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PART II: QUESTION AND RESPONSE

- 11/ Mark your answer on your answer sheet
- 12/ Mark your answer on your answer sheet
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- 38/ Mark your answer on your answer sheet
- 39/ Mark your answer on your answer sheet
- 40/ Mark your answer on your answer sheet

PART III: SHORT CONVERSATION

- 41 Who is allowed to use the conference room?
- (A) Visitors.
 - (B) Hospital patients.
 - (C) Hospital staff.
 - (D) Friends and relatives.
- 42 Why is the woman at the hospital?
- (A) To visit a sick friend.
 - (B) To undergo some tests.
 - (C) To meet a doctor.
 - (D) To attend a conference.
- 43 Where most likely are the speakers?
- (A) In the conference room.
 - (B) In the visitors' area.
 - (C) In the hallway.
 - (D) In the waiting room.
- 44 Where is everyone most likely to go after work?
- (A) To a telephone shop.
 - (B) To a library.
 - (C) To an office.
 - (D) To a restaurant.
- 45 Why isn't the woman sure if she can join them?
- (A) She might have to work late.
 - (B) She has reservations at a restaurant.
 - (C) She needs to get to sleep by six o'clock.
 - (D) She doesn't like going out.
- 46 How will the woman tell the man about her plan?
- (A) Bye-mail.
 - (B) By telephone.
 - (C) By fax.
 - (D) By text message.

47 Where are the sales reps?

- (A) In the man's office.
 - (B) In the lobby.
 - (C) In the supervisor's Office.
 - (D) In the waiting room.
- 48 When would the woman prefer to meet the sales reps?
- (A) 2:00.
 - (B) 2:30.
 - (C) 3:00.
 - (D) 3:20.
- 49 What is the woman doing now?
- (A) Talking to her supervisor.
 - (B) Writing a report.
 - (C) Meeting with some sales reps.
 - (D) Forgetting an appointment.
- 50 Who most likely is the woman?
- (A) A manager.
 - (B) A secretary.
 - (C) A career counselor.
 - (D) A real estate agent.
- 51 Why did the man want to see the manager?
- (A) To buy a table.
 - (B) To lodge a complaint.
 - (C) To apply for a job.
 - (D) To sell him a product.
- 52 What does the woman tell the man to do?
- (A) Come back later.
 - (B) Speak to the manager.
 - (C) Go into the next room.
 - (D) Wait in the hallway.
- 53 Where is the man going?
- (A) To a computer store.
 - (B) To a bookstore.
 - (C) To a restaurant.
 - (D) To a florist.
- 54 What kind of book is he interested in getting?
- (A) A book about flowers.
 - (B) A book with recipes.
 - (C) A book about Europe.
 - (D) A book with information about computers.
- 55 What does the woman want to do?
- (A) Go with the man.
 - (B) Get a library card.
 - (C) Buy a computer.
 - (D) Pick some flowers.
- 56 What is the woman doing?
- (A) Selling clothes.
 - (B) Applying for a job.
 - (C) Playing the piano.
 - (D) Attending a conference.
- 57 Where is the woman originally from?
- (A) Miami.
 - (B) South America.
 - (C) New York.
 - (D) Cleveland.
- 58 What most likely is the man's job?
- (A) Concert pianist.
 - (B) Travel agent.
 - (C) Clothing designer.
 - (D) Store manager.
- 59 Who has to approve the request for an alarm key?

- (A) The manager.
 - (B) The technical help department.
 - (C) The director.
 - (D) The corporate security department.
- 60** What does the man suggest?
- (A) Going to the corporate security office.
 - (B) Talking to the director.
 - (C) Creating a new password.
 - (D) Waiting.
- 61** How long does it take to process an application?
- (A) 30 minutes.
 - (B) 1 hour.
 - (C) 90 minutes.
 - (D) 2 hours.
- 62** What's the main problem with the photocopier?
- (A) Jammed paper.
 - (B) Not enough toner.
 - (C) Strange noise.
 - (D) The scanner wire.
- 63** What code is a paper jam?
- (A) E1.
 - (B) E2.
 - (C) E3.
 - (D) E4.
- 64** Why isn't the toner a problem?
- (A) Because there's nothing wrong with the color.
 - (B) Because it is an E4.
 - (C) Because the toner was just changed.
 - (D) Because it is a brand-new photocopier.
- 65** Where do the speakers work?
- (A) At a furniture store.
 - (B) At a customs office.
 - (C) At a restaurant.
 - (D) At a library.
- 66** Why did the woman rearrange the tables?
- (A) Because they were blocking the doors.
 - (B) To make room for more customers.
 - (C) To move in a new coffee machine.
 - (D) To listen to complaints.
- 67** Why is the man concerned?
- (A) The waiters don't like the new arrangement.
 - (B) There might not be enough space for employees.
 - (C) The business is losing money.
 - (D) The tables are facing the wrong way.
- 68** What are they discussing?
- (A) Changes to a design plan.
 - (B) Hiring additional staff.
 - (C) Finding an architect.
 - (D) Planting trees.
- 69** What did they do at the architectural review?
- (A) Reinforced the foundation.
 - (B) Discussed problems.
 - (C) Faxed a report.
 - (D) Fired the design team.
- 70** What does the woman want the man to do?
- (A) Update a plan.
 - (B) Do some landscaping.
 - (C) Send her an e-mail.
 - (D) Send her a fax.

PART IV: SHORT TALKS

- 71** What time of year is it?
- (A) Spring.
 - (B) Summer.
 - (C) Autumn.
 - (D) Winter.
- 72** Who can use the center for free?
- (A) Senior citizens.
 - (B) Adults.
 - (C) Students.
 - (D) All city residents.
- 73** What can members do at the center?
- (A) Play pool.
 - (B) Go swimming.
 - (C) Play ice hockey.
 - (D) Purchase an annual membership.
- 74** What is Ms. Reeves' area of expertise?
- (A) Training.
 - (B) Travel.
 - (C) Buying.
 - (D) Selling.
- 75** When will the listeners meet Ms. Reeves?
- (A) Immediately.
 - (B) This afternoon.
 - (C) Next week.
 - (D) In a few weeks.
- 76** Where does the speaker most likely work?
- (A) London.
 - (B) Montreal.
 - (C) Paris.
 - (D) New York.
- 77** What areas were Dr. Landry's breakthroughs in?
- (A) Physical education.
 - (B) Physiology and education.
 - (C) High school curriculum.
 - (D) Elementary school curriculum.
- 78** What was the speaker's major?
- (A) Psychology.
 - (B) Curriculum design.
 - (C) Early years Education.
 - (D) Education.
- 79** How did Dr. Robert Landry help universities and high schools?
- (A) He made discoveries in testing.
 - (B) He improved entrance examinations.
 - (C) He revolutionized curriculum design.
 - (D) He successfully combined education and psychology.
- 80** Who currently teaches the courses?
- (A) Osgoode University instructors.
 - (B) Department managers.
 - (C) Rimmington University professors.
 - (D) Trade school instructors.
- 81** What do the employees think about the courses?
- (A) That their salaries are too low.
 - (B) That the company's motives are self-serving.
 - (C) That the courses are without value.
 - (D) That the instructors are unqualified.
- 82** How can the employees benefit from these courses?
- (A) They can make more money.

(B) They can get a university scholarship.
(C) They can work at a university.
(D) They can get extra training.
83 What can students check on the automated telephone service?

- (A) Their student account balance.
- (B) Their marks.
- (C) Their pin number.
- (D) Their student number.

84 What must students enter?

- (A) Registration number.
- (B) Date of birth.
- (C) Student number.
- (D) Credit card number.

85 How can you speak to one of the staff members?

- (A) By pressing six.
- (B) By pressing nine.
- (C) By staying on the line.
- (D) By entering their extension number.

86 What most likely is the speaker's role at the conference?

- (A) To announce the presenters.
- (B) To hand out microphones.
- (C) To make presentations.
- (D) To deliver speeches.

87 What is Mr. Chen's speech about?

- (A) The use of recyclable materials.
- (B) The sun as a source of power.
- (C) Wind as a source of power.
- (D) Working in Japan.

88 What does the speaker ask the listeners?

- (A) To welcome Mr. Chen to the stage.
- (B) To use solar power in their homes.
- (C) Not to shout out their questions.
- (D) Not to shout into the microphone.

89 What is the speaker doing?

- (A) Retiring from the company.
- (B) Introducing a new CEO.
- (C) Making an acceptance speech.
- (D) Selling CDs and tapes.

90 Who most likely is Simon?

- (A) A loyal customer.
- (B) The speaker's business partner.
- (C) An automobile salesman.
- (D) A recording artist.

91 Who does the speaker thank?

- (A) The people who buy his products.
- (B) The musicians whose songs he markets.
- (C) The store-owners who sell his records.
- (D) His family and friends.

92 What occasion is this?

- (A) A graduation ceremony.
- (B) A press conference.
- (C) A board meeting.
- (D) A retirement dinner.

93 When did Allen join the company?

- (A) Recently.
- (B) This evening.
- (C) *Over* a quarter-century ago.
- (D) About fifty years ago.

94 What kind of worker was Mr. Treviso?

- (A) Indecisive.
- (B) Dedicated.
- (C) Uncommitted.
- (D) Unethical.

95 Who is the speaker?

- (A) Boss.
- (B) Employee.
- (C) Administration.
- (D) Union leader.

96 Who receives the 10 percent benefits increase package?

- (A) All workers.
- (B) Workers with the most seniority.
- (C) Workers with 5 years seniority.
- (D) Workers with 7 years seniority.

97 What were the original demands by the union?

- (A) 12 plus 10.
- (B) 12 plus 20.
- (C) 12 plus 15.
- (D) 10 plus 02.

98 Where does Lisa work?

- (A) In the production department.
- (B) In a print shop.
- (C) In the advertising department.
- (D) In a call center.

99 What is the purpose of this message?

- (A) To increase production.
- (B) To discuss the new brochures.
- (C) To complain about service.
- (D) To reschedule a meeting.

100 What does Lisa ask Don to do?

- (A) Meet her at 2:00.
- (B) Return her call.
- (C) Schedule a meeting.
- (D) Print new brochures.