

101. Our easy-to-assemble bicycles come in a box including detailed ----- and a simple tool kit.

- (A) instruct
- (B) instructor
- (C) instructive
- (D) instructions

102. Each of the trainees gave presentations on ----- understanding of the project.

- (A) they
- (B) them
- (C) their
- (D) theirs

103. ----- flight delays, Mrs. Clark will not arrive in time for the 3 p.m. meeting.

- (A) Not only
- (B) Due to
- (C) As much as
- (D) In fact

104. Rover Incorporated has decided to ----- land on the city outskirts for its warehouse.

- (A) purchase
- (B) purchased
- (C) purchasing
- (D) be purchased

105. Premium Appliances' online customer service will be ----- to the public during the Christmas holiday season.

- (A) refrained
- (B) understood
- (C) unavailable
- (D) dissolved

106. The goal of this year's workshop is to teach sales representatives how to listen to customers more -----.

- (A) attention
- (B) attentive
- (C) attentively
- (D) attentiveness

107. Last year's emergence of a new fast food chain ----- huge losses for Spicy Chicken in the same building.

- (A) has caused
- (B) is caused
- (C) causes
- (D) causing

108. Trains are ----- to depart every 10-15 minutes on the weekdays, but less often on weekends.

- (A) decided
- (B) scheduled
- (C) measured
- (D) distributed

109. In ----- for the year-end party, each department is putting together a short presentation.
- (A) preparation
(B) prepare
(C) prepares
(D) preparatory
110. All of the aisles are marked with large, bright signs so that customers may locate them -----.
- (A) sensitively
(B) easily
(C) sympathetically
(D) rarely
111. The total amount charged to your credit card includes shipping and handling -----.
- (A) guidelines
(B) rights
(C) concerns
(D) charges
112. Mary Esther's quick rise to the top of her industry is mostly due to her ----- work ethic.
- (A) dependent
(B) finished
(C) strong
(D) probable
113. There are a number of shoppers ----- buy clothes from the Internet rather than going to the stores.
- (A) who
(B) whose
(C) whomever
(D) whom
114. The call center receives an average of ----- 5,000 inquiries per twenty-four hours.
- (A) nearly
(B) enough
(C) quite
(D) very
115. Once the point of disagreement has been -----, both parties will sit down to discussions.
- (A) find
(B) finding
(C) being found
(D) found
116. The CEO has requested your ----- at the discussions with our potential distributor.
- (A) insistence
(B) presence
(C) urgency
(D) occurrence

117. After ----- reviewing the details of the contract, Mr. Casey signed on as the company's new IT manager.

- (A) carefully
- (B) careful
- (C) most careful
- (D) to care

118. The staff members have been reminded that none of the notices posted by management should be -----.

- (A) attended
- (B) behaved
- (C) operative
- (D) ignored

119. Taking the cable car through downtown is the only transit option ----- the Sport Arena.

- (A) off
- (B) next
- (C) from
- (D) on

120. The storage unit is equipped with devices that ----- oxygen levels so that the poultry can be transported safely.

- (A) train
- (B) excite
- (C) reserve
- (D) monitor

121. The architectural model ----- to provide the engineers with a better understanding of what the building is to look like.

- (A) expects
- (B) expected
- (C) had expected
- (D) is expected

122. Information regarding membership to Firm Fitness Health Center is offered at the service counter ----- in the main lobby.

- (A) and
- (B) but
- (C) also
- (D) either

123. Hanson Medical Supplies hopes to stabilize profits by making permanent ----- with two of the local hospitals.

- (A) outcomes
- (B) effects
- (C) journeys
- (D) agreements

124. Balancing administrative tasks with client interaction is one of the most difficult ----- faced by executives.

- (A) challenges
- (B) challenge
- (C) challenging
- (D) challenged

125. ETPS's fame with regards to corporate ethics and employee satisfaction is well -----.

- (A) deserves
- (B) to deserve
- (C) deserved
- (D) deservedly

126. Expenditure totals for the fiscal year were only \$35,000, which is ----- the company average.

- (A) below
- (B) less
- (C) little
- (D) lower

127. An unmarked speed bump is ----- responsible for the many accidents on Madison Street.

- (A) parts
- (B) partly
- (C) parting
- (D) parted

128. Passengers must store their carry-on luggage and ----- belongings in the overhead compartment or underneath the seat.

- (A) personal
- (B) inherent
- (C) subjective
- (D) factual

129. To request additional information ----- our program, please send an email to our inquiries division.

- (A) in
- (B) even if
- (C) about
- (D) so that

130. The sale of the property will not be closed ----- the down payment has been made in full.

- (A) until
- (B) against
- (C) between
- (D) without

131. For the local NGO, Homes for Homeless, finding and renovating homes that are both ----- and durable are its main priorities.

- (A) afford
- (B) affordable
- (C) affordably
- (D) affordability

132. As is agreed upon by all modern retailers, the necessity of Web sites has ----- increased in the past few years.

- (A) clearly
- (B) kindly
- (C) exactly
- (D) recently

133. Check the employee manual for policy information ----- asking the supervisor.

- (A) before
- (B) than
- (C) whether
- (D) which

134. Morgan Construction was chosen to receive a contract for building ----- for the hotel chain.

- (A) application
- (B) anticipation
- (C) maintenance
- (D) replenishment

135. In accordance with the bonus incentive, sales representatives will receive cash awards ----- every product they sell to customers.

- (A) in
- (B) up
- (C) along
- (D) for

136. The tentative ----- is that hiring more staff next year would hurt the company financially in the long term.

- (A) conclude
- (B) conclusion
- (C) conclusive
- (D) concluding

137. Today's publishing companies are growing dangerously ----- on freelance copyeditors.

- (A) relied
- (B) reliance
- (C) relying
- (D) reliant

138. The security department asked ----- everyone remains calm while exiting the premises in the case of an emergency.

- (A) so
- (B) what
- (C) unless
- (D) that

139. The audit forms were filled out and ----- to the IRS for review.

- (A) exchanged
- (B) eliminated
- (C) forwarded
- (D) proceeded

140. The clinic is continuing its search of medical professionals ----- Dr. Chandler's skill.

- (A) of
- (B) by
- (C) while
- (D) around

Questions 141 to 143 refer to the following letter.

Carl Weiss
Manager
Kenwood Company
300 Pine Hills Road
Marshville, NC 28103

Dear Mr. Weiss,

Congratulations on your purchase of a Safe-Trust Security Systems Package. You have our assurance that you have made an excellent decision in relying on us to ----- your company and

141. (A) sell
(B) protect
(C) renovate
(D) repair

its premises. Safe-Trust has been an important name in security for the past ten years. We are constantly improving our patrolling and communications systems, ----- you the best surveillance

142. (A) will ensure
(B) be ensured
(C) ensuring
(D) ensured

system available in the market today. We at Safe-Trust Security Systems Corporation want you to be ----- with the equipment and services we offer. Hence, should you have any questions

143. (A) satisfaction
(B) satisfactory
(C) satisfying
(D) satisfied

regarding the operation and maintenance of your system, please do not hesitate to contact us. We would be delighted to assist you.

Sincerely yours,
Helen Moss

Questions 144 to 146 refer to the following information.

Recycling Used Beverage Containers

The Flavored Sodas Beverage Company is urging its customers to return their used beverage cans ----- possible.

144. (A) altogether
(B) meanwhile
(C) whenever
(D) somehow

All you have to do is return your used cans to any participating supermarket. A list of these supermarkets is posted on our Web site and will also be published in all local daily newspapers this weekend.

The store ----- the cans to us so that they may be processed into new cans. By returning the

145. (A) returned
(B) has returned
(C) was returning
(D) will return

beverage cans, you'll be doing your part in keeping the environment clean, Plus, you can save money by getting cash for every can returned!

For more ----- about our deposit-return program, please visit our Web site at

146. (A) details
(B) views
(C) issues
(D) limits

www.deposit-return.com.

Questions 147 to 149 refer to the following memo.

To: Marilyn Fenn

From: George Arroyo

Subject: Customer complaint

I think it's important for you to know about a call that we ----- from Mrs. Parkinson.

147. (A) were received
(B) have received
(C) receive
(D) will be received

I learned from the customer representative who spoke to her that she has been waiting for a package of items that she ordered two months ago. She has called the company three times, and each time, she has been promised a solution. It turned out that the package could not be sent because of a technical problem.

In order to prevent the same problem from occurring again, I propose ----- one clerk to take

148. (A) assigning
(B) explaining
(C) understanding
(D) containing

charge of verifying packages that have been put on hold since there is presently no one doing the checking. Do you think my ----- is all right?

149. (A) development
(B) order
(C) collection
(D) idea

Questions 150 to 152 refer to the following letter.

JAMES BAUTISTA
2459 S. Ammons St.
Lakewood, CO 80227

Dear Mr. Bautista,

We are writing about a problem that some of our customers have experienced regarding their financial information. There are companies that send e-mails and ask customers to verify personal information. We will never ask you to send us your passwords, credit card number or -----

150. (A) one another
(B) other such
(C) each other
(D) another

information through e-mail. We would like to prescribe the following ----- steps to protect your

151. (A) additional
(B) comparative
(C) surplus
(D) excessive

financial information.

First, do not store this information on any of your hard disk drives. Second, do not use the same password for different Web sites. Third, forward all e-mail asking you to provide personal information to the following e-mail address: spoof@onlinepayments.com.

We would like to thank you for your -----.

152. (A) opinion
(B) recommendation
(C) cooperation
(D) suggestion

Sincerely yours,
MAYNARD JONES
Manager

101	D	102	C	103	B	104	A	105	C
106	C	107	A	108	B	109	A	110	B
111	D	112	C	113	A	114	A	115	D
116	B	117	A	118	D	119	C	120	D
121	D	122	A	123	D	124	A	125	C
126	A	127	B	128	A	129	C	130	A
131	B	132	A	133	A	134	C	135	D
136	B	137	D	138	D	139	C	140	A
141	B	142	C	143	D	144	C	145	D
146	A	147	B	148	A	149	D	150	B
151	A	152	C						

<http://www.Hackers.co.kr>