

Name: _____ Date: _____

Please follow the directions for each section of the test.
✓ It's ok to skip questions. ✗ It's not ok to use a dictionary or ask for help.
This assessment will help us understand your English level.

A. INCOMPLETE SENTENCES:**Choose the one word or phrase that best completes the sentence.**

_____/10

1. The _____ businessperson always dresses appropriately.
a) success b) succeed c) successful d) succession
2. If the weather is bad, we _____ the trip.
a) will have canceled b) have canceled c) canceled d) will cancel
3. The _____ of our products is well known throughout the world.
a) quality b) quantity c) quantify d) qualify
4. Ms. Wilson was fired _____ she always arrived late and never finished all her work.
a) unless b) though c) because d) however
5. There's a phone on the table _____ my desk.
a) inside b) outside c) beside d) reside
6. This _____ is very important, so think it over carefully.
a) decidedly b) decisive c) decision d) decide
7. The office is right _____ the street from the subway station.
a) next b) across c) under d) between
8. People who have no _____ are seldom disappointed.
a) expectations b) expectancy c) expects d) expect
9. Our business is rapidly _____ and we are hiring many people.
a) expand b) expands c) expanding d) has expanded
10. Mr. Kim is not a particularly interesting speaker, and several people fell asleep _____ his lecture.
a) although b) while c) because d) during

B. TEXT COMPLETION. Choose the word or phrase that best completes the blanks.

Questions 1 – 3 refer to the following passage:

_____/3

Checks ____ (1) ____ on a biweekly basis by department heads. Arrangements can be made with the Accounting Department to have checks mailed to the employee's home address instead, if desired. Each employee should review the check stub carefully. ____ (2) ____ contains a breakdown of all deductions, including state and local taxes, retirement fund contributions, and insurance payments. Any inaccuracies should be reported to the Accounting Department as soon as possible. Every effort will be made to correct any errors in a timely manner. The Human Resources Department conducts monthly workshops that explain in detail how each paycheck deduction is calculated. Anyone interested in ____ (3) ____ a workshop should contact the Human Resources Department.

- | | | | | |
|----|---------------|----------------|--------------------|---------------------|
| 1. | a) distribute | b) distributed | c) are distributed | d) are distributing |
| 2. | a) It | b) He | c) She | d) They |
| 3. | a) assisting | b) attending | c) accessing | d) approving |

Questions 4 – 6 refer to the following letter:

_____/3

Dear Customer,

Your Quimby Bank Certificate of Deposit (CD), number 005589403, will mature on January 12 with a value of \$5,095.86. If you ____ (4) ____ no action, your CD will automatically renew for another six months and will earn the interest rate in effect on January 12. The following reinvestment options are also available to you.

- An Authorization to Renew Form is ____ (5) ____ with this letter. If you wish to add funds to your CD, simply complete and return the form to us no later than five business days before the maturity date.
- Quimby Bank Investment Advisers are available to discuss your financial situation with you. ____ (6) ____ can help you understand how a CD and other investment options can fit in with your overall financial plan. Call the Quimby Bank Customer Service Office to set up an appointment.

Thank you for banking with Quimby.

Sincerely,

Ramona Higgins

Vice President

- | | | | | |
|----|------------|-------------|-------------|--------------|
| 4. | a) take | b) taken | c) taking | d) will take |
| 5. | a) enclose | b) encloses | c) enclosed | d) enclosure |
| 6. | a) It | b) He | c) She | d) They |

Questions 7 – 10 refer to the following e-mail

_____/4

To: jamesw@procomp.com
From: pamelah@procomp.com
Subject: Office Supplies

James,

Office Express is having a big sale this week. We might as well take advantage and ____ (7) ____ some money. They're selling printer paper at 50% off, so please pick up several boxes. Also, get some printer ink cartridges because they're on sale, too. I've noticed that we're running ____ (8) ____ paper for the photocopier. Last I checked there was just one pack left, so get some of that, whatever the price. Also, our coffeemaker doesn't seem to be working well, and I think we should replace ____ (9) ____ soon. If you see one at a good price, get it. Have them ____ (10) ____ everything to our account. Go today if you can, because you know how fast they sell out when there's a sale.

Pamela

- | | | | | |
|-----|-----------|---------|-----------|-----------|
| 7. | a) earn | b) save | c) borrow | d) lose |
| 8. | a) out of | b) into | c) over | d) up to |
| 9. | a) him | b) her | c) it | d) us |
| 10. | a) pay | b) cost | c) lend | d) charge |

C. READING COMPREHENSION. Read the following passages and choose the best answer.

Questions 1 – 4 refer to the following article.

_____/4

The Clear Sound Communications takeover of local telephone service, which was originally welcomed with great optimism, now seems to be heading down the road toward disaster. Ever since Clear Sound bought out the FreeTel Company just six months ago, it has experienced loss of income, loss of customers, and, perhaps worst of all, the loss of its reputation as a company that delivers on its promises.

When Clear Sound came into the area, it promised that all its telephone customers would have access to high-speed Internet service by the end of the year. Not only has the company failed to deliver on its promise, but customers who are receiving Clear Sound Internet service have expressed great dissatisfaction with it. "The connection goes out all the time. You just can't count on it when you need it," a Clear Sound customer complained at a town meeting last week. Customers have also claimed that repair service is slow and overpriced. Clear Sound, on the other hand, claims that such problems are minor and not widespread. "Every company experiences an adjustment period," explained Richard Whittier, Clear Sound public relations officer. "Before one more year has passed, you can be certain that all operations will be running smoothly and customers will be 100% satisfied," he said.

1. When did Clear Sound take over the FreeTel Company?
a) Last week
b) About 6 months ago
c) They haven't yet
d) One year ago
2. What kind of company is Clear Sound?
a) Telephone only
b) Telephone and Internet
c) Delivery service
d) Transportation
3. How do Clear Sound customers currently feel about the company?
a) Pleased
b) Optimistic
c) Unhappy
d) Bored
4. The word *minor* in paragraph 2, line 8 is closest in meaning to
a) small.
b) expected.
c) common.
d) important.

Questions 5 – 7 refer to the following advertisement.

_____/3

FOR SALE. Fully equipped convenience store on North Main Street close to downtown. Annual sales of \$2,198,456. Sells snacks, groceries, newspapers, gasoline, etc. Ample customer parking behind. Spacious two-bedroom owner's apartment on second floor. Asking \$750,000. Includes building and grounds, all equipment, and \$85,000 in inventory. No brokers, please. Shown by appointment only. Call Maria at White Horse Realty, 243-8647.

5. What is above the store?
 - a) A place to live
 - b) A snack bar
 - c) A place for equipment
 - d) An office
6. How much is the store being sold for?
 - a) \$85,000
 - b) \$750,000
 - c) \$835,000
 - d) \$2,198,456
7. The word *inventory* in line 5 is closest in meaning to
 - a) rents.
 - b) accounts.
 - c) furnishings.
 - d) merchandise.

Questions 8 – 10 refer to the following memo.

_____/3

MEMO

To: All personnel
 From: K. Takubo, Human Resources Manager
 Date: March 3, 20--
 Subject: Discount on bus passes

We are pleased to announce that, because of an agreement we have made with the City Office of Public Transportation, as of next month discounted bus passes will be available to all company employees. The passes are good for two weeks of unlimited travel on any bus in the city bus system and can be purchased from us with a 25% discount. This means that instead of paying the normal price of \$50, you will be charged just \$37.50 for a two-week pass. We hope this will encourage more of you to come to work by bus instead of driving.

If you are interested in purchasing discounted bus passes on a regular basis, please complete a Bus Pass Request Form and submit it to your supervisor by March 24. You can pick up your first bus pass from our office on March 31. It will be valid from April 1 through April 15.

8. How much will company employees pay for a bus pass?
 - a) \$7.50
 - b) \$25
 - c) \$37.50
 - d) \$50
9. How can a company employee request a discounted bus pass?
 - a) Ask the Office of Public Transportation
 - b) Call up the bus company
 - c) Send a memo to the Human Resources Office
 - d) Submit a form to their supervisor
10. When can company employees start using the discounted bus passes?
 - a) March 24
 - b) March 31
 - c) April 1
 - d) April 15

Thank you