

**Focus:** Understanding and answering questions about articles.

**Directions:** Read the passages, and then mark the best answers to the questions.

Questions 1 to 5 are based on the following article:

Every year, about 240 million tires — an average of one tire for every person in the United States — are discarded. Currently, U.S. automobile manufacturers are turning 18 million pounds of tires each year into car parts — seals, air deflectors, and other parts not visible to consumers.

Now, a new process that grinds tires into fine powder and magnetically removes steel belting promises to broaden the range of recycled products. The end product, a mixture of rubber and plastic, can be molded into vehicle parts, and they look new. The first product, a brake-pedal pad, is being field tested on fleets of police cars, rental cars, and taxicabs. They could end up on production vehicles next year. Each recycled tire can produce 250 brake-pedal pads.

1. What is the best title for this article?
  - (A) "Making Tires from Recycled Materials"
  - (B) "A New Use for Old Tires"
  - (C) "Process Makes Old Cars Look New"
  - (D) "New Brakes Make Cars Safer"
2. The word "discarded" in paragraph 1, line 2 is closest in meaning to
  - (A) thrown away
  - (B) produced
  - (C) looked over
  - (D) replaced
3. Which of the following best describes the order of steps in the new process?
  - (A) Magnetize steel, mix rubber and plastic, make parts
  - (B) Powder tires, belt with steel, melt parts
  - (C) Grind tires, remove steel, mold into parts
  - (D) Melt tires, broaden belt, install parts
4. What advantage of parts made by this process is mentioned by the author?
  - (A) They are extremely safe.
  - (B) They last a long time.
  - (C) They are inexpensive.
  - (D) They look new.
5. Which of the following are NOT being used to field test brake-pedal pads?
  - (A) Police cars
  - (B) Production vehicles
  - (C) Taxicabs
  - (D) Rental cars

Questions 6 and 7 refer to the following passage:

According to a survey taken this year, some 260, or 52%, of the Fortune 500 companies in the United States had at least one woman on their corporate board of directors. That's up from 243,

or 49%, last year. Last year's survey was the first such study done since the original one in 1977. At that time, only 46 women held seats on the boards of top U.S. corporations.

6. How many companies had one or more women on their boards of directors this year?
- (A) 46
  - (B) 243
  - (C) 260
  - (D) 500
7. How many surveys regarding women as members of boards of directors have been done BEFORE this year?
- (A) None
  - (B) One
  - (C) Two
  - (D) Three

Questions 8 to 12 refer to the following article:

The British Crown Jewels were given a new home in March 1994. The collection includes some 20,000 gems, among which is the world's largest diamond. It had been housed in an underground bunker at the Tower of London which could not accommodate the 2 million visitors a year who wanted to view the jewels. The Crown Jeweler himself, the only person allowed to handle the jewels, packed up the collection for the move to

the 10-million-pound Jewel House in Waterloo Barracks, just above the old bunker.

The Crown Jewels have been at the Tower since 1327; they have been moved only twice since 1867, the last time to the bunker in 1967. The new premises feature a moving walkway which carries visitors past the displays more quickly, preventing the congestion that so often occurred at the old site.

8. What claim is NOT made in the article about the Crown Jewel collection?
- (A) It is the largest jewelry collection in history.
  - (B) Two million people want to see it each year.
  - (C) It contains the world's largest diamond.
  - (D) It consists of around 20,000 jewels.
9. When was the collection moved to the underground bunker?
- (A) In 1327
  - (B) In 1867
  - (C) In 1967
  - (D) In 1994
10. What was the Crown Jeweler's responsibility during the move?
- (A) To assess the value of the collection
  - (B) To locate a new site for the display
  - (C) To examine the jewelry for defects
  - (D) To pack up the jewelry by himself
11. Which of the following is closest in meaning to the word "congestion" in paragraph 2, line 6?
- (A) crowding
  - (B) noise
  - (C) confusion
  - (D) accidents

12. According to the article, which of the following is one of the advantages of the new site?

- (A) It is in a more convenient location.
- (B) More jewels will be on display.
- (C) The security system is improved.
- (D) Visitors can move through it more quickly.

Questions 13 and 14 refer to the following passage:

Critics of communities that pass smoke-free restaurant laws warn that business will suffer. But a seven-year study of 30 California communities showed that smoke-free restaurants do not lose business. The study,

done by researchers from the University of California at San Francisco, involved fifteen towns that passed smoke-free laws and fifteen towns that did not. Smoke-free laws had no effect on restaurant sales, said researchers.

13. What is the main conclusion of the study?

- (A) Businesses suffer if they restrict smoking.
- (B) Smoke-free restaurants had higher sales than restaurants that permitted smoking.
- (C) Criticism of smoke-free restaurant laws is increasing.
- (D) Restaurant sales were unaffected by smoke-free laws.

14. How long did the study last?

- (A) 1 year
- (B) 7 years
- (C) 15 years
- (D) 30 years

Questions 15 and 16 are based on the following article:

Golf has become increasingly popular in Thailand. The country now boasts more than 50 golf courses. Over half are in Bangkok's suburbs on what until recently were rice paddies, while others have been built at seaside and mountain resorts. A Thai developer stated that the number of golfers in Thailand has tripled to 60,000 in the last five years.

15. Where are most of Thailand's golf courses located?

- (A) In central Bangkok
- (B) At mountain resorts
- (C) In suburban Bangkok
- (D) At the seaside

16. Approximately how many Thai golfers were there five years ago?

- (A) 15,000
- (B) 20,000
- (C) 30,000
- (D) 60,000



How much money do fliers leave behind on airlines? One international carrier took in \$75,000 last year, which it donated to charities. That's an average of \$.18 per passenger. If that figure holds true for all 320 million people who fly on the hundreds of international airlines, it amounts to \$58 million per year.

Much less is found on domestic U.S.

flights. A cleaning crew in Chicago reported finding less than \$.10 per flight. An executive of one international airline suggested that on international flights passengers disposed of surplus coins from the countries they were departing by leaving the coins in their seats or in the seat pockets in front of them.

Which is the best headline for this article?

- (A) "Saving Money on International Travel"
- (B) "The Changing Face of Air Travel"
- (C) "How to Hold on to Your Money"
- (D) "Loose Change Found on Planes"

What is the figure of \$58 million mentioned in the first paragraph based on?

- (A) Data from hundreds of airlines
- (B) Interviews with numerous cleaning crews
- (C) Information provided by one airline
- (D) Estimates made by airline executives

What explanation is offered for the greater amount of money left on international flights than on U.S. domestic flights?

- (A) International passengers discard unwanted coins.
- (B) U.S. cleaning crews are keeping the money.
- (C) International airlines are more interested in charity.
- (D) U.S. passengers carry less change.

20. Which of these questions cannot be answered from information in the article?

- (A) How many passengers flew on international airlines last year?
- (B) Where did most passengers put the coins that they did not want?
- (C) What was the average amount of money left by U.S. domestic passengers?
- (D) Who reported finding \$.10 per flight?

21. Which of the following is closest in meaning to the word "surplus" in paragraph 2, line 6?

- (A) invaluable
- (B) inconvenient
- (C) illegal
- (D) unnecessary

## Business Correspondence

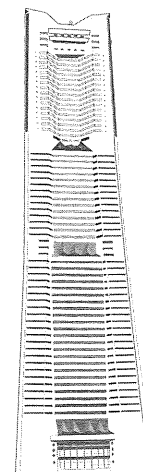
This type of reading involves any type of communication sent to or from a business. You will usually see two to three business communications in Part 7 per test. Most are business letters. You may also see interoffice memos, which are business communications between two or more employees at the same company. These also have many purposes: to schedule a meeting, to ask for a report, to discuss a problem, to thank someone for a job well done, or to request help or information. You also see faxes or emails. The tone and language of memos, faxes, and emails tend to be less formal than those of letters.

Review questions about business correspondence usually ask about the purpose of the communication. This is generally stated in the first paragraph — usually the first few lines — of the body of the communication.

Answers to detail questions are usually found in the body of the communication but may also be found in the heading or opening.

# The Richmond Hotel

*Chicago, Illinois*



Warren Purcell, Convention Chair  
 American Association of Photoengravers  
 North Central District  
 Suite 28  
 621 Plum Street  
 Detroit, Michigan 48201

Dear Mr. Purcell:

Mr. Scarlotti, our general manager, passed on your letter requesting information regarding our convention facilities and asked me to respond. I am happy to comply.

As you can see from our brochure, we offer large meeting rooms for plenary sessions and display areas, and an ample number of small "breakout" rooms for workshops and concurrent meetings. Banquet facilities are also available. Our centralized location is convenient to other hotels, fine restaurants, and all the sights of downtown Chicago, as you can see from the map I've sent. I'm also enclosing a list of special room rates for convention attendees.

I think you will find the Richmond Hotel the perfect host for your convention. Our experienced and courteous staff really knows what it takes to make a convention run smoothly.

Please let me know if there is any other information or help I can provide.

Sincerely,

Diana Lockhurst, Convention and Banquet Manager

Encl: (3)

1. What is the main purpose of this letter?

- (A) To ask for further information
- (B) To respond to a request
- (C) To confirm a reservation
- (D) To explain the general manager's opinion

2. Which of the following is NOT enclosed?

- (A) A schedule of events
- (B) A publicity brochure
- (C) A map of downtown Chicago
- (D) A list of room rates

The purpose of the letter is given in the first paragraph of the communication. The writer states that she was asked by the general manager to respond to a previous request for information, and that she is doing so in this letter.

Three enclosures are mentioned: the brochure, the map, and the list of rates for rooms. There is no mention of a schedule of events.

**Focus:** Understanding and answering questions about business correspondence.

**Directions:** Read the passages, and then mark the best answers to the questions.

Questions 1 to 3 are based on the following letter:

## Drake Industries

Lucy Rickenbach, Director  
Office of Financial Planning  
SouthBank  
3520 Rawlins Drive  
Dallas, Texas 75219

Dear Ms. Rickenbach:

Bonnie Whitmer has requested that I write to recommend her for a position in your office. Ms. Whitmer worked in my department for two years. She is well-organized and has excellent workplace communication skills. She is honest and energetic. With her degree in economics and her experience in accounting, I am sure she will contribute positively to your organization. Her only fault, as far as I know, is that, because she is such a perfectionist, she sometimes spends too much time on details.

We at Drake Industries are anxious to find positions for our employees whose jobs will be eliminated in the reorganization that will follow our upcoming merger with the Hammond Group. I'd appreciate your considering her for this position.

Please feel free to contact me for further particulars.

Sincerely,



Quentin Howe, Chief Financial Officer/Comptroller  
Drake Industries

900 McCollough Ave., Charlotte, North Carolina 28262



- Who asked that this letter be sent?
  - Lucy Rickenbach
  - Bonnie Whitmer
  - A representative of the Hammond Group
  - Ms. Whitmer's supervisor
- For which of the following does the writer NOT praise Ms. Whitmer?
  - Her communication skills
  - Her honesty
  - Her energy
  - Her attention to detail

- Why is Ms. Whitmer looking for another job?
  - Because her position will soon be eliminated
  - Because she disagreed with her supervisor
  - Because the company where she works has gone bankrupt
  - Because she wants to earn a higher salary

Questions 4 and 5 are based on the following note:

<b>WHILE YOU WERE OUT</b>	
To: <u>James</u>	
Date: <u>2-17</u>	Time: <u>11.40 A.M</u>
<del>Mr./Mrs./Ms.</del> <u>Bingham</u>	
of <u>Product Promotions Team</u>	
Phone: (    ) _____ ext. <u>6972</u>	
<input type="checkbox"/> TELEPHONED	<input checked="" type="checkbox"/> CALLED TO SEE YOU
<input type="checkbox"/> PLEASE CALL	<input type="checkbox"/> WILL CALL AGAIN
<input type="checkbox"/> RETURNED YOUR CALL	<input type="checkbox"/> URGENT
<input type="checkbox"/> WANTS TO SEE YOU	<input type="checkbox"/> OTHERS _____
Message <u>Came by to discuss your meeting in Rio with Dr. Garofalo on Monday. Call her after lunch.</u>	
<u>Sally</u>	
_____	
_____	
_____	

- Who took the message?
  - James
  - Dr. Garofalo
  - Ms. Bingham
  - Sally
- What is James asked to do?
  - Join the Product Promotions Team
  - Call Dr. Garofalo
  - Go out to lunch
  - Contact Ms. Bingham

### Interoffice Memo

**Northfield  
Pharmaceuticals  
International**

**To:** All department heads  
**From:** Peter Manning, Director  
**Subject:** United Charity Fund  
**Date:** September 26

Next week marks the opening of United Charity Fund's fall campaign drive. As you probably know, UCF is the umbrella organization for about 35 local and regional charity organizations. It solicits funds from businesses and individuals, then divides them up among the member charities.

This is a chance for all of us here at Northfield to repay the community where we work and live. I'd like to have another record year.

Therefore, I'm asking all of you at your departmental meetings this week to remind everyone of Northfield's policy of contributing \$.50 for every dollar contributed by employees. And ask everyone in your department to dig deeply into their pockets and purses.

Thanks for your cooperation.

6. What are the department heads asked to do?
- (A) Encourage employees to work harder
  - (B) Inform employees of a company policy
  - (C) Volunteer their time for charitable work
  - (D) Meet with Peter Manning
7. Which of the following is NOT one of United Charity Fund's roles?
- (A) Asking businesses for contributions
  - (B) Distributing funds to charitable groups
  - (C) Helping individuals who have problems
  - (D) Asking individuals for contributions
8. If an employee of Northfield contributes \$20, how much will United Charity Fund receive?
- (A) \$20
  - (B) \$30
  - (C) \$40
  - (D) \$50



Questions 9 and 10 are based on the following email:

**Talon Peripherals**

**TO:** e.sujano@westjavacomputingco.mail  
**ATTN:** Mr. Endang Sujano  
**SUBJECT:** Inquiry  
**DATE:** Dec. 1, 20--  
**FROM:** Mary Lymon <marylymon@talon.mail>

Dear Mr. Sujano:

An old friend, Tony Drummond, just returned from Jakarta, and he mentioned to me that you and your firm might find our new line of products, particularly our new Talon Portable Color Laser Printer, of interest. With your marketing expertise, you could turn this into one of the best-selling printers in Indonesia, I believe.

One of our marketing representatives will be in Indonesia next month. If it is at all possible, I would like him to meet with you to demonstrate our products' capabilities. If you are interested, I would like you to become sole marketing agent for Talon Peripherals in Indonesia.

I'll ask our representative to contact you in order to arrange a meeting. Please call or email if you have any questions regarding our company or our product.

Best wishes,  
Mary Lymon, Marketing Director

Talon Peripherals, Inc.  
800-1444 W. Hasting Street, Vancouver, B.C. V6E 2K3

9. What is the purpose of this email?

- (A) To persuade Mr. Sujano to buy a printer
- (B) To request some advice from Mr. Sujano
- (C) To ask Mr. Sujano to market a product
- (D) To arrange a meeting in Vancouver

10. Who is Tony Drummond?

- (A) A friend of Mr. Sujano
- (B) A marketing representative
- (C) A friend of Ms. Lymon
- (D) An employee of Talon Peripherals

Aug. 5

FRI

4:05PM

Redfern Realty

**Fax No. 6038462-884**

Dear Mr. Yamaguchi,

Ms. Foster of Ventura Enterprises has asked us here at Redfern Realty to look for a temporary housing situation for you and your family in order to make your process of relocation as smooth as possible. I have located a 3-bedroom condominium close to Ventura Enterprises. It is in a lovely condominium complex called Foxwood Gardens. It has a deck, a fireplace, and a garage. The rent is \$1225 per month plus heat (oil) and electricity. Rubbish removal, snow removal, and water/sewer are paid by the condominium association.

If you want to reserve this unit, send me a check by express mail for the first month's rent, and I will fax you a lease to sign. Make the check out to Atwater Properties, which is leasing the condominium for the owners. We cannot guarantee the lease until your check arrives. Call tomorrow if you have questions.

Best,

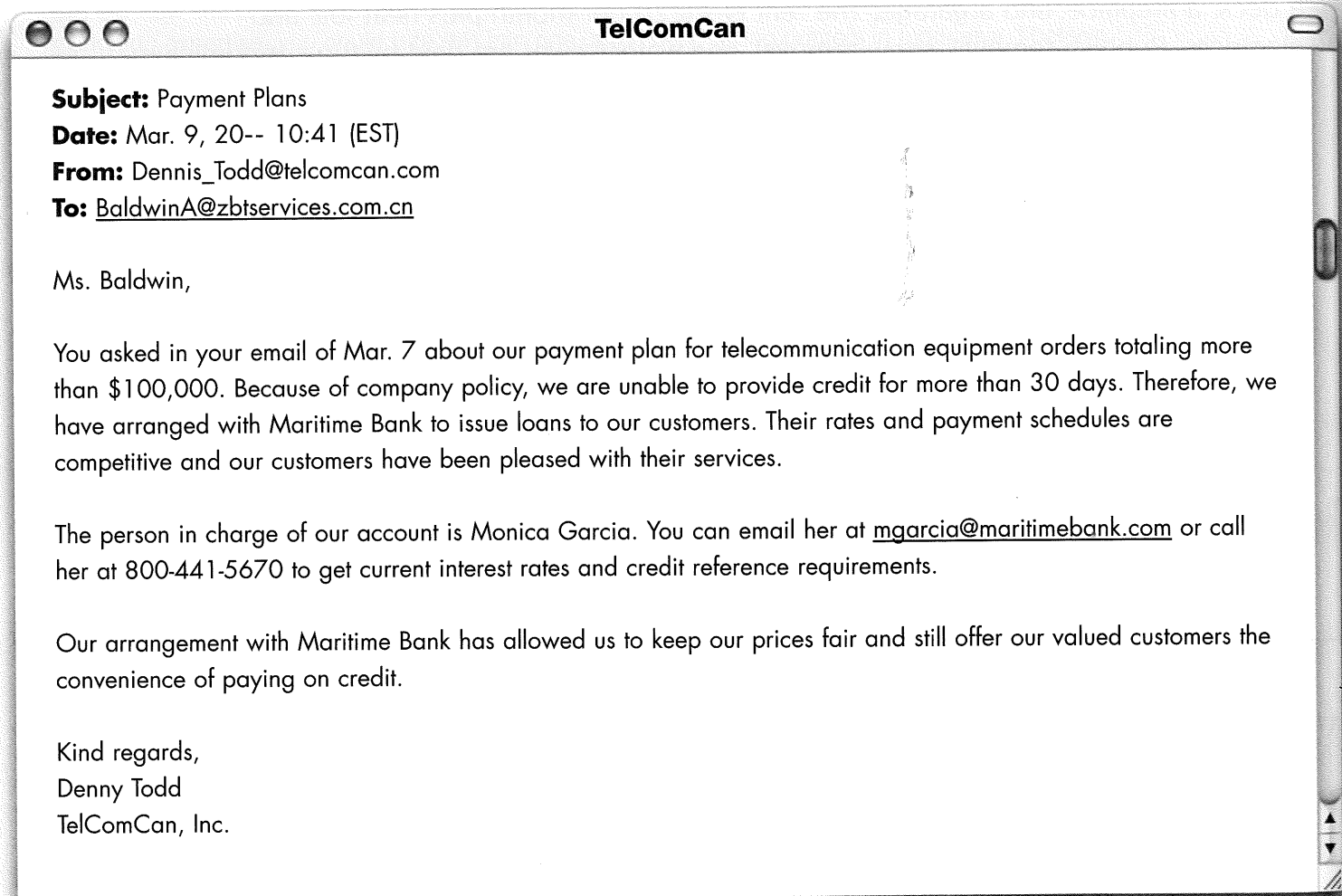


Charles Fincastle, Jr.

11. What is Mr. Yamaguchi doing?
- (A) Moving to a new community
  - (B) Renting out his house
  - (C) Selling his condominium
  - (D) Looking for a new job
12. Where does the writer of this communication work?
- (A) At Atwater Properties
  - (B) At Redfern Realty
  - (C) At Ventura Enterprises
  - (D) At Foxwood Gardens
13. Which of the following is NOT included in the rent?
- (A) The bill for snow removal
  - (B) The water/sewer bill
  - (C) The heat bill
  - (D) The bill for rubbish removal
14. What must Mr. Yamaguchi do to guarantee the lease?
- (A) Bring in a signed copy of the lease
  - (B) Call Mr. Fincastle immediately
  - (C) Send a check for \$1225 by express mail
  - (D) Fax a copy of an agreement to Redfern Realty

15. The word "guarantee" in paragraph 2, line 3 is closest in meaning to
- (A) release
  - (B) ensure
  - (C) explain
  - (D) rewrite

Questions 16 to 20 are based on the following email:



16. What did Ms. Baldwin ask Dennis Todd in her email of March 7?
- (A) How her company could pay for a large order
  - (B) What products were available
  - (C) How she could contact Monica Garcia
  - (D) What the current interest rates are
17. Under what circumstances could Dennis Todd's company extend credit to Ms. Baldwin's company?
- (A) If the order was for more than \$100,000
  - (B) If the order could be paid for in less than 30 days
  - (C) If the interest rates were higher
  - (D) If her company had good credit references



18. What can be inferred about Maritime Bank?

- (A) It charges much higher interest rates than most other banks.
- (B) It has provided credit to TelComCan's customers in the past.
- (C) It does not require credit references to provide loans.
- (D) It does business only on the Internet.

19. What is Monica Garcia's probable position?

- (A) President of TelComCan
- (B) Ms. Baldwin's assistant
- (C) Government economist
- (D) Credit manager of Maritime Bank

20. Which of the following is closest in meaning to the word "fair" in paragraph 3, line 1?

- (A) stable
- (B) reasonable
- (C) clear
- (D) unmanageable