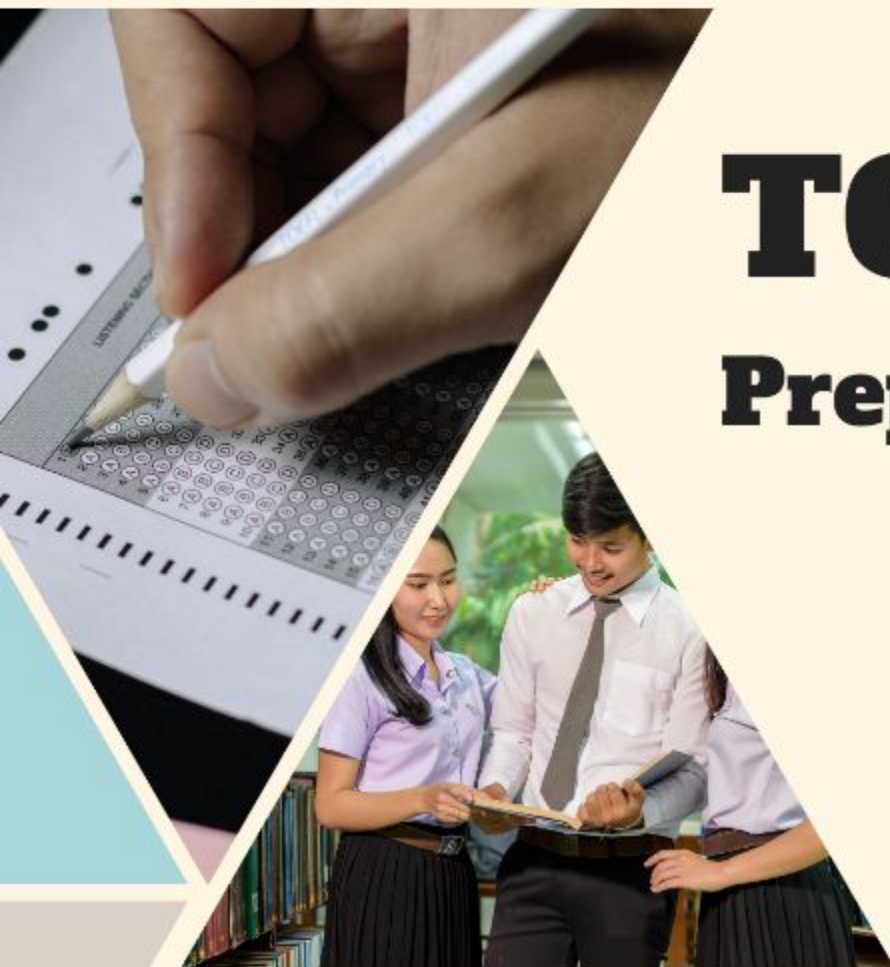


# TOEIC

## Preparation



**Toyo**  
**Achieve English 英語講座**



# **TIMETABLE**

## **Day 1**

- Introduction of TOEIC L&R Test
- Discussion of Strategies, Application and Rationalization (Material/s: Booklets)
- Part 1 - 2

## **Day 2**

- Discussion of Strategies, Application and Rationalization (Material/s: Booklets)
- Part 3 - 4

## **Day 3**

- Discussion of Strategies, Application and Rationalization (Material/s: Booklets)
- Part 5 - 6

## **Day 4**

- Discussion of Strategies, Application and Rationalization (Material/s: Booklets)
- Final Coaching
- Part 7

## INTRODUCTION:

The TOEIC (Test of English for International Communication) is a test to measure your ability to understand English. It also measures your ability to take a standardized, multiple-choice test. In order to score well on the TOEIC test, you must have two goals: to improve your proficiency in English and improve your test-taking skills.

### What is TOEIC Listening and Reading Test?

The TOEIC (Test of English for International Communication) is an objective test administered simultaneously, using an answer sheet to fill in 200 multiple choice questions in a total of 2 hours, made up of Listening (100 questions, 45 minutes) and Reading (100 questions, 75 minutes) sections.

The TOEIC L&R was conceived in Japan and created by the Educational Testing Service (ETS), a U.S. nonprofit test development institution, as a common global yardstick for measuring English skills. Since the first TOEIC Secure Program (SP) test was implemented in December 1979, the test has been adopted not only throughout Japan but around the world *as the global standard for English communication skill assessment.*

Many companies, schools, and other organizations, as well as individuals, are currently utilizing the test as an effective way to raise the motivation to study, and as an opportunity to check the English skill levels of their workers and students. The test is administered *in some 150 countries around the world.*

# **TOEIC Listening & Reading Test Format, Test Length**

## **Test Content**

The TOEIC L&R is a paper-and-pencil, multiple-choice assessment. There are two separately timed sections of 100 questions each.

### **Section I : Listening**

Examinees listen to a variety of questions and short conversations recorded in English, then answer questions based on what they heard.

### **Section II : Reading**

Examinees read a variety of materials and respond at their own pace to questions based on the content.

## **Test Length**

The test lasts for 2 hours.

Examinees have: 45 minutes for Section I: Listening  
75 minutes for Section II: Reading

<b><i>Part</i></b>	<b><i>Name of each part</i></b>	<b><i>Number of questions</i></b>
<b><i>Listening Section (45 minutes)</i></b>		
1	Photographs	6
2	Question-Response	25
3	Conversations	39
4	Talks	30
<b><i>Reading Section (75 minutes)</i></b>		
5	Incomplete Sentences	30
6	Text Completion	16
7	Reading Comprehension	
	• Single passages	29
	• Multiple passages	25

Listening Section: 100 questions

Reading Section: 100 questions

# Guide Questions

# GUIDE QUESTIONS

## LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### PART I

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.



1.



2.



3.



**PART 2**

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.

**PART 3**

**Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Where most likely is the conversation taking place?  
(A) In a clothing store  
(B) In a furniture factory  
(C) In a restaurant  
(D) In a dry-cleaning shop
33. What is the problem?  
(A) Some merchandise has been lost.  
(B) Some clothing is the wrong size.  
(C) An item is damaged.  
(D) An order has not arrived.
34. What does the man offer to do?  
(A) Issue a refund  
(B) Reduce a price  
(C) Speak to a manager  
(D) Check the inventory
- 
35. Where most likely does the woman work?  
(A) At an airport  
(B) At a bicycle shop  
(C) At a train station  
(D) At a taxi stand
36. Why is the man calling?  
(A) To find out the hours of operation  
(B) To schedule a service  
(C) To reserve a ticket  
(D) To inquire about a delay
37. What does the woman say will cost extra?  
(A) Transporting a bicycle  
(B) Traveling during rush hour  
(C) Changing a reservation  
(D) Upgrading to business class
- 
38. What does the man want to do?  
(A) Sign up for membership  
(B) Use a computer  
(C) Make a telephone call  
(D) Borrow some materials
39. Who most likely is the woman?  
(A) A librarian  
(B) A security guard  
(C) A software developer  
(D) A salesperson
40. What does the woman say she will give the man?  
(A) An application form  
(B) An Internet address  
(C) A business card  
(D) A temporary password
- 
41. What does the woman mention about the Selwin 6?  
(A) It is easy to use.  
(B) It is an earlier model.  
(C) It is well designed.  
(D) It is very popular.
42. What does the man request?  
(A) A warranty  
(B) A reimbursement  
(C) A replacement part  
(D) An instruction manual
43. What does the woman offer to do?  
(A) Reset a password  
(B) Explain a policy  
(C) Check part of an order  
(D) Send a link to a Web site
-

44. What are the speakers discussing?  
(A) A real estate loan  
(B) A ride-sharing initiative  
(C) A company budget  
(D) A hiring plan
45. What does the man say about the office space?  
(A) It has become too small.  
(B) It is in a good location.  
(C) The rent has gone up.  
(D) The lobby is outdated.
46. What would the speakers like employees to do?  
(A) Help pay for parking  
(B) Work a weekend shift  
(C) Vote on a policy change  
(D) Create training materials
- 
47. Why does the woman talk to the man?  
(A) To offer him a ride  
(B) To invite him to an event  
(C) To discuss a work assignment  
(D) To ask for his assistance
48. What does the woman say is important?  
(A) Reviewing a schedule  
(B) Arriving by a certain time  
(C) Parking nearby  
(D) Checking a ticket
49. What does the man agree to do?  
(A) Join a group  
(B) Help with some work  
(C) Calculate a cost  
(D) Reserve some seats
- 
50. What type of service does the woman's company provide?  
(A) Career counseling  
(B) Home improvement  
(C) Garden landscaping  
(D) Web site design
51. What does the man say he wants to do tomorrow?  
(A) Make a payment  
(B) Review a document  
(C) Redecorate an office  
(D) Meet with a consultant
52. What information does the woman request?  
(A) The size of a room  
(B) The name of the man's friend  
(C) The number of people in a group  
(D) The start date of renovations
-



**PART 4**

**Directions:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What type of service does the speaker provide?  
(A) Food preparation  
(B) Cooking lessons  
(C) Grocery delivery  
(D) Nutritional counseling
72. What information does the speaker need from the listener?  
(A) The time of a lunch  
(B) The location for a delivery  
(C) The size of an order  
(D) The theme of a banquet
73. When should the listener return the call?  
(A) Later today  
(B) Tomorrow  
(C) Next week  
(D) In one month
- 
74. Why is the listener going overseas?  
(A) To attend a sales conference  
(B) To manage an office  
(C) To meet some clients  
(D) To go on a tour
75. What does the speaker plan to do first?  
(A) Organize a business dinner  
(B) Reserve airline seats  
(C) Purchase some merchandise  
(D) Contact a moving company
76. What does the speaker have to confirm?  
(A) Travel dates  
(B) Account information  
(C) A passport number  
(D) Vaccination requirements
- 
77. What is the main purpose of the event?  
(A) To celebrate successful sales  
(B) To exhibit course projects  
(C) To advertise a clothing store  
(D) To recruit new teachers
78. According to the speaker, what can be found in the leaflet?  
(A) Dates of future shows  
(B) Names of event organizers  
(C) Information about materials  
(D) Instructions for enrollment
79. What is scheduled to happen at the end of the event?  
(A) A celebrity will appear on stage.  
(B) Some creations will be sold at auction.  
(C) A reception will be held in a different room.  
(D) Students will answer questions about their work.
- 
80. What is the purpose of the announcement?  
(A) To review a budget proposal  
(B) To discuss an upcoming merger  
(C) To explain some survey results  
(D) To introduce new staff members
81. What does the woman mean when she says, "And why wouldn't we"?  
(A) She supports a decision.  
(B) She hopes to relocate.  
(C) She wants listeners to share their opinions.  
(D) She feels concerned about a shipment.
82. What does the woman ask listeners to do?  
(A) Attend a training  
(B) Sign some paperwork  
(C) Gather a list of questions  
(D) Review some information online
-

83. What does Hamson College specialize in?
- (A) Teacher training
  - (B) Industrial design
  - (C) Computer programming
  - (D) Business management
84. According to the advertisement, what do students like about Hamson College?
- (A) The quality of the instruction
  - (B) The flexible scheduling
  - (C) The low tuition costs
  - (D) The work experience opportunities
85. What will happen on August 17?
- (A) A reading group will meet.
  - (B) Students will graduate.
  - (C) An information session will be held.
  - (D) The registration period will end.
-

## READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### PART 5

**Directions:** A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Then mark the letter (A), (B), (C), and (D) on your answer sheet.

**101.** The confirmation e-mail will contain both a tracking number ----- an approximate delivery date.

- |        |         |
|--------|---------|
| (A) or | (C) but |
| (B) as | (D) and |

**102.** While he is away from the office, we can reach Mr. Cho by calling ----- home phone number.

- |             |         |
|-------------|---------|
| (A) himself | (C) he  |
| (B) him     | (D) his |

**103.** You may note any special meal requests ----- the space provided on the enclosed form.

- |        |         |
|--------|---------|
| (A) up | (C) out |
| (B) in | (D) of  |



**104.** Fabrics from Harmania Textiles are known for their vibrant -----.

- |              |                |
|--------------|----------------|
| (A) colors   | (C) colored    |
| (B) colorful | (D) colorfully |

**105.** Jemline Electronics is ----- daily from 9A.M. to 7P.M.

- |           |              |
|-----------|--------------|
| (A) broad | (C) open     |
| (B) whole | (D) frequent |

**106.** Recently, Jongno Art Museum has produced several ----- praised award-winning exhibitions.

- |            |             |
|------------|-------------|
| (A) height | (C) highest |
| (B) highly | (D) high    |

**107.** The Riverio Sporting Goods Website will first appear sometime ----- January 1.

- |             |            |
|-------------|------------|
| (A) after   | (C) among  |
| (B) without | (D) behind |

**108.** Because of roadwork, Ms. Neely's drive to the office may ----- longer than usual.

- |          |         |
|----------|---------|
| (A) move | (C) act |
| (B) take | (D) do  |

**109.** All ----- must wear protective headgear in work areas.

- |              |               |
|--------------|---------------|
| (A) employer | (C) employees |
| (B) employee | (D) employing |

**110.** The Hirota Computer Store is ----- located on Shijo Street in downtown Kyoto.

- |             |                |
|-------------|----------------|
| (A) center  | (C) centralize |
| (B) centers | (D) centrally  |

**111.** Tedeschi Shoes ----- a discount to students of Brinkley University.

- |             |            |
|-------------|------------|
| (A) seems   | (C) meets  |
| (B) pleases | (D) offers |

**I 12.** Mr. Sha's keynote speech will be followed ----- a banquet in the dining hall.

- |          |          |
|----------|----------|
| (A) on   | (C) by   |
| (B) amid | (D) onto |

**I 13.** The Yuja Deluxe Grill must be cleaned -----in order to function well.

- |               |                |
|---------------|----------------|
| (A) regular   | (C) regularity |
| (B) regularly | (D) regularize |

**I 14.** Most survey participants had ----- opinions about Virtananen's new line of hair care products.

- |                |                |
|----------------|----------------|
| (A) positivity | (C) positives  |
| (B) positive   | (D) positively |

**I 15.** Once you have placed your -----, its status will be available on our Web site.

- |           |            |
|-----------|------------|
| (A) order | (C) refund |
| (B) value | (D) safe   |

## PART 6

Directions : Read the texts that follows. A word, phrase or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 131-134** refer to the following information.

The Fern Lake Community Center is an entirely volunteer-run organization serving the Fern Lake community. -----**(131)**

- (A) Cooperatively
- (B) Mutually
- (C) Popularly
- (D) Essentially

known among locals as “the Fern,” our center offers high-quality after-school care for local children of working parents. We also ----**(132)**

- (A) participate
- (B) claim
- (C) enroll
- (D) host

educational programs for all ages in our buildings on Quentin Street. -----**(133)**

- (A) We are not currently looking for volunteers.
- (B) Contact our office to rent our main hall.
- (C) Most of these programs are no longer available.
- (D) These include classes in dancing and painting.

In addition, the community center offers several -----**(134)**

- (A) outdoor
- (B) exclusive
- (C) athletic
- (D) formal

events throughout the year.

The largest and most famous is our annual Fern Fair. All residents are invited to join us on April 12 this year on the Broad Street Pier to enjoy the area's best food, crafts, and musical performances while savoring the cool spring breeze.

For more information, visit [www.fernlakecc.com/fair](http://www.fernlakecc.com/fair)

**Questions 135-138** refer to the following information.

Welcome to the Norbett Incorporated team! Inside this new employee -----**(135)**, you will find a personnel data

- (A) packet
- (B) document
- (C) leaflet
- (D) brochure

sheet and an automatic payroll deposit application. Once completed, these forms ----- **(136)**

- (A) were sent
- (B) have sent
- (C) must have sent
- (D) may be sent

to the human resources office through interoffice mail. A temporary security badge is included as well. It will

-----**(137)** in two weeks. Be sure to obtain your permanent badge

- (A) decrease
- (B) expire
- (C) resolve
- (D) arrive

from the security office before this occurs. ----- **(138)**,

- (A) As well as
- (B) So long as
- (C) Otherwise
- (D) Accordingly

you may be unable to access your work site. Please contact the human resources office with any questions about these materials.

## Part 7

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

**Questions 147-148** refer to the following advertisement

Small computer software company is looking for an office manager. College degree not required but applicant must have at least two-year experience at a similar job. Call Ms. Chang (director) at 348-555-0987

**147.** What kind of job is advertised?

- (A) Director of a computer company
- (B) Office manager
- (C) Computer programmer
- (D) College professor

**148.** What is the requirement for this job?

- (A) A college degree
- (B) Less than two years experience
- (C) Telephone skills
- (D) Two or more years experience

**Questions 149-150** refer to the following business correspondence.

*Market Products, Inc.*  
*830 2<sup>nd</sup> Ave. Suite 20B*  
*New York, NY 10015*

June 7, 2016

Ms. Lucy Harper  
2091 W 4<sup>th</sup> Avenue  
Apartment 101  
Buffalo, NY 12345

Dear Ms. Harper:

Thank you for your letter on April 15 looking for a job at Market Products. You have good experience and an excellent education. I am sorry to tell you, however, that we don't have any job openings at this time. We will keep your resume and contact you if we have any job openings in the future. Good luck.

Best regards,  
**Joan Rogers**

Joan Rogers  
Human Resources Director

**149.** Why did Joan Rogers write this letter?

- (A) To offer Ms. Harper a job
- (B) To sell products to Ms. Harper
- (C) To reply to Ms. Harper's letter
- (D) To explain work of Market Products

**150.** When did she write the letter?

- (A) On April 5
- (B) On April 15
- (C) On June 7
- (D) On June 17

**Questions 151-153** refer to the following business correspondence.

From: DIGICAM  
Sent: Monday, April 9, 2016 11:32 A.M  
To: Gavin Realtor  
Subject: Your pictures are ready!

Dear Customer,

Thank you for using DIGICAM. Your digital photos are ready. Please pick them up at Cherry Mall. The total cost is \$28.92. If you are unhappy with our pictures, please call us at 354-555-4756. Enjoy your photos.

Sincerely,

The DIGICAM photo team

**151.** What type of correspondence is this?

- (A) A cover letter
- (B) An e-mail
- (C) A memo
- (D) A fax

**152.** What is the reason for this correspondence?

- (A) There is a job opening at Digicam.
- (B) Some photos are ready.
- (C) The client forgot to pay.
- (D) The customer was unhappy.

**153.** What should customers who do not like their photos do?

- (A) Call Cherry Mall
- (B) Return their photos
- (C) Ask for a refund
- (D) Call Digicam

**Questions 154-157** refer to the following e-mail message.



To : All Stockholders  
From : Margaret C. Jennings  
Subject : Proxy Votes

Dear Fellow Besco Stockholder:

An Australian corporation controlled by J.B. Mudridge has begun a last-minute proxy fight to get you to vote against certain important proposals that your Board has unanimously approved and recommended for your support. The complete text of these proposals was forwarded to you last month as required by our bylaws. If you no longer have access to these and would like to read them again, you can download the proposals from the stockholders-only section of our website. Please have your account number or password ready when logging in to the site. You will also be able to view an explanation of why we believe that these proposals are in the best interests of the company and its stockholders.

This year alone, stockholders of more than one hundred publicly traded companies enthusiastically voted to adopt measures similar to those proposed to the stockholders of Besco. Your directors have a fiduciary duty to all company stockholders. With this mind, they have recommended these measures to protect your interests and maximize your stock values.

We believe your support of these proposals will assist your Board in attaining these important goals. Please go to our website and vote in favor of our proposals. The annual stockholders meeting will take place next Wednesday, September 15. In order to be counted, all proxy votes must be cast by midnight September 14. We appreciate your continued trust and support.

Sincerely,

Margaret C. Jennings  
for the Besco Board of Directors

**154.** Mudridge wants to get the votes of which of the following people?

- (A) Those who cannot be at the meeting
- (B) The Board of Directors
- (C) Those stockholders in the proximity of Australia
- (D) the Australian electorate



**I55.** What kind of duty does Besco have to the stockholder?

- (A) Relating to trust
- (B) Judicial
- (C) Pecuniary
- (D) Unique

**I56.** What makes the Board apprehensive?

- (A) Mudridge resigning
- (B) Takeover by a public company
- (C) Losing control
- (D) Their unanimous decision

**I57.** The word “*adopt*” is closest in meaning to

- (A) Leave out
- (B) Change
- (C) Take on
- (D) Replace

**Questions I58-I60** refer to the following form.

**Sydney Daily News**  
**Classified Advertising Order Form**

**RATES:** \$2 for every word each day. Minimum charge \$30 for 15 words or fewer.  
Monthly run: 30% discount

NAME \_\_\_\_\_  
DATE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE \_\_\_\_\_  
NUMBER OF DAYS AD WILL RUN \_\_\_\_\_  
DATE(S) OF PUBLICATION \_\_\_\_\_  
CHECK ENCLOSED FOR \_\_\_\_\_  
PLEASE PRINT MESSAGE BELOW  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DEADLINE: 2 P.M. day of publication NO REFUND ON CANCELLED ADS**  
Please write all information clearly. The newspaper is not responsible for misspellings or errors in phone numbers or addresses. Corrections can be made in subsequent runs by calling the advertising office before 2 P.M. Please have your account number ready when you call.

**158.** How much would a message containing 10 words cost?

- (A) \$2 every day it is run
- (B) \$20 daily
- (C) \$150 from Monday to Friday
- (D) \$600 monthly

**159.** When should the advertiser submit the form?

- (A) The day before publication
- (B) Prior to 2:00 in the afternoon
- (C) After the deadline
- (D) Within 24 hours of publication

**160.** When would editions of the Sydney Daily News most probably come out?

- (A) In the late afternoon
- (B) Early in the morning
- (C) Around noon
- (D) Weekly

Questions 176-180 refer to the following article and survey.

### Airport Travelers Lounge Opens

Travelers passing through Kansai International Airport have a new place to relax. On Monday, the Nakadai Group opened The Overlook, its long-awaited travelers lounge, in Terminal 1.

What sets The Overlook apart from other such airport facilities, says Nakadai Group President Takashi Aoki, is the level of comfort it offers. "It is an oasis of peace, with soundproofing against airport noise and ergonomic furniture designed for maximum relaxation."

Visitors may pay for access over a specified number of hours or obtain unlimited access by purchasing an annual membership. Upon entering the lounge, guests are offered an array of information and entertainment options. Food and drinks are available at no additional charge.

The opening of The Overlook expands the Nakadai Group's reach in the global hospitality industry. In the last decade, it has extended its hotel enterprise to Hongkong, Singapore and Australia. According to Aoki, the company will open additional lounges in airports in Sydney and Singapore in the coming years.

### Welcome to Overlook Web Page

#### The Overlook-Guest Survey

Before ending your wireless Internet session, please complete the brief survey

Name (optional) : Miranda Blethyn  
E-mail (optional) : mblethyn@tdy solutions.co.uk  
Place of residence : Leicester, UK  
My travel today is ☒ personal ☐ business-related  
How comfortable was the lounge?  
☒ Very comfortable ☐ Moderately comfortable  
☐ Unsatisfactory ☐ No opinion  
How would you rate the food and/or beverage?  
☒ Excellent ☐ Acceptable  
☐ Unsatisfactory ☐ I did not try

Comments:

The lounge is quite peaceful. I travel to and from Kyoto regularly and will consider getting an annual membership. If I have a complaint, it is that your wait staff is not sufficiently attentive. I had to call for a waiter several times before one came.

Submit survey

**176.** According to the article, what is indicated about the lounge?

- (A) It features a popular brand of furniture.
- (B) It offers a high level of comfort for travelers.
- (C) It sells headphones designed for air travel.
- (D) It is the largest lounge in the airport.

**177.** According to the article, what is true about the entry fee?

- (A) It can be paid with no coupon.
- (B) It is more expensive during peak hours of travel.
- (C) It is waived for passengers of certain airlines.
- (D) It includes beverage and snacks.

**178.** What most likely is the Nakadai Group's main business?

- (A) Operating hotel
- (B) Managing airlines
- (C) Constructing airports
- (D) Catering in-flight meals

**179.** What did Ms. Blethyn find unsatisfactory?

- (A) Noise coming from outside the lounge
- (B) The selection of refreshments
- (C) The service provided by the lounge staff
- (D) The wireless Internet network

**180.** What is suggested about Ms. Blethyn?

- (A) She has visited the lounge several times.
- (B) She has lived in Kyoto for many years.
- (C) She paid for the lounge entry by the hour.
- (D) She rarely flies for personal reasons.

**Questions 181-185** refer to the following instruction and letter.

## **Replacing Your Ink Cartridge**

1. Make sure that the printer is turned on and that the “Ready” light (located on the top panel) is green.
2. Open the printer’s back panel. The Ink cartridge is on the left.
3. Find the yellow tab on the right side of the cartridge carrier. Move it to the “open” position and remove the old ink cartridge. Old cartridges should be disposed of in a leak-proof plastic bag.
4. Insert the new ink cartridge. Make sure that the arrow on the cartridge lines up with the arrow on the cartridge carrier. The cartridge should snap securely into place. NOTE: We recommend using new cartridges manufactured only by Vreelux Systems. Installing cartridges from other manufacturers will void your one-year printer warranty.
5. Close the back panel. Check the ink indicator light, which is next to the “Ready” light. If the ink indicator light is flashing, the new cartridge may have been installed incorrectly. Repeat steps 2 through 5 and make sure that the cartridge is securely inserted into the carrier.
6. Load paper into the paper tray and press the “Test Paper” button (located on the right panel). A sheet will be printed displaying text in different colors.

**For additional help or to order new cartridges, contact our Product Services Department by e-mail at [productseivices@vreeeluxsystems.com](mailto:productseivices@vreeeluxsystems.com) or by telephone at 850-555-0111.**

January 15

Vreelux Systems, Inc.  
Product Services Department  
2200 Marsh Boulevard  
Tallahassee, FL 32303

Dear Sir or Madam:

I am writing with regard to the Vreelux 9000 printer that I bought in September. I am very pleased with how the product performs, particularly the speed at which it prints documents. However, I had a small problem when I attempted to install the new ink cartridges. I purchased a set of cartridges from Xial Products, each of which was wrapped in protective tape. Your instructions for installing new cartridges do not specify that this tape must be removed before a cartridge is installed. Though the cartridges I purchased were from your competitor, most ink cartridges do include protective tape. Therefore, I suggest that you clarify this in future versions of the manual so that other customers know how to proceed.

Sincerely,

*Rosa Menendez*  
Rosa Menendez

- 181.** Where is the ink indicator light located?
- (A) On the top panel
  - (B) On the back panel
  - (C) On the left panel
  - (D) On the right panel
- 182.** What step is not mentioned in the instructions?
- (A) Turning on the printer
  - (B) Shaking the cartridge before installing
  - (C) Aligning the cartridge with an arrow
  - (D) Printing a sample page
- 183.** Why did Ms. Menendez send the letter?
- (A) To order a copy of the instruction manual
  - (B) To complain about the quality of a product
  - (C) To suggest that instructions be revised
  - (D) To request that a product be repaired
- 184.** In the letter, the word “*performs*” is closest to the meaning to
- (A) causes
  - (B) represents
  - (C) appears
  - (D) functions
- 185.** What is suggested about Ms. Menendez?
- (A) She purchased a printer from Xial Products.
  - (B) She returned the used cartridges to Vreelux Systems.
  - (C) Her replacement cartridges were defective.
  - (D) Her printer is no longer covered by the warranty.



**Let's Practice!**



## Part I Photographs

### PART I:

Audio File: Part I Directions

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Audio File: Part I Practice test no. 4

4.



Audio File: Part I Practice Test no. 5

5.



Audio File: Part I Practice test no. 6

6.



**Part 2 Question Response**

**Audio File: Part 2 Directions**

**Directions:**You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or © on your answer sheet.

**Audio File: Part 2 Practice test no. 20 - 31**

- 20. \_\_\_\_\_
- 21. \_\_\_\_\_
- 22. \_\_\_\_\_
- 23. \_\_\_\_\_
- 24. \_\_\_\_\_
- 25. \_\_\_\_\_
- 26. \_\_\_\_\_
- 27. \_\_\_\_\_
- 28. \_\_\_\_\_
- 29. \_\_\_\_\_
- 30. \_\_\_\_\_
- 31. \_\_\_\_\_

## Part 3 Conversation

### Audio File: Part 3 Directions

**Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark circle the letter on your answer sheet. The conversation will not be printed in your test book and will be spoken only one time.

### Audio File: Part 3 Practice test no. 53-55

53. Why did the man come to Miami?

- (A) To see some relatives
- (B) To open a business
- (C) To do some sightseeing
- (D) to take cooking classes

54. What does the woman mean when she says, “we could use some help in the kitchen”?

- (A) She enjoys her work in the kitchen.
- (B) She may have work to offer the man.
- (C) the restaurant is undergoing changes
- (D) Some staff need further training.

55. What will the woman do next?

- (A) Make a reservation
- (B) Look for an employee
- (C) show the man a menu
- (D) take a customer’s order

Audio File: Part 3 Practice test no. 56-58

Audio File: Part 3 Practice test no. 56-58 Questions

56. Where do the speakers most likely work?

- (A) At a research laboratory
- (B) At a construction company
- (C) At a nature park
- (D) At a real estate agency

57. What does the man mean when he says, "I've been meaning to contact them"?

- (A) He is looking forward to discussing a project.
- (B) He needs to clarify a statement.
- (C) He is aware he needs to do something.
- (D) he has forgotten to contact a client.

58. What will the woman include in her email?

- (A) An updated list of assignments
- (B) Results from a recent customer survey
- (C) an estimate of additional costs
- (D) An explanation for a delay in setting a date.

Audio File: Part 3 Practice test no. 62-64



Audio File: Part 3 Practice test no. 62-64 Questions

62. What problem does the woman mention?

- (A) An item she purchased is defective.
- (B) She cannot locate a product.
- (C) A sale price seems incorrect.
- (D) An expiration date has passed.

63. What does the man say recently happened?

- (A) Merchandise was rearranged.
- (B) Flyers were distributed.
- (C) An order was delayed.
- (D) A service was discontinued.

64. Look at the graphic. What discount will the woman most likely receive?

- (A) \$2
- (B) \$5
- (C) \$7
- (D) \$10

## Part 4 Talks

### Audio File: Part 4 Directions

**Directions:** You will hear some tasks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and circle the letter (A), (B), (C), or (D)

Audio File: Part 4 Practice test no. 86-88 reference

Audio File: Part 4 Practice test no. 86-88 questions

86. Why is the woman calling?

- (A) To express her gratitude
- (B) to ask for a favor
- (C) to discuss an assignment
- (D) to report some good news

87. What does the woman imply when she says, "You have got to tell me where you found the recipe"?

- (A) She wonders if some ingredients are local.
- (B) She would like to make the dish herself.
- (C) She needs a restaurant's recommendation.
- (D) She can not find a recipe in a cookbook.

88. Why is the woman looking forward to Monday?

- (A) She is going to see a play.
- (B) She is taking a friend to lunch
- (C) Some results will be available.
- (D) A new project will start.

Audio File: Part 4 Practice test no. 89-91 reference  
Audio File: Part 4 Practice test no. 89-91 questions

89. According to the speaker, what is happening today?

- (A) An ad campaign is being launched.
- (B) A store is opening a new branch.
- (C) A product is being released in stores.
- (D) A clearance sales is beginning.

90. What does the speaker mean when he says, "From the look of it, you'd think they were giving the phones away"?

- (A) The store's advertising is misleading.
- (B) Some products are no longer in stock.
- (C) There are a lot of customers waiting at the store.

91. According to the speaker, what feature of the Aria 7D is most attractive?

- (A) Its water resistance
- (B) Its affordable price
- (C) Its colorful patterns
- (D) its slim design



Audio File: Part 4 Practice test no. 98-100 reference  
Audio File: Part 4 Practice test no. 98-100 questions

ORDER FORM		
Item	Order more?	Quantity to Order
Drafting tables		—
Whiteboards		—
Desk chairs	✓	9
Adjustable lamps		—

98. Look at the graphic. Which department filled out the order form?

- (A) Maintenance
- (B) Accounting
- (C) Human Resources
- (D) Public Relations

99. What does the speaker anticipate may happen?

- (A) A project may not be completed on time.
- (B) Some measurements may be incorrect.
- (C) An order may be too small.
- (D) There may not be enough available items.

100. What is the listener asked to do if she finds an error?

- (A) Contact her manager
- (B) Submit a form
- (C) Make a correction
- (D) keep a record.

## Part 5 Incomplete Sentences

Direction: You will see a sentence with a missing word or phrase. Four possible answers follow the sentence. Circle the best answer to the question.

1. Festival attendees should reserve a hotel room \_\_\_\_\_ the phone in advance of their arrival next month

- (A) well
- (B) so
- (C) such
- (D) over

2. Although pay is \_\_\_\_\_ distributed in the form of electronic bank deposits, staff may request that a check be issued instead.

- (A) generalize
- (B) generalization
- (C) generally
- (D) general

3. According to Murata-Abe's corporate \_\_\_\_\_, each team member receives an annual performance review.

- (A) supply
- (B) degree
- (C) worth
- (D) policy

4. The winter publication schedule has \_\_\_\_\_ been distributed to editors.

- (A) already
- (B) when
- (C) tomorrow
- (D) ever

5. Meath Cosmetics sales representatives will receive a € 400 bonus, \_\_\_\_\_ they did last year.

- (A) in spite of
- (B) just as
- (C) to which
- (D) in order to

## Part 5 Incomplete Sentences

Direction: You will see a sentence with a missing word or phrase. Four possible answers follow the sentence. Circle the best answer to the question.

6. The manager reprimanded Peter because he was \_\_\_\_\_ late for work.

- (A) consistent
- (B) consisting
- (C) consistently
- (D) consistency

7. Sudden drop in sales would \_\_\_\_\_ cuts in production and employment

- (A) necessitate
- (B) necessary
- (C) necessity
- (D) necessarily

8. It is typical for a former professional athlete to \_\_\_\_\_ a job as a sports coach.

- (A) seek
- (B) look
- (C) search
- (D) care

9. The sales clerk \_\_\_\_\_ Ms. Lee about some special discounts currently available on his company's products

- (A) was informed
- (B) informed
- (C) to inform
- (D) has been informed

10. The update to the company Website must be completed \_\_\_\_\_ next Thursday.

- (A) beside
- (B) below
- (C) between
- (D) before

## Part 6 Text Completion

### PART 6

Directions : Read the texts that follows. A word, phrase or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then circle the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 1-4** refer to the following information.

#### City Debuts New Streetlights

Downtown Bolton looks a little ----(1)

- (A) brightness
- (B) brightest
- (C) brightly
- (D) brighter

thanks to a new multimillion-dollar streetlight system. The network of LED lamps was unveiled yesterday at twilight in a ribbon-cutting ceremony which -----(2) by

- (A) presides
- (B) is presided
- (C) was presiding
- (D) was presided

Mayor Lynne Jenkins. City officials universally praised the ----- (3)

- (A) open-ended
- (B) fast-paced
- (C) cost-effective
- (D) high-maintenance

system. "In fact," the mayor said, "the LED lamps use so little energy that they will save enough money in two years to offset what the city has spent to install them."

----- (4), according to Jenkins, the

- (A) Even though
- (B) Moreover
- (C) On the contrary
- (D) Regardless

new system will illuminate city streets better, since LED lamps surpass other streetlight technologies in terms of the intensity of light produced.

**Questions 5- 8** refer to the following e-mail.

To: Project Leads  
From: James Pak  
Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for ----- **(5)** employees.

(A) interest  
(B) interests  
(C) interested  
(D) interesting

At Pak Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly ----- **(6)**

(A) develop  
(B) raise  
(C) open  
(D) complete

a deep understanding of the design process. ----- **(7)**,

(A) After al  
(B) For  
(C) Even so  
(D) At the same time

they can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee’s competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. ----- **(8)**.

(A) Let me explain our plans for on-site staff training.  
(B) We hope that you will strongly consider joining us.  
(C) Today’s training session will be postponed until Monday.  
(D) This is the first in a series of such lectures.

Thank you for your support.

James Pak  
Pak Designs

**Questions 9-12** refer to the following e-mail.

From: Nathan Whyte <[nwhyte@pm.com](mailto:nwhyte@pm.com)>  
To: Vanessa Campbell <[vcampbell@ishmaelcoffee.com](mailto:vcampbell@ishmaelcoffee.com)>  
Subject: Visit to Seattle  
Date: January 17

Dear Ms. Campbell,

I would like to \_\_\_\_\_ (9) you that I will be in Seattle on business next month.

- (A) Offer
- (B) suggest
- (C) remind
- (D) recall

As I mentioned in my previous email, I hope to arrange a meeting with you while I am in town. I \_\_\_\_\_ (10) my schedule in that email.

- (A) included
- (B) should include
- (C) am including
- (D) include

\_\_\_\_\_ (11). I originally had a meeting planned for the morning of February 8.

- (A) I'm afraid we will have to postpone it.
- (B) The delay was due to circumstances beyond my control.
- (C) The trip has exceeded my expectations.
- (D) I also wanted to mention a change to my schedule.

However, that appointment has been \_\_\_\_\_ (12), so I am now available to meet you at that time as well.

- (A) fixed
- (B) missed
- (C) arranged
- (D) canceled

Please let me know when you would like to get together. I look forward to seeing you.

Best Regards,

Nathan Whyte

**Questions 13-16** refer to the following letter

Dear Mr. Slater,

Thank you for coming in last week to discuss the systems manager position at Rispel Corporation.

Now that I \_\_\_\_\_ (13) the opportunity to meet you and review your qualifications in detail, I have concluded that we need someone with more experience.

- (A) will be getting
- (B) have had
- (C) have
- (D) will have had

\_\_\_\_\_ (14). I was impressed by your interview, and you were one of our leading candidates.

- (A) Applicants should send their cover letter and resume.
- (B) It was not an easy decision, however.
- (C) The salary will be revised accordingly
- (D) Please submit your recommendation as soon as possible

I recently received an email from Jean Marot, personnel manager at D&D Technologies, regarding a similar opening there that requires less experience. You would be well suited to the job, and I recommend that you contact \_\_\_\_\_ ( 15)

- (A) me
- (B) him
- (C) us
- (D) her

If you are interested, Ms. Marot's phone number is 622-555-1631. If you have any questions, please do not \_\_\_\_\_ (16) to contact me.

- (A) hesitantly
- (B) hesitant
- (C) hesitate
- (D) hesitation

## Part 7 Reading Comprehension

### Part 7

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

**Questions 1- 2** refer to the following advertisement

#### San Fernando Kestrels Store

[www.sfkestrelsstore.com](http://www.sfkestrelsstore.com)

**50% off any item of San Fernando Kestrels sportswear!\***

Includes authorized replicas of the official team football jersey, workout clothes, jackets, shorts, and other sportswear, all with the Kestrels team logo. To take advantage of this offer, simply enter code K450LM when you make purchase from our Web site.

\*Offer not valid after February 28. To be used for the purchase of one item only. Cannot be used for running shoes or other athletic footwear. Visit [www.sfkestrelsstore.com/promo](http://www.sfkestrelsstore.com/promo) for details.

1. When can the code be used to get a discount?

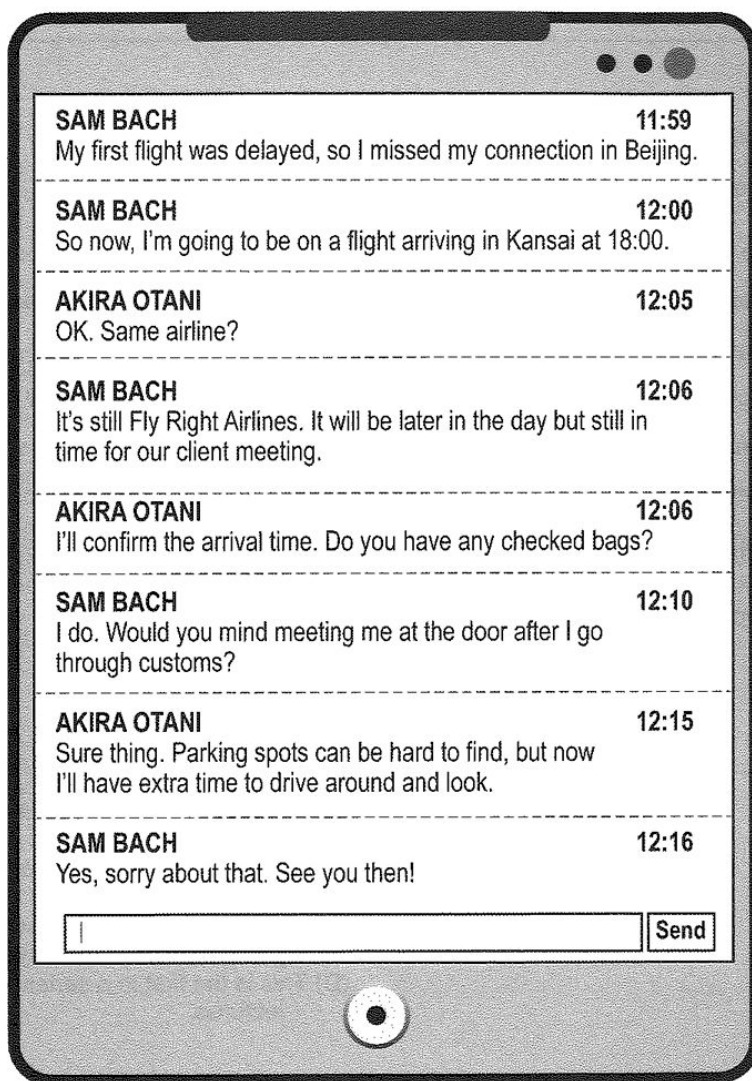
- (A) when mailing in a form
- (B) when visiting a local store
- (C) when calling in an order
- (D) when making a purchase online

2. To what items does the discount not apply?

- (A) jersey.
- (B) shorts.
- (C) shoes.
- (D) t-shirts.



**Questions -3-4** refer to the following text message chain.



**3.** What is suggested about Mr. Bach?

- (A) He has been to Kansai more than once.
- (B) He currently works in Beijing.
- (C) He is on a business trip.
- (D) He works for Fly Right Airlines.

**4.** At 12:15, what does Mr. Otani mean when he writes, "Sure thing"?

- (A) He has confirmed the arrival time of a flight.
- (B) He is certain he will be able to find a parking place.
- (C) He agrees to wait at the door near the customs area.
- (D) He knows Mr. Bach must pass through customs.

**Questions 5-9** refer to the following text message chain.

<http://www.businessaudiopro.com>

Business Audio Pro

***Enhance Your Company's Image with a Professionally Recorded Telephone Greeting***

A professional, personalized voicemail message creates an excellent first impression. **Business Audio Pro** meets your specifications to record a customized telephone greeting within three business days!

**Services We Offer:**

- 1. Professional Voice Talent for Voicemail Messages**—We have numerous male and female voice actors with a wide range of tones, accents, and dialects. Visit [businessaudiopro.com](http://businessaudiopro.com) to hear examples of what each actor sounds like and choose the one that best suits your needs.
- 2. On-Hold Messages**—We also create professional on-hold messages with pleasant music to enhance your customers' experience.
- 3. Customized Script Writing**—Our experienced script writers can help you craft a personalized message that distinguishes you and your business.
- 4. Multilingual Voice Production**—For those with a multilingual customer base, we offer services in a wide range of languages.

Send us an e-mail ([inquiry@businessaudiopro.com](mailto:inquiry@businessaudiopro.com)) with your contact information and your specific needs. A representative will call you within 24 hours to discuss your project and provide a price estimate.

To:	<a href="mailto:inquiry@businessaudiopro.com">inquiry@businessaudiopro.com</a>
From:	<a href="mailto:j.annesly@anneslydata.com">j.annesly@anneslydata.com</a>
Date:	June 25
Subject:	Request

I found your notice in the newspaper and wish to use your services for my data-processing and transcription business. I am looking specifically for a professionally recorded voicemail greeting intended for my clients, and I wonder if you would be available to write and record this for me, and how soon. Since I work with English- and Spanish-speaking clients, I would like the message to be recorded in both languages. Please reach out to me at my mobile phone between the hours of 10:00 A.M. and 5:00 P.M. I hope to hear from you soon.

Thank you,

Jody Annesly  
Annesly Data  
512-555-6879 (mobile)  
342 Maymill Road, Fort Worth, TX 70609

**5.** According to the advertisement, why should customers visit the Business Audio Pro website?

- (A) To hear voice samples.
- (B) To add a new phone number.
- (C) To submit a credit card payment
- (D) To request recording equipment

**6.** What is suggested about Business Audio Pro?

- (A) It fills orders once a week.
- (B) It advertises in the newspaper.
- (C) It specializes in data-processing services..
- (D) It has recently expanded its business.

**7.** Who most likely is Ms. Annesly?

- (A) An actor
- (B) A scriptwriter
- (C) A sales associate
- (D) A business owner

**8.** What services does Ms. Annesly NOT request from Business Audio Pro?

- (A) Professional voice talent
- (B) On-hold messages
- (C) Customized script writing
- (D) Multilingual voice production

**9.** What will Ms. Annesly most likely do within 24 hours?

- (A) Meet with an actor
- (B) Visit a recording studio
- (C) Write a script
- (D) Speak with a representative



**Questions 10-14** refer to the following advertisement, online shopping cart, and e-mail..

  
**Sparky Paints, Inc.**

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, [www.sparkypaints.com](http://www.sparkypaints.com). Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the point of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

\*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

<http://www.sparkypaints.com/shoppingcart>



Order Summary #3397		Customer: Arun Phan	
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 944	Gallon	2	\$50.00
Tax (8 percent)			\$4.00
Expedited shipping			\$18.99
<b>Total</b>			<b>\$72.99</b>

[Proceed to Checkout](#)

<b>From:</b>	Arun Phan <arun.phan@tnet.com>
<b>To:</b>	Customer Support <support@sparkypaints.com>
<b>Date:</b>	March 12
<b>Subject:</b>	Order #3397

Hello,

Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house; the others looked too green on my walls.

Thank you,

Arun Phan

**10.** In the advertisement, the word “top” in the paragraph 1, line 2, is closest in meaning to

- (A) maximum
- (B) favorite.
- (C) important
- (D) upper.

**11.** What are Sparky Paints customers advised to do?

- (A) Apply an adhesive to color samples.
- (B) Visit a store to compare paint colors
- (C) Adjust the color on their computer monitor
- (D) Order samples of several similar colors.

**12.** What is most likely true about order #3397?

- (A) It arrived within two business days.
- (B) It included an extra sample.
- (C) It was shipped in February.
- (D) It contained four gallons of paint.

**13.** Which color does Mr. Phan indicate that he likes?

- (A) Caspian Blue
- (B) Deep Sea Blue
- (C) Stormy Blue
- (D) Misty Gray

**14.** What problem does Mr. Phan mention in his email?

- (A) He received the wrong item.
- (B) He was charged the wrong price.
- (C) The delivery time was too long.
- (D) The instructions were too confusing.

Questions 15-19 refer to the following notice, article, and review

# Taste of Italy

Dear Valued Customer,

After 25 years in business, Taste of Italy will be closing its doors on April 23. During the week of April 17-23, please join us for a celebration of the store's history. All customers will receive a free cupcake with the purchase of any fresh bread or pastry item.

Please keep an eye out for Taste of Italy pastry chef Salvador Ribisi. He will be opening his own bakery within the coming months, where customers will be able to order custom pastries and cakes for parties and weddings. It has been a pleasure to serve our wonderful Pineville customers.

Sincerely,  
Benito Giordano, owner

## The Evolution of a City

When the Plaza Shopping Center opened on River Road in July of last year, Pineville City mayor Angela Portofino predicted that it would benefit the city by bringing shoppers from nearby towns to the area. Based on a 25 percent increase in the city's sales tax receipts over the last six months, Ms. Portofino appears to have been correct.

However, less frequently mentioned was the potential effect of such commercial development on the city's downtown business district, which includes a number of small, family-owned stores and restaurants. In the past two months, three of these businesses- Quality Books, Ashley's Beauty Salon and Taste of Italy – have either closed or announced plans to close, all citing a decline in customers since the Plaza's opening.

Still, the mayor believes that the overall effects of the new developments such as the Plaza are positive. "It is certainly disappointing when a beloved business like Quality Books closes", she said. "But new businesses bring new opportunities for all residents of Pineville City, including new jobs."

<http://www.pinevilleresaurants.com>

## Sweet Occasions

HOME

MENUS

REVIEWS

LOCATIONS

I was sad that Taste of Italy closed – I had wanted them to make my wedding cake. So, I was excited when their former pastry chef opened Sweet Occasions in the Plaza Shopping Center. He made our cake, and it was perfect! Our guests kept commenting on how much they liked the cake. I would recommend Sweet Occasions to anyone.

-Edith Costello

**15.** Why most likely is Mr. Giordano closing his business?

- (A) because he wants to retire
- (B) because he lost his business to a new shopping center
- (C) because he cannot afford to make needed repairs
- (D) because he plans to open a different kind of business

**16.** What is indicated about Ms. Ribisi's bakery?

- (A) It opened on April 23
- (B) It was once owned by Mr. Giordanos
- (C) It made Ms. Costello's wedding cake.
- (D) It is giving away free pastries.

**17.** In the review, the word "kept" is closest in meaning to

- (A) held
- (B) continued.
- (C) saved
- (D) gave.

**18.** What is suggested about the PLaza Shopping Center?

- (A) It has generated a lot of income for Pineville City
- (B) It has attracted business for local family-owned stores
- (C) it was financed by mayor Portofino
- (D) it was built in downtown Pineville City

**19.** According to her statement, why does Ms. Portofino have a positive view of the Plaza Shopping Center?

- (A) because it has a good bookstore
- (B) because it was completed ahead of schedule
- (C) because it offers discounts on expensive products
- (D) because it provides city residents with jobs