24 hours.

If the refund does not appear, or if there is anything else I can help you with, please let me know. I hope to see you and your daughter at our gallery again in the future.

Best regards,
Michael Caruso
Gallery Assistant

186. In the advertisement, the word “restored” in paragraph 1, line 5, is closest in meaning to

- (A) repaired
- (B) strengthened
- (C) modernized
- (D) replaced

187. What must be shown at the start of the tour?

- (A) A media pass
- (B) A form of ID
- (C) A name badge
- (D) A coupon

188. Where does Ms. Townsend most likely work?

- (A) An art school
- (B) The public programs department
- (C) The front desk
- (D) The conservation area

189. What is the main purpose of Tina Goodwin’s e-mail?

- (A) To book tickets for the tour
- (B) To give positive feedback
- (C) To request part of her money back
- (D) To express displeasure with the tour

190. What amount will be credited to Tina Goodwin’s account?

- (A) \$80
- (B) \$50
- (C) \$30
- (D) \$20

Questions 191–195 refer to the following memo, e-mail, and instant message chain.

TO: All Staff
FROM: Stanley Thompson, Head, IT Department
DATE: April 18
SUBJECT: Launch of the new website

I'm pleased to announce that the new website at www.bluebottle.tfp is now live. Shortly we will make an announcement via social media, but before that we hope to get some employee feedback.

The website is an upgrade on essentially every aspect of the old site. The content has been reorganized to be more user-friendly. The design has been refreshed, making it more visually appealing and easier to navigate.

The next stage of the website development is to improve the user experience for people accessing the site with their mobile phones. A team of five people will also be working on minor tweaks and updates throughout the testing period.

Please visit the new website and send the team your feedback before the end of the week. Their e-mail address is IT@bluebottle.org.

This part of project was completed ahead of schedule thanks to close collaboration between everybody in the IT and Communication branches of the organization.

Keep an eye out for future updates scheduled for later in the month. Thank you in advance for your feedback. With your input, I'm confident the new website is going to be a pleasure to use for everybody.

Stanley Thompson

To:	IT Desk < IT@bluebottle.org >
From:	Jessie Tan < jessietan@bluebottle.org >
Date:	April 20
Subject:	Web upgrade feedback

Dear IT Team,

This morning I used the site for a while and formed an impression.

The new, detailed overview system for each product looks really great. Previously, customers had to navigate through several web pages to find product reviews, similar products, and delivery options. Now it's all available on one screen.

Unfortunately, I found the home page cluttered and difficult to read. I recall that the aim of the upgrade was to improve clarity, yet this new version has, I think, too much information. Could it perhaps be made simpler?

But other than that, great job, everyone! I can't imagine how much work was involved.

Best regards,
Jessie

Ellen Scott 2:23

Hey, Jessie, have you responded to the e-mail from IT yet?

Jessie Tan 2:24

Yeah, I said it mostly looked great, except for some problems with the home page.

Ellen Scott 2:25

Yes, it's much too crowded. But that wasn't the only problem I found. The site is easier to use, but there are typos and misspellings all over the place! And some of the product information is out of date.

Jessie Tan 2:25

Really? I missed that.

Ellen Scott 2:26

Should I tell IT? I don't like to be critical.

Jessie Tan 2:27

Yes, you should definitely tell them what they need to fix. But maybe say something nice first.

- 191.** What is the aim of the memo?
- (A) To call for opinions from staff
 - (B) To identify challenges to the project
 - (C) To list some objectives
 - (D) To announce a company acquisition
- 192.** What is the next goal of the project?
- (A) A new webpage logo
 - (B) Attention from the media
 - (C) Increased daily visitor numbers
 - (D) Mobile phone accessibility
- 193.** What does Jessie Tan state about the site?
- (A) The home page is too complicated.
 - (B) It is not easy enough to navigate.
 - (C) Some information is incorrect.
 - (D) It lacks details about delivery.
- 194.** At 2:27, what does Jessie Tan mean when she says, "But maybe say something nice first"?
- (A) Ellen should be less critical in general.
 - (B) Ellen should tell Jessie what she likes about the site.
 - (C) Ellen should only give positive feedback to IT.
 - (D) Ellen should compliment IT before criticizing them.
- 195.** According to the text message chain, what will Ellen Scott do?
- (A) Correct and update the website
 - (B) Report problems to another team
 - (C) Review the website again
 - (D) Respond to criticism from a co-worker

Questions 196–200 refer to the following advertisement, e-mail, and text message chain.



Join us at the Fourth Annual Travel & Tourism Conference on September 14 at the Cooper Expo Center! This event brings together leaders and up-and-comers in both domestic and international tourism. There will be representatives from hotel chains, resorts, attractions, and a number of government bodies, including the tourism boards for Melbourne and Sydney. This unique event includes a variety of educational sessions with top industry experts, who share practical tips that you can implement right away.

There will also be abundant networking opportunities, specifically at the Career Fair held on the final day of the conference. While other career fairs are often too general to be truly helpful, this event was created exclusively for people interested in entering the tourism business.

Attendance at the conference must be booked in advance. Please visit the website at ttcl.com/conference to complete a registration form and purchase your pass.

To: Yazmin Tir <yazmintir@leouni.com>
From: Joe McGraw <joemcgraw@civicinternational.com>
Date: August 9
Subject: Thank you for confirming your appearance at the TTC

Dear Ms. Tir,

We greatly appreciate your taking the time to speak at the conference on September 14. [1] I'm certain your talk will be of great benefit to the attendees. [2] Our industry changes at such a rapid pace, but I found that your presentations in the past have helped me put everything into perspective.

[3] You mentioned in your e-mail that you've attended an event at this venue before. However, the building may have changed since you last visited, as a comprehensive refurbishment was completed just six months ago. I have attached a detailed map in case it may be of use to you. If you have any questions about the event or accommodations, my mobile number is (02) 9146-7454. [4]

Looking forward to seeing you there!

Thanks again,
Joe McGraw

Yazmin Tir 2:13 p.m.

Hello, Joe. Yazmin Tir here. Thanks for your e-mail. Can I ask a quick question about the conference?

Joe McGraw 2:15 p.m.

Of course! You didn't have trouble booking a room, did you? I know the Expo Center is already full.

Yazmin Tir 2:18 p.m.

No, that's taken care of. It's about my talk. I initially gave the title as "Building a Brand," and it was directed mainly at other executives. But now I'd rather talk about setting career goals, aimed more at young people just entering the business. Is it too late to change?

Joe McGraw 2:19 p.m.

Not at all. Sounds like a perfect topic; there'll be a lot of recent college grads there. And the program won't be finalized till the end of next week.

Yazmin Tir 2:20 p.m.

Great. I'll send you a new title and abstract by then.

196. What is suggested about the Annual Travel & Tourism Conference?

- (A) It is being held for the first time.
- (B) It is organized by a government agency.
- (C) It is free to attend.
- (D) It is helpful for job seekers.

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

"You have been scheduled to speak from 11:00 a.m. to 12:00 p.m. in Room 10."

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

198. What is indicated about the Cooper Expo Center?

- (A) Construction was recently completed.
- (B) It has been renovated.
- (C) It is in the city of Melbourne.
- (D) The event has been held there before.

199. Why does Yazmin Tir send a text message to Joe McGraw?

- (A) She will be unable to attend the conference.
- (B) She has a question about hotel accommodations.
- (C) She wishes to find out more about the conference attendees.
- (D) She wants to speak about a different subject.

200. Which is most likely true about Yazmin Tir?

- (A) She has a high-level job in the tourism industry.
- (B) She teaches business classes at a college.
- (C) She recently gave a different talk at the same venue.
- (D) She is seeking employment in the travel business.