

Answers

1. **b.** The man is on an airplane flight. The man is using the device without any indication that it is broken, so the answer is not choice **a**. He is on an airplane, not a bus, so choice **c** is incorrect. The coffee is upright on the table, so choice **d** is not correct.
2. **d.** The woman is preparing to give her check and credit card to the waiter. The women are inside the restaurant, so it is not closed, making choice **c** incorrect. The answer is not choice **a** because the woman is paying the check and so did not forget it. The answer is not choice **b** because the food is already on the table.
3. **b.** The photo shows a businessman taking inventory in a warehouse. None of the boxes appears to be damaged, so choice **d** is not correct. The shelves are functioning correctly, making choice **a** incorrect. There is no injured woman in the photo, so choice **c** is not an appropriate answer.
4. **a.** The children are smiling and splashing in the pool. They seem to be happy and having fun. Choice **b** is incorrect because the photo does not show a picnic. The picture does not indicate that a hotel has good rates, so the answer is not choice **c**. Choice **d** is also incorrect because no one in the picture is running.
5. **d.** There are no people inside the examining room at the doctor's office, making choices **b** and **c** both incorrect. The curtain is open, so choice **a** is not correct.
6. **b.** The woman is exercising using a machine at the gym. She is not playing soccer or preparing a healthy meal, so choices **c** and **d** are incorrect. The two women shown seem to be exercising independently, so they are not cooperating, and choice **a** is not the correct answer choice.
7. **d.** She is giving a presentation. She has already prepared for the meeting so choice **a** is not the answer. She is neither closing a book nor ironing her suit, so choices **b** and **c** are also incorrect.
8. **a.** The receptionist is talking on the telephone, or is "on the phone," as Americans say. She has not hung up the phone yet in this photograph, so choice **b** is incorrect. She is not turning off the computer; she is typing on it, so choice **c** is also incorrect. You can not tell from the picture anything about an appointment cancellation, so choice **d** is not the correct one.
9. **c.** This family is playing a board game. They are not eating dinner together or shopping for a sofa, so choices **b** and **a** are both incorrect. The family is also not putting away any toys, so choice **d** is also incorrect.
10. **b.** The woman is inside a grocery store. She is not buying furniture; she is buying groceries, so the answer is not choice **c**. There are no bananas in her cart, making choice **d** incorrect.
11. **b.** The statement, "Yes, I am fine here," appropriately responds to a question about whether someone is comfortable. Choice **a** gives a location, not a yes or no answer and choice **c** answers an unrelated question.
12. **c.** Choice **c** gives directions on how to get to the post office, while choice **a** tells who takes the mail, and choice **b** talks about buying stamps.
13. **a.** This choice gives a time that the manager will probably be back. Choice **b** talks instead about when the speaker will leave. Choice **c** is completely unrelated.
14. **b.** Choice **b** gives the location of the tickets. Choice **c** is not correct because it tells what the tickets are for and choice **a** tells where they came from.

- 15. c.** An appropriate answer about how long the trip took gives a length of time. Choice **a** is about how the speaker traveled, not how long it took. Choice **b** is unrelated.
- 16. a.** Thirty minutes is not long, so they must hurry to get there before the bank closes. Choice **b** talks about what the speaker is doing at the bank, but does not respond to the fact that the bank closes in 30 minutes. Choice **c** is unrelated.
- 17. b.** Choice **b** responds correctly to the question, by telling when the speaker was in Chicago. Choice **a** refers to “him,” indicating that it is about a person, rather than a place. Choice **c** answers an unrelated question.
- 18. a.** “Yes, it was definitely a success” is a good answer to a question about whether the meeting went well. Choice **b** and choice **c** do not seem to be about the success of the meeting.
- 19. c.** Telling someone that he or she has messages is a good way to answer a question about whether anyone called while the person was away. Choice **b** gives the time, and choice **a** refers to an explanation.
- 20. b.** Choice **b** agrees with the statement about the flu, making it the best choice. Choice **a** asks a question about a person who is ill, but does not respond appropriately to the statement. Choice **c** is unrelated to the statement.
- 21. c.** Choice **c** tells us that the copier is still broken, or not working yet. Choice **a** speaks about a person rather than a machine. Choice **b** talks about the weight of the machine, but not whether it is working.
- 22. b.** The question asks for a yes or no response to the question of whether the traffic was bad. Choice **b** gives the answer, “yes,” with some elaboration. Choice **a** tells when the speaker leaves for work, and choice **c** talks about the train, neither of which answers the question.
- 23. a.** It tells how the trip was—wonderful. Choice **c** is incorrect because it tells how long the trip was. Choice **b** is unrelated.
- 24. c.** Choice **c** gives the time that the flight arrived. Choice **a** is incorrect because it tells how long the flight was, and choice **b** is incorrect because it gives the flight number.
- 25. a.** The question asks where the listener prefers to wait, and choice **a** responds with a suggestion that they wait in the lobby. Choices **b** and **c** are incorrect. Choice **c** talks about a cancelled reservation and choice **b** answers an unrelated question.
- 26. b.** The speaker responds to the statement about the parade by commenting that he would like to see it. Choice **a** makes a nonsensical comment about the mayor and answer **c** asks an unrelated question.
- 27. a.** “I haven’t seen it” is an appropriate response to the question of whether someone left her purse in the room. “It was very interesting” does not respond to the question, nor does “I am missing several.”
- 28. c.** In choice **c** the speaker gives permission to borrow the book, along with a reminder to return it. Choice **a** is incorrect because, instead of answering the question, it talks about something that the speaker probably will not do. Choice **b** does not answer the question about the book.
- 29. a.** The answer implies that the speaker does not know whether he likes it because he has never tried it. Choice **b** and choice **c** give information about sushi, but offer no indication of whether the speaker likes it.
- 30. c.** The speakers agree that the data is confusing; one uses the word “confusing” while the other says that it is “difficult to analyze.” Choice **c** does not answer the question; it talks about the frequency with which the speaker uses the data. Choice **b** talks about how current the data is, not whether it is confusing.

- 31. b.** Only choice **b** answers the past tense “when” question with a definite time.
- 32. c.** Choice **c** is the best answer; it politely declines the invitation. Choice **a** talks about leaving something at the restaurant, and choice **b** talks about the weather.
- 33. a.** In the question, the speaker offers help in finding what the listener is looking for. In choice **a**, a woman responds by telling what she is looking for. Choice **b** and choice **c** are unrelated to the question.
- 34. c.** The two speakers agree that the new printer is better. Choice **b** tells what printers use, but makes no comparison between this printer and the old one. Choice **a** also offers no comparison, but offers to lend something to the speaker.
- 35. c.** This question asks for a location, which choice **c** gives. Choice **a** doesn’t give a location, rather it tells when the train leaves. Choice **b** compares the speed of the train to that of the bus.
- 36. b.** Choice **b** tells what the speaker will wear to the party. The party is in the future, as is indicated by the words “going to” in the question. Choice **a** talks about a party in the past. Choice **c** expresses a dislike for ironing, but doesn’t answer the question.
- 37. a.** Choice **a** gives the price of the tickets. Choice **b** talks about not understanding the rules of baseball, but doesn’t give the price of game tickets. Choice **c** accepts an invitation that was not offered.
- 38. a.** “Not yet” is a good response to a question about whether the mail has come. Choice **c** is incorrect because it talks about a problem with the mail, but not whether it has come or not.
- 39. b.** An appropriate response to someone who is having trouble with the Internet is a suggestion that they check the connection. Choice **a** suggests calling a doctor, but doctors do not have much to do with an Internet problem. Choice **c** talks about uses of the Internet, not what to do if there is a problem with it.
- 40. b.** The question is looking for the reason that the listener was not at work on the previous day. Choice **b** gives the reason, an appointment. Choice **a** gives an unrelated response, and choice **c** tells what is happening now, not what happened yesterday.
- 41. c.** The man needs the new catalogue to complete the March order. Immediately after asking whether the catalogue has come yet, he goes on to explain that he is putting together the March order. Choice **b** is incorrect because, while he does mention looking for a new supplier, that idea comes up in a different context. Choices **a** and **d** are also incorrect because the man does not mention the new year or buying a sweater.
- 42. a.** The man expresses concern that J&R Supply “often run[s] out of stock.” The man says that J&R has the best prices, so choice **c** is incorrect. The dialogue mentions nothing about the supplier going out of business or the catalog being wrong, so choices **b** and **d** are also incorrect.
- 43. b.** At the end of the dialogue the man says that he will call about the catalog today. All other answers are incorrect.
- 44. a.** When he hears about the candidate for the position, the man says, “I am excited to hear that. It is always nice to have new ideas around.” He does not mention feeling nervous, resentful or proud, making choices **b**, **c**, and **d** incorrect.

- 45. d.** The woman tells the man that the company has already started interviewing. This means that they have started and have not finished. Choices **a** and **c** respond as if they have not started, and choice **b** responds as if they have finished, making these three choices incorrect.
- 46. c.** The woman is telling the man about the interviews based on what she heard from Fred. She begins talking about the candidates by saying, "Fred told me." This means that she was not there, and the fact that he is asking means that the man speaking was not there, so choices **a** and **b** are incorrect. The three new workers have not yet been hired, so they could not have been at the interview either.
- 47. d.** The woman asks, "Can you recommend a hotel?" Choice **a** is incorrect because when the second woman mentions the major hotel chains, the first woman responds that the small independent hotel is what she had in mind. Choice **b** is not the best choice because the woman already has a new client and is going to Denver to meet with him. Choice **c** is not a good choice because the woman is asking where to stay, not where to eat.
- 48. a.** The woman says that she stayed in a "small independent hotel called The Ridge." A small independent hotel is not a national chain, so choice **d** is wrong. Choices **b** and **c** are also incorrect, as neither is mentioned in reference to The Ridge.
- 49. c.** The woman states, "I am flying to Denver next month to meet with a new client." She explicitly gives that as her reason for going to Denver. No other answer choice gives that as the reason, so all other answer choices are incorrect.
- 50. d.** The man is worried because his paycheck was for the wrong amount. He says, "I was overpaid by two hundred dollars." Choice **a** is not correct because he received more than he expected, not less. He does not mention that he got the wrong person's paycheck, or that it bounced, making choices **b** and **c** incorrect.
- 51. b.** Peter is out of the office because his wife is having surgery. The first man says, "I thought that Peter was out this week. Isn't his wife having surgery?" And the second man responds, "You're right." The dialogue does not mention a funeral, a conference, or illness, so the other choices are incorrect.
- 52. d.** Peter works in the human resources department, as the second speaker indicates by saying, "talk to Peter in the human resources department." While it sounds logical that a person in accounting might know about a paycheck, the speaker explicitly states that Peter is in human resources, thus choice **c** is incorrect. The dialogue does not mention anything about the sales or collections departments, so the answer is not choice **a** or **b**.
- 53. c.** The woman says the restaurant is "down the street" and the man suggests that they walk to the restaurant. Both of these indicate that the restaurant is near their office. These same two quotes rule out the possibility that the restaurant is on the floor below or across town, so the answer is not choice **a** or **d**.
- 54. b.** The man can't go to lunch today because he has plans already. He is having lunch with a client. He did not bring his own lunch, so choice **a** is incorrect. The dialogue says nothing about whether it is a nice day to walk, so choice **c** is incorrect. The dialogue begins with the woman noticing that the restaurant is open, so choice **d** is also wrong.

- 55. b.** The woman will invite Kristin. She says at the end that she will invite all three of the office friends that they mention. The other three answer choices are people who have not volunteered to invite the others.
- 56. a.** The second speaker says that Meredith is sick and resting in bed, with her husband caring for her. She is not away on business; the first speaker asks if she is away on business and gets the reply “No,” so choice **b** is not correct. She is not in the office; the first speaker states that he has not seen her all week. She is not at the doctor’s office; the reported conversation suggests that she went to the doctor and returned home with antibiotics, so choice **d** is not the best one.
- 57. b.** The first speaker says that he hasn’t seen Meredith all week. The dialogue does not mention that she has been gone for two weeks or a month, so choices **c** and **d** are both incorrect.
- 58. c.** Meredith is not eating spaghetti to recover from her illness. Her husband has made her chicken noodle soup and ginger tea, but not spaghetti. The dialogue does mention that she is resting, taking antibiotics, and that her husband made her ginger tea, so choices **a**, **b** and **d** are incorrect choices.
- 59. b.** The man states, “I like to shop at the farmers’ market. It doesn’t have the same variety as the supermarket, but the vegetables are always fresh.” Choices **a** and **d** are incorrect because the woman, not the man, mentions the beauty and lack of flavor at the supermarket, not the farmers’ market. No one mentions the price of the vegetables, so choice **c** is also not correct.
- 60. a.** The man says about the market, “It’s in the lot across the street from the public library on Thursday evenings. I usually stop in there right after work.” Markets often take place on Saturday mornings, but this one is on Thursday, so choice **b** is not right. The man brought food to the party, so he was not at the market then, making choice **d** incorrect. He gives a specific time that he shops at the market, so choice **c** is also not right.
- 61. d.** The man brought vegetable pastries to the party. We know this because the woman says, “The vegetable pastries you brought to the company party were wonderful.” None of the other answer choices are mentioned in the dialogue, so the others are incorrect.
- 62. c.** The company needs to buy rain suits. The first speaker says that he noticed that the company was running low on rain suits and needed to reorder. He does not mention umbrellas, hard hats, or gloves.
- 63. b.** The man says, “With the rainy season just around the corner, we had better hurry up and reorder.” He does not mention whether the inventory is complete, so choice **a** is incorrect. Nowhere in the dialogue is there mention of a construction project or purchase order, so choices **c** and **d** are also not good choices.
- 64. d.** When the second speaker asks if there is anything else the company needs, the first speaker replies, “I made a list and left it on your desk.” He does not mention an inventory spreadsheet, so choice **c** is incorrect, and he has already checked the warehouse, so choice **a** is not the best choice.

- 65. a.** The dialogue states, “Pat has been on the phone with the technical support person all morning trying to get it fixed.” It does not mention that Pat has called the director, administrative assistant, or archivist, so the other choices are incorrect.
- 66. c.** The man needs access to the data on the database to finish his report, and says that he will have to stay late to finish if the server does not get fixed soon. He does not mention fixing the database or the router, nor does he mention staying late to wait for the technician, so choices **a**, **b**, and **d** are not correct.
- 67. b.** The man says, “I need some of that information to finish my report. I am working from an archive right now, but I will need the most recent data to finish it.” He already has an archive to work from, so choice **a** is incorrect. He doesn’t mention needing a disk or help from Pat, so choice **c** and choice **d** are also incorrect.
- 68. d.** The dialogue begins with a coworker asking, “Are you going to the conference at the convention center next weekend?” The woman also mentions that the conference center is a long way outside of town, not in another city, so the answer is not choice **b**. The problem hinges on the convention center being far away, so choice **c** is not a good choice.
- 69. a.** When asked why she can’t drive back Sunday night, she says, “I prefer not to drive at night.” Her meeting is on Monday, so choice **b** is not a good choice. She does not mention not having a car or the hotels being booked as her reason for not driving, so choices **c** and **d** are incorrect.
- 70. c.** When two people decide to ride together, it is called *carpooling*. They use this word in the dialogue to talk about sharing a ride. None of the other answer choices is mentioned in the dialogue as a solution to the problem.
- 71. c.** The speaker wants the workers to mark important dates for April on their calendars. While the speaker does mention the staff meeting on the 7th, he doesn’t set the agenda, so choice **a** is not the best choice. Choice **b** is not the correct answer because the memo mentions two meetings. Choice **d** is also incorrect.
- 72. d.** The speaker says, “On the 16th there will be a representative here from our insurance provider. He will discuss changes to our health insurance packages.” The other topics are mentioned in the speech, but not in reference to the insurance representative.
- 73. b.** The speaker says, “Please prepare a brief report on your department’s current project for the April 21st meeting.” None of the other answers is mentioned as something that should be brought to the meeting.
- 74. d.** The announcement is being made in an office. It is addressed to the staff and lists the preparations that those working in the office must make for the office’s early closure. While the message does mention the weather service warning, it is unlikely that a message like this would be heard on a weather service hotline.
- 75. c.** The main message in the announcement is that the office is closing. It then tells the staff what precautions to take. The message does not mention that the computer network is down or that the office was hit by a tornado, making choices **a** and **b** incorrect. The announcement does ask employees to drive safely, but that is not the main message of the announcement, so choice **d** is not the best choice.

- 76. a.** Nowhere in the announcement does it mention making hard copies of work as a precaution. The announcement says, "Please shut down and unplug all computers and other major electronic equipment. Please take home your laptops, the emergency calling procedures from your employee handbook, and any perishable food you may have in the refrigerators," which does ask workers to take the precautions mentioned in choices **b**, **c**, and **d**.
- 77. c.** The message is from a supplier. A supplier is what you call anyone from whom you order the necessary materials to do a job. The supplier is delivering a message about a product that will ship the next day and one that is on backorder, but is not calling from the shipping company, so choice **b** is not correct. She is not in charge of receiving the item; she is in charge of sending it, so choice **a** is also incorrect.
- 78. b.** Pamela is calling about an item that is out of stock. The rest of the order will ship tomorrow, so choice **a** is not a good choice. Pamela says that she has adjusted the billing statement, so choice **c** is not a good choice. The message doesn't mention a change in shipping rates, so the answer is not choice **d**.
- 79. a.** Pamela says, "Please call me back at 972-772-8301 at your convenience to confirm that you have received this message, and to let me know if you want to cancel the backordered item or have it shipped at the later date." None of the other answers is given as a reason that she needs her call returned, so choices **b**, **c**, and **d** are incorrect.
- 80. b.** The announcement begins, "Would the owner of a green minivan, license plate number XHB-78S4 please report to the north parking lot immediately?" The problem involves a delivery truck, but the announcement is not directed to the delivery truck, so the answer is not choice **a**. The message does not mention the unloading dock workers, so the answer is not choice **c**. Only one car is causing the problem and the message is directed at the owner of one car, so the answer is not choice **d**.
- 81. d.** The problem is that a van is illegally parked. While the message threatens to tow the van if it is not moved, it has not yet been towed so the answer is not choice **a**. The announcement does not mention a car with its lights on or an emergency on the loading dock, so choices **b** and **c** are also incorrect.
- 82. b.** The announcement says, "Failure to move your vehicle in the next ten minutes will result in towing and possible fines." The announcement does not mention parking assignments, injuries, or the loss of a job as possible consequences of the situation, so choices **c**, **a**, and **d** are not right.
- 83. b.** The recording is on a technical support line for a software company. People usually call technical support when they are having problems with technology or equipment. Technical support personnel do not handle invoices, registration of products, or sales, so choices **a**, **c**, and **d** are incorrect.

- 84. d.** The message says, “You will be asked for the license number of your product. Please have this information on hand.” The message does not mention that the caller needs a statement, a registration agreement, or a reference number for an order, so choices **a**, **b**, and **c** are incorrect.
- 85. a.** The message says, “Your approximate wait time is nine minutes.” English uses the word *about* to show approximation or estimation. Choice **b** gives an exact rather than an approximate time.
- 86. c.** The talk is from the introductory speech at the convocation for a conference. It begins, “Welcome to our 12th Annual Regional Conference on Municipal Water Quality.” The other answers are incorrect, as they are not mentioned in the speech.
- 87. b.** The speaker says, “The workshop entitled the ‘The Future of Chlorine’ has been postponed. Due to the floods in Indianapolis, our presenter’s flight was delayed.” The speaker makes no indication that this workshop was canceled or moved, so choices **a** and **c** are incorrect. The scheduling of the workshop was not a result of the flooding, so choice **d** is also incorrect.
- 88. d.** The speaker says that the workshop called “Piping Solutions” has changed locations. The workshop called “The Future of Chlorine” was postponed, so the answer is not choice **c**. The other two workshops were not mentioned in the speech.
- 89. b.** The speaker congratulates the whole staff on the success and commends everyone’s work. Such expressions are neither self-important nor critical, so choices **a** and **c** are incorrect. Choice **d** is not a good one because someone usually takes a consoling tone when trying to make someone feel better about something bad that has happened; this is a happy situation, with no need for consoling.
- 90. d.** The speaker is talking about an overall increase in sales for the quarter. Choices **a** and **b** both refer only to the month of October, which is a small part of what he is reporting on. Choice **c** is incorrect because the company actually did meet its sales goals.
- 91. c.** The speaker says, “Thank you for your hard work. To celebrate, the company will provide lunch for the whole staff on Friday.” None of the other choices is mentioned in the speech, so choices **a**, **b**, and **d** are incorrect.
- 92. b.** The message says, “This is an automated message,” which means a recording. The message does not mention being from the bank president or a loan officer, who would probably not call about irregular account activity, so choices **c** and **d** are not correct answer choices.
- 93. d.** The message says “we are calling to inform you of irregular account activity taking place on October 2.” The message does not mention insufficient funds, an exceeded credit limit, or a stolen credit card, so choices **a**, **b**, and **c** are incorrect.
- 94. a.** The message asks that the listener to call to authorize the purchase. The message doesn’t mention an incorrect purchase order, so choice **b** is not a good choice. The message also does not ask the listener to make a deposit or pay a fee, so choices **c** and **d** are also incorrect.
- 95. b.** The announcement says, “Attention, passengers waiting to board Flight 472 to Baltimore.” Passengers usually wait to board a plane in the airport. Choice **a** is incorrect because the passengers are not yet on the plane. Such messages would probably not be heard in a train station or on the radio, so choices **c** and **d** are incorrect.

- 96. c.** It is snowing heavily in Baltimore, as the announcement indicates by saying, “due to heavy snowfall in the Baltimore area, Flight 472 has been canceled.” Light snow and clear conditions would not cause a flight cancellation, and the message does not mention rain at all, so the other choices are incorrect.
- 97. d.** The announcement asks that passengers “turn in [their] boarding passes at the desk for a voucher that [they] can use on the rescheduled flight or another flight.” The other answer choices are not consistent with this part of the message and so are incorrect.
- 98. a.** A *briefing* is a short talk or update that gives directions and details. The speaker is giving a briefing about the reports. A *rant* is an angry, impassioned speech, so choice **b** is not right. The speaker also doesn’t seem to be giving a strategy or projections about the future, so choices **c** and **d** are also incorrect.
- 99. c.** The speaker makes clear that the report should not have any images when he says, “Please do not include any images, or unnecessary graphs or charts.” The speaker does ask that the reports contain success stories and projections, so choices **a** and **b** are both incorrect choices. The speaker only asks that unnecessary graphs be excluded from the report, so the answer is not choice **d**.
- 100. c.** The speaker gives instructions “to turn in a hard copy and a copy saved to a CD.” The other answers are inconsistent with these directions and so are wrong.
- 101. c.** Usually someone receives an award for the *contributions* they make to a field. *Distinctions* are usually made between two things, so choice **a** is not right. *Research* is a non-count noun so can’t be modified by the word *many*, therefore choice **d** is also incorrect.
- 102. a.** For something to be written off for tax purposes it must be a *legitimate* expense. *Preposterous* and *unscrupulous* expenses are not legitimate and so those words do not make sense in the sentence, making choices **b** and **c** incorrect. The adjective *profound* is generally not used in talking about expenses, so choice **d** is also not the right choice.
- 103. c.** The subject of this verb is the candidate, so the correct form of the verb is the third person singular indicative form, *has*. The other forms of the verb given in the other answer choices are incorrect. *To have* and *having* are not indicative verb forms of the verb and *have* is not conjugated in the third person singular.
- 104. d.** The word *one* correctly completes the sentence. *Only* is used to indicate singularity; choice **c** is plural and therefore incorrect. The articles *a* and *an* are always used with nouns and cannot stand alone.
- 105. a.** The word *whether* correctly completes the sentence. The words *when*, *if*, and *why* cannot be used in combination with *or not*. So choices **b**, **c**, and **d** are incorrect.
- 106. d.** The outcome of the vote is something that might figure into the decision. The words *quality*, *procedure*, and *order* could all make sense grammatically in the sentence, but logically the quality, procedure, or order of a vote is not as important as its outcome, and not something to base a major decision on.
- 107. c.** The sentence calls for the future form of the verb, as it is talking about something that will happen tomorrow. Choice **a** is the past tense of the verb. Choice **b** is a gerund. Choice **d** is the present passive form of the verb.

- 108. b.** The comparative form of the adjective is used with the word *than*. The word *as* is used to make equative, not comparative, statements so the answer is not choice **a**. The word *of* is a preposition that does not fit into the comparison, so choice **c** is incorrect.
- 109. b.** The word *challenging* correctly completes the sentence. The structure of the sentence sets up an opposition; *challenging* appropriately opposes *easy*. *Obstacle* cannot complete the opposition because it is a noun and *easy* is an adjective so choice **a** is incorrect. Choices **b** and **c** are adjectives, but do not logically oppose the idea *easy*.
- 110. a.** The use of the word *before* shows that the sentence requires a verb in the present perfect. Choices **a** and **b** are both in the present perfect, but choice **b** contains a double negative, which is incorrect in English.
- 111. a.** The phrase, “as soon as,” indicates that the instant one thing happens, another thing will or can happen immediately. “As often as” means that every time one thing happens, another thing happens, too; this doesn’t make sense in the sentence, so choice **b** is incorrect. The words *usually* and *early* are not commonly used in an “as ___ as” construction, so choices **c** and **d** are not correct.
- 112. c.** The sentence calls for the past tense, passive form of the verb. Choice **b** is incorrect because it is not passive. Choices **a** and **d** are incorrect because they are not past tense.
- 113. b.** The word *since* is used to show that something has not happened during an interim time. The other prepositions do not make sense in this construction.
- 114. d.** *We’ve*, a contraction of *we have*, requires a past participle of the verb to complete the present perfect tense. The word *have* cannot be contracted when used with an infinitive to express necessity, so choice **a** is incorrect. Choice **b** is a present, not a past, participle. Choice **c** is an indicative form, which can’t be used with the auxiliary verb *have*.
- 115. b.** A *resume* is what employers usually ask about in interviews. While some of the other answers work grammatically, they don’t fit into the logical context.
- 116. b.** The only adjective on the list of choices that can logically modify the noun *documentation*, is *incomplete*. The adjectives *unreserved* and *nervous* usually describe people. The adjective *absolute* usually modifies an idea or concept.
- 117. c.** In this sentence the present progressive is being used to talk about the future. *Will go* could also correctly complete the sentence, but *will going* is an incorrect and nonexistent verb form, so choice **b** is not a good choice. Choice **a** is incorrect because *am going* can only be used with a first person singular pronoun. Choice **d** is not right because the present perfect progressive form of the verb is not used to talk about the future.
- 118. d.** The sentence begins with the word *while*, which indicates that it should contain a dichotomy. The word *also* is the only choice that preserves that sense of dichotomy. *Further* and *similarly* have continuative sense, so choices **a** and **c** are incorrect.
- 119. a.** This is an existential *there* used with *seems to be* to talk about the existence or, in this case, seeming existence, of something. The use of *there is* is the best way to talk about existence in English.

- 120. d.** A *strategy* contains plans that may not always go as hoped, so it makes good sense in the sentence. Neither *markets* nor *revenues* can backfire, so choices **a** and **b** are incorrect. A *purchase* cannot be used to increase the number of repeat customers, so choice **c** does not make sense.
- 121. b.** The best verb to complete this sentence is *span*, which means *to stretch across*. Choice **a** is wrong because the states are not made of time zones. Choice **d** is wrong because the time zones are not made of the states. Choice **c** is wrong because the time zone did not set up the states.
- 122. c.** The preposition *on* is used with days of the week in English. The other choices contain incorrect prepositions or an article.
- 123. d.** The subject of the sentence is the pronoun *he*. Because *he* wrote the directions, they are in *his* handwriting. The possessive pronoun *his* correctly completes the sentence. Choice **c** is an object pronoun, not a possessive one, so it does not indicate that the handwriting belongs to someone. The other two answer choices are forms of the pronoun *it*, which is not generally used to refer to people.
- 124. a.** The past perfect form of the verb is correct here. The speaker is speaking about the trip in the past tense, at which time Mr. Ito had already visited Seattle several times before. This is the appropriate time to use the past perfect tense of the verb.
- 125. c.** The sentence calls for the superlative form of *significant*. Because *significant* is a four syllable word, you form the superlative form with the word *most*, rather than the ending *-est*. Choices **a** and **b** are comparative rather than superlative.
- 126. c.** The sentence requires a conjunction that provides a sense of opposition. The only conjunction listed that sets up an opposition is *however*.
- 127. b.** The idea of the sentence is comparison of the costs and benefits of managing accounting in-house. The use of the word *negligible* in reference to the costs keeps choices **a** and **d** from making sense.
- 128. b.** The verb *lacks* makes the best sense in this sentence. *Wants* and *keeps* in English generally refer to human actions, so choices **a** and **d** are not good choices. A report can inform, but *informs* does not work with the object in this sentence.
- 129. a.** The sentence requires a noun to complete it. The word *their* must modify a noun. *Parents* is the only noun listed in the answer choices.
- 130. d.** The sentence needs a past tense, passive form of the verb. Choices **b** and **c** are not passive. Choice **a** is not in the past tense.
- 131. a.** The word *unless* is used to introduce an exception. Illness and emergencies are reasonable exceptions to the requirement. The answer is not choice **b**; illness and emergencies are reasonable causes for the requirement. The answer is not choice **c**; the word *until* is used to note the end of a time period.
- 132. d.** The structure of the sentence sets up a contrast between the past and the present. The present situation is that she does not have to work late anymore. The past situation was that she did. *Used to work* is the best way to express that this was something that happened regularly in the past. None of the other verb forms can be used to talk about the past.

- 133. b.** This is a present unreal conditional construction. English uses the modal *would* in these constructions. *Can*, *may*, and *should* are also modals, but they are used in different situations and constructions. The only other modal that is used in conditional statements is *could*, which is not one of the answer choices.
- 134. a.** The sentence should be completed with the adverb, *regularly*. The adverb *regularly* modifies the gerund *exercising*. A gerund can not be modified by an adjective, such as *regular* in choice **b**, or a comparative adjective, such as *more regular* in choice **d**. Choice **c** is incorrect because it is not an actual word.
- 135. c.** English uses the present progressive form of the verb to talk about something that is happening *right now*. Choice **a** is the simple present form of the verb, which is used to talk about things that happen regularly or as a rule. Choice **b** is the past tense of the verb, which is used to talk about the past. Choice **d** is the infinitive form of the verb, which is unmarked and has no time.
- 136. b.** The word *that* correctly completes the sentence; it is used as a function word to introduce the subordinate clause. None of the other answer choices correctly introduces such a clause.
- 137. a.** The gerund *providing* correctly completes the sentence; the appropriate way to make a verb such as *to provide* function as a noun in a sentence is by adding the *-ing* ending.
- 138. a.** Environmental *regulations* could logically call for updating a waste management system. New environmental *services*, *balances*, or *portfolios* would not logically call for such an update, so choices **b**, **c**, and **d** are not correct.
- 139. d.** *Projections* deal with the future, so this sentence calls for a verb in the future tense. Choice **a** is in the simple present tense. Choice **b** is in the past tense. Choice **c** is in the present progressive tense.
- 140. b.** This is a question. The only beginning of the sentence with the proper word order for a question is choice **b**. In choice **c**, the verb form *sended* is incorrect. The past tense of *to send* is *sent*. In choices **a** and **d** the word order is not appropriate for a question.
- 141. b.** The verb *accepted* correctly completes the sentence. The verbs *presumed* and *witnessed* do not make sense in the sentence, so choice **a** and choice **c** are incorrect. The verb *prepared* would be appropriate if Old Town was the bank buying not being bought, so choice **d** is also incorrect.
- 142. a.** The noun *customers* fits best into the sentence. A bank does not have *residents* or *participants*, so choices **b** and **d** are not good choices. Choice **c** will not work because *patron* is a singular, not a plural, noun.
- 143. d.** The verb *hopes* is indicative and, in this context, takes the infinitive form of the verb *to make*. The other verb forms can't be used in combination with *hopes*.
- 144. d.** The adjective *promising* best modifies *merger*. A merger can't logically be *portable* or *delicious*, so choices **a** and **c** are not good choices. A *traffic merger* is a different thing than a business merger, so this answer will not work in the context.

- 145. b.** The word *writing* completes the idea logically and grammatically by correctly forming the present progressive of the verb *write*. Grammatically, choice **a** could work in the sentence, but logically this choice doesn't work because the situation is not a good one, so the speaker is not excited about it. The verb *forgetting* is in the correct form grammatically, but the speaker is obviously not forgetting to inform his vendor of the problem.
- 146. a.** The problem is with a *shipment*. The problem is not with a *letter* or a *casement*, which is a type of window. The gerund *parceling* is a noun formed of an action, which is not a physical thing that can be sent.
- 147. d.** The conjunction *however* creates a sense of contrast with the idea expressed in the previous sentence. The conjunction *but* can also create this sense, but the word is in the incorrect word order in this sentence, so choice **b** is not the best choice. The woman is not thankful that the merchandise is out of season, so choice **a** will not work in the sentence. *Otherwise* means in a different way or situation, which is not the relationship that the sentence is trying to express.
- 148. d.** The modal *would* combines with the word *like* to politely express the idea of wanting. The other modals do not create this sense and therefore do not correctly complete the idea of the sentence.
- 149. d.** *Which* correctly introduces the relative clause. The words in the other answer choices do not appropriately fill this function in the sentence.
- 150. a.** "Effective November 1," means beginning on that date, or taking effect on that date. The word, *projected* is used to talk about an indefinite or estimated time in the future, and the word *about* also introduces an estimation. He gives a definite day that the policy begins, so the writer of this e-mail is not estimating.
- 151. c.** The sentence requires a negative, present tense form of the verb *apply*. The correct way to form this construction is *does not apply*. Choice **a** is incorrect because in a negative construction, only the verb *do* is conjugated. The other two choices are in the wrong tense for the sentence.
- 152. d.** While the other answer choices work grammatically in the sentence, the idea of the sentence is that Mr. Gomez wants and expects the employees to cooperate with management on the new policy.
- 153. b.** The article is mostly about the negative impact that layoffs can have on performance, stock value, and worker morale. The article mentions budget analysis briefly, and factors that contribute to stockholder morale briefly, but it is not mainly about either of those subjects, so choices **a** and **d** are not correct choices. Choice **c** is not mentioned in the article.
- 154. d.** *Detrimental* means *harmful*. The other answer choices are not close in meaning to *detrimental*.
- 155. b.** The article states, "Layoffs not only affect those low-performing employees whose jobs have been cut, but they also create an atmosphere of uncertainty, which causes others to leave." This idea is best summarized by choice **b**.

- 156. b.** The article contends that a reduction in payroll expenses is eclipsed by the reduction in performance and blows to shareholder morale. So it does deem choices **a**, **c**, and **d** to be important.
- 157. c.** *Compound* is word with several meanings. When used as a verb, as in this article, it means *to make greater* or *increase*. When it is used as an adjective, it is similar in meaning to choices **a** and **b**. When it is used as a noun it is similar in meaning to choice **d**.
- 158. d.** A *liquidation sale* is the kind of sale that a business has when it is going out of business and selling everything, not just merchandise. They are not selling the business itself, so choice **a** is not correct. A seasonal sale happens at the end of a season, not when the business is closing, so choice **b** is not right. This is definitely an advertisement of an event, so choice **c** is not the best choice.
- 159. a.** The ad says, “Don’t miss this opportunity to stock up on all of our funky, handmade, one-of-a-kind fashions” and also mentions that there are clothing, purses and belts for sale. It is a clothing store. The store is selling its fixtures, racks, showcases, and mannequins because it is closing and selling everything, not because it normally sells those things.
- 160. c.** The advertisement says, “For more information about this HUGE sale, visit our website at www.fabriqueboutique.com or call 872-8979.” The other information is likely to be on the website as well, but only the information about the sale is specified in the ad.
- 161. a.** The letter says that the bank *credited* the account to compensate for the error, so the account was short. The letter also apologizes and refers to the error as “our error,” so the bank committed the error.
- 162. d.** The letter says, “Please retain this letter for your records as confirmation of the adjustment to your business checking account number 90089733.” This idea is best restated in answer choice **d**.
- 163. b.** *Tracked down* is an English colloquialism that means *to find* or *to locate*. The other answer choices could also be eliminated by context; they do not fit with the idea of the sentence.
- 164. a.** The correct answer is choice **a**. The tone is professional and apologetic. Nothing in this letter is conversational, unprofessional, or accusatory, so choices **b**, **c**, and **d** are incorrect.
- 165. c.** The article is evenly split between talking about the promise and the dangers of RFID technology. Choices **b** and **d** are not in the article, and choice **a** refers to only part of the overall idea of the article.
- 166. c.** The article states, “Unlike a bar code, however, the RFID tag offers access to a database of information about the product.” Choices **a** and **b** contradict information in the article and choice **d** is not mentioned in the article.
- 167. d.** *Adopt* is a word with multiple meanings. The sense in which it is used here is *to choose and decide to use*. *Adopt* can also mean *to take custody of and care for another’s child*, but this meaning does not make sense in the context of the article. A similar word, *adapt*, means to change to meet the needs of a situation.
- 168. b.** The article says, “As major retailers begin to adopt this technology, concerns are arising about how RFID may affect the privacy of consumers and employees alike.” While some of the other choices are conceivable concerns about the new technology, the question specifically asks which concern the article brings up.

- 169. c.** The article says, “Radio frequency identification, or RFID, technology is not new, but as it becomes cheaper, it promises to change retail business significantly.” The article does not mention speed, size, or security standards as factors that have made the technology available to retailers.
- 170. c.** The company’s hours of operation are not on the card. Choice **a** is not the correct choice because Gil’s phone number is listed on the card where it says, TEL: 619-574-0835. Marcos Gil’s title, General Contractor, appears below his name, so choice **b** is not the answer. The company slogan, “quality home building from the foundation to the roof,” appears below the company name, so choice **d** is not a good choice.
- 171. a.** The correct answer is choice **a**. The company builds houses, as the slogan, “quality home building from the foundation to the roof,” indicates. The card does not suggest that it does any of the jobs listed in the other answer choices.
- 172. c.** The article is mostly about the factors that can skew a business owner’s perception of his business’ success. The article discusses two factors: profit versus cash flow understanding of profitability, and cash versus accrual systems of accounting. These ideas are listed separately as answer choices **b** and **d**. These are, however, not good answer choices because the article is about how both of these things can influence a business owner’s understanding of his success.
- 173. b.** The article says, “In a cash method of accounting, income is reported only as payment is received, while the accrual method of accounting records income as soon as the sale is made.” The difference given is in when a sale is recorded. The other answer choices are not listed as differences between the two systems.
- 174. d.** In comparing the advantages of the two methods, the article says that the accrual system “allows for more sophisticated analysis, which can consolidate several facets of business management into a single operation.” Choices **a** and **b** are listed as advantages of a cash system. Choice **c** is an implied advantage of a cash system.
- 175. a.** The article says, “a business may show a good profit, but consistently run into cash flow problems, sometimes severe ones.” The other answer choices are not listed as problems with looking only at profit to determine success.
- 176. c.** The word *operation* has many meanings. Based on the context of the sentence, it is nearest in meaning to *a controlled activity*. The sentence is talking about doing several jobs with just one activity. Military actions and medical procedures have no relevance to the article or sentence, so choices **b** and **d** are not good choices. Choice **a** does not make sense because the sentence is talking about an action, not a functioning state.
- 177. b.** The e-mail is directed to Bob Schwartz with special instructions about a hotel reservation, so we can assume that Bob Schwartz works for the hotel. Ms. Sepeda works for Quesburger Enterprises and Mr. Hamilton is the hotel guest about whose stay she is writing, so choices **a** and **d** are not good choices.
- 178. c.** The e-mail is from Ms. Sepeda and says, “Any charges that Mr. Hamilton accrues are to be directed to me.” The e-mail does not mention that the stay will be free or that Mr. Schwartz or Mr. Hamilton will pay for the stay.

- 179. d.** According to the e-mail, “Mr. Hamilton’s plane will land at the Newark Liberty Airport on at 5:30 on March 21, and he should be checking in around 7:00 P.M.” The phrase *checking in* is used to talk about arriving at a hotel.
- 180. a.** Mr. Hamilton is Ms. Sepeda’s client. She refers to him as an important client of her firm. Choice **b** reverses the masculine and feminine pronouns, which confuses the relationship and makes the choice incorrect. Choice **c** describes the relationship between Ms. Sepeda and Mr. Schwartz.
- 181. b.** The house at 114 Lewis has a yard, is close to elementary schools, and is walking distance to the university. The house on Highland Estates Drive is suburban, and therefore too far from downtown and the university to walk, so choice **c** is not a good choice. The listing on Armstrong is a condo and so has no yard, only a patio, so choice **a** is also not the right answer.
- 182. b.** Mr. Patel was offered a job, as can be understood from the opening paragraph of the letter. He will do some work at the university, but is not coming to Berkeley to attend the university, so choice **a** is incorrect. He is also looking for a house, but that is not the reason he is moving, so choice **d** is also incorrect.
- 183. a.** The suburban home is far from his work, and he can’t walk there. It has a large yard (lot) and is close to the schools, so the other answers are incorrect.
- 184. c.** The letter says, “I have sent in the final paperwork for my visa, which I expect to arrive early in August.” Mr. Patel has already been offered the job and accepted it, so choices **b** and **d** are incorrect. He doesn’t mention when he will be able to move into the new house, so choice **a** is not the best answer.
- 185. d.** The listing for the house on Lewis mentions that it has three bedrooms, air conditioning, and a refrigerator, but not a pool.
- 186. c.** The policy states, “If a receipt includes both personal and work-related expenses, the work-related expenses should be circled and a separate page attached, which totals and explains the reimbursable expenses.” There is no mention of starring any item.
- 187. d.** The date on the receipt is October 20, 2009 and the policy states that receipts must be submitted within 30 days of the purchase. So November 19 is the last day to submit the receipt. Neither document mentions the day of the party or when this policy began, so choices **a** and **b** are incorrect. The day of the purchase is on the receipt, so choice **d** is not the right choice.
- 188. d.** The policy states that a separate sheet of paper should be attached to the receipt “which totals and explains the reimbursable expenses.” While the total cost of all items purchased is generally found at the bottom of a receipt, this total does not indicate which items were purchased for the work party, making choice **a** incorrect. Choices **b** and **c** were not mentioned in the policy.
- 189. a.** The policy reads, “A copy of the bill showing the charges must be attached along with an explanation of the business purpose of any call.” The policy says that the company will reimburse approved business lunches, registration fees for conferences, and get-well-soon gifts, making choices **b**, **c**, and **d** incorrect.
- 190. d.** The policy says in regard to business meals, “You must submit the original itemized receipt and include the provider’s name and date, the name(s) of any other person included on the bill, and the purpose of the meeting.” The policy does not ask that the supervisor sign anything.

- 191. c.** The correct answer is choice **c**. The letter tells Ms. Flores, “the position for which you have applied, as a team manager at the MegaMart Distribution Warehouse, has been filled.” Her resume shows that she is a trained administrator of WareInfo Software, and Mr. Jones suggests that the company might be looking for a trainer in this software, but the letter does not indicate that she has applied for either such job, making choices **a** and **b** incorrect.
- 192. c.** Mr. Jones says in the letter, “We will be looking for a bilingual (English/Spanish) trainer who is already familiar with the software. I think your qualifications are ideal for this job.” The position seems to require training, speaking two languages, and knowing the software, all skills appear on her resume, so choices **a**, **b** and **d** are not correct. He, however, does not mention bookkeeping. So choice **c** is the best choice.
- 193. c.** Ms. Flores’s resume states that she is looking for a position in Oklahoma, so it can be inferred that the MegaMart distribution center is in that state. She currently lives in Kentucky and wants to move from there, so choice **b** is not the best choice. She went to college in Texas, but doesn’t indicate that she is looking for a job there, so choice **a** is not the right answer.
- 194. a.** The letter says, “You will need to fill out another application for the position” in reference to the job opening in May. Mr. Jones says he will keep her resume on file, so choice **b** is incorrect. He does not indicate that she will be responsible for updating the postings on the website or that she should call him on the phone, so **c** and choice **d** are also incorrect.
- 195. b.** Her resume lists her degree as a B.A. from Sul Ross University with a Spanish Language major. She had a minor in Information Sciences, but that is not a degree. A software administrator certificate is also not a degree.
- 196. c.** Both sources mention the increase in skill and performance that can come from an MBA. The website talks about the flexibility of its programs, but doesn’t mention flexibility as a benefit of an MBA, so choice **a** is not correct. The article, but not the website, mentions increased pay as a benefit of an MBA.
- 197. b.** Boulean lists four MBA programs: Marketing, Management, Finance, and Human Resources.
- 198. a.** The Boulean webpage has a link for tuition, and the article gives the statistics about the nation’s top ten MBA programs, so these could be compared. None of the other tasks could be achieved by looking at these two sources.
- 199. b.** The article downplays the financial benefit of an MBA, but praises getting an MBA as a way to increase skills and knowledge. Choice **a** is not correct, because salary comparison is a small part of the article and so an answer focusing only on salary is not a good summary. Choice **c** is not the best choice, because the article does not take a stance on the subject that is listed in the answer choice. Choice **d** is an adage that may or may not apply to the article, but is not a good summary of the article.
- 200. b.** The word *flexibility* has several meanings; here it is closest in meaning to *ability to adapt to circumstances*. The Web page suggests that the MBA program allows students to pursue their dreams even given a variety of personal circumstances. The physical meanings in choices **a** and **b** are not appropriate to the context.

- 201. To hear this passage, listen to Track 311.** In the first sentence be sure to pause at the commas, which are very important to the flow and intelligibility of ideas. The second sentence lists small ways that people can save fossil fuels; the items in the list are separated by commas. Be sure to pause at each comma to create the spoken sense of the list. The end of this same sentence should have a rising inflection. The last sentence should put emphasis on the pronoun “I” to show that the subject is changing. Some of the more difficult words to pronounce are:
- minimize—MIN-i-mize
 - thermostat—THUR-mo-stat
 - mutual—MYOO-choo-al
- 202. To hear this text, listen to Track 312.** This text begins with a string of questions, which should end on a rising pitch and have an interrogative tone. *Bottom line* is a business term that basically means profit. It should be pronounced as a single word, even though it shows up as two words in writing. The fifth sentence lists the hidden expenses of holding business meetings; the items in the list are separated by commas. Be sure to pause at each comma to break up the long sentence, and create the spoken sense of the list. In the sixth sentence, the emphasis should be on the word *all*. The seventh sentence has a natural pause after the word *month*. In giving a Web address aloud, the punctuation (a period) is spoken as *dot*, so here you would say, “netmeet dot com.” One of the more difficult words to pronounce is:
- expenditures—ik-SPEND-i-churs
- 203.** Sample Response: The couple is standing outside a home that is for sale. They are waiting while the Realtor talks on the phone. They seem nervous and excited, like maybe they are waiting for news. I think that they probably want to buy the house and the Realtor is calling about the price or to set up a tour.
To hear this sample response, listen to track 313.
- 204.** Sample Response: I use a credit card about once or twice a week. I pay for most of my regular monthly expenses with checks, and use cash for most daily purchases.
To hear this sample response, listen to track 314.
- 205.** Sample Response: I sometimes put gasoline on my credit card because it is convenient. I also use it for big purchases, like appliances or nice gifts.
Don't worry about being truthful on questions like this. If you need to invent things that you buy on credit, that's better than fumbling for words while trying to think of a true response.
To hear this sample response, listen to track 315.
- 206.** Sample Response: I don't think it is a good idea to use it so much that I can't pay it off at the end of the month. I think that people can get into financial trouble when they have too much debt. It makes sense to have a little debt if it improves your quality of life or makes important pursuits possible, but having a lot of debt is dangerous.
To hear this sample response, listen to track 316.
- 207.** Sample Response: The minimum pledge to become a member is \$20. We have four suggested membership levels, but you can donate another amount if you like.
To hear this sample response, listen to track 317.

- 208.** Sample Response: We accept checks and major credit cards. We can also bill you later if you prefer.
To hear this sample response, listen to track 318.
- 209.** Sample Response: The Care and Share Foundation supports a number of local charities. We have been working since 1978 to help meet the critical needs of our community. We support local food banks, the homeless shelter, afterschool programs for children, and many other causes.
To hear this sample response, listen to track 319.
- 210.** Sample Response: Hello, Ms. Boyd, this is Mr. Doe returning your call about the problem with our online order form. I am sorry about the inconvenience. We have been having problems with our website all week and are working with our web team to resolve them. I will be happy to take your order over the phone. If it is more convenient for you, you can fax the order and I will be sure that it posts today. I understand that the order is important and I will be sure that you get a rush delivery. Would you like to place the order with me now?
To hear this sample response, listen to track 320.
- 211.** Sample Response: At this point in my life, I would be happy to move around to get ahead in my career. I think it is important to do this when you are young, so you can get a lot of experience before you have a family. Moving can be hard after you have a family. It is also hard to make any real civic contributions in a community if you are always moving, because by the time you know the politics and issues of a place, it's time to move again. At some point you have to settle down and commit to a place even if it means that you can't get ahead in your career as easily. I hope to be settled down by the time I'm 35.
To hear this sample response, listen to track 321.
- 212.** Sample answer: When he realized that he missed the freeway exit, the man tried to change lanes and crashed his car.
- 213.** Sample answer: After he finishes making the copies for the presentation, he will rush down to the conference room.
- 214.** Sample answer: When everything is moved into the new house, she can decide on where to put the rug.
- 215.** Sample answer: He is imagining what the house is going to look like when the crew finally finishes the construction.
- 216.** Sample answer: They are spending the weekend riding bikes on the trail beside the park.
- 217.** Sample answer:
Thank you for letting me know before you placed the order, Ms. Jones. I am running low on several essential supplies. I need a box of one-inch, white, three-ring binders with clear plastic over the cover for the department reports. I also need a toner cartridge for my printer and a box of highlighter markers. If it is not too much trouble, would you also order a new three hole punch? Mine has broken and I don't want to have to continue borrowing yours.

218. Sample answer:

Dear Mr. Harris,

I am glad you contacted me a reference because I have many wonderful things to say about my former boss. My former boss, Mary Springs, is kind, thoughtful, and professional. She is a leader. I worked for her for six years and I never once felt that she was unclear about a project or an expectation. She is a superb communicator, and her friendly, caring demeanor inspires those around her to succeed. I think that what made her so effective with our company was that everyone was happy to do what she asked. She seemed to really respect us as workers, and as human beings with lives outside the office. On a more personal level, she is also a great cook and has a brilliant sense of humor. Please contact me if you have any more questions.

Sincerely,
Mandy Martinez

219. The opinion essay should be well organized.

Clear details and supporting statements should back up the opinion. Words should be spelled correctly and the grammar should be correct. An example of a sample response is:

A worker needs a clear sense of purpose in his work to be truly happy in his job. He needs to know why he is doing what he is doing, and he needs to feel good about what his work accomplishes. Some people have jobs where the purpose and meaning are clear; they might be working to save lives, help those in need, or further human knowledge. Others find the purpose for their work outside the work itself; they might be feeding their children, paying their parents' medical bills, or funding the

meaningful work that they pursue outside the office. The reason behind the work is what makes a worker happy.

My brother is an emergency room doctor. He has a stressful job, with demanding hours and pay that is lower than that of most other doctors. He is happier with his work than almost anyone I know. Although it is sometimes hard and thankless, he always knows why he is doing his job: to help people in emergency situations, often to save lives or attend to critical injuries. He falls into the category of workers whose jobs are inherently meaningful. He can be grouped with teachers, scientists, social workers, and workers at nonprofit organizations, the meaning of whose work is obvious and built into the work itself. They seem to be generally happy at work, as long as no other factors stand in the way of their mission.

My good friend Ismael works on a road crew. He has a physically demanding job and comes home exhausted each day. He sometimes has to spend weeks away from his wife and children. He is happy about and very grateful for his job, not because he knows how important roads are to society, but because he lifted his family out of poverty and is sending a son to college. He supports his children and sends money to his parents in Mexico. The meaning in his work is clear. He wants to make a better life for his children, and he is succeeding at this goal. I think that most happy workers are more like Ismael than my brother. Their purpose in work is, for them, external to the job itself. They have some other important thing that they are doing with their lives and

their jobs fund it. These workers seem to become unhappy if their work stands in the way of the purpose that exists for them outside of it. For this kind of workers to stay happy, their employers must be understanding about how important their lives outside of work are to them, and give them the leeway to attend to their personal needs.

Happy workers are good for a business. It is important to understand what makes workers happy and put structures in place to ensure that they stay happy. A good employer should know what drives his workers, and do the things in his power to keep his workers' sense of purpose alive and at the forefront of their minds during work.