

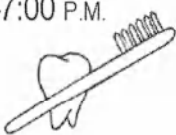
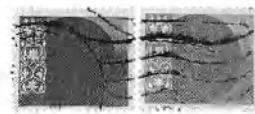
## **PART 7**

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

Printing of this document are strictly prohibited.

Questions 153-154 refer to the following postcard.

TEST  
1

<p><b>Yarra River Dentistry</b> <b>1098 Oakfield Avenue</b> <b>Melbourne VIC 3001</b></p> <p><b><i>It's time to visit the dentist!</i></b></p> <p>Our records show that your last dental exam was on <u>24th August</u> of last year. We recommend routine office visits to maintain good dental health. Please call our office at (03) 7010 9658 to schedule your appointment.</p> <p>For your convenience, our office hours are as follows:</p> <p>Monday–Wednesday, 7:30 A.M.–7:00 P.M. Thursday, 7:30 A.M.–4:30 P.M. Friday, 8:30 A.M.–4:00 P.M. Saturday, 8:30 A.M.–11:30 A.M.</p> 	 <p><u>Ms. Paula Paglia</u> <u>422 Fitzrandolph Street</u> <u>Parkville VIC 3052</u></p>
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153. Why was the postcard sent?

- (A) To welcome a new patient
- (B) To remind a patient to make an appointment
- (C) To announce a change in office hours
- (D) To recommend a dental product

154. On what day is the office open only in the morning?

- (A) Wednesday
- (B) Thursday
- (C) Friday
- (D) Saturday

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Questions 155-156 refer to the following notice.



## Mantero City Community Center

### Summer Cooking Classes


The Mantero City Community Center will offer the following cooking classes this summer:

Class	Date	Time	Cost
Soups and Appetizers	July 9	4:00 P.M.—6:00 P.M.	\$20
Poultry and Meat Dishes	July 11	1:00 P.M.—3:00 P.M.	\$35
Quick Pasta Dishes	July 13	9:00 A.M.—11:00 A.M.	\$25

Classes will be held at the Mantero City Community Center, 3535 Springdale Boulevard, Mantero City. Registration will begin on July 1. To reserve a place, visit the administration office. Alternatively, you may send your information to Rosa Morales by fax at 928-555-0198 or by e-mail at [rmorales@manterocc.net](mailto:rmorales@manterocc.net). Please include your name, the name of the class you wish to attend, and a telephone number.

- 155.** What is the main purpose of the notice?
- (A) To advertise classes
  - (B) To list new hours of operation
  - (C) To ask customers for suggestions
  - (D) To provide directions to an event
- 156.** In what way are readers NOT instructed to respond?
- (A) By e-mail
  - (B) By telephone
  - (C) By fax
  - (D) In person

Questions 157-159 refer to the following billing statement.

 <b>South Vancouver Municipal Authority</b> 473 Adler Drive Vancouver BC V5Y 1V6			
<b>Account Number</b> 8754	<b>Property ID</b> Lot 45	<b>Meter #</b> 90044539	<b>Service Address</b> 14 Turner Road
<b>Date of Last Meter Reading:</b> June 2		<b>Date of Current Meter Reading:</b> September 3	
<b>Service</b> Water	<b>Previous Reading</b> 20939 cubic meters	<b>Current Reading</b> 21039 cubic meters	<b>Use</b> 100 cubic meters
<b>Current Charges</b>			
Basic Service Charge.....			\$14.06
Meter Water Charge..... 100 cubic meters @ \$0.61023 / cubic meter.....			\$61.02
<b>Summary.....</b>			<b>\$75.08</b>
<b>Past Due Amount</b> \$0.00	<b>Current Charges</b> \$75.08	<b>Net Amount Due</b> \$75.08	<b>Due Date</b> October 24
<p><b>NOTES:</b>                      If payment is received more than 15 days after the due date, your account will incur a late fee of \$7.80.                      Your next meter reading is scheduled for December 1. Please do not send questions or payments related to electricity or heating oil service. For information about these services, call 604-555-0129.</p>			

157. For what service was the bill issued?

- (A) Property maintenance
- (B) Electricity
- (C) Heating oil
- (D) Water

159. What is indicated on the bill?

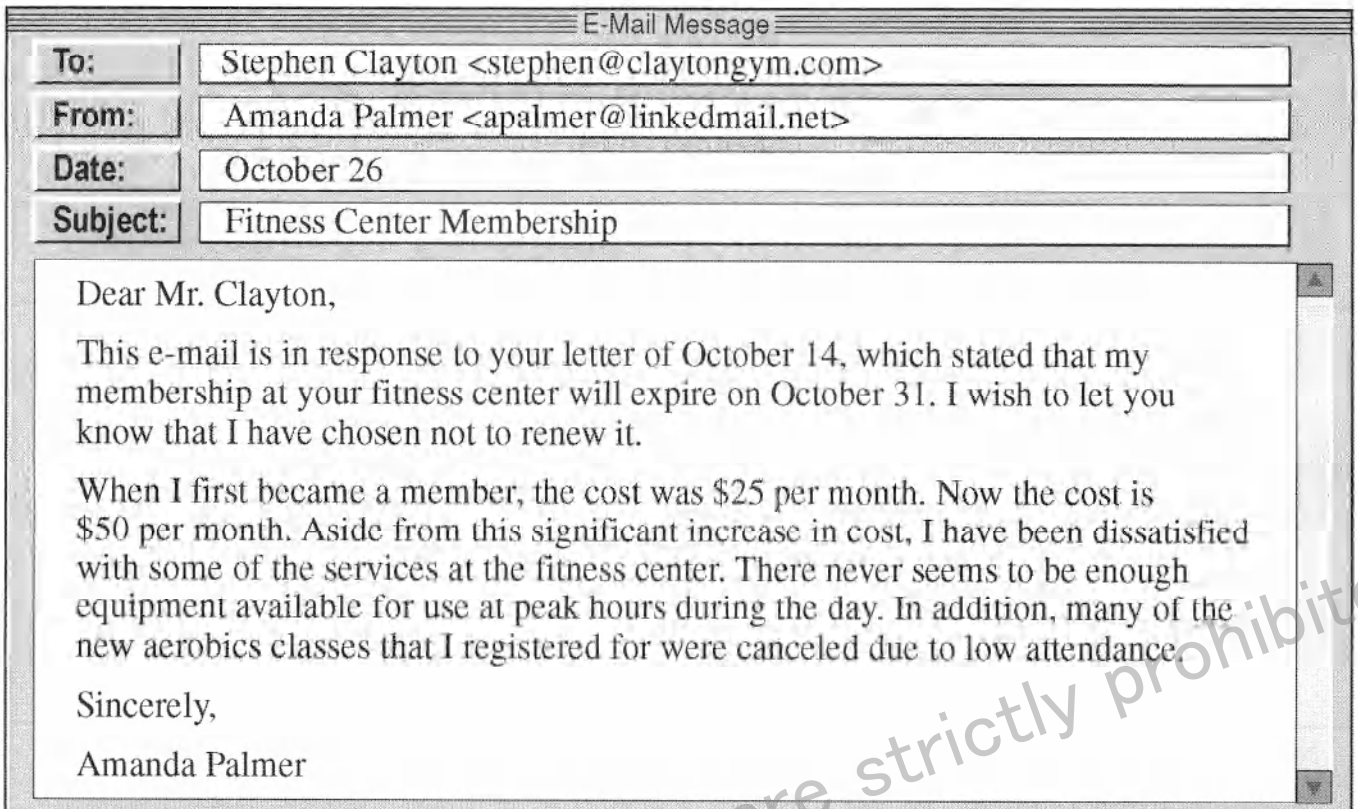
- (A) Ownership of the property has recently changed.
- (B) A previous bill has been left unpaid.
- (C) A fee will be applied for late payment.
- (D) The meter is scheduled to be replaced.

158. By what date should the bill be paid?

- (A) June 2
- (B) September 3
- (C) October 24
- (D) December 1

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Questions 160-161 refer to the following e-mail.



160. Why did Ms. Palmer send the e-mail?

- (A) To explain why she will not renew her membership
- (B) To recommend an increase in staff
- (C) To ask for information about the center
- (D) To report that a machine is not working

161. What is NOT one of Ms. Palmer's concerns?

- (A) Fitness equipment is sometimes unavailable.
- (B) Some aerobics classes were canceled.
- (C) The membership fees are too high.
- (D) The fitness trainers are inexperienced.

Questions 162-164 refer to the following memo.

## MEMO

From: Alexander Huber, Manager  
To: All Melodia Music Store employees  
Date: May 24  
Re: Summer store hours

The Cedarville Business Association recommends that downtown shops remain open for an extra hour on at least two days each week in the summer to foster more tourism and shopping in the commercial district. Accordingly, Melodia Music will close at 7:00 P.M. on Fridays, instead of at 6:00 P.M., and at 5:00 P.M. on Saturdays, instead of at 4:00 P.M. To accommodate the extra hour, the first shift of each day will be lengthened by half an hour, and the second shift will begin half an hour later than usual and end an hour later than usual. All affected employees will be compensated for the extra time. If you need to adjust your schedule because of this change please see me as soon as possible.

Thank you for your cooperation.

162. Why will the store's hours be changed?

- (A) To accommodate shoppers' requests
- (B) To allow staff to take time off
- (C) To boost business in town
- (D) To reduce downtown traffic congestion

164. How will the change be implemented?

- (A) Each shift will be longer.
- (B) Another shift will be added.
- (C) Additional employees will be hired.
- (D) Employees will work fewer hours on other days.

163. At what time will the store close on Saturdays during the summer?

- (A) 4:00 P.M.
- (B) 5:00 P.M.
- (C) 6:00 P.M.
- (D) 7:00 P.M.

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Questions 165-168 refer to the following product review.

<b>OMETROELECTRIC.COM</b>				Customer reviews	Search
REVIEWS	HOME	PRODUCTS	PURCHASE		
<p><b>Posted by:</b> John Dietrich <b>Date:</b> April 16, 09:22</p> <p>Ometro Electric is known for the high quality of its household and kitchen appliances, and, as the owner of an Ometro microwave oven, I decided to buy a top-of-the-line Ometro refrigerator for my newly remodeled kitchen. Like other Ometro kitchen appliances, the OM2010 is a high-priced item. But despite the cost, I purchased this model because it was the most spacious one available. The advertisements mentioned easy-to-adjust shelves and a large freezer drawer on the bottom, and I was convinced that I would be able to store just about anything I needed to. Unfortunately, there were some problems. The refrigerator's shelves were actually very difficult to adjust. A clasp broke when I was attempting to remove a shelf, and the interior wall of the refrigerator was scratched. I called the manufacturer to explain the problem, but the customer support specialist was not helpful; he offered to replace the broken shelf but did not know how to address the initial problem of adjusting the shelves. I had been planning to buy an Ometro washing machine as well, but after this unsatisfactory experience, I think I will choose a different brand.</p>					

165. What product is being reviewed?

- (A) A microwave oven
- (B) A refrigerator
- (C) A bookcase
- (D) A washing machine

166. What advantage of the product is mentioned?

- (A) Dependability
- (B) Ease of use
- (C) Affordable price
- (D) Storage capacity

167. Why did the customer contact the manufacturer about the product?

- (A) It did not arrive on time.
- (B) It was delivered in damaged condition.
- (C) It was missing some parts.
- (D) It did not fit the advertised description.

168. What did the company offer to the customer?

- (A) A full refund
- (B) A repair suggestion
- (C) A replacement part
- (D) A discount on a purchase

Questions 169-171 refer to the following advertisement.

### **Office Assistant Needed**

A financial services firm in central Dublin seeks a responsible and organized individual to provide part-time support to a senior account manager in charge of high-profile customer accounts. The assistant will be expected to carry out a range of tasks, from simple clerical duties to complex assignments requiring some project management skills.

The successful candidate will have a minimum of five years of experience in a similar role. In addition, excellent verbal and written communication skills, proficiency in the use of industry-specific and general office software, and the ability to thrive in a fast-paced work environment are necessary. A university degree is preferred, but candidates with secondary school certificates are also eligible.

Hours will be 8:30 A.M. to 3:00 P.M., three days a week. The specific hours cannot be changed, but there is some flexibility regarding the days of the week. The candidate must be able to start on February 1. The salary offer will be commensurate with the candidate's experience and education.

Interested individuals are encouraged to send an e-mail with their résumé and the names of three professional references to Dennis Donovan, Director of Human Resources, at [ddonovan@sagefinance.ie](mailto:ddonovan@sagefinance.ie).

**169.** In what area of the company will the assistant most likely work?

- (A) Client account services
- (B) Human resources
- (C) Information technology
- (D) Financial research

**171.** What is negotiable?

- (A) The working hours
- (B) The working days
- (C) The start date
- (D) The job responsibilities

**170.** What is NOT a requirement of the position?

- (A) Computer skills
- (B) Previous work experience
- (C) A university degree
- (D) The ability to write well

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Questions 172-175 refer to the following e-mail.

E-Mail Message	
To:	Nancy Norling <nnorling@mgcindustries.com>
From:	Gabriel Tshaba <gtshaba@mgcindustries.com>
Date:	January 20
Subject:	Greetings
Cc:	Mei Xu <mxu@mgcindustries.com>; James Novak <jnovak@mgcindustries.com>

Dear Ms. Norling:

As president of MGC Industries I am happy to welcome you to our company. All of the references we contacted indicated that you are an excellent mechanical engineer and that we are fortunate to be hiring you. I am particularly impressed with your professional accomplishments up to this point, and I know that the research and development group is thrilled that a robotics specialist will finally be joining their team.

Initially you will be working under Mei Xu, a senior engineer in the research and development group. Dr. Xu is a part-time faculty member at Eliseus University, and although you graduated from there years before she arrived, I am sure you will have much to talk about! Dr. Xu will be showing you around and familiarizing you with the facilities, as well as with company policies and procedures. Feel free to contact her or Jerome Tobin, your assigned human resources officer, with any questions you may have.

On Friday afternoon at 2:00 we will have an informal tea in the conference room so that you can meet your new colleagues. My assistant will be sending out an e-mail on Friday morning to remind all employees about the gathering and to tell them a little bit about you. Could you give him a few biographical details to include in the introduction? His name is James Novak, and he is listed in the company directory.

I send you best wishes for a happy and successful career at MGC Industries.

Gabriel Tshaba

172. What is suggested about Ms. Norling?

- (A) She has expertise that her colleagues do not have.
- (B) She has access to university engineering laboratories.
- (C) She has studied in several countries.
- (D) She is just beginning her career.

173. Why should Ms. Norling attend the event on Friday?

- (A) To get to know her coworkers
- (B) To hear a talk by a senior engineer
- (C) To learn about company policies
- (D) To tour the facilities

174. Who is James Novak?

- (A) A human resources officer
- (B) A senior engineer
- (C) An executive assistant
- (D) A company president

175. What is Ms. Norling asked to provide?

- (A) The details of an assignment
- (B) Information about herself
- (C) Notes on a research study
- (D) The date of an event

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