

## 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.

Questions 153–155 refer to the following form.

### Black Toaster by Kitchen Creator

IN STOCK : Usually ships in 1 business day

This item qualifies for  
~~\$4.99~~ SHIPPING

Retail Price	\$69.99
Our Price	\$49.95
You Save	\$20.04

\*Customer ratings: ★★★★★ [rated by 22 reviewers]

153. How many people have reviewed the product?
- (A) 5 people  
(B) 10 people  
(C) 22 people  
(D) More than 100 people
154. How much did the customer pay for the toaster?
- (A) \$4.99  
(B) \$20.04  
(C) \$49.95  
(D) \$69.99
155. How long will it take for the company to ship the product?
- (A) One day  
(B) Several days  
(C) Five days  
(D) A week

Questions 156–157 refer to the following advertisement.

Ready to go?

Take a trip now and save!

There is still time to take a trip this year without breaking the bank.

Spend a family weekend at Disney World, go shopping in New York, or head home for the holidays.

Right now you can get great deals on fall and winter vacations, hotels, cruises, and more; so why wait? Book today!

156. Which destinations are NOT mentioned in the ad?

- (A) New York
- (B) Hollywood
- (C) Disney World
- (D) Home

157. Why is the advertisement asking readers to book early?

- (A) To get a discount
- (B) To be eligible for free gifts
- (C) To get better schedules
- (D) To obtain discounted air tickets

Questions 158–161 refer to the following e-mail.

To: Jonas Chandler, Sales  
From: Larry Adams, Accounting  
Date: July 18  
Re: Your reimbursement claim

I recently received a reimbursement claim for your business travel expenses. But, there are some problems which have held up the processing of your claim.

In your expense report, I couldn't find receipts for accommodations and airfares. And some of the receipts you submitted need specific descriptions.

I'm sending a claim form with this e-mail. Please return it with the information I have requested. As soon as I receive your revised claim, I will expedite it without further delay. I hope you understand this inconvenience.

Thanks for cooperation.

Larry Adams

158. Why is this e-mail written?

- (A) To explain a problem
- (B) To schedule a meeting
- (C) To apologize for mistakes
- (D) To ask for help

159. What problem has been indicated in the e-mail?

- (A) Lack of receipts
- (B) Too many claims
- (C) Late submission
- (D) Too much money

160. What is attached to this e-mail?

- (A) A claim form
- (B) A report
- (C) An e-mail
- (D) A receipt

161. What is Larry Adams asking Jonas Chandler to do?

- (A) To submit receipts
- (B) To contact him
- (C) To accept apologies
- (D) To return the claim form

Questions 162-164 refer to the following article.

#### **HAN Air, Flight Attendants Reach Tentative Deal**

HAN Air and 970 unionized flight attendants have reached a tentative contract calling for concessionary wage cuts of 7.5 percent to try to help save the bankrupt carrier, a subsidiary of Delta Airlines.

The deal also provides for job protection if Delta sells the regional carrier, and for \$5.5 million in claims to be distributed among the flight attendants. Results of the union's vote will be announced on Nov. 14.

The agreement comes four days after HAN Air announced it would impose wage cuts and reduce flights on Nov. 15.

**162. What is the reason for the wage cuts?**

- (A) To help the airline overcome financial difficulties
- (B) To protect temporary workers
- (C) To provide better benefits
- (D) To comply with the committee's ruling

**163. What will happen on November 14?**

- (A) The union's vote results will be released.
- (B) An agreement will be finalized.
- (C) A plan will be approved.
- (D) The union will go on a strike.

**164. What can be inferred about HAN Air?**

- (A) It is expanding its operation.
- (B) It filed for bankruptcy.
- (C) It plans to reduce its workforce.
- (D) It is growing fast.



Questions 165–167 refer to the following memo.

# MEMO

To: All employees  
 From: Harmon Jacobs, Managing Director  
 Date: September 7  
 Subject: Announcements

At the end of every month we have a business meeting to evaluate how well our business is doing, in order to find better ways for future growth. We have been experiencing difficulties for the last few months and are in need of innovative and aggressive strategies to contend with our declining sales.

Ways to reduce expenses have been suggested so we will thoroughly review sales and marketing plans to keep advertising costs to a minimum.

Unfortunately some of the positions will be eliminated. A committee will be conducting employee evaluations and determining which positions should be erased over the next three weeks.

Thank you for your cooperation.

Harmon Jacobs

165. What is the reason for the memo?

- (A) To ask employees to work overtime
- (B) To encourage employees to attend a meeting
- (C) To alert employees to business improvement plans
- (D) To inform employees who will be laid off

166. What is one of the ways the company is considering?

- (A) Cut down on advertising expenses
- (B) Lay off all temporary employees
- (C) Stop some construction projects
- (D) Discontinue new investments

167. What will happen in the next three weeks?

- (A) The managing director will resign.
- (B) Some employees will receive bonuses.
- (C) One of the offices will be closed.
- (D) Performance appraisals will be conducted.

~170 refer to the following job advertisement.

### Maxim Healthcare Services

Maxim Healthcare Services is a leading provider of medical staffing, home health and wellness services. With over 300 offices in 43 states, Maxim has earned a reputation for a level of quality service that is unmatched in the industry.

As a member of our sales team, you'll gain hands-on experience as you manage, recruit, and place healthcare professionals in a variety of medical assignments.

#### MAXIM OFFERS THE FOLLOWING BENEFITS:

- \*Generous base salary plus commission
- \*Comprehensive healthcare benefits
- \*15 days paid time off
- \*Hands-on training at our corporate headquarters
- \*Nationwide opportunities

Call us today at (800) 229-0599 or apply online:  
[WWW.JOINMAXIM.COM](http://WWW.JOINMAXIM.COM)

168. Which service is NOT provided by Maxim Healthcare Services?

- (A) Exercise facilities
- (B) Medical staffing
- (C) Wellness services
- (D) Home health services

169. Which is NOT included in the benefits offered by the company?

- (A) Training
- (B) Paid vacation
- (C) Tuition reimbursement
- (D) Healthcare benefits

170. How can a person apply for the position?

- (A) By mailing an application
- (B) By visiting the website
- (C) By sending an e-mail
- (D) By visiting the company

Questions 171–172 refer to the following advertisement.

At BizChair.com, we take pride in offering the highest quality office chairs for the best price that you will not find anywhere. We are certain that after comparing us to the competition, you will return to BizChair.com for all of your seating needs!

We only offer chairs which we believe offer tremendous value.

All of BizChair.com's items are in manufacturer sealed boxes and brand new. All returned chairs are sent to our liquidation center to ensure only new chairs are shipped.

**Why Buy From Us?**

\*Free Shipping on Most Chairs

\*Exceptional Customer Service

\*60 Day Money-Back Guarantee on Many Items

171. For what is the company proud of itself?

- (A) For the highest quality chairs
- (B) For the fastest delivery
- (C) For the widest selection
- (D) For the widest customer base

172. What is NOT stated as a reason to buy from the company?

- (A) Free delivery
- (B) Good service
- (C) Money-back policy
- (D) Excellent feedback

Questions 173–175 refer to the following information.

### Shipping & Delivery Information

At apbuyer.com, shipping and handling charges are based on:

- the delivery option you choose
- the weight and size of your items
- your shipping preferences

The easiest way to calculate your shipping cost is to let us do it for you.

You'll see your shipping cost listed on the "Place Order" page. After choosing the shipping option, you can submit your order.

Some items have a flat shipping fee due to oversized packages or special shipping requirements. This is indicated in the product descriptions.

Items may be shipped by a variety of carriers. The majority of our items are shipped via Pedex and the U.S. Postal Service. Pedex will make between 1-3 delivery attempts.

173. How are shipping and handling charges determined?

- (A) The weight of items
- (B) The price of items
- (C) Delivery companies
- (D) Destinations

174. Where can a customer find which items have a flat shipping fee?

- (A) In "Place Order" page
- (B) In the Pedex homepage
- (C) In the customer help page
- (D) In product descriptions

175. What is true about the passage?

- (A) A flat shipping fee is applied to all purchases.
- (B) The company only uses Pedex and the U.S. Postal Service.
- (C) Shipping charges can vary by shipping preferences.
- (D) The easiest way to calculate the shipping cost is to do it by oneself.