

Read the following document and answer questions 72 through 78.

HOW TO CHOOSE A PASSWORD

Passwords are commonly used today to restrict access to personal possessions or privileged information. Passwords consist of a unique sequence of characters—letters, numbers, and symbols—required to access personal banking information, automated teller machines, secure buildings and businesses, computer networks, certain Web sites, e-mail, and more. Passwords are much like keys. Each password is different, and only the correct one allows the right of entry. It should be something unusual enough that the wrong person could not decipher it just by knowing you.

Before you can choose a password, however, you must know the types of passwords required. First find out if all letters must be lowercase or if upper- and lowercase are both acceptable. Should the password consist of letters or numbers only, or are special characters permissible? What is the minimum and maximum length allowed?

Now you are ready to think of an appropriate password. Your password should be something you can easily remember but something impossible for anyone else to decode or guess. We will discuss poor options first, so you will know what to avoid. Poor choices include names of people, family or fictional characters, common sequences such as QWERTY on



the keyboard or 789456123 on the numeric keypad, or *any* word that appears in a dictionary.

Other inappropriate choices include your telephone number or birth date. Do not use your middle name, mother's maiden name, your street name, or any other familiar name or number in reverse order.

The best way to choose a password that is hard to crack, yet easy to remember, is to select something memorable from your past. It could be the name of your grandparents' dog when you were 5 (*tippy5*) or the name of your math teacher in room 118 (*118-Thompson*). You could form a string of characters using the first letter of each word in a phrase or saying that makes sense to you. For example, your mother might say, "The sun is shining—So am I." A password derived from this saying might be (*TsisSal*) or (*Tsis-Sal*).

Once you have created a good password, keep it safe. Do not store it in a computer or leave a handwritten copy where others might see it. You could put the

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number in your address book in a disguised form. It is not likely that anyone who found Ted Williams, 35 N. Sheldon Ave. in your address book would know it contains your password (TW35NSA).

It is best to have different passwords for each system. If you have used the same password for your bike lock and your access code to the Internet, would you be willing to loan your bike and lock to a schoolmate?

Since unauthorized access to sensitive information could open the door for an unscrupulous individual to access or even tamper with your personal records, as well as those of other people on the system, it is wise to change your passwords frequently. Some authorities suggest changing passwords every three months.

65B

BAD PASSWORDS:

782-8973 (phone number)
Butch (nickname)
LittleBoPeep (storybook character)
12-11-86 (birth date)
dejavu (foreign phrase)
leahcim (name spelled backwards)
QQQQQQ (repeated letter)
XyzXyzXyz (repeated pattern of letters)

GOOD PASSWORDS:

NYTXvincent (best friend in first grade preceded by state of birth and current state of residence)
delygd (first letters of coach's favorite saying: Don't ever let your guard down.)
ofcmgr98 (mother's abbreviated job title - Office Manager - in 1998)

72. According to the document, what should you do **FIRST** before choosing a password?

- A determine what type of password must be used
- B think of something memorable from your past
- C decide where to store the information to keep it safe
- D change your password about every three months

L165B005

73. The two boxes included at the end of the document illustrate information that is primarily found in which two paragraphs?

- A 1 and 2
- B 3 and 4
- C 5 and 6
- D 6 and 7

L165B004

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74. According to the two boxes at the end of the document, which of these would be the BEST password?

- A date of a wedding anniversary
- B your family nickname
- C the same number, repeated five times
- D the first letters in the title of your favorite book

L165B009

75. Based on information in the document, which statement about passwords is accurate?

- A Computer programs cannot be protected by passwords.
- B Passwords may not be used as a security measure in the future.
- C People only need to use one password for different systems.
- D Bad passwords could give access to unauthorized individuals.

L165B006

76. Which sentence from the document BEST summarizes the author's main point?

- A It is best to have different passwords for each system.
- B Before you can choose a password, however, you must know the prerequisites for the password.
- C Your password should be something you can easily remember but something impossible for anyone else to decode or guess.
- D Some authorities suggest changing passwords every three months.

L165B002

77. What suggestion does the document provide about writing down passwords?

- A Write it down often so you don't forget your password.
- B Disguise your password when you write it down.
- C Do not let people know your password.
- D Change your password frequently when you write it down.

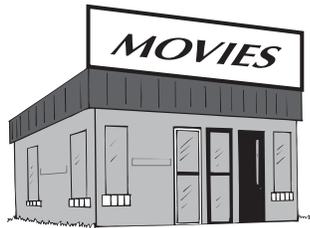
L165B014

78. Based on information in the two boxes at the end of the document, *lkjlkj* would be a bad choice for a password because it—

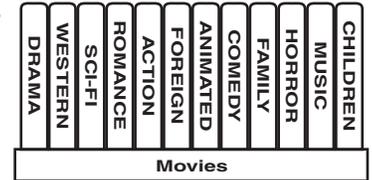
- A is someone's initials.
- B stands for a favorite saying.
- C is a repeated pattern of letters.
- D is an abbreviation of a familiar name.

L165B012

Read the following manual and answer questions 79 through 81.



Main Street Movies Employee Manual: Organizing Videos



In order to help customers find what they want quickly and to keep track of inventory, it's important to keep the thousands of titles in the Main Street Movies store organized properly. This section of the *Employee Manual* will tell you how to organize videos so that customers will always be able to find them. It will also help you familiarize yourself with the store layout, so that you can help a customer find a particular film or a particular genre of film.

Each Main Street Movies store has three main sections:

1. New Releases Wall
2. Film Library
3. Video Games

New Releases Wall. Almost 70 percent of movie rentals are new releases, and that is the first place that most customers go when they enter the store. The

center section of shelves on this wall holds **Hottest Hits**. When new titles come into the store (about 40 per month), place them on this wall in alphabetical order.

After 30 days, move the Hottest Hits titles to the shelves on either side, again in alphabetical order. The shelves flanking Hottest Hits are called **Recent Releases**. Titles stay on the Recent Releases shelves eight to ten months before being moved to Film Library shelves. The New Releases Wall, including the Hottest Hits and Recent Releases shelves, holds about 350 titles.

Film Library. The thousands of titles in the Film Library are organized into categories (genres). The films within each category are displayed alphabetically. Here are the categories and their two-letter computer codes:

Reading

AC	Action	FA	Family	SC	Science Fiction
CH	Children	FL	Foreign Language*	SI	Special Interest
CL	Classics	FO	Foreign	WE	Western
CO	Comedy	HO	Horror		
DR	Drama	MU	Music		

*Foreign Language titles include films that were originally made in a foreign language, films that have been dubbed into a foreign language, and films with foreign language subtitles. A sticker on the back of each box specifies which type of film it is.

Special Interest includes these sub-categories:

AN	Animation	IN	Instruction	SP	Sports
DO	Documentaries	RE	Religion	TR	Travel
EX	Exercise				

Video Games. Main Street Movies carries games for Super Nintendo, Sony PlayStation, and Nintendo 64 game systems. Games for all three systems are arranged together, in alphabetical order.

Although video games represent only a small percentage of our inventory, they are shoplifted more often than any other type of merchandise in our store. Therefore, video games are *never* displayed on the shelves. Shelves in the Video Game section of Main Street Movies hold cardboard plaques with pictures

and information about each game. When a customer wants to rent a particular game, he or she will bring you the plaque. You then retrieve the game from the locked case behind the counter, rent it to the customer, and file the cardboard plaque in the “Video Game Rentals” box. When the game is returned, put the plaque back on the appropriate shelf so that it is available for another customer.

077

Reading

79. What is the order in which new movies are moved through the store?

- A** from Hottest Hits to Film Library to Recent Releases
- B** from Film Library to Hottest Hits to Recent Releases
- C** from Hottest Hits to Recent Releases to Film Library
- D** from Recent Releases to Film Library to Hottest Hits

L0077001

80. Which of the following is NOT a subcategory of Special Interest?

- A** animation
- B** exercise
- C** religion
- D** western

L0077002

81. A customer wants to know if a Foreign Language video has subtitles. Based upon the manual, what is the best way to find this information?

- A** Look at the back of the box.
- B** Check the computer.
- C** Ask an employee.
- D** Watch a few minutes of the film.

L0077004

Read the following document and answer questions 82 through 85.



Staff Responsibilities

Greeter

Your job as restaurant greeter requires that you greet every guest graciously and promptly. Upon greeting our early Sunset diners*, be sure to provide them with the regular dinner menu as well as the special Sunset menu. In addition, every evening the chef posts daily specials on the chalkboard at the entrance. Be sure to remind the customers of those dishes too, although those are not eligible for the early Sunset dinner price. (Diners who are seated after the early Sunset period should not receive the special Sunset menu.)

You will be working with a team of three additional members: the person who sets the table and provides the water and place settings (in some restaurants referred to as the busboy or busgirl), the waiter/waitress who actually takes each order to the exact specification of each diner, and the cashier who will accept the diners' payments upon their way out the door after dining. Your job is to ensure that the diners feel welcomed, informed, and served pleasantly in every possible way. For example, if their coats are draped across the back of their chairs, creating a potential floor hazard, please suggest that you would be happy to hang them in the closet at the rear of the restaurant.

Our goal is satisfied, happy customers who will return to visit us again and will recommend our establishment to their friends. Each employee plays an important role in ensuring that our goal is met. If you smile, greet diners pleasantly, seat them as soon as possible, and provide them with the full range of dinner options, you should have every reason to believe that you have done your job well.

When customers have been unhappy in the past with the quality of service by the person who filled your position, it was generally because of one of the following reasons:

- Customers were left standing in the foyer as the entry greeter continued a personal phone call ignoring them.
- Customers were not told of their eligibility or ineligibility for the early Sunset dinner.
- Customers' seating preferences were not honored.

* Early Sunset definition: a choice from one of five set-price, three-course meals available to diners seated before 6:00 p.m., Monday through Friday.
Note: One of those choices is always vegetarian.

Reading

82. What is the purpose of this document?

- A to notify customers of Sunset dinner rules
- B to describe the layout of the restaurant and kitchen
- C to explain the duties of the greeter
- D to make new employees aware of meal prices

L0059001

83. The document provides the MOST information on—

- A how to satisfy diners.
- B how to get along with coworkers.
- C the restaurant's special offers.
- D the restaurant's payment policy.

L0059002

84. Read this sentence from the document.

Your job as a restaurant greeter requires that you greet each guest graciously and promptly.

According to this sentence, what must greeters do?

- A Welcome customers warmly as they arrive.
- B Quickly list the specials for the customers.
- C Ask the customers what they would like to drink.
- D Seat customers as soon as possible.

L0059004

85. The document provides the LEAST information on—

- A Sunset specials.
- B food preparation.
- C greeter responsibilities.
- D customer dissatisfaction.

L0059003

Read the following brochure and answer questions 86 through 89.

Pet Hospital

Being a volunteer pet-aide in the Community Pet Hospital should be lots of fun! You were selected among many other applicants; so, you should feel proud that we recognize that you have something special to offer—a passion for helping pets in need. We also hope that over your eight-week assignment with us you will develop useful skills that will serve you well when you seek employment in the future. Who knows? Perhaps you will want to become a veterinarian too someday!

The pets who come to Community Pet Hospital are experiencing some level of illness, injury, or behavioral distress. Since we limit our practice to reptiles and birds, we can somewhat predict the activity in our waiting room on a typical day.

Frankly, we have more problems with pet owners than with the pets themselves. You will notice that we have signs prominently hanging around the office asking that owners should not release their pets from their pens or cages while in the office. Yet, nearly every day some owner will permit his or her pet to crawl or fly about the office anyway. As a volunteer pet-aide, we ask you to discourage owners from this practice. But if and when it happens, we appreciate your assistance in helping to retrieve the escaped pet.

When pets and their owners are being seated, we ask your assistance in separating, when possible, the birds from the reptiles. This can help prevent a noisy, distressing climate in the waiting room. Also, it is our experience that small birds need separation from large birds who tend to be aggressive and dominate the “chatter.”

While we only have a few snakes in our practice, their visits can provoke upsetting responses in the waiting room. Both pets and owners seem to respond poorly to the presence of snakes in the waiting room, even if they are caged. So our receptionist tries very hard to arrange snake appointments at the end of the day when most of our other patients have been seen and are gone.

Reading

We encourage your interest in every pet that comes through the door! However, there are a few basic rules in engaging with any pet patient that are essential for you to apply at all times:

1. The pet owner should be politely asked first if it is acceptable to interact with his or her pet.
2. Don't assume that a pet wants to interact with anyone except his or her owner. You may like the pet but it may not like you (or anyone else).
3. Refrain from physically handling any pet except as absolutely necessary. Pets who come to us are in distress, so additional handling by strangers may exacerbate their fragile condition.
4. Pets in distress may lash out in self-defense and could injure you with a bite or a painful scratch.
5. Excessive attention paid to one pet may make an owner of another pet somewhat jealous on the other side of the room.
6. Sometimes it seems that paying attention to a pet causes an owner to feel it is all right to open the pen or cage in order to demonstrate pet tricks. We don't want that!
7. In the event you do handle any pet in any way, immediately wash your hands well with disinfectant soap in the washroom. *Absolutely never* touch one pet immediately after handling another unless your hands are thoroughly cleaned between interactions.

Helping a pet in distress and its owner is a very rewarding experience. We're sure you will come to feel the satisfaction of your contributions to the harmony of our waiting room here at the Community Pet Hospital.

Reading

86. What does *retrieve* mean as used in the following sentence?

But if and when it happens, we appreciate your assistance in helping to retrieve the escaped pet.

- A help take care of the pet
- B help the owners take care of the pet
- C help the pet escape and leave the office
- D help catch the pet and put it back into its cage

L0132009

87. Which of the following is NOT a correct rewording of the following sentence?

Additional handling by strangers may exacerbate its fragile condition.

- A A stranger handling a pet may worsen its condition.
- B A stranger handling a pet may improve its condition.
- C A stranger handling a pet may intensify its condition.
- D A stranger handling a pet may aggravate its condition.

L0132011

88. The main purpose of this brochure is—

- A to explain to veterinarians how to care for hurt animals.
- B to explain to pet owners how to care for reptiles and birds.
- C to explain why pet owners should use the Community Pet Hospital.
- D to explain how volunteers should interact with pet patients and their owners.

L0132001

89. Which of the following is NOT discussed in this brochure?

- A how snake appointments are made by the receptionist
- B how to release pets from their pens or cages while in the office
- C why small birds need separating from large birds
- D why the hospital can predict the activity in the waiting room on a typical day

L0132004

Read the story and answer questions 90 through 93.

Housepainting

By Lan Samantha Chang

1 The day before my sister brought her boyfriend home, we had a family conference over fried rice and chicken noodle soup.

2 “This is the problem,” my mother said. “The thistles are overpowering our mailbox.” She looked at my father. “Could you do something about them before Frances and Wei get here?”

3 My father grunted from behind his soup. He drank his soup Chinese-style, with the bowl raised to his mouth. “Frances won’t care about the thistles,” he said. “She thinks only about coming home.”

4 “But what about Wei?” my mother said. “This isn’t his home. To him it’s just a house that hasn’t been painted in ten years. With weeds.” She scowled. To her the weeds were a matter of honor. Although Wei had been dating my sister for four years and had visited us three times, he was technically a stranger and subject to the rules of “saving face.”

5 My father slurped. “Frances is a *xiaoxun* daughter,” he said. “She wants to see family, not our lawn. Wei is a good *xiaoxun* boy. He wants Frances to see her family; he doesn’t care about the lawn.”

6 *Xiaoxun* means “filial,” or “dutiful to one’s parents.”

7 I was almost to the bottom of my bowl of rice when I noticed my parents were looking at me.

Oh,” I said. “Okay, I’ll do it.”

8 “Thank you, Annie,” said my mother.

9 The next afternoon I went to work on the weeds. My father loved Wei and Frances, but he hated yard work. . . .

10 It was a beautiful midwestern afternoon, sunny and dry, with small white clouds high up against a bright blue sky. I wore a pair of my father’s old gloves to pull the thistles but kicked off my sandals, curled my toes around the hot reassuring dirt. Inside the house, my mother napped with the air conditioner humming in the window. My father sat in front of the television, rereading the Chinese newspaper from New York that my parents always snatched out of the mail as if they were receiving news of the emperor from a



Reading

- faraway province. I felt an invisible hand hovering over our blue house, making sure everything stayed the same.
- 11 I was hacking at a milky dandelion root when I heard an engine idling. A small brown car, loaded down with boxes and luggage, turned laboriously into the driveway. Through the open window I heard a scrape as my father pushed aside his footrest. My mother's window shade snapped up and she peered outside, one hand on her tousled hair. I rose to meet the car, conscious of my dirt-stained feet, sweaty glasses, and muddy gardening gloves.
- 12 "Annie!" Frances shouted from the rolled-down window. She half-emerged from the car and shouted my name again.
- 13 "Wow," I said. "You guys are early. I thought you wouldn't get here until five o'clock."
- 14 "That was the plan," said Wei, "but your sister here was so excited about getting home that I begged off from call a few hours early." He grinned. He was always showing off about how well he knew my sister. But other than that he had very few defects, even to my critical thirteen-year-old mind. He was medium-sized and steady, with a broad, cheerful dark face and one gold-rimmed tooth.
- 15 My mother and father rushed out the front door and let it slam.
- 16 "Hi, Frances!" they said. "Hi, Wei!" I could tell my mother had stopped to comb her hair and put on lipstick.
- 17 We stood blinking foolishly in the sunlight as Wei and Frances got out of the car. My family does not hug. It is one of the few traditions that both my parents have preserved from China's pre-Revolutionary times.
- 18 Frances came and stood in front of my mother. "Let me look at you," my mother said. Her gaze ran over my sister in a way that made me feel knobby and extraneous.
- 19 Frances was as beautiful as ever. She did not look like she had been sitting in a car all day. Her white shorts and her flowered shirt were fresh, and her long black hair rippled gently when she moved her head. Wei stared transfixed, waiting for her to turn to talk to him, but she did not.
- 20 Still facing my mother, Frances said, "Wei, could you get the stuff from the car?"

Reading

21 “I’ll help you!” my father said. He walked around the back of the car and stood awkwardly aside to let Wei open the trunk. “So, how is medical school?” I heard him ask. They leaned into the trunk, their conversation muffled by the hood. I looked at their matching shorts, shirts, brown arms and sturdy legs. When Wei came to visit, my father always acted like a caged animal that has been let outside to play with another of its kind.

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29E

90. How does Annie’s father feel when Wei and Frances arrive?

- A sad
- B excited
- C stubborn
- D threatened

L229E009

91. What motivates Annie to offer to do the weeding?

- A She thought her father might become ill if he did the weeding.
- B She wanted the house to look nice when Frances and Wei arrived.
- C Her parents looked at her as if they wanted her to do it.
- D Her parents were arguing about who would do the weeding, so she volunteered.

L229E006

Reading

92. From whose point of view is the action in this story seen?

- A Annie's
- B Father's
- C Frances's
- D Mother's

L229E013

93. How might the author's background be reflected in the story?

- A The story shows why the author became a writer.
- B The story shows that the author had a brother and a sister.
- C The story describes how the author developed her skills as a gardener.
- D The story demonstrates an understanding of traditional Chinese customs.

L229E014