



You will have one hour and 15 minutes to complete Parts V, VI, and VII of the exam.

## SECTION 2—READING COMPREHENSION

In the Reading Comprehension Section, you will read a variety of texts and answer different types of questions. The Reading Comprehension Section 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 allotted time. Mark your answers on the separate answer sheet. Do not write them in the test book.

### PART V: INCOMPLETE SENTENCES

**Directions:** A word or phrase is missing in the following sentences. Four answer choices are given below each of the sentences. Choose the best answer to complete the sentence. Then mark the letter on your answer sheet.

101. Mr Griffin is well known for saying \_\_\_\_\_ comes to his mind.
- A. anything
  - B. everyone
  - C. whatever
  - D. anymore
102. All visitors must be \_\_\_\_\_ by a security officer while they are on-site.
- A. detected
  - B. accompanied
  - C. revised
  - D. arrested
103. The factory shuts down every August for \_\_\_\_\_.
- A. maintenance
  - B. maintain
  - C. maintained
  - D. maintainer
104. Mr. Masuyama has excelled in his new position as senior account executive; \_\_\_\_\_, he deserves a raise.
- A. yet
  - B. or
  - C. although
  - D. thus
105. Though Mr. Ramirez is not a citizen of the United States, he has had to pay U.S. income taxes \_\_\_\_\_.
- A. moreover
  - B. anyway
  - C. anyhow
  - D. since
106. Suzko Industries has hired additional inspectors to ensure that the highest production quality is \_\_\_\_\_.
- A. achieve
  - B. achiever
  - C. achievement
  - D. achieved

107. For questions concerning any of the policies in this handbook, please consult \_\_\_\_\_ the head of your department.
- A. at
  - B. with
  - C. about
  - D. for
108. During the seminar, Ms. Williams taught \_\_\_\_\_ how to calculate the annual return on an investment.
- A. they
  - B. their
  - C. them
  - D. themselves
109. Customers have three weeks \_\_\_\_\_ report a credit dispute.
- A. to
  - B. until
  - C. before
  - D. so
110. Dr. Allan forecasts that world demand for \_\_\_\_\_ ceramics will increase by 8 percent next year.
- A. advance
  - B. advanced
  - C. advancing
  - D. advancement
111. Though he received the fax early Monday morning, Mr. Medina waited until Friday to \_\_\_\_\_.
- A. rely
  - B. delay
  - C. relay
  - D. reply
112. The directors will go \_\_\_\_\_ the street to the main office to meet the department managers.
- A. across
  - B. by
  - C. of
  - D. against
113. As economic links between the two regions \_\_\_\_\_, the flexibility of the international banking sector will be tested.
- A. strong
  - B. strength
  - C. strengthen
  - D. stronger
114. Please send the \_\_\_\_\_ documents instead of photocopies.
- A. original
  - B. originate
  - C. origin
  - D. originality
115. To comply with the new environmental regulations, the power plant design will need to be drastically \_\_\_\_\_.
- A. alternated
  - B. avoided
  - C. altered
  - D. attached
116. The one \_\_\_\_\_ that sets the company apart is its self-directed team approach to management of operations.
- A. element
  - B. elemental
  - C. elements
  - D. elementary

117. The luncheon was held to honor the senior employees who will be retiring \_\_\_\_\_ June.
- A. at
  - B. in
  - C. among
  - D. on
118. The annual percentage rate for purchases may \_\_\_\_\_ from month to month.
- A. vary
  - B. variety
  - C. various
  - D. varied
119. Mr. Teska \_\_\_\_\_ the weaknesses in the proposal.
- A. entered into
  - B. joined with
  - C. signed up
  - D. pointed out
120. I support Mr. Lin's goals of more efficient management, but I object to the methods proposed to achieve \_\_\_\_\_ goals.
- A. those
  - B. there
  - C. them
  - D. their
121. Applicants must submit two letters \_\_\_\_\_.
- A. refer
  - B. or reference
  - C. refers to
  - D. a referred
122. Parking is limited to hotel guests, and \_\_\_\_\_ will be towed.
- A. violated
  - B. violate
  - C. violating
  - D. violators
123. Mr. Loder was able to hand out most of the \_\_\_\_\_ items that we brought to the trade show.
- A. promotional
  - B. promoted
  - C. promote
  - D. promotes
124. If you are late for the meeting, please enter the boardroom \_\_\_\_\_.
- A. quieter
  - B. quietly
  - C. quietest
  - D. quiet
125. Architect Jon Rushmore \_\_\_\_\_ a huge foyer with a large marble staircase.
- A. enlightens
  - B. entrusts
  - C. envisions
  - D. enlists
126. When facing challenges in the workplace, it is often best to prioritize tasks to put them in \_\_\_\_\_.
- A. confirmation
  - B. perspective
  - C. satisfaction
  - D. reinforcement



127. Mr. Hamilton received a promotion \_\_\_\_\_ he developed the most successful advertising campaign of the year.
- A. though
  - B. while
  - C. because
  - D. due
128. The designers are coming on Friday morning \_\_\_\_\_ the floors for new carpeting.
- A. to measure
  - B. is measured
  - C. a measurement
  - D. for measurable
129. The human resources team has decided on a new \_\_\_\_\_ to hiring staff in the sales department.
- A. access
  - B. arrival
  - C. commitment
  - D. approach
130. Many workers report that they prefer being alone at the office because they can \_\_\_\_\_ more work done.
- A. get
  - B. be
  - C. do
  - D. go
131. The store will be closed \_\_\_\_\_ Saturday and Sunday while we take inventory.
- A. neither
  - B. both
  - C. either
  - D. and
132. Everyone agreed that Mr. Osbourne's presentation \_\_\_\_\_.
- A. was a better
  - B. had better
  - C. has best
  - D. was the best
133. Ms. O'Hara is a good teacher because she has a lot of \_\_\_\_\_.
- A. patience
  - B. patient
  - C. is patient
  - D. has patience
134. In her new capacity, Ms. Ricketts will \_\_\_\_\_ all financial services.
- A. coordination
  - B. coordinating
  - C. coordinated
  - D. coordinate
135. Management blames the decrease in profits on overall lower consumer demand, \_\_\_\_\_ is linked to high inflation across all economic sectors.
- A. there
  - B. where
  - C. who
  - D. which
136. The jurors \_\_\_\_\_ for four hours before they reached a verdict.
- A. delivered
  - B. depended
  - C. deliberated
  - D. defined



137. In a recent poll, most people say the \_\_\_\_\_ of the personal computer has had the greatest impact on modern life.
- A. inventive
  - B. invent
  - C. invention
  - D. inventor
138. Hiring and training salespeople who customers can trust is \_\_\_\_\_ important for our success.
- A. valuably
  - B. critically
  - C. largely
  - D. successfully
139. Formal guidelines for bidding on contracts are \_\_\_\_\_ by the committee.
- A. having drafted
  - B. a draft
  - C. being drafted
  - D. the draft
140. Dr. Lao's original data was found to contain significant errors, and so he has begun \_\_\_\_\_ research again from scratch.
- A. himself
  - B. him
  - C. he
  - D. his

## PART VI: TEXT COMPLETION

**Directions:** Read the texts found in the following pages. A word or phrase is missing in the sentences below the text. Four answer choices are given below each of the sentences. Choose the best answer to complete the sentence. Then mark the letter on your answer sheet.

Questions 141–143 refer to the following stimulus.

From: Margaret Kim <m.kim@kr\_consulting.com.  
 To: Susan Parker <s\_parker@parkerdesigns.com>  
 CC: Kevin Rutland <k.rutland@kr\_consulting.com>  
 Date: October 10th, 2016 11:14:21 A.M.  
 Subject: Finally getting back to you...

Dear Susan,

So sorry that I have not been able to reply to your message earlier, but this really is the first \_\_\_\_\_<sup>141</sup> I've had in a week to sit down and respond to emails. I don't know if I told you, but last week we had the auditors visit the office, and so I'm sure you can imagine how busy we were. Anyway, I've had a look at the plans you sent and I'm really excited by them. you really seem to have understood what we are looking for. Kevin Rutland has also taken a look at them and is \_\_\_\_\_<sup>142</sup> impressed. There are a number of things that we'd like to discuss with you, and we think it's best if you come to our office here in Vermont. Please let us know when would be a date \_\_\_\_\_<sup>143</sup> for you. Obviously we will cover travel and accommodation. Look forward to hearing from you soon.

Regards,  
 Margaret

- |  |  |
|--|--|
| <p>141. A. opening<br/>         B. opportunity<br/>         C. prospect<br/>         D. occurrence</p> | <p>143. A. suited<br/>         B. convenient<br/>         C. nicely<br/>         D. fitted</p> |
| <p>142. A. just as<br/>         B. the same<br/>         C. identically<br/>         D. alike</p>      |  |



Questions 144–146 refer to the following stimulus.

**PhotoMatic**

Specialists in professional quality pre-owned and refurbished photographic equipment.

**WANTED**

We urgently \_\_\_\_\_<sup>144</sup> your cameras, lenses, cases, and other accessories. We have customers all over North America, Europe, and beyond searching for secondhand professional equipment \_\_\_\_\_<sup>145</sup> good condition. We are also interested in telescopes, binoculars, and collectable vintage cameras.

**Top Prices Paid**

We will buy for cash directly but are also happy to sell on your behalf on a commission \_\_\_\_\_<sup>146</sup>. We can arrange to collect from you, or you can send directly to your nearest PhotoMatic outlet with shipping and handling charges covered by us. For more details, please contact us at (212) 333-4444 or call your nearest PhotoMatic outlet, or visit us online at [www.photomatic.com](http://www.photomatic.com).

144. A. ask  
B. require  
C. demand  
D. invite
145. A. on  
B. at  
C. of  
D. in
146. A. way  
B. basis  
C. kind  
D. means

Questions 147–149 refer to the following stimulus.

NINDO LIMITED WARRANTY

THIS WARRANTY IS VALID ONLY FOR PRODUCTS PURCHASED IN EUROPE

For other countries, please contact the store where purchased.

This product is warranted to the original <sup>147</sup>\_\_\_\_\_ to be free from defects of quality at the time of purchase and for a period of 12 months after the date of purchase. If, during the warranty period, your product is found to be defective, the product will be repaired using NINDO replacement parts, <sup>148</sup>\_\_\_\_\_ the product will be replaced with the same or similar model within a reasonable period of time. To obtain these warranty services, you must produce this card and proof of purchase in the form of a <sup>149</sup>\_\_\_\_\_ sales receipt.

147. A. purchaser  
B. card  
C. seller  
D. store
148. A. so  
B. and  
C. or  
D. too
149. A. buying  
B. repaired  
C. defective  
D. valid

Questions 150–152 refer to the following stimulus.

With this classic text, Bob Bingley has done more to alter view of *Change Management* than any other author before or since. He explains the main concepts behind the management of change with clarity, originality, and humor. \_\_\_\_\_<sup>150</sup> deals with change in all its aspects and from the viewpoint of all those that \_\_\_\_\_<sup>151</sup> by change. The book looks at what change means for both large-scale and small-scale organizations. Bingley successfully shows that, \_\_\_\_\_<sup>152</sup> the right techniques and a logical approach, even the most sweeping changes can be implemented without disruption. This new edition includes a preface by the author and several new chapters on the impact of technology on the management of change.

150. A. She  
B. He  
C. This  
D. That
151. A. are affected  
B. affected  
C. is affected  
D. have affected
152. A. gives  
B. he gave  
C. to give  
D. given

**PART VII: READING COMPREHENSION**

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

Questions 153–154 refer to the following stimulus.

	<b>Year 3</b>	<b>Year 2</b>	<b>Year 1</b>
<b>Sales</b>	\$679,823	\$379,722	\$489,357
<b>Net Income</b>	\$14,805	\$19,977	\$35,465
<b>Earnings per Share</b>	\$0.75	\$1.04	\$1.89
<b>Shareholders Equity</b>	\$275,242	\$257,515	\$245,006
<b>Return on Equity</b> <sup>(1)</sup>	5.3%	7.8%	14.5%

<sup>(1)</sup> Defined as net income divided by shareholder equity, minus extraordinary items. (Periods listed are years ending Dec. 31.)

153. How much money did each share make in Year 2?

- A. \$1.04
- B. \$14.50
- C. \$14,805
- D. \$379,722

154. What must be subtracted to determine Return on Equity?

- A. extraordinary items
- B. net income
- C. shareholders equity
- D. earnings per share

Questions 155–156 refer to the following stimulus.

#### Laser Printers

Laser printers use xerographic technology similar to that used in photocopiers. They can reproduce an almost limitless variety of type forms and sizes, as well as complex graphics. Images are electronically created on a light-sensitive drum, usually with a scanning laser. Powdered toner adheres to areas where light touches the drum and then transfers to a sheet of paper, which is briefly heated to fuse the toner to the paper permanently. They operate very quickly. A typical laser printer can print 20 color pages a minute, compared to 12 for an ink-jet printer; older dot-matrix printers can take 45 seconds to print a single page. When they were first introduced, laser printers typically cost over a thousand dollars. Now prices have dropped to only a few hundred, at most.

155. What is implied as an advantage of laser printers?
- A. speed
  - B. ease of use
  - C. low ink costs
  - D. superior printing quality
156. According to the passage, how much did early laser printers cost?
- A. a few hundred dollars
  - B. approximately \$500
  - C. \$500–\$700
  - D. over \$1,000

Questions 157–158 refer to the following stimulus.

The Growing Economy Fund

May 12, 2016

Dear Investor:

Last week, the Board of Trustees of The Growing Economy Fund declared a 100% share dividend. This has the same effect as a 2-for-1 share split. This transaction will occur Thursday, May 24, to shareholders of record at the close of business on Wednesday, May 23.

As a result of this transaction, the number of shares you owned before the transaction will be doubled, while the net asset value will be reduced by half. The reduced net asset value makes it easier financially for people who prefer to purchase shares of the fund in 100-share increments. This does not alter the total value of your Growing Economy Fund investment. It simply means that you will own twice the number of shares at half the price per share.

If you have any questions, please avail yourself our toll-free information number. Registered brokers are available 24 hours a day.

Yours truly,

*Alexandria Gadbois*

Alexandria Gadbois

Secretary for the Board of Trustees

The Growing Economy Fund

157. When will the transaction take effect?
- A. May 23
  - B. May 24
  - C. December 31
  - D. January 1
158. What will happen to shares of the fund?
- A. They will be reduced to half their original number.
  - B. They will double in number.
  - C. They will be offered for sale at a lower price.
  - D. They will be available to the public for the first time.

Questions 159–161 refer to the following stimulus.

#### SALES FORECASTS

Sales forecasts should be based on prices that adequately consider the market for the product, and its value to the customer versus competitive products in the marketplace.

Investors sense a serious danger signal when an entrepreneur suggests there

- (5) is no competition for his or her product or service. The product may be unique but there are probably other products that function similarly.

If so, the pricing has to be evaluated in light of those products.

Pricing should also reflect cost considerations. The price should produce a return sufficient to cover the level of expenses typical for a company in

- (10) that industry. In high-technology businesses, for example, higher gross margins generally are needed to provide for the higher costs of research and development, as well as marketing and distribution.

159. According to the passage, what makes investors nervous?
- A. Products and services that fall in value
  - B. Sales forecasts that fail to account for changes in energy prices
  - C. Entrepreneurs who set their prices too low
  - D. Claims that a product or service has no competitors
160. The term a return as used in line 9 of the passage is closest in meaning to
- A. *a profit*
  - B. *come back*
  - C. *an expense*
  - D. *departure*
161. What is implied about high-technology businesses?
- A. Their value to customers is difficult to measure.
  - B. Their product prices are more competitive.
  - C. Their sales are lower than other industries.
  - D. Their research and development costs are high.

Questions 162–164 refer to the following stimulus.

CREDIT APPLICATION FORM	
<b>1. Background</b>	
Name: <u>Sarah P. Taylor</u>	Date of Birth: <u>Feb. 25, 1985</u>
Highest Educational Degree: <u>Master's</u> # of Dependents/Ages: <u>2 (Ages 3 &amp; 5)</u>	
<b>2. Employment and Income</b>	
Name of Company: <u>Binational Commission</u> Position: <u>Director</u> Years at Job: <u>4</u>	
Address: <u>5 Ahmed El-Ali Street, Alexandria, EGYPT</u> Years at Present Address: <u>2</u>	
Telephone: <u>842-5001</u> Monthly Wage Income: <u>\$3,500</u>	
Other Monthly Income: <u>\$1,500</u> Source of other Income: <u>Trust Annuity</u>	
<b>3. Credit References</b>	
Bank: <u>National Bank of Egypt</u> Account Number: <u>34-55090</u>	
Account Type: <u>Checking</u> Balance: <u>\$12,000</u> Credit Card(s): <u>None</u>	
Account Number(s): <u>N/A</u> Balance: <u>N/A</u>	
Other Debt: (Type) <u>Car Loan</u> Loan Institution: <u>National Bank of Egypt</u>	
Balance: <u>\$5,500</u>	

162. How many years has the applicant worked for the Binational Commission?
- A. 1  
B. 2  
C. 3  
D. 4
163. How many sources of income does the applicant have?
- A. 1  
B. 2  
C. 3  
D. 4
164. How much money does the applicant owe?
- A. \$1,500  
B. \$3,500  
C. \$5,500  
D. \$12,000

Questions 165–167 refer to the following stimulus.

**WARRANTY INFORMATION**

For coverage under this limited warranty, proof of the date and place of purchase must be submitted. The easiest way to do this is to complete the attached warranty card and mail it now.

If warranty service is needed, contact our customer service department at the address or phone number below. If defects appear under normal use, Umbrellas Unlimited will replace the product free of charge.

This warranty does not apply to damage that has been caused by customer abuse. Also, present color technology does not enable us to warrant against color fading over time. We suggest that the golf umbrella be stored away from direct sunlight when not in use.

This warranty is good for three years. Umbrellas Unlimited will not, under any circumstances, be liable for injury caused by misuse of any product. This warranty is not applicable outside the USA.

165. What must a customer do to activate the warranty?
- A. Complete the attached warranty card
  - B. Provide proof of purchase
  - C. Register online
  - D. Call the customer service department
166. What is implied about color fading?
- A. It can be caused by damage to the umbrella.
  - B. It has not been reported to have happened.
  - C. It is guaranteed not to happen.
  - D. It may occur over time.
167. What is NOT true about the company's warranty?
- A. It does not cover damage due to customer abuse.
  - B. It is in effect for three years.
  - C. It is honored worldwide.
  - D. It promises replacement of defective products.

Questions 168–171 refer to the following stimulus.

### Subjective Prices Versus and Objective Prices

There are two ways to price items: subjectively and objectively.

A subjectively priced item is based either on what the seller perceives it is worth or what the seller thinks someone will pay for it. Generally these items have an aesthetic, rather than a utilitarian, value. Retailers of subjectively priced items include artists, some highly

- (5) skilled craftspeople, and sellers of antiques and collectibles. An objectively priced item, on the other hand, is priced according to some concrete formula based on its actual cost to produce.

Almost all traditional retailers, from the corner grocer to the new car dealer, sell objectively priced items.

- (10) When buying a subjectively priced item, first analyze your needs and weigh your options. This is accomplished by answering three questions: *What do I want?* *Is it worth my money?* and *Is it important to me?*

168. According to the passage, how do subjectively and objectively priced items differ?
- A. Objectively priced items are usually more expensive.
  - B. Subjectively priced items have an aesthetic value.
  - C. Objectively priced items are less utilitarian.
  - D. Subjectively priced items are more common.
169. What is implied about antiques?
- A. They are priced subjectively.
  - B. They were probably made by skilled craftspeople.
  - C. They are sometimes overpriced.
  - D. Their prices go up and down.
170. What can be inferred about most traditional retailers?
- A. They set their prices based on what they perceive consumers will pay.
  - B. They set prices using a formula based on the cost to produce their goods.
  - C. They tend to make higher profits than nontraditional retailers.
  - D. They tend to analyze the needs of their customers.
171. The word *weigh* as used in line 10 of the passage is closest in meaning to the word
- A. *decide*
  - B. *count*
  - C. *evaluate*
  - D. *reduce*

Questions 172–175 refer to the following stimulus.

High pressure moving across northern Mexico will funnel cooler air down the Northwest Coast. Temperatures will be at least 3 to 6 degrees lower throughout Baja, California, and Sonora. The cooler air will not reach the Southwest, where temperatures will soar past 32, some 6 degrees above normal. Because of low humidity and a stable atmosphere, afternoon thunderstorms are unlikely. Dry conditions will also persist across Durango.

A low-pressure system will move slowly east through the northeastern region of Mexico today, spreading showers and heavy thunderstorms across Coahuila and Nuevo Leon. Winds from the north behind this system will dislodge a pool of cold air over Texas. The leading edge of this chilled air will reach Monterrey later today, but the core of the cold air will not arrive until midweek. A cold front trailing this low-pressure system will push showers and thunderstorms across the Chihuahua and Durango later today. Showers may form as far west as the eastern slopes of the Sierra Madre.

172. What conditions will northwestern Mexico experience?
- A. cool air
  - B. rain
  - C. low humidity
  - D. dry conditions
173. Where will temperatures be higher than usual?
- A. Baja, California
  - B. Sonora
  - C. the Southwest
  - D. the northeastern region
174. When will the majority of the cold air from Texas reach Monterrey?
- A. that morning
  - B. later that afternoon
  - C. the next day
  - D. midweek
175. What will the cold front cause?
- A. dry air
  - B. strong winds
  - C. rainstorms
  - D. snow

Questions 176–180 refer to the following stimulus.

**Company Profile: Synco Corporation**

The Synco Corporation ranks among the leading international manufacturers of tires and industrial products made from rubber and plastics. Last year, it was first in tire sales in Germany, second in Europe, and fourth worldwide.

Despite last year's severe recession, lower exchange rates, and steep drops in automotive sales, Synco recorded a net income of 50 million euros on sales of 10 billion euros, an all-time high. A dividend of 3 million euros is planned.

Extensive measures to streamline production resources, cut costs, and create new products have substantially enhanced Synco earnings potential for next year and beyond. A public offering of new stock will be made July 1.

176. Who is the report probably written for?
- A. Synco administrators
  - B. prospective investors
  - C. potential suppliers
  - D. Synco competitors
177. What is NOT mentioned about Synco?
- A. Its position for plastics sales
  - B. Its rankings for tire sales
  - C. Its measures to improve performance.
  - D. Its plans for paying dividends
178. What were Synco's total sales in the previous year?
- A. 3 million euros
  - B. 50 million euros
  - C. 1 billion euros
  - D. 10 billion euros
179. What is implied about automotive sales in the previous year?
- A. Their decline should have decreased Synco's revenues.
  - B. Their increase is responsible for Synco's record sales.
  - C. They reached an all-time high.
  - D. They were lower than expected.
180. What is expected for Synco?
- A. Its new products will be cheaper.
  - B. Its earnings will grow.
  - C. It will expand its market share.
  - D. Its stock price will remain high.



Questions 181–185 refer to the following stimulus.

**The International Employment Newsletter**

No matter where your career is headed, we can help to identify the best direction for you. The International Employment Newsletter is written for all professionally minded people seeking a new position or hoping to improve their current status. Each issue contains hundreds of regional, national, and international job opportunities. In addition, we offer expert career advice, such as letter and résumé writing for beginning job seekers, and negotiating and networking strategies for experienced professionals.

Regardless of where you are with your career, The International Employment Newsletter can help you.

Look for us at your local newsstand or subscribe today for convenient home delivery.

The International Employment Newsletter  
1644 Madison Avenue  
New York, NY 10017

December 3rd, 2016  
Elizabeth Ralls  
245 5th Avenue  
New York, NY 10001

Dear Ms. Ralls,

Thank you for your subscription to The International Employment Newsletter. Your subscription is for the period January to June. However, should you be interested in extending your subscription to a full 12 months, bear in mind that we are currently making the following special offer: take out a 12-month subscription before the end of January and you will receive a 10 percent discount. If you are interested, please complete the form on the reverse of this letter and return it in the enclosed postage-paid envelope.

Remember that you can cancel your subscription at any time and we will be happy to refund your remaining balance. You'll only pay for copies of The International Employment Newsletter that you have actually received—no more.

Sincerely,  
Heinrich Gill  
Sales Manager

181. What service is offered by The International Employment Newsletter?
- A. translation and interpretation
  - B. preparation for job interviews
  - C. résumé preparation
  - D. work visa applications
182. What is learned about The International Employment Newsletter?
- A. It is available only by subscription.
  - B. It is published every two weeks.
  - C. It can be read on the Internet.
  - D. It can be purchased at newsstands.
183. How long is Ms. Ralls's current subscription?
- A. 3 months
  - B. 6 months
  - C. 1 year
  - D. 2 years
184. What is available to Ms. Ralls until the end of January?
- A. a book
  - B. a discount
  - C. a special edition
  - D. a class
185. What has been included with the letter?
- A. a coupon
  - B. a survey form
  - C. a sample issue
  - D. an envelope

Questions 186–190 refer to the following stimulus.

The Piano Tuners' Guild of Northern Ireland invites you to  
The 10th PTGNI Convention  
Friday 17th to Saturday 18th March 2017  
Bay View Hotel, Portrush, County Antrim  
Registration forms and further details available from:  
[www.ptgni.org/resgistration.html](http://www.ptgni.org/resgistration.html)

#### Highlights

Opening plenary session: Friday 9:00 A.M.  
Derrick Gill, UK

As chairperson of the PTGNI, Derrick opens the 10th convention and welcomes delegates to what promises to be a stimulating and enjoyable weekend.

Keynote presentation: The Apprenticeship Crisis Friday 11:00 A.M.  
James Townsend, USA

We're proud to be able to welcome Mr. Townsend, president of the North American Association of Piano Technicians, on his second appearance at a PTGNI convention. Mr. Townsend's thought-provoking talk concentrates on the key problems facing the profession worldwide: the lack of trainee technicians entering the field, and on what can be done to halt the drain.

Hybrid Tuning Saturday 10:30 A.M.  
Randy Wilson, USA

Once thought of as mutually exclusive, traditional aural tuning and high-tech digital tuning techniques can in fact be used together. Mr. Wilson will show how tradition and technology can come to the aid of the modern tuner. The session will be full of useful tips on how the two techniques can complement each other, and on how to avoid common pitfalls.

RayTone RT50—Next-generation Tuning Saturday 3:00 P.M.  
Gunter Kliebermann, Germany

We are very happy to welcome Mr. Kliebermann to this year's convention. His presentation introduces the long-awaited RayTone RT50. He will discuss the key improvements of the RT50 over its predecessor, the RT40—now standard equipment for many technicians. Mr. Kliebermann's session also includes demonstrations of many of the "hidden" features of the RT series. We are grateful to RayTone for their support in making this presentation possible.

**Note:** Rooms for attendees are available at the Bay View Hotel and at the Clear Sands Hotel. Contact them directly to make reservations.

To: Mike Stern <m\_stern@ptgni.org>  
From: Greg Watts <g\_watts@ptgni.org>  
Date: Friday, January 27th, 2017  
Subject: Convention Posters

Mike

Just a quick note to say that the posters for the convention have come from the printers. They look great, but the problem is that in the title it says this is our tenth convention, when in fact it's our eleventh. It's too late to do anything about it now—it will take a week to have them reprinted, and we don't have time—we're already running late on distributing these. Besides, I'm sure most people won't even notice. If they do, we'll just have to joke about it. What else can we do?

The posters have been delivered to our office, so we'll need to organize distribution. Speak to you on Monday.

Greg

186. What is NOT mentioned in the notice?
- A. Which hotels attendees can stay at.
  - B. What time the talks are scheduled.
  - C. How much the convention costs to attend.
  - D. How to get further information about the convention.
187. Whose presentation is about a new piece of equipment?
- A. Gunter Kliebermann's
  - B. Randy Wilson's
  - C. James Townsend's
  - D. Derrick Gill's
188. What is the keynote presentation about?
- A. How to train new technicians.
  - B. The difficulties of being an apprentice.
  - C. The future of the piano technician profession.
  - D. How the tuning profession is different in the United States.
189. What can be inferred about Greg and Mike?
- A. They are training to be piano tuners.
  - B. They will present at the convention.
  - C. They organize the convention.
  - D. They are printers.
190. What is wrong with the posters?
- A. the dates
  - B. the size
  - C. the colors
  - D. the title



Questions 191–195 refer to the following stimulus.

**CORPORATE NOTICE**

Congratulations to all employees! Our third-quarter report has just been completed, and shows a profit increase of 15% over the same quarter a year ago. With the current growing market, we anticipate an even greater increase in net profits by the end of our fiscal year this June. As you know, a profit-sharing plan is being developed, and should be ready for implementation in July. Keep up the good work!

To: k.wheeler@tibs.com  
From: d.scrivner@tibs.com  
Date: April 15th, 2017 2:24:18 P.M.  
Subject: profit sharing

Hi Kate,

Just wondering if you've heard the news about the profit-sharing plan. There was a notice up on our department board announcing that profits are up 15% from the same time last year, and that the profit-sharing plan will be ready by July. Where have we heard that before! Was the notice sent to your department, too? I'll be very surprised if the plan starts in July. They've been promising it for the last two years and nothing's happened. Have you heard anything?

David

191. What had been completed?
- A. a quarterly report
  - B. a profit-sharing plan
  - C. employee evaluations
  - D. a market analysis
192. When is the profit-sharing plan expected to go into effect?
- A. the following week
  - B. the following month
  - C. at the end of the next fiscal year
  - D. at the start of the next fiscal year
193. How did David learn about the news?
- A. An email was sent to all employees.
  - B. A notice was posted in his department.
  - C. A colleague told him.
  - D. He read it in a newspaper.
194. What can be inferred about Kate and David?
- A. They work in different companies.
  - B. They are not pleased about the news.
  - C. They are pleased about the news.
  - D. They work in different departments.
195. When did the company first suggest a profit-sharing plan?
- A. three years ago
  - B. two years ago
  - C. a year ago
  - D. six months ago



Questions 196–200 refer to the following stimulus.

Tribune Consulting  
251 Williams Street  
Portsmouth, VA 23704  
January 14th, 2017  
Mr. John Samuels  
ShredMaster Paper Shredder Corporation  
1440 7th Avenue  
New York, NY 10001

Dear Mr. Samuels:

We recently ordered the Personal X paper shredder from your company. After receiving it, and upon further consideration, we have determined that we require a shredder that can destroy larger volumes of paper at one time. We realize also that many of our documents will have staples or paper clips. If you carry a shredder that is better suited for high-volume commercial needs, we would appreciate your sending literature. In the meantime, I am returning the Personal X under shipping number A—135, with another copy of this letter. Upon receipt, please send a memo of credit for our records.

I apologize for any inconvenience this may have caused, but sincerely hope that we can order a larger capacity model from you soon.

Sincerely,  
Anne Markowitz  
Purchasing Agent  
Tribune Consulting

To: Paul Steinz p.steinz@shredmaster.com  
From: Gina Andrews g.andrews@shredmaster.com  
Date: January 17th, 2017 2:25:02 P.M.  
Subject: Product return  
Attachments: Tribune.doc

Paul,

A customer has just returned a Personal X shredder because it's not heavy duty enough for their needs.

They've asked if we have another model that can cope with larger volumes of paper and with staples as well. I think what they really need is the Office X, but I'm not sure if we have any in stock. Could you check? Also, can you please send her a brochure and give a quote stating our current price for the Office X?

I've scanned the original letter and attached it to this email.

Thanks  
Gina

196. Why has the paper shredder been returned?
- A. It does not suit the customer's needs.
  - B. It is too expensive.
  - C. It is broken.
  - D. It is not what the customer ordered.
197. What is probably one of Anne Markowitz's duties?
- A. researching industry trends
  - B. handling customer complaints
  - C. buying supplies for her company
  - D. preparing her company's brochures
198. What can be inferred about the Personal X?
- A. It cannot handle documents with staples.
  - B. It is no longer in stock.
  - C. It can shred credit cards and CDs.
  - D. It can shed up to seven pages at one time.
199. What does Gina Andrews want to know?
- A. Which replacement model to recommend.
  - B. Which models are currently in stock.
  - C. Where to send the Office X.
  - D. Where the invoice should be sent.
200. What will Paul Steinz send to Anne Markowitz?
- A. the Personal X
  - B. the Office X
  - C. a price quote
  - D. a letter of apology

**Stop!** This is the end of the exam. If you finish before time is called, you may go back to Parts V, VI, and VII and check your work.