

## **Part V: Incomplete Sentences**

Part V marks the beginning of the reading skills section. In this section you will read a sentence that has one blank spot. There will be four choices of words or phrases to choose from. You will have to choose the one that you think completes the sentence. When the sentence is complete it must be grammatically correct.

### **Example 1:**

Despite having four years of experience in software programming, Mr. Jones hadn't used a word processing program \_\_\_\_\_.

- A) prior      B) advanced      C) previous      D) before

### **Example 2:**

The person who is taking the minutes will be seated \_\_\_\_\_ the chairman.

- A) from      B) to      C) next      D) by

### **Example 3:**

The employees \_\_\_\_\_ about the closure before the announcement was made public.

- A) know      B) known      C) knew      D) have known

### **Example 4:**

\_\_\_\_\_ it was a holiday, the doctor performed the emergency surgery on the heart patient.

- A) During      B) Even      C) Although      D) So

## **Part VI: Text Completion**

In Part VI you will read four passages of text, such as an article, a letter, a form and an e-mail. In each reading passage there will be three blanks to fill in. You will read four possible choices for each blank. You should read the entire passage to make sure you choose the correct choice in context.

### **Example 1: Letter**

Sid's Stationery  
2 Smythe St, Toronto, Canada M1B 5T6  
Tel: (416) 295-1725

December 1st, 20--

Kerry Michaels  
1 Stevens Rd.  
Scarborough, Ontario, Canada M1E 4H7

Dear Ms. Michaels:

#### Holiday Sale

Seasons Greetings. As a \_\_\_\_\_ customer, we wanted you to be among the first to know about our upcoming holiday sale. All craft paper, specialty printer paper, and decorative envelopes will be reduced by 50% for the month of December.

1.  
(A) value  
(B) valued  
(C) valid  
(D) validate

As per tradition at Sid's Stationery, we will be having a Christmas raffle. This year the grand prize is a 2-night stay for two at the Meridian Inn \_\_\_\_\_ Toronto Island. The winner will receive a free double occupancy stay in the penthouse suite as well as a free dinner on the moonlit patio.

2.

- (A) through
- (B) on
- (C) over
- (D) at

Money from ticket sales will be \_\_\_\_\_ to The Family Foundation, a local organization that provides food and clothing to those who need it most this Christmas.

3.

- (A) purchased
- (B) donated
- (C) funded
- (D) collected

We look forward to seeing you this Christmas season.

Yours truly,

*Sid and Sandy Chester*

## **Example 2: Internal Memo**

### ***DISCOUNT SHOE EMPORIUM***

#### **MEMORANDUM**

**TO:** Sales Staff

**FROM:** Management B.K.

**DATE:** OCTOBER 9th, 20--

**SUBJECT:** FLYER MISPRINT

Please be aware that there was a misprint in an advertisement for our store in this week's local free press. The ad states that on Saturday all men's formal footwear is on for 55% percent off rather \_\_\_\_\_ 15% off.

4.

- (A) that
- (B) than
- (C) then
- (D) they're

If customers come in and ask about this sale, please \_\_\_\_\_ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into our store. The coupon can be given out even if the customer decides not to purchase any shoes.

5.

- (A) apologize
- (B) compromise
- (C) categorize
- (D) analyze

Please call a manager to the sales floor \_\_\_\_\_ you encounter any customers who have the ad with them and demand to receive the 55% discount. These cases will be handled on an individual basis.

6.

- (A) because
- (B) whether
- (C) if
- (D) before

Thank you.

B.K.

## **Part VII: Reading Comprehension**

In Part VII you will read passages in the form of letters, ads, memos, faxes, schedules, etc. The reading section has a number of single passages and 4 double passages. You will be asked 2-4 questions about each single passage, and 5 questions for each double passage. Sometimes you will be asked for specific details. Other times you will be asked about what the passage implies. In the paired passages you will also be asked to make connections between the two related texts. On the real test you will not have time to read every word. You need to practice scanning and reading quickly for details.

### **Example 1: Memo**

#### **Memorandum**

To: Supervisors

From: Judy Linquist, Human Resource Manager

Sub: Probation periods

As of January 1st all new employees will be subject to a 3 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 3 months have expired. After the three months have been completed, please contact your employees and inform them that their probationary period has ended. The HR department will contact you by email 2 days in advance to remind you of the date. Thank you for your cooperation.

1. What is the main purpose of this memo?

- A) To inform all employees of a new expiration date.
- B) To put staff members on probation.
- C) To introduce the HR department.
- D) To inform supervisors of a change in policy.

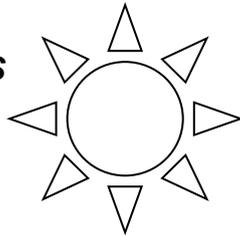
2. When does the change come into effect?

- A) Today.
- B) In 2 days.

- C) In 3 months.
- D) On January 1st.

### Example 2: Advertisement

**FREE  
SUNGLASSES  
AND CASE**



Purchase a 12 month subscription to *Vacation the Nation* today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.\* To get your free Sunnies follow these 3 easy steps.

1. Purchase a copy of *Vacation the Nation*, New York's #1 Travel magazine.
2. Fill out the application card (found in the center of the magazine)
3. Mail the card and \$21. 95 US to the address provided

\*This is a limited time offer only. Application and funds must be received no later than Dec 1st 2004. Canadian residents should add \$3 US for shipping. Offer not available for residents outside of North America.

3. What is this advertisement for?

- A) A summer trip.
- B) A travel company.
- C) A special deal.
- D) A free magazine.

4. How much do the sunglasses cost?

- A) They are free with a subscription.
- B) They cost \$1.
- C) They cost \$3 Canadian.
- D) They cost \$21. 95 US.

5. Who cannot benefit from this special deal?

- A) Canadians.
- B) UK residents.
- C) North Americans.
- D) US residents.

**Example 3 (double passage): E-mail and Letter**

**To:** "The Shoe People" <inquiries@shoepeople.com>

**Cc:**

**From:** "John Trimbald" <jtconstruction@img.com>

**Subject:** Customer Complaint

To Whom it May Concern,

I have trusted the Shoe People to protect the feet of my employees for over ten years now. I recently purchased a few pairs of boots from your company for my crew. Though my men were initially satisfied with the boots, the soles began to fall apart on them after just twelve weeks. This was extremely surprising considering they came with a six year warranty. The boots are unsafe to wear because my men are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,  
John Trimbald

John Trimbald, Foreman, JT Construction

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**The Shoe People**  
**22 Circular Rd.**  
**Castlerock, Northern Ireland**  
**BT51 6TP**

John Trimbald  
JT Construction  
22 Mark Lane Rd.

London, England  
EC3R 4BT

**January 3rd, 2008**

Dear Mr. Trimbald,

Thank you for your e-mail concerning the poor quality of our rubber soled black work boots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your crew. Along with five new pairs of work boots for your crew (we included one extra pair), we have enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. This should have been brought to your attention at the time of your initial order (received by telephone on October 12, 2007). Please excuse our oversight. To date we have had no complaints about these work boots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please return the boots and spray for a full refund. Thank you for supporting The Shoe People. Have a Happy New Year.

Sincerely,

Stan Mason, President

6. Which company was unsatisfied?

- A) Stan Mason's company.
- B) The Shoe People.
- C) JT Construction
- D) The sole company.

7. How many people are on John Trimbald's crew?

- A) Four.
- B) Five.

- C) Six.
- D) Twelve.

8. What is the spray used for?

- A) To protect the boots from water.
- B) To protect the soles from heat.
- C) To protect the floors from soles.
- D) To protect the boots from rubber.

9. What should John Trimbald do if he remains unsatisfied?

- A) Return just the spray.
- B) Call the President.
- C) Mail another letter.
- D) Request a refund.

## **Answers for Part V: Incomplete Sentences**

**Explanation 1:** *The correct answer is D.* The sentence requires an adverb.

- **Choice A** is an **adjective**.(I have a prior engagement.)
- **Choice B** is a **verb**.(I advanced the money to her.)
- **Choice C** is an **adjective**.(That was my previous job.)

**Explanation 2:** *The correct answer is D.* "By" means the same as "near" or "beside".

- **Choice A** indicates a source.(Water comes from the tap.)
- **Choice B** indicates destination.(I'm going to Hawaii.)
- **Choice C** requires an additional "to". (I am seated next to her).

**Explanation 3:** *The correct answer is C.*The simple past tense is needed.

- **Choice A** is the present **tense** form of the verb used for "now" or "everyday". (I know your name.)
- **Choice B** is the **passive** form of the verb. (He was known by the police.=The police knew him.)
- **Choice D** is the present perfect **plural** tense used for something in the past that continues in the present. (They have known her for years.=They still know her now.)

**Explanation 4:** *The correct answer is C.*

- **Choice A** must be followed by a noun or **noun clause**. (During the holiday...)
- **Choice B** requires "though" to complete the phrase. (Even though it was a holiday...)
- **Choice D** is a **coordinate conjunction**. (I was hungry so I had a sandwich.)

## Answers for Part VI: Text Completion

### Example 1: Letter

**Explanation 1:** *The correct answer is B.* An adjective is necessary. A "valued customer" is one who shops somewhere often.

- **Choice A** is a **noun**.
- **Choice C** is an **adjective** that does not fit logically in context. This letter is from a stationery store, so anyone can purchase items there. Something that is "valid" is *allowed* or *permitted*.
- **Choice D** is a **verb**.

**Explanation 2:** *The correct answer is B.* The preposition "on" is used with geographic places such as "island" or mountain.

- **Choice A** is a **preposition** that indicates going from one end to another. (I went through a tunnel.)
- **Choice C** is a **preposition** used when one is passing something to reach another thing. (I went over the bridge.)
- **Choice D** is a **preposition** used with times or specific venues. (I went at ten o'clock. We met at the mall.)

**Explanation 3:** *The correct answer is B.* "Donated" is the correct **passive verb form** used to describe money or items given to a good cause.

- **Choices A and C** are incorrect because you can't "purchase" or "fund" money.
- **Choice D** is incorrect because "collected" is followed by the word "from" not "to".

### Example 2: Internal Memo

**Explanation 4:** *The correct answer is B.* The phrase "rather than" is used in a comparison.

- **Choices A, C, and D** do not follow "rather" when a comparison between two things is being made.

**Explanation 5:** *The correct answer is A.* The verb "apologize" means *to say sorry*.

- **Choice B** does not fit in context. The verb means *to agree to something in order to resolve a disagreement*.
- **Choice C** does not fit in context. The verb means *to organize according to a certain system*.
- **Choice D** does not fit in context. The verb means *to look into something in detail*

**Explanation 6:** *The correct answer is C.* The word "if" is required to complete the conditional clause.

- **Choice A** is an incorrect **conjunction** that is used in a result clause. (I called the manager because the customer was angry.) The sale hasn't happened yet.
- **Choice B** requires two things to occur. (Call the manager whether or not the customer complains.)
- **Choice D** is illogical in context, because a salesperson wouldn't call the manager to help before the customer complained.

## **Answers for Part VII: Reading Comprehension**

### **Example 1: Memo**

**Explanation 1:** *The correct answer is D.*

- **Choice A** is incorrect because the memo is only for supervisors and the subject is probationary periods.
- **Choice B** is incorrect because it is only new employees that go on probation.
- **Choice C** is who will send the notice to remind supervisors of the date.

**Explanation 2:** *The correct answer is D.*

- **Choice A** is not mentioned.
- **Choice B** confuses "2 days in advance" (which is when the supervisors will get their notice) with "in 2 days".
- **Choice C** is how long the probationary period is.

### **Example 2: Advertisement**

**Explanation 3:** *The correct answer is C.*

- **Choice A** confuses travel magazine with trip. The picture of the sun might make you choose this one by mistake.
- **Choice B** confuses travel magazine with Travel Company.
- **Choice D** confuses which item is free. In this special offer the sunglasses are free. You have to buy a magazine subscription to get the glasses.

**Explanation 4:** *The correct answer is A.*

- **Choice B** confuses \$1 with #1 magazine.
- **Choice C** confuses \$3 Canadian with 3\$ US (the shipping charge for Canadian subscribers).
- **Choice D** is the cost of the magazine subscription.

**Explanation 5:** *The correct answer is B. (The UK is outside of North America.)*

- **Choice A** can benefit from the deal, but they have to pay for shipping.
- **Choice C** confuses outside of North America and North America. Both Canada and the United States are in North America.
- **Choice D** can benefit.

### **Example 3 (double passage): E-mail and Letter**

**Explanation 6:** *The correct answer is C.*

- **Choice A** is the person who is apologizing.
- **Choice B** is the company that is apologizing.
- **Choice D** is not mentioned.

**Explanation 7:** *The correct answer is A. (John Trimbald only needed four, but they sent an extra pair.)*

- **Choice B** is how many pairs The Shoe People sent.
- **Choice C** confuses an extra pair of shoes with an extra person on the crew.
- **Choice D** confuses the date of the initial order with the number of people.

**Explanation 8:**

- **Choice A** is not mentioned.
- **Choice C** is incorrect because it isn't the floors that need protection.
- **Choice D** confuses rubber soles with what needs to be protected.

*The correct answer is B.*

**Explanation 9:**

- **Choice A** is incorrect because the directions say to return both the spray and the boots.
- **Choice B** confuses the phone order with call the president.
- **Choice C** is not mentioned.

*The correct answer is D.*