

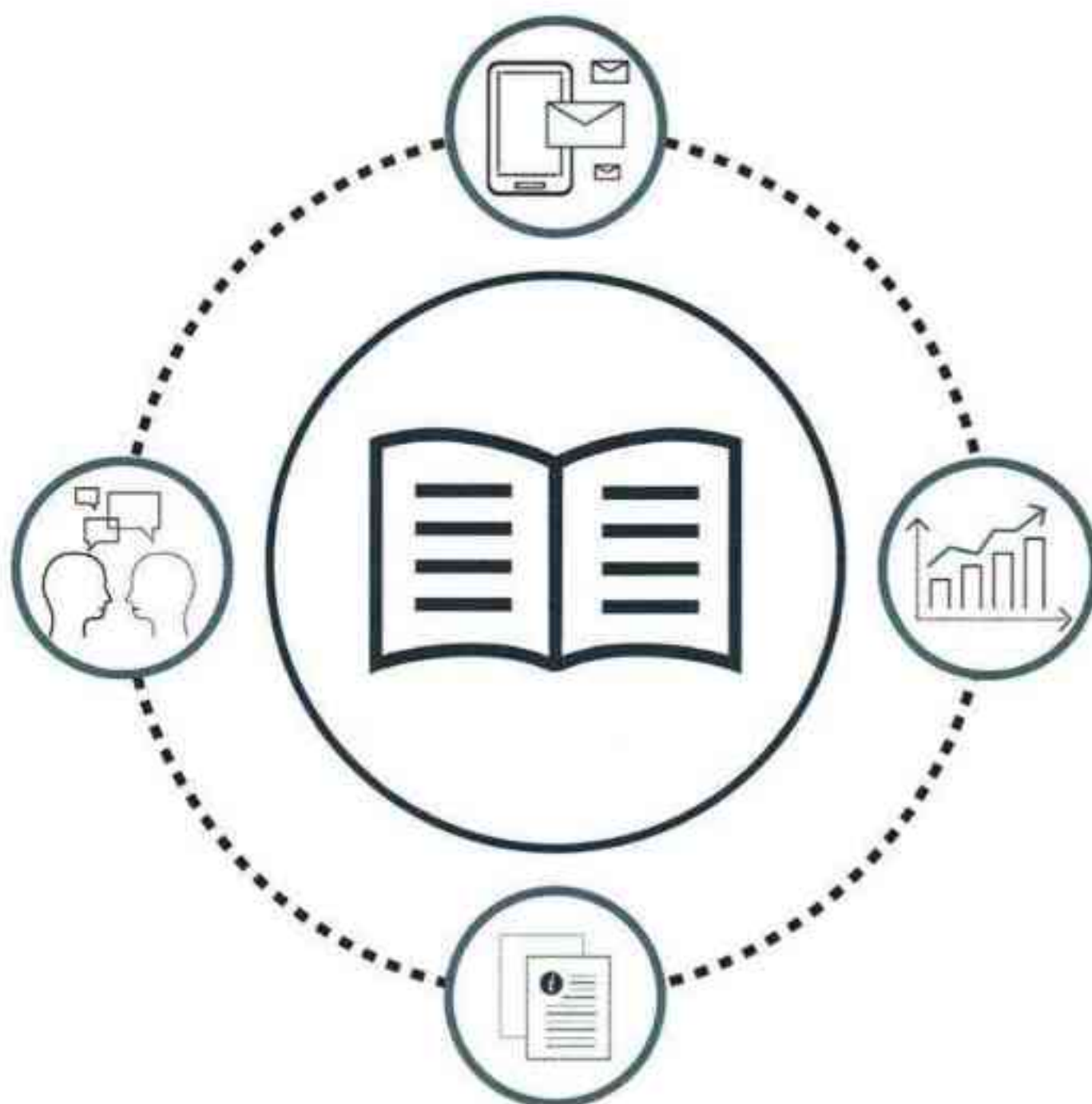
Overview of the Reading Test

LEARNING FOCUS

- Format of the Reading Test
- Understanding question format
- Identifying question types
- Improving your reading

The CELPIP-General Reading Test includes a variety of texts found in everyday life. This includes email messages, short articles, diagrams, and website postings. You will be required to locate information, infer meaning, identify main points and important details, and perform other reading tasks as you complete each part of the test.

In this unit, you will become familiar with the overall format and the different types of questions you will find on the Reading Test. Knowing what to expect on the Reading Test can make a big difference in your performance.



1 Reading Part 1: Reading Correspondence

2 Time remaining: 11 minutes 0 seconds

3 NEXT

1 Read the following message.

4 Dear SunTime,

Last weekend my family and I returned from our first vacation with SunTime Travel. Our vacation package was purchased 2 months ago on October 17th. At that time, I was extremely impressed with the service provided by your booking agent Tabitha. Following your company's mandate to provide quality vacations for every taste and every income, Tabitha patiently took the time to ensure the vacation we chose was perfect for our family. Based on this experience, I had complete confidence our vacation to Mexico would be amazing. I could not have been more wrong.

The problems began in Houston, when, due to a severe thunderstorm, our 2-hour layover turned into a 32-hour stay. While I understand that SunTime has no control over Mother Nature, what is within their power is ensuring customers are taken care of when extenuating circumstances arise. In this case, since my husband and I were travelling with three children, being put up at a hotel in the airport would have been much appreciated. However, this request was rudely denied when I called SunTime's customer service line.

Next, after arriving at our destination, we discovered that, rather than the king-size bed and three cots requested, our room was furnished with only one queen-sized bed and a couch. When we inquired about the children's beds, we were unhelpfully told by the hotel staff to rent a separate room. As this was not an acceptable option, all five of us were forced to share the bed and the couch for the duration of our trip. I even slept on the floor one night!

To top things off, the hotel food was terrible. Our children, admittedly picky eaters, refused to eat any of the meals provided. As a result, we had to purchase most meals at a nearby restaurant, which, not being included in our package, added greatly to the cost of our vacation.

Probably the only good thing about the experience was the friendly, knowledgeable tour guide who brought us on several excursions. However, as this was not part of our package, we don't have SunTime to thank for this. Accordingly, I can assure you that—even if compensated—we won't be booking a vacation with SunTime in the future.

Sincerely,
Judith Brando

1 Using the drop-down menu (v), choose the best option according to the information given in the message.

5

6

7

1. In October, Judith and her family _____.

2. The family _____.

3. The parents had _____.

4. Judith was pleased with the _____.

5. This letter was written to _____.

6. The family spent _____.

a) returned from Houston.
b) paid for a vacation.
c) travelled to Mexico.
d) stayed in an airport hotel.

1 Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu (v).

Dear Ms. Judith Brando,

Thank you for writing to SunTime Travel. We at SunTime sincerely appreciate your feedback. 7. _____ that your experience was not the vacation you wanted. As we strive to provide first-rate 8. _____, I can assure you that your comments have been taken very seriously and will be communicated to the appropriate departments. We have only recently begun to work with the hotel at your destination. As such, the 9. _____ is very distressing and will be looked into immediately. Attached in this email please find 10. _____. It is my sincere hope that this will prove to you SunTime's commitment to customer satisfaction and change your decision to 11. _____.

- 1 Title reminds you where you are in test.
- 2 Countdown timer shows how much time you have left for this page. When timer reaches zero, test will move to next part.
- 3 Use NEXT button to move to next part before timer reaches zero. You cannot move back.
- 4 Main reading is always on left side.
- 5 One or two answer areas are always on right side.
- 6 Click on arrow to see answer choices.
- 7 Click on circle to select best answer. Change answers as many times as you like.
- 8 Scroll to move up or down and see more text.



Format of the Reading Test

There are four parts in the Reading Test. There may be additional unscored items which are used for research and development purposes. You will have about one hour to complete the Reading Test. This test is computer scored and it gets more difficult as you work through it.

Each reading screen has the same basic format.

READING PART	READING PASSAGES	TASKS
Reading Correspondence	- Long message - Short response	- Answer 6 questions about the long message. - Fill in 5 blanks in the short response.
Reading to Apply a Diagram	- Diagram - Message	- Fill in 5 blanks in the message by referring to the diagram. - Answer 3 comprehension questions.
Reading for Information	Long passage	Read a 4-paragraph passage and 9 statements. Select which paragraph (if any) each statement comes from.
Reading for Viewpoints	- Website posting - Reader's comment	- Complete 5 sentences about the website posting. - Fill in 5 blanks in the reader's comment.
Unscored Items	Same format as one of the above	These will be the same as one of the above.
TOTAL TIME		About 1 hour



Understanding Question Format

All questions that may appear on the Reading Test are multiple choice, and there are four different styles, shown below.

1) Sentence-Completion Questions

Choose among four ways of completing a single sentence.

1. Tom was missing from work in September because he

2. After returning to work, Tom

3. The manager of the store had

☐ a) went on a month-long vacation.
☐ b) travelled to his home country.
☐ c) visited his sister in Nova Scotia.
☐ d) stayed at a destination resort.

2) Text-Completion Questions

Fill in the blanks in a text by selecting from four multiple choice answers.

I am glad you brought this to my attention. This is an issue that

7. , and I will have my team deal with it immediately.

☐ a) is important to fix at once
☐ b) has happened twice before
☐ c) I thought we had resolved
☐ d) others have found as well

problem, please message me

I will be away 8. ,

ll me on my phone instead of

3) WH Questions

Answer questions that begin with words like what, when, where, and why.

1. What is the purpose of the email?

2. The reply from the company

3. After reading the email, the

- ☐ a) To ask about extra costs
- ☐ b) To provide more information
- ☐ c) To include additional guests
- ☐ d) To confirm a reservation

4) Matching Questions

Match a statement to one of four paragraphs, identified as A, B, C, and D. If the statement does not match any of the paragraphs, choose E. This style appears in Reading Part 3 only.

1 Decide which paragraph, A to D, has the information given in each statement below. Select E if the information is not given in any of the paragraphs.

1. In 2013, the forestry industry in British Columbia made over \$15 billion in revenue.

- ☐ A
- ☐ B
- ☐ C
- ☐ D
- ☐ E

2. Canada implemented many policies that limited the amount of logging, in order to prevent deforestation.



Identifying Question Types

Questions for the Reading Test can be grouped into three types:

1. General Meaning	2. Specific Information	3. Inference
- These are questions that focus on understanding the overall idea in a text. - You may be asked to identify the topic, theme, or main idea of a reading passage.	- These are questions that focus on understanding specific details in a text. - You may be asked to identify key information, supporting details, opinions, or examples.	- These are questions that focus on drawing conclusions and making assumptions based on information in a text. - You may be asked to identify implicit information, including an author's purpose, tone, or attitude.



Activity 1

Read the sample text from Reading Part 1 on page 2, and answer the questions below. Check your answers in the Answer Key.

1. In October, Judith and her family

- a) returned from Houston.
- b) paid for a vacation.
- c) travelled to Mexico.
- d) stayed in an airport hotel.

2. This message was written to

- a) express dissatisfaction.
- b) provide a suggestion.
- c) request a refund.
- d) show appreciation.

3. To make up for her bad experience with the company, Judith wants SunTime to

- a) book her vacation for next year.
- b) advise her about other good travel destinations with SunTime.
- c) apologize and refund some or all of her travel expenses.
- d) tell her the name of the tour guide.

Activity 2

Identify the question type for each question on the previous page. Check your answers and read the explanations provided in the Answer Key to understand how to identify question types.

Question Number	Question Type
1	
2	
3	

Improving Your Reading

In preparing for the Reading Test, there are various ways to improve your skills. Try to set aside some time each day, even if it's only a few minutes, to read something new. To build a well-rounded vocabulary, try to expose yourself to different types of reading material, such as newspapers, magazines, journals, online articles, sports commentary, and novels. The Canadian Broadcasting Corporation (CBC) website is a great place to start. Most importantly, read things you're interested in—this will make your reading practice much more enjoyable, and you may learn new words and phrases more easily.

UNIT 2

Reading Correspondence

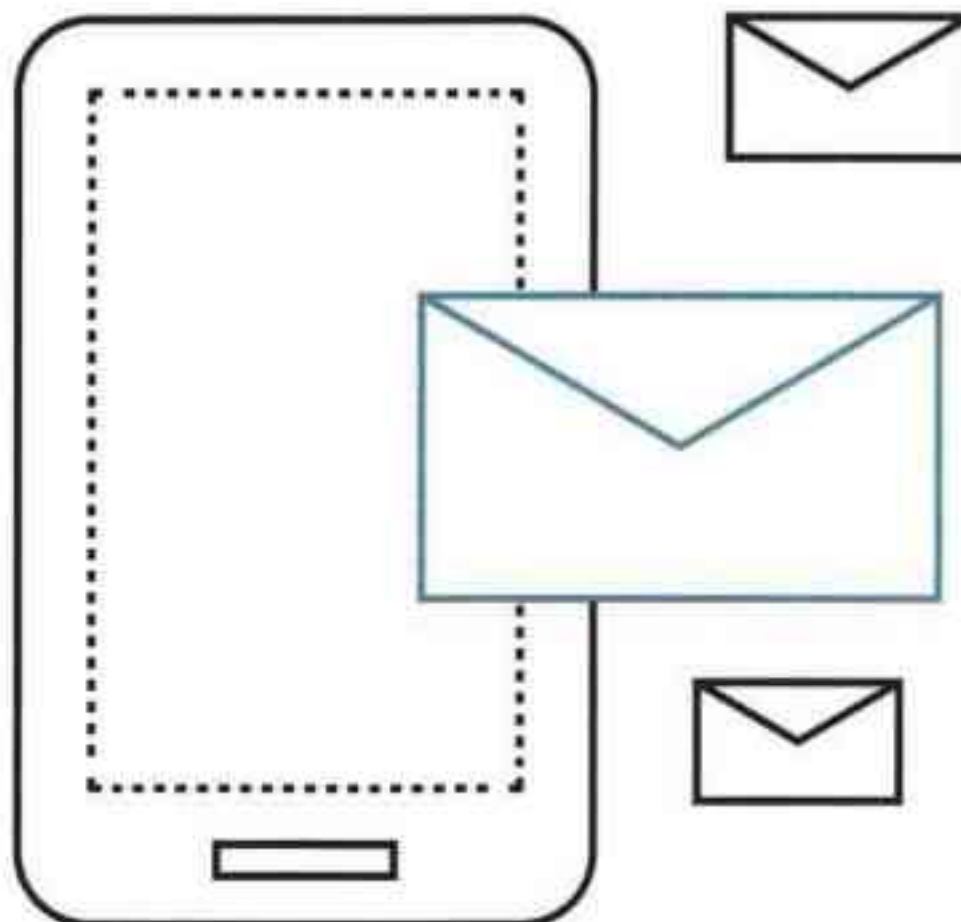
LEARNING FOCUS

- Reading skills
 - Previewing
 - Skimming
 - Scanning
-

KEY CHALLENGES

- Understanding a personal story, a request, or a proposal to do something in the main passage
 - Identifying key ideas that are paraphrased in the answer choices
 - Referring to the original message to find the correct answers in the reply message
-

Reading Correspondence starts with a personal letter or email. This is followed by a set of comprehension questions and a short response message with text-completion questions. To answer the questions, you need to understand the general meaning of the original message, locate specific information, and relate the response to the original message. You may need to infer knowledge based on your reading of the initial message.



1 Read the following message.

Hi Janice,

I would like to apply for a leave of absence for the month of December. I know that's a very busy time for us in the store, and it will leave you in a difficult position since I am the chief buyer. I wouldn't ask except that it's important.

Lately I've been feeling very tired and not at all like myself. I went to the doctor and he said that I'm experiencing stress and that I must take time off. He said I have to do that now, before it gets any worse. I love my job, but he says stress can happen because of being too busy for too long. Well, that does describe me all right!

Fortunately, we've already interviewed some promising new staff members to help during the busy Christmas season. Perhaps they could start work soon, and I can help train them during the next two weeks before I'm off. I'm sure we'll have a good balance of experienced staff and new sales staff to see us through the busy period.

I've been ordering stock this month, as usual, so that we are fully prepared for Christmas shoppers. I think it's unlikely that more shoe orders will need to be made in December, unless there are special orders for occasions such as weddings. That's usually your area of expertise anyway.

If you recall, last summer you asked me to prepare a procedures manual for all store staff. I did this, and the permanent staff have given me feedback. I've made all the changes. It explains everything, such as store policies, breaks and time off, shifts, cash register procedures and problems, and chain of command. I think this will help new staff members learn what to do in their job.

David and I have made arrangements to spend the month in Florida. Hopefully the weather will be warm and sunny. The cottage we've rented is right on the beach and a bit isolated. I'm glad about that because we want to rest, not get caught up in a busy social circle.

Again, I'm sorry for the inconvenience, but I have no choice.

Thanks,

Tracey

2 Using the drop-down menu (▼), choose the best option according to the information given in the message.

3

- Who is Tracey writing to?
- Which item would the store be worried about?
- Why is Tracey worried about taking time off?
- Tracey is going to Florida to
- Which statement best describes Tracey?
- Why does Tracey mention the manual?

4 Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu (▼).

Hi Tracey,

I've noticed that you haven't seemed yourself lately, and I've been worried. I'm glad you are 7. . But it will be difficult getting through 8. without you!

I'm wondering if you ordered enough of product number BL-4829. This item was very popular last winter, so I think it 9. . Maybe you could show me how to reorder, so I can be prepared. Overall, I agree that 10. .

As you say, we have some good temporary staff members starting soon. I'll contact them to see if they can begin work next Monday. You and I can do the training together. I'm sure 11. will be useful when you're not here.

I hope the break in December does you good!

Janice

- ① Main passage is email.
- ② There are eleven questions in total.
- ③ First six questions refer to main passage.
- ④ Second passage is response to main passage.
- ⑤ There are five text-completion questions for short response.



Reading Skills

There are three essential reading skills that will help you complete the Reading Test within the given time.

- | | |
|--------------------|--|
| PREVIEWING: | Glance quickly at the overall structure of the screen, identify the various sections, and check how long you have to answer the questions. |
| SKIMMING: | Look over the main text quickly to identify the topic, and get a general idea of the content by reading over the first sentence of each paragraph. |
| SCANNING: | Quickly locate the information you need to answer the question. |

You should spend about 1–2 minutes previewing and skimming a passage as soon as it comes onscreen, before looking at the questions. It is not necessary to read the entire text to find the information you need. Skimming the text first will give you a general idea of where to look for specific information when you are answering the questions.



Previewing

When each test part begins, start by previewing the screen to check format and timing.

- Determine how long you have to complete this part of the test.
- Identify how many sections there are.
- Check how many questions there are.



Activity 1

Without looking back at the reading on page 7, answer the following questions:

1. How long do you have to complete Reading Part 1?
2. How many sections are there?
3. How many questions are there?
4. Roughly how long do you have to answer each question?



Skimming

Skimming is a type of speed-reading; you need to quickly look over the text to understand how the passage is organized and identify the topic of each paragraph. Follow these steps when you skim a passage:

- Read the first sentence or two of each paragraph; the main idea of a paragraph is often introduced here.
- Spend a little more time on the first paragraph; the topic will be introduced here.
- Make note of words and phrases that are repeated; these may be key words in the test questions.



Activity 2A

Reading Part 1 is formatted as a personal message and response. Read the Greeting, Sign-off, and first sentence of each paragraph in the reading on page 7 and answer the questions below. These questions will help guide your reading as you go through this part.

1. Who is the writer?
2. Who is the recipient?
3. Paragraph 1:
 - a) Tracey is requesting 1 month off work at the end of the year.
 - b) Tracey wants to leave work for 2 months, beginning next month.
 - c) Tracey has the right to ask for a leave of absence for a month.
 - d) Tracey needs to leave work early today as she has an errand to run.
4. Paragraph 2:
 - a) Tracey is explaining why she's tired of her current position.
 - b) Tracey is informing the reader about how tired she is today.
 - c) Tracey is giving reasons for her request for a leave of absence.
 - d) Tracey is giving reasons why she prefers working by herself.
5. Paragraph 3:
 - a) Tracey is informing the reader of the promises made by new staff.
 - b) Tracey is finished interviewing new staff for Christmas.
 - c) Tracey is busy during Christmas and can't do more interviews.
 - d) Tracey is informing the reader of the upcoming interviews.
6. Paragraph 4:
 - a) They will need more stock for December.
 - b) Stock is already ordered for Christmas.
 - c) As usual, shoppers are ready for Christmas.
 - d) She has prepared stock for all occasions.
7. Paragraph 5:
 - a) The manual for all store staff is ready.
 - b) Tracey cannot recall what she did last summer.
 - c) Tracey is waiting for feedback about the manual.
 - d) Tracey had asked her manager for feedback last summer.
8. Paragraph 6:
 - a) Tracey will arrange to stay in Florida soon.
 - b) Tracey will be alone in Florida for 30 days.
 - c) Tracey has asked David to make arrangements.
 - d) Tracey has planned a trip for two to Florida.
9. What is the relationship between the writer and the recipient?
10. What is the main purpose of the email?



Activity 2B

When we skim a passage, we don't read every word. We look over the text quickly, skipping over words that we don't understand, and focusing on general meaning. In this activity, parts of the message have been blacked out, but you can still understand the main points by skimming the key words and phrases that are visible.

Skim the following email and answer the questions based on the key words and phrases visible in the message. Then read the explanations in the Answer Key.

I'm glad to hear you're going on holiday! I hope you have a great time.

I've noticed a difference between motels and hotels. Motels have rooms on the
 ground floor with doors that lead directly to the parking lot. Hotels, on the other hand,
 have several floors and often have underground parking. I personally
 prefer a motel because it's easier to get to and from. I can walk out the
 instant exit in an emergency. I've also heard that people can forget something
 back in their car.

I've done some research on where to stay. I've found some websites and
 travel guides that might be helpful. I've also read some
 written reviews from other travelers. Some of them
 have been complaining about bedbugs and
 unclean bathrooms! I've also heard that some
 managers don't seem to
 comply with the company's standards.

- Who is going on vacation?
 - The author of the email
 - The recipient of the email
 - The author and the recipient
 - None of the above
- In the first paragraph, the author
 - compares hotels and motels.
 - expresses a preference.
 - prefers to stay in his car.
 - both a) and b)
- In the second paragraph, the author
 - suggests doing some research on motels.
 - warns against the poor condition of some motels.
 - refers the reader to written reviews.
 - All of the above

The passage you just skimmed contains 231 words, but only about one-quarter of these were visible. This demonstrates that even if you don't understand all the words, you may still be able to determine the overall meaning of a passage. The chart below shows how a high-level test taker might use the blacked-out information to determine the general idea of the passage.

The author of the passage	compares	motels	- rooms on ground floor - doors to the parking lot
		hotels	- several floors - underground parking
	expresses a preference	motels	- ground floor - instant exit - easy access to car
	suggests	researching	- websites - travel guides - written reviews
	warns against	badly managed hotels	- complaints - bed bugs - unclean bathrooms - not meeting company standards

Scanning

Scanning will help you locate specific information in the original message to complete the response and to answer the questions. The ability to recognize paraphrases can help with this. When a piece of text is paraphrased, different words are used to express the same meaning. For example, a paraphrase of “locate specific words” is “find particular terms.” The meaning remains the same, but different words—synonyms—have been used.

Since paraphrasing is often used in answer choices, try to notice synonyms or rephrased terms as you scan the text. Follow these steps to develop your scanning skills:

- Identify the information you need to find (read the question!).
- Briefly imagine what the information will look like (will it be a name, a number, a date, a phrase?).
- Skim the article to determine where the information might be (which paragraph?).
- Scan the target paragraph, and then read any sentences that might have the answer (focus on a specific chunk of text).
- Minimize time spent reading paragraphs that likely don't have the answer (stay focused).



Activity 3

Look at the question and scan the partial text to find the best answer. Look for words in the text that are synonyms or related to the words in the answer choices to help you find the answer. Then read the explanation in the Answer Key.

1. Most **motels** have

- a) a single **storey**.
- b) a small **parking lot**.
- c) too few emergency **exits**.
- d) rooms with two **doors**.

Motels is definitely a key word here

Watch for these key words, or their synonyms, in the text.

Floor is mentioned frequently here; perhaps that's important.

Hi Jason,

As for the difference between motels and hotels, most motels have all of their rooms—and everything else—on the ground floor and their doors open directly to the parking lot. Hotels, on the other hand, have several floors—sometimes as many as fifty—and underground parking. I know you're travelling with your dog, so you'll probably prefer a motel. Honestly, I like motels better because if I'm on the ground floor, I've got an instant exit in the event of an emergency. And if I forget something, it's easy to run back out to my car to get it!

2. Managers have a lot of control over

- a) the **prices** they charge.
- b) the **services** they provide.
- c) the **quality** of their motels or hotels.
- d) the **reviews** of their motels or hotels.

Managers seems to be a key word that we should be able to find in the text.

Watch for these key words, or their synonyms, in the text.

"Highest quality" in this phrase is a good hint. Maybe the answer relates to **"quality"**.

You should do some research so you can decide ahead of time where to stay. This is important to do before you leave. I suggest you look at websites and in travel guides for reviews of hotels and motels. Most are rated on a five-star scale where a five-star rating means the highest quality. However, written reviews can be more helpful than star ratings because these reviews may mention things not listed on the websites or guides. I almost booked a room at a popular and respected hotel chain, but then I read some reviews complaining that they had bedbugs and unclean bathrooms! I guess some managers make sure their establishments comply with the company's standards, and some don't.

3. Marcel's **main point** is that his friend should
- make some inquiries** before he leaves.
 - consider leaving his pet at home.
 - stay at a **hotel** instead of a motel.
 - make reservations** in advance.

Main point indicates that this question is asking for the purpose here...

Watch for these key terms, or their synonyms, in the text.

The question states that Marcel's friend may need to **consider doing something**. There are a number of sentences phrased as **suggestions** in this paragraph, so it might be a good idea to start with these.

Often, the star rating is based on the number of amenities the hotel or motel offers. This is also something for you to consider because things like internet are usually free, but parking sometimes costs extra—you don't want to be surprised by this. Will you want breakfast included? Do you plan on swimming? You probably won't care about room service. And I know you're travelling with your dog; some motels charge a mandatory pet fee in addition to the basic room fee. Check out the written reviews, the websites, and the guides to find the hotel experience you want. And be sure to check for extra fees. Sometimes it's even a good idea to call the hotel or motel directly because this information may not be found anywhere else.

Good luck, have fun, and send me some pictures!

Marcel

Time Management

- **EMAIL:** Take up to **1 minute** to **skim** for a quick overview.
- **COMPREHENSION QUESTIONS:** Take about **45 seconds** for **each question**.
- **SHORT RESPONSE:** Spend **1 minute** **skimming** the text. Choose an answer for **each question** within **45 seconds**.



Test Practice

Use the skills you have learned in this unit to answer these questions from a new example of Reading Part 1.

Reading Part 1: Reading Correspondence

Time remaining: 11 minutes 0 seconds

NEXT

1 Read the following message.

Hi Andy,

I listen to you every week on CBC national public radio. It's great to hear your selection of music recordings from the 1950s to the 1980s. I like it even more when you play the songs you recorded as a guitarist with your rock group, The Isotopes, back in the 1960s and 70s. I wish The Isotopes would get back together. I remember when your band played in Brandon, Manitoba. In fact, I still have the diary in which I wrote about that show. It was December 4, 1972—before you became famous across North America in the 1980s. We were the young adults screaming and whistling in the front row!

I loved your recent shows, especially the one on December 14th featuring songs with catchy piano solos. I also liked the recent January 11th show featuring songs about world travel. Because of this year being a leap year, there was also last week's February 29th episode. It featured songs that were at first considered too long by their producers—who had tried unsuccessfully to make the artists shorten them. I like how you invite listeners to email you their ideas for future show topics.

I wonder if you would consider creating an episode about singers who didn't want to sing. Noreen Coolidge comes to mind. She was famous for and enjoyed using her beautiful voice, and yet her lifelong wish was to be a drummer instead! You could also include the fantastic Aileen Parker. One of the greatest jazz singers of all time, she wanted only to be a dancer. Another example is Alton Zimmer, a young man set on becoming an architect until his girlfriend pushed him to become a singer, even though he didn't want to. Perhaps you could call this episode "The Reluctants."

By the way, on last year's March 30th show ("The Inchworms"), you mentioned that pianist Arno de Luca won the reality TV show The Rockinators in 2010. Trust me, I've watched every show; de Luca won in 2014. The 2010 winner was violinist Arno Beswick. I still love your show. Keep up the good work!

Sincerely,

Rhonda Pobanz

2 Using the drop-down menu (-), choose the best option according to the information given in the message.

1. What is Andy's present job?
2. When did Rhonda see Andy in person?
3. In which paragraph does Rhonda say why she emailed?
4. What did Rhonda mostly want to tell Andy?
5. What would Rhonda like to hear on the radio soon?
6. What is true of all the singers mentioned?

3 Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu (-).

To: Rhonda Pobanz

Subject: Your email received on 7. 7th

Hi Rhonda,

So you were one of those young people I saw 8. in Row 1 at the one-and-only Isotopes concert in Brandon, Manitoba! It's interesting to find out that at least one of my fans from past years is nowadays a fan of 9. .

Thanks a lot for your message, Rhonda. I'll be bringing it up at my next meeting with my 10. . In the meanwhile, stay tuned! We have some great shows coming up.

Best,

Andy

PS: I gather from the clues in your email that, like me, you 11. . Keep on rocking!

1. What is Andy's present job?

- a) radio show host
- b) radio show director
- c) radio show musician
- d) radio show recorder

2. When did Rhonda see Andy in person?

- a) in the 1950s
- b) in the 1960s
- c) in the 1970s
- d) in the 1980s

3. In which paragraph does Rhonda say why she emailed?
 - a) one
 - b) two
 - c) three
 - d) four
4. What did Rhonda mostly want to tell Andy?
 - a) a correction
 - b) a suggestion
 - c) a complaint
 - d) her memories
5. What would Rhonda like to hear on the radio soon?
 - a) songs recorded by unwilling singers
 - b) songs with a world travel theme
 - c) songs that are longer than normal
 - d) songs with interesting piano solos
6. What is true of all the singers mentioned?
 - a) Singing was their second career.
 - b) Singing was not fun for them.
 - c) They were better at something else.
 - d) They wanted a different job.
7.
 - a) December
 - b) January
 - c) February
 - d) March
8.
 - a) dancing to the music
 - b) jumping up and down
 - c) making loud noises
 - d) waving your arms
9.
 - a) The Rockinators on television
 - b) live concerts by The Inchworms
 - c) The Reluctants on television
 - d) live concerts by The Isotopes
10.
 - a) band members
 - b) concert organizers
 - c) recording engineers
 - d) show producers
11.
 - a) have travelled the world
 - b) play guitar passionately
 - c) sing rather unwillingly
 - d) were born in the 1950s