

93. Now, listen to Track 300.

What is the problem?

- a. The account has insufficient funds.
- b. The account has exceeded its credit limit.
- c. The credit card was stolen.
- d. There was irregular activity on the account.

94. Now, listen to Track 301.

How can the problem be resolved?

- a. by authorizing the purchase
- b. by correcting the purchase order
- c. by paying the fee
- d. by making a deposit

Now, listen to Track 302.

95. Now, listen to Track 303.

Where is this announcement being made?

- a. on board flight 472
- b. in the airport
- c. in a train station
- d. over the radio

96. Now, listen to Track 304.

What is the weather like in Baltimore?

- a. It is snowing lightly.
- b. It is clear.
- c. It is snowing heavily.
- d. It is raining hard.

97. Now, listen to Track 305.

What should passengers do with their boarding passes?

- a. Keep them until the flight is rescheduled.
- b. Turn them in at the gate.
- c. Give them to the flight attendant.
- d. Take them to the desk.

Now, listen to Track 306.

98. Now, listen to Track 307.

Which of the following best describes the talk?

- a. a briefing on the end-of-year reports
- b. a rant on the use of unnecessary graphs
- c. a projection of future marketing figures
- d. a strategy for improved communication between departments

99. Now, listen to Track 308.

Which of the following should be excluded from the report?

- a. success stories
- b. projections
- c. images
- d. useful graphs

100. Now, listen to Track 309.

How should the report be turned in?

- a. via e-mail
- b. on a floppy disk
- c. in hard copy and on a CD
- d. in hard copy and via e-mail

Reading

You will now begin the reading section. You will be asked to read a variety of texts and answer several different types of reading comprehension questions. The entire reading section should take approximately 75 minutes. There are three parts and directions are given for each part. Mark your answers on the answer sheet on pages 171–172.

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark your choice—**a**, **b**, **c**, or **d**—on your answer sheet.

- 101.** Qi Ling Wong has made many significant _____ in the field of neuroscience and will receive an award from the Institute of Neuroscience of the University of Oregon.
- distinctions
 - medals
 - contributions
 - research
- 102.** Legal fees are considered _____ business expenditures, and, therefore, may be written off for tax purposes.
- legitimate
 - preposterous
 - unscrupulous
 - profound
- 103.** The director is planning to hire a candidate who _____ experience with marketing and web design.
- to have
 - having
 - has
 - have
- 104.** Of the three budgets presented for the new year, only _____ increases spending on advertising.
- a
 - an
 - these
 - one
- 105.** Scientists disagree as to _____ or not the dangers of chemical pesticides outweigh their benefits.
- whether
 - when
 - if
 - why
- 106.** The _____ of the city council's vote on the proposed change in zoning will figure heavily into our decision about relocating our business.
- quality
 - procedure
 - order
 - outcome
- 107.** Tomorrow, the board of directors _____ to approve the new budget.
- met
 - meeting
 - will meet
 - are met
- 108.** The new accounting software made preparing the annual report easier _____ ever before.
- as
 - than
 - of
 - more
- 109.** Some argue that the driving test for a California license is too easy, while others find it _____.
- obstacle
 - challenging
 - private
 - fascinating
- 110.** Ms. Sousa _____ this many employees before.
- has never managed
 - hasn't never managed
 - is never managing
 - wasn't never managing

- 111.** As _____ as I am offered the job, I'm going to apply for my visa.
- soon
 - often
 - usually
 - early
- 112.** Evelyn Nguyen _____ a promotion last week that she had to refuse for medical reasons.
- having been offered
 - offered
 - was offered
 - being offered
- 113.** Our sales team hasn't exceeded its annual goal _____ 1999.
- before
 - since
 - until
 - after
- 114.** We've _____ Dr. Francis Banks to speak about business ethics at the workshop.
- to invite
 - inviting
 - invite
 - invited
- 115.** In the interview, the director asked me several questions about my _____.
- designations
 - resume
 - entrepreneur
 - recognition
- 116.** The documentation for the accountant's financial audit was _____.
- absolute
 - incomplete
 - unreserved
 - nervous
- 117.** Tatiana and I _____ to see the new documentary film about the effects of industrialization on Chinese agriculture next Friday.
- am going
 - will going
 - are going
 - have been going
- 118.** While the consultant's advice helped cut unnecessary spending from the budget, it _____ cut some valuable and necessary items, and should be carefully reviewed.
- further
 - neither
 - similarly
 - also
- 119.** _____ never seems to be a shortage of bright and qualified applicants for entry level positions with our company; it is always hard to choose just one.
- There
 - It
 - They
 - Because
- 120.** The company's _____ for increasing the number of repeat customers has backfired, as many customers are put off by the aggressive marketing.
- market
 - revenue
 - purchase
 - strategy
- 121.** Traveling in the United States can be confusing since the 50 states _____ six time zones.
- consist of
 - span
 - are established by
 - comprise

- 122.** The e-mail reminded participants that the training session would begin at 5:30 P.M. _____ Tuesday.
- in
 - the
 - on
 - of
- 123.** He wrote the driving directions on the back of the agenda, but I am having trouble reading _____ handwriting.
- it
 - its
 - him
 - his
- 124.** We felt very lucky to be traveling with Mr. Ito; he _____ Seattle several times before and knew all of the best places to go.
- had visited
 - has visited
 - have visited
 - has been visited
- 125.** Janet's _____ accomplishment this year was doubling her number of accounts.
- more significant
 - significanter
 - most significant
 - significantest
- 126.** Moving to a new city can be stressful for the first few weeks, _____ once you know your way around, it is often an exciting and rewarding experience.
- moreover,
 - because,
 - however,
 - also,
- 127.** The extra cost of managing our accounting in-house is negligible _____ its benefits.
- equal to
 - compared to
 - seeing as
 - outweighing of
- 128.** The only thing that this report _____ is a general summary of the effectiveness of the new employee retention plan; please add that to the final draft.
- wants
 - lacks
 - keeps
 - informs
- 129.** Statistics show that the younger generation of professionals insists on balancing time and money, more than did their _____.
- parents
 - older
 - previous
 - the older
- 130.** The employees _____ by the CEO's announcement last week that she would take a personal pay cut to preserve administrative jobs.
- get inspired
 - inspired
 - are inspiring
 - were inspired
- 131.** You are required to attend the Thursday staff meeting _____ you are sick or have an emergency.
- unless
 - because
 - until
 - but

- 132.** Emily ____ late every night, but now that she is more familiar with the new software, she leaves at 5:30 every day.
- is working
 - has to work
 - works
 - used to work
- 133.** If I were starting over on this project, I ____ begin with the content and let the format follow.
- can
 - would
 - may
 - should
- 134.** Exercising ____ is a healthy, productive, and free way to manage stress.
- regularly
 - regular
 - regularness
 - more regular
- 135.** Ms. Sing ____ her new client right now; let's not disturb her.
- calls
 - called
 - is calling
 - to call
- 136.** We called the factory this morning because we are worried ____ the order won't arrive in time.
- when
 - that
 - if
 - how
- 137.** The August report details how the company can focus more energy on ____ a quality product, and less on soliciting new clients.
- providing
 - provider
 - to provide
 - provision
- 138.** Due to new environmental ____, we will have to update our waste management system by 2018.
- regulations
 - services
 - balances
 - portfolios
- 139.** The projections about how the product ____ in the Chinese market are based on surveys and test groups.
- performs
 - performed
 - is performing
 - will perform
- 140.** ____ the e-mail yet to confirm the hotel reservations for the regional conference?
- You have sent
 - Have you sent
 - Sended you
 - You have to send
- Directions:** Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the texts. Select the best answer to complete the text. Then mark your choice—**a**, **b**, **c**, or **d**—on your answer sheet.

Questions 141 through 144 refer to the following press release.

Press Release

Evergreen Bancshares, Inc.

FOR IMMEDIATE RELEASE

Evergreen Bank acquires Old Town Bank

Fairbanks, Alaska

In light of Old Town Bank's recent troubles, the struggling bank has (141) _____ a purchase offer from Evergreen Bank. Evergreen Bank is a locally owned and operated bank that has served Fairbanks and the surrounding areas for over 30 years.

Evergreen happily welcomes the former Old Town banks into its own family of strong, solid, stable banks. While oversight has changed and some restructuring is necessary, Evergreen plans to make as few changes to branch operations at former Old Town banks as possible. Old Town Bank (142) _____ can expect to see the same friendly, familiar faces next week as they did last week. Evergreen is eager to meet all of its new customers' banking needs, and provides a full line of banking services, including home, business, and car loans, as well as online banking. Evergreen is committed to service and financial security. The bank also hopes (143) _____ this transition a positive experience for everyone involved. Evergreen is proud to introduce Norman Schmidt as the new director. Schmidt holds an MBA from The University of Indiana and has raised his three children in Fairbanks, where he has resided for 25 years. "I am excited to continue to serve the people of Fairbanks, and be a part of this (144) _____ merger," says Schmidt.

- 141.** a. presumed
b. accepted
c. witnessed
d. prepared

- 142.** a. customers
b. residents
c. patron
d. participants

- 143.** a. making
b. able to make
c. it can making
d. to make

- 144.** a. portable
b. traffic
c. delicious
d. promising

Questions 145 through 148 refer to the following letter.

Mr. Zhang Wei
Hua Huan Manufacturing, Inc.
10 Dong Street
Kumming City, 650031
Yuman Province
Republic of China
April 23, 2009
Dear Mr. Wei:

I am (145) _____ to inform you that the merchandise that we ordered from you on February 12, reference number 54681, was not delivered until April 17. We received it a week and a half after our spring sale had ended. My assistant placed several calls about the order, prior to the spring sale, and was consistently informed that the (146) _____ was on its way. This was obviously not the case, based on its arrival date. We had anticipated selling five or six cases of the T-shirts we ordered from your factory. The merchandise is now, (147) _____, out of season for retail purposes.

I have been informed that your factory underwent some changes in recent months, and I hope that the transition is now complete and your problems are resolved. Nonetheless, I cannot be expected keep merchandise that was delivered too late for sale. Please let me know how you (148) _____ like it returned and credit my account for the full price of the merchandise as well as the return shipping costs.

Thank you for your prompt attention to this matter.
Sincerely,

Francine Yeager
Purchasing Coordinator, Fabfash Retailers

- 145.** a. excited
b. writing
c. regretted
d. forgetting
- 146.** a. shipment
b. letter
c. parceling
d. casement
- 147.** a. thankfully
b. but
c. otherwise
d. however
- 148.** a. can
b. must
c. ought to
d. would

Questions 149 through 152 refer to the following e-mail.

TO: All Employees
FROM: Frank Gomez
DATE: October 12, 2009
RE: Change in Vacation Policy

As you know, over the summer the company experienced major disruptions due to the current vacation policy. We had a shortage of critical personnel during the second week of July, (149) _____ caused delays in some essential functions of our business. Management met on Friday to discuss this problem and draft a new company policy on vacations. This e-mail is to provide notice to all InfoTech employees of our new vacation policy.

(150) _____ November 1, 2009, employees must submit a vacation request to their immediate supervisors no less than two weeks in advance, if they plan to use three or more consecutive days of accumulated vacation time. The supervisor will either approve or decline the request within two business days. If an employee wishes to use two or fewer consecutive days of vacation time, the two-week rule (151) _____, but the employee is asked to notify his supervisor at least two days in advance. Management understands that it is sometimes necessary for employees use vacation time to attend to emergencies and urgent personal needs. In this case, you are exempt from the two-week rule, but please give your supervisor as much advance notice as possible.

Again, this policy this policy will go into effect on the first of the month.

This new policy will allow us to hire temporary help, when necessary, and ensure that vacations

are scheduled in a way that will not be disruptive to the company.

Thank you for your (152) _____.

Thanks,
Frank Gomez
Human Resources

- 149.** a. what
b. instead
c. but
d. which
- 150.** a. Effective
b. Projected
c. About
d. Before
- 151.** a. doesn't applies
b. isn't applying
c. does not apply
d. wasn't applied
- 152.** a. advice
b. completion
c. punctuality
d. cooperation

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 your choice—**a**, **b**, **c**, or **d**—on your answer sheet.

Questions 153 through 157 refer to the following article.

While company layoffs often appear, at first glance, to be the most decisive and effective method by which a business can save money and recover costs, they provide only a short-term solution to a company's problems and may prove to be detrimental to a company in the long-term. The costs of downsizing can sometimes outweigh its benefits. Evidence repeatedly suggests that layoffs rarely reduce a company's costs by as much as expected and that layoffs can significantly reduce a company's performance. This can often lead to reduced stock values and insecurity among shareholders.

Employers, looking at salaries as strictly a budget item, may forget that employees are not merely an expense, but a long-term investment. Wages can be better understood as payments into an employee's capital of skill and commitment. The announcement of a round of layoffs can undermine this important investment. 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. Layoffs can therefore lead to a reduction in the quality and productivity of the overall staff.

If a reduction in payroll expenses does not already seem to be eclipsed by the reduction in performance, also consider the possible affect that this might have on shareholder morale. Layoffs communicate to the stockholders that a company is in severe crisis. They can therefore lead to a decline in stock value which often, in turn, compounds the very problem that the layoffs sought to resolve.

- 153.** What is this article mainly about?
- the importance of budget analysis
 - the negative effects of downsizing staff
 - the best way for companies to increase stock value
 - the various factors that contribute to shareholder morale
- 154.** The word *detrimental*, in paragraph 1, is closest in meaning to
- positive
 - temporary
 - superficial
 - harmful
- 155.** According to the article, why does a company lose high-performing workers in a round of layoffs?
- They are usually the highest paid and therefore the first to be laid off.
 - They often leave voluntarily due to the climate of uncertainty.
 - They usually leave because they are worried about stock value.
 - They become frustrated with their coworkers' lack of productivity.
- 156.** According to the article, which of the following is least important to the overall success of a business?
- employee commitment
 - payroll expenses
 - shareholder confidence
 - employee skill
- 157.** The word *compounds* in the final sentence of the article is closest in meaning to
- multifaceted
 - complex
 - makes greater
 - chemical combinations

Questions 158 through 160 refer to the following advertisement.

**The Fabrique Boutique
is having a
Going Out of Business Sale**

8:00 A.M. Monday, November 9 to 8:00 P.M.
Friday, November 13
116 Harney Road, Minneapolis
EVERYTHING MUST GO!
Clothing* Purses* Belts
as well as
Racks* Fixtures* Showcases
Even Our Mannequins Are for Sale!
All at Prices too Good to Be True!
We are closing our doors forever at 8:00 P.M.
on Friday and headed for retirement in Hawaii.
We must liquidate! Don't miss this
opportunity to stock up on all our funky,
hand-made, one-of-a-kind fashions!
For more information about this HUGE sale,
visit our website at www.fabriqueboutique.com
or call 872-8979.

- 158.** What is the purpose of this advertisement?
- to advertise a business for sale
 - to advertise a seasonal clearance sale
 - to announce the owner's intention to retire
 - to advertise a liquidation sale
- 159.** What kind of store is this advertisement for?
- an independent clothing store
 - an electrical fixture store
 - a mannequin store
 - a retail supply store
- 160.** According to the advertisement, what can people find on the business's website?
- an online catalog
 - a phone number
 - information about the sale
 - hours of operation

Questions 161 through 164 refer to the following letter.

Dear Mr. Jones:

Thank you for your recent phone call regarding your business banking account number 90089733. We are glad to be able to assist you in this matter. We were able to determine the source of the \$1,348.78 discrepancy that you noticed in your checking account. We have tracked down our error and credited your account accordingly.

As of today, your business checking account balance is \$5,678.93. The adjustment will appear on your next monthly statement. The adjusted balance is available for immediate withdrawal.

We value your business and we apologize for any inconvenience our error may have caused. If you have any questions or need any further assistance with the matter, please contact your local branch or our customer service line at 888-356-9087. Please retain this letter for your records as confirmation of the adjustment to your business checking account number 90089733.

Thank you for your business and your attention to your accounts.

Sincerely,

Margaret Reed
Highland National Bank, Springfield Branch
Manager

- 161.** What was the problem with Mr. Jones's account?
- Due to an error by the bank, his account was short by \$1,348.78.
 - Due to an error by the bank, his account was over by \$1,348.78.
 - Due to Mr. Jones's own error, his account was short by \$1,348.78.
 - Due to Mr. Jones's own error, his account was over by \$1,348.78.
- 162.** Why does Ms. Reed suggest that Mr. Jones keep the letter?
- to confirm his statement
 - to remind him of the sincerity of her apology
 - to correct his own accounting
 - to serve as a record of the adjustment
- 163.** The phrase *tracked down* at the end of the first paragraph is closest in meaning to
- placed
 - located
 - directed
 - corrected
- 164.** Which of the following best describes the tone of this letter?
- professional and apologetic
 - conversational and friendly
 - informal and unprofessional
 - formal and accusatory

Questions 165 through 169 refer to the following article.

Radio frequency identification, or RFID, technology is not new, but as it becomes cheaper, it promises to change retail business significantly. Using RFID, a company can store vast amounts of information about a product on a microchip that attaches to the product itself like a bar code. Unlike a bar code,

however, the RFID tag offers access to a database of information about the product. It can give an up-to-date history of where a product has traveled, and real-time inventory information, such as the sizes and colors currently available in any location. This technology may one day eliminate the necessity of having employees check inventory or track shipments. It also has the potential for numerous security and safety applications.

As major retailers begin to adopt this technology, concerns are arising about how RFID may affect the privacy of consumers and employees alike. Detractors worry about the implications of a business being able to track the movements of employees and customers in their stores and warehouses using the new technology. They fear that the technology might give businesses the ability to track customers' movements to determine their preferences. The potential for abuse, however, does not seem to be slowing down the demand and overall outlook for RFID.

- 165.** Which of the following best states the purpose of this article?
- The article warns of the dangerous applications of RFID technology in various sectors of society.
 - The article explains how RFID technology has replaced the bar code entirely.
 - The article examines the promises and dangers of using RFID technology in the retail sector.
 - The article illustrates how RFID favors major retailers over local retailers.
- 166.** According to the article, how is an RFID tag superior to a barcode?
- It makes it necessary for employees to keep a closer watch on inventory.
 - It protects consumer privacy.
 - It contains more information about the product.
 - It can be deactivated.
- 167.** As used in the first sentence of the second paragraph, the word *adopt* means
- to take custody of a child
 - to change in order to meet the needs of a situation
 - to care for
 - to choose and decide to use
- 168.** According to the article, what ethical concerns does the rise of RFID technology raise?
- concerns about the loss of human jobs to machines
 - concerns about consumer privacy
 - concerns about outsourcing
 - concerns about employee productivity
- 169.** According to the article, what change in RFID technology has made it viable for use in retail applications?
- a change in speed
 - a change in size
 - a change in price
 - a change in security standards

Questions 170 through 171 refer to the following business card.

HILLIARD CONSTRUCTION

*Quality home building
from the foundation to the roof*

Marcos Gil

General Contractor

4121 Las Palmas Ave. TEL: 619-574-0835
San Diego, CA 92100 FAX: 619-574-0835
www.buildwithhilliard.com
E-MAIL: marcos.gil@buildwithhilliard.com

- 170.** What information is not provided on this card?
- Marcos Gil's phone number
 - Marcos Gil's title
 - the hours of operation
 - the company slogan
- 171.** What does the company do?
- builds houses
 - writes contracts
 - makes websites
 - constructs roads

Questions 172 through 176 refer to the following article excerpt.

Determining the success of a small business can be tricky. A business may show a good profit, but consistently run into cash flow problems, sometimes severe ones. The idea of profit refers to a sum of money earned at a fixed (but sometimes imaginary) point in time. As a reference point for a business' success, it is the standard. However, using cash flow as a reference point gives a more dynamic picture of a business' success based on a constant comparison of available cash to expenses. A business owner's understanding of his own success can depend on which of these models he works from.

The outlook on a business' financial situation can similarly depend on whether the business follows a cash method or an accrual method of accounting. 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. So, using the accrual method, if it takes a buyer three months to send a check for the goods and services provided, then a business may have trouble meeting its cash flow needs in the interim, while still showing a profit. For this reason, many small businesses prefer to use the cash method. The cash method is simpler and offers a more realistic picture of a business' finances at any given moment in time. The accrual system, however, allows for more sophisticated analysis, which can consolidate several facets of business management into a single operation.

- 172.** What best states what this article is mostly about?
- how businesses can use different methods of accounting to look less profitable for tax purposes
 - how the accrual method compares to the cash method of accounting
 - how understandings of profitability and methods of accounting can alter perceptions of success
 - how the idea of profit compares with the idea of cash flow
- 173.** What is the major difference between the accrual method and cash method of accounting?
- what kinds of sales are recorded
 - when a sale is recorded
 - whether a business uses mostly cash or credit
 - how many times a month sales are recorded

- 174.** According to the article, what is an advantage of using an accrual system of accounting?
- It gives a more dynamic picture of a business's success.
 - It is simpler.
 - It reduces cash flow discrepancies.
 - It allows for more sophisticated financial analysis.
- 175.** According to the article, what problems can arise from looking strictly at profit?
- cash flow problems
 - accrual problems
 - accounting errors
 - imaginary problems
- 176.** The word *operation* in the final sentence is nearest in meaning to:
- a functioning state
 - a medical procedure
 - a controlled activity
 - a military action

Questions 177 through 180 refer to the following e-mail message.

TO: Bob Schwartz
 FROM: Ellen Sepeda
 DATE: March 15, 2009
 RE: Reservation Confirmation and Special Instructions

This e-mail confirms our recent telephone conversation regarding Martin Hamilton's stay at the Walford Hotel next week. He is an important client of our firm and we want to ensure that he is happy and comfortable during his stay. Any charges that Mr. Hamilton accrues are to be directed to me at Quesburger Enterprises, P.O. Box 1145, Newark, NJ 07101.

Mr. Hamilton's plane will land at Newark Liberty Airport on at 5:30 on March 21, and he should be checking in around 7:00 P.M.

As we agreed, the rate for his room will be \$350 plus tax per day. He will probably be staying for three days.

Please have wine and appetizers in his room when he arrives, and please make certain that our important guest has everything he needs.

Thank you for your cooperation.

- 177.** For whom does Bob Schwartz work?
- Quesburger Enterprises
 - Walford Hotel
 - Newark Liberty Airport
 - Martin Hamilton
- 178.** Who is going to pay for Mr. Hamilton's stay?
- Mr. Hamilton
 - Mr. Schwartz
 - Ms. Sepeda
 - The stay is free.
- 179.** When will Mr. Hamilton arrive at the hotel?
- around 5:30 P.M. on March 15
 - around 7:00 P.M. on March 15
 - around 5:30 P.M. on March 21
 - around 7:00 P.M. on March 21
- 180.** What is the relationship between Mr. Hamilton and Ms. Sepeda?
- He is her client.
 - She is his client.
 - He works at the hotel where her client is staying.
 - She works at the hotel where his client is staying.

Questions 181 through 185 refer to the newspaper clipping and e-mail message.

Homes for Rent

2/2 South Central, \$1500/mo.

641 Armstrong Street. Fantastic remodeled condo. Close to Donner Park and downtown. Modern kitchen with granite countertops, dishwasher, and gas stove. Both bedrooms have roomy bath and large closets. Central air and heat. Washer and dryer. Patio overlooks pool. Two reserved parking spots.

3/2 Walking Distance to University Campus!
\$2500/mo.

114 Lewis Street. Beautiful home near Pope Elementary School between Johnson and 1st St. This home is close to everything! The large master bedroom has its own spacious bathroom. The two other bedrooms are connected by the other smaller bathroom. Wood floors. Plenty of yard and storage space. Central heat and air conditioning. Shed for tools and equipment. Recently painted. Well kept. Separate utility room off kitchen with washer and dryer. The refrigerator, washer and dryer will stay with the tenant. Available August 15. A must-see!

4/3 Suburban Dream! \$2000

14902 Highland Estates Drive. Brand New Construction! Huge lot! WOW! GRANITE, STAINLESS, ON-DEMAND HOT WATER, VARIABLE LIGHT DIMMERS, and MORE! Great schools. Community pool. Walking distance to neighborhood parks and schools.

To: Mr. Nazim
From: Arjun Patel
Date: July 6, 2009
Re: Relocation Questions

Dear Mr. Nazim,

Thank you for giving me the opportunity to prove my capabilities with your firm. I am very excited about the opportunity to work with such a respected name in the field of biotechnology. I am also excited to come to Berkeley. I have sent in the final paperwork for my visa, which I expect to arrive early in August. I will be able to begin work on August 22.

I am, however, unfamiliar with the city of Berkeley and have a few questions about relocating. I understand that I will be doing some work at the university lab and some at the BioLead office. I like to walk to work and am hoping to find a house to rent that is either near the university or near the downtown office. I have two children who will be attending elementary school and a wife who does not drive, so it would be nice to be near an elementary school. I also would like to have a yard for the children to play in. Could you recommend a neighborhood, or let me know if you see a house that would meet my needs at a reasonable price for the area?

Thanks again. I look forward to meeting you in person and getting to work on my first project.

Sincerely,
Arjun Patel

- 181.** Of the three real estate listings above, which house or houses would meet all of Mr. Patel's needs?
- a. 641 Armstrong
 - b. 114 Lewis
 - c. 14902 Highland Estates Drive
 - d. more than one of the homes
- 182.** Why is Mr. Patel coming to Berkeley?
- a. He is going to attend the university.
 - b. He was offered a job.
 - c. He has to wait for his visa.
 - d. He is looking for a new house.
- 183.** What might be a concern for Mr. Patel about the home at 14902 Highland Estates Drive?
- a. He can't walk to work.
 - b. It has no yard.
 - c. It is far from the schools.
 - d. More than one of the above is true.
- 184.** What will happen in early August?
- a. Mr. Patel will move into the house.
 - b. Mr. Patel will begin his new job.
 - c. Mr. Patel will get his visa.
 - d. The company will have a position for Mr. Patel.
- 185.** Which of the following does the house on Lewis Street not have?
- a. air conditioning
 - b. a bedroom for each of Patel's children
 - c. a refrigerator
 - d. a pool

Questions 186 through 190 refer to the following policy and receipt.

Allowable Business Expenses

Travel

For reimbursable and non-reimbursable expenses related to travel, including transportation, lodging, meals (in travel status), etc., see separate Travel Policy.

Business Meals

We will reimburse a business meal expense when it is deemed to be necessary, reasonable, and appropriate by a supervisor. We will reimburse meals only when they are an essential part of a business meeting or activity, not when they are a matter of personal convenience. 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; this information may be attached to the bill on another sheet of paper as necessary.

Employee Morale

Many expenses for employee recognition and morale activities can be reimbursed. This includes food and related expenses for events such as birthdays, holiday parties, births, and farewell parties. Receipts must be submitted along with an explanation of the purchases for such events. 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. Receipts must be submitted within 30 days of the purchase. Most personal gifts, such as farewell gifts, shower gifts, or birthday gifts are not allowable

expenses; the members of a department must purchase gifts for fellow employees out-of-pocket. The company, however, will reimburse for the purchase of a condolence gift or get-well-soon gift for a coworker, in the case of a family death or personal hospitalization.

Telephone Calls

Long distance phone charges on a personal home phone or cellular phone for business purposes can be reimbursed. A copy of the bill showing the charges must be attached along with an explanation of the business purpose of any call.

Conference/Registration Fees

The company will reimburse employees for the registration fees of any approved conference or professional meeting.

SUPER Z MARKET

111 Main Street
San Antonio, TX 78789

10/20/09 8:53:08pm
Your Cashier: Adrian
CASH TRANSACTION

Party hats		
3@3.99ea	11.97	T
Eggs	\$1.99	
Milk	\$4.99	
Bread	\$2.29	
Bakery Cake (15 servings)	\$29.95	
Plates		
3@2.50ea	7.50	T
Cups		
2@4.00ea	8.00	T
Soda Pop Variety Pack		
2@7.50ea	15.00	
TAX	\$2.25	

Balance	\$73.94
Cash Tendered	\$75.00
Change	\$1.06
TOTAL ITEMS SOLD	14

- 186.** This receipt is from an employee who bought food for a coworker’s birthday party at the supermarket. He also bought eggs, milk, and bread for his own home. According to the company policy on business expenses, how should he distinguish between the two before turning in his receipt for reimbursement?
- a. He should put a star next to party hats, bakery cake, plates, cups, and soda pop.
 - b. He should put a star next to eggs, milk, and bread.
 - c. He should draw a circle around party hats, bakery cake, plates, cups, and soda pop.
 - d. He should draw a circle around eggs, milk, and bread.
- 187.** What is important about the date November 19, 2009 in this situation?
- a. November 19, 2009 is the day of the party.
 - b. November 19, 2009 is the day the new reimbursement policy goes into effect.
 - c. November 19, 2009 is the day he made the purchase.
 - d. November 19, 2009 is the last day he can turn in his receipt.
- 188.** Where should he write the total price of the items purchased for the work party?
- a. at the bottom of the receipt
 - b. at the top of the receipt
 - c. in the margin of the receipt
 - d. on a different sheet of paper

- 189.** Under the company expense reimbursement policy, which of the following can't be reimbursed?
- an unexplained long-distance call
 - an approved business lunch
 - a conference registration fee
 - a bouquet of flowers for a worker in the hospital
- 190.** Which of the following does not need to be provided for an employee to be reimbursed for a business meal?
- the reason for the meeting
 - an itemized bill
 - the names of all people at the meal
 - a supervisor's signature

Questions 191 through 195 refer to the following resume and letter.

Tina Flores
 987 West 3rd St.
 Louisville, KY 88979
 782-999-0909
 tina.jones@zzombo.com

Objective:

A warehouse management position in Oklahoma.

Skills:

Bilingual English/Spanish. Experience with all major office software. Experience with network and database management (WareInfo Software, 8 years).

Experience:

2001–present
 Team Manager, Super Z Regional Distribution Center and Warehouse

Duties:

Managing workers, training workers, maintaining inventory database (WareInfo Software)

1999–2001

Office Assistant and Receptionist,
 J and J Home Insurance

Duties:

Light bookkeeping, recordkeeping, filing, managing customer communication

Education:

BA, 1999 Sul Ross University, Alpine, Texas
 (Major: Spanish Language; Minor: Information Sciences)

Certifications:

2003 Certified Bilingual, 2005 Certified WareInfo Administrator

Ms. Tina Flores
 987 West 3rd St.
 Louisville, KY 88979

Dear Ms. Flores,

We regret to inform you that the position for which you have applied, as a team manager at the MegaMart Distribution Warehouse, has been filled. We ended up filling the position in-house. It is difficult to have to turn away an applicant with your qualifications and experience. Looking over your resume, I see that you may be an excellent candidate for a position opening in the near future.

Over the summer we are changing our warehouse management software. We will be switching to the WareInfo Software Database and will be hiring three trainers in the program. I will keep your resume on file for one of those positions.

You will need to fill out another application for the position, which will be posted on our website in mid-May. 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.

Thank you for your interest in working with the MegaMart. I hope to be in contact with you again in May.

Sincerely,

Frank Jones
Human Resources, MegaMart Distribution Warehouse

- 191.** For what position did Ms. Flores apply?
- WareInfo Software Trainer
 - WareInfo Software Administrator
 - MegaMart Distribution Warehouse Team Manager
 - MegaMart Distribution Warehouse Office Assistant
- 192.** Which if the following is does not qualify Ms. Flores for the training position mentioned in the letter?
- her language skills
 - her software experience
 - her bookkeeping experience
 - her experience training workers
- 193.** Where is the MegaMart Distribution Center most likely located?
- Texas
 - Kentucky
 - Oklahoma
 - Arkansas
- 194.** According to the letter, what does Ms. Flores need to do in May?
- fill out another job application
 - send in another résumé
 - update the job postings on the website
 - call Mr. Jones on the telephone

- 195.** What kind of degree does Ms. Flores hold?
- an associate degree in Information Sciences
 - a bachelor degree in Spanish
 - a WareInfo Administration Certificate
 - This information is not given.

Questions 196 through 200 refer to the following article and website.

Business Today, February 10, 2008

What is an MBA really worth?

Is it worth the time and money to pursue a Masters in Business? Does it really advance your career? Does it increase your salary? Does it increase your job security?

According to a recent study of the highest ranked business schools in the country, the average cost for a 2-year MBA has almost doubled since 1998. The average cost at the top ten ranked schools jumped from \$52,000 in 1998, to almost \$95,000 in 2008. During the same period, the average differential between pre-MBA and post-MBA salaries dropped significantly. MBAs from the top-ranked schools could expect a salary jump of more than \$51,000 a year in 1998. That number was below \$31,000 a year by 2008.

However, for many people, an MBA is more than a matter of money. Sure, an MBA can help you move up in your current job in regard to pay, but just as importantly, it can help you move up in terms of responsibility. It can help you earn the responsibility and power you need to make important changes and contributions in your field. An MBA can, of course, be of huge benefit to anyone who wants to start his own business. And perhaps most importantly, an MBA is a good way to increase your knowledge, skills, and general competency. It will help you do a better job, not just get a

better job. It can help you stay up-to-date with the issues and technologies of the day. Aren't these better reasons to pursue a degree than money, anyway?



Home

Online Classrooms

Online Business Programs

Tuition and Aid

Contacts

Apply Online

Success Stories

FAQs

Boulean University Morgan School of Business

Online Business Programs

We offer Master Certificates in Today's Most Important Business Subjects!

Build your Career Online with Boulean University

Boulean University's online master certificate programs are suited to professionals who are looking to stay sharp and competitive. It is a program for people who want to stay at the top of their fields and hone their skills by mastering the most critical MBA subject areas. Certificates will have a focus on marketing, management, finance, or human resources. Our online programs allow students flexibility to pursue their dreams.

Choose from these programs:

Marketing—The marketing MBA gives you the tools, technology, and knowledge to reach your audience and sales. [More Details →](#)

Management—A management MBA will make you a better manager and make your company more successful. [More Details →](#)

Finance—An MBA in finance will help you manage your money, and analyze your finances to make your business grow and flourish. [More Details →](#)

Human Resources—The human resources MBA will make you a better communicator and teach you to protect your business from liabilities. [More Details →](#)

196. Both the website and the article mention which of the following as a benefit of an MBA?

- a. increased flexibility
- b. increased pay
- c. increased skill
- d. increased confidence

197. How many online MBA programs does Boulean University offer?

- a. one
- b. four
- c. eight
- d. This information is not given.

- 198.** Using the website (the page shown and its links) and article together, which of the following could one do?
- compare the tuition of Boulean with the average tuition of the nation's top ten MBA programs
 - determine by how much an MBA at Boulean would increase an applicant's salary
 - figure out which Boulean program would increase one's pay by the greatest margin
 - compare online classrooms to regular classrooms
- 199.** Which of the following best summarizes the *Business Today* article?
- Getting an MBA is a waste of money and time in the new economy, as salaries can't make up for the cost of losing two years of work.
 - An MBA might not be worth the energy if you are just interested in the money, but is very valuable if you are interested in the learning.
 - An MBA is the best, and perhaps only, way to increase your earning potential and advance in your career.
 - It is better to do the right thing for the wrong reason than not to do the right thing at all.
- 200.** In the webpage's introduction to Boulean's online MBA programs, the word *flexibility* is closest in meaning to
- ability to bend the body
 - ability to adapt to circumstances
 - ability to be influenced by other people
 - ability to retain shape

Speaking

This section tests your skills for the TOEIC Speaking Test. It includes 11 questions that measure different aspects of your speaking ability. The test lasts approximately 20 minutes.

For each type of question, you will be given specific directions, including the time allowed for preparation and speaking. It is to your advantage to say as much as you can in the time allowed. It is also important that you speak clearly and that you answer each question according to the directions.

Directions: In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud. Use a stopwatch or clock to keep track of your time.

- 201.** Every day more and more people are changing their lifestyles in minor, and sometimes major, ways to minimize their environmental impact. Such small gestures as bringing reusable shopping bags to the grocery store, turning down the thermostat on the hot water heater, or hanging laundry outside to dry on sunny days can save millions of tons of fossil fuels a year. Some people are even making major investments in a greener future by installing solar panels in their homes or purchasing cars that run on alternative fuels. I am doing my part by switching my investment portfolio to Greensense Investments, where I can choose between several environmentally friendly mutual funds.