CELPIP Reading Practice Test 93

A free full-length CELPIP-General Reading practice test from CELPass.com: all 4 parts and 38 questions in the real test order, an answer sheet, the answer key and a score chart.

Part	Topic	Questions	Time
Part 1: Reading Correspondence	Disputing a Missed-Appointment Fee	1–11	about 11 minutes
Part 2: Reading to Apply a Diagram	Winter Tire Changeovers with a Neighbour	12–19	about 9 minutes
Part 3: Reading for Information	Gros Morne National Park and Its Landscapes	20–28	about 10 minutes
Part 4: Reading for Viewpoints	Replacing Tips with Service-Included Prices	29–38	about 13 minutes

How to take this test

1. Do all 4 parts in one sitting in about 55–60 minutes, timing each part.
2. Mark your answers on the answer sheet. Wrong answers lose no points, so answer every question.
3. Check your answers with the answer key and count your correct answers for an estimated CLB.

Prefer to take it on screen? The same test is free online at celpass.com/celpip/reading/practice-tests/93, marked as you go, with an estimated CLB. More free tests: celpass.com/celpip/practice-tests-pdf

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Part 1: Reading Correspondence

Time: about 11 minutes

Disputing a Missed-Appointment Fee

Dear Ms. Fournier,

I am writing about a charge of $50 that appeared on my credit card statement last week. According to the receipt your clinic emailed me, it is a fee for missing my daughter Ava's appointment with Dr. Patel on September 15. I would like to ask you to review this charge, because I believe it was made in error.

On September 12, three full days before the appointment, I logged into your online booking portal and moved Ava's visit to October 8, since her school had organized a class trip for the 15th. The portal displayed a message saying that my change had been "received," and the new date appeared under "Upcoming Visits." I didn't give it another thought until the charge showed up. When I called the front desk to ask about it, the receptionist explained that the portal only sends requests, and that a staff member is supposed to approve each one. Apparently, mine was never approved, so as far as your system was concerned, we simply didn't show up.

I understand why the clinic introduced this fee. Missed appointments waste doctors' time and keep other patients waiting longer, and I have no objection to the policy itself. However, nothing on the portal explains that changes are not final until someone at the clinic confirms them. If the screen had said "pending" instead of "received," I would certainly have phoned to make sure.

Our family has been coming to Dr. Patel for over twelve years, and we have always been very happy with the care we receive. I would much rather settle this with a phone call than a formal complaint, but I do feel that patients shouldn't pay for a gap in the clinic's own system. I would therefore ask that the $50 be refunded to my card. I would also suggest that the portal send a confirmation email once a change has actually been approved, so that other families don't find themselves in the same position.

Finally, could someone please let me know whether Ava's appointment on October 8 is actually in your schedule? After this experience, I would rather not take her out of school for an appointment that doesn't exist.

Thank you for your time. I can be reached at 604-555-0187 any weekday after 4 p.m.

Sincerely,

Daniel Kowalczyk

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1. Why is Daniel writing to Ms. Fournier?

A to complain about the care his daughter received
B to have a charge on his card reversed
C to cancel his daughter's next appointment
D to object to the clinic's new fee policy

2. Why did Daniel move Ava's appointment?

A Dr. Patel was away that week.
B He had to work late that afternoon.
C Ava was no longer feeling ill.
D Ava had a school outing that day.

3. According to the receptionist, the fee was charged because

A no one at the clinic approved his change.
B Daniel made his change with too little notice.
C Daniel had moved the visit to the wrong doctor.
D Ava's file listed an old phone number.

4. What is Daniel's attitude toward the missed-appointment fee?

A He thinks it is too high for families.
B He believes few patients know about it.
C He accepts that it serves a purpose.
D He feels it should apply to new patients only.

5. We can reasonably conclude that Daniel

A has complained to the clinic in the past.
B would like his family to stay at the clinic.
C has already filed a formal complaint.
D plans to stop using the online portal.

6. What does Daniel ask the clinic to do about the October 8 visit?

A move it to a time after school
B change it to a phone appointment
C send him a reminder the day before
D confirm that the new booking went through

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.

> Dear Mr. Kowalczyk,
>
> Thank you for your letter, and my apologies for the trouble. I have reviewed Ava's file, and I can confirm that your request to change her appointment was submitted **(7)** _____, so the visit

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should never have been recorded as a missed one. That week, two of our front-desk staff were away, and your request was **(8)** _____ until the original date had passed.

The $50 fee has been **(9)** _____, and it should appear on your statement within five business days.

You are also right that the portal's wording is misleading. I have spoken to our software provider, and starting next month the system will **(10)** _____. Patients will also receive an email once their change has been confirmed.

Finally, I have checked the schedule myself: Ava is booked with Dr. Patel on October 8 at 3:45 p.m. Since you mentioned that you would rather not **(11)** _____, I chose the latest time available that day.

Kind regards,

Claire Fournier

Office Manager, Lakeshore Family Medical Clinic

Choose the best option for each gap.

7. **A** on the morning of the visit **B** after the visit had been missed **C** several days before the visit **D** while Ava was on her class trip

8. **A** left waiting for approval **B** turned down by Dr. Patel **C** approved for the wrong date **D** sent to another clinic

9. **A** reduced to half the amount **B** charged to your card again **C** moved to Ava's visit in October **D** returned to your card in full

10. **A** drop the missed-appointment fee **B** mark such requests as awaiting approval **C** stop accepting changes online **D** phone patients before every visit

11. **A** file a formal complaint **B** speak to Dr. Patel about it directly **C** have Ava miss any more class **D** wait until October

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Part 2: Reading to Apply a Diagram

Time: about 9 minutes

Winter Tire Changeovers with a Neighbour



Read the following email message about the diagram on the left. Complete the email by filling in the blanks. Select the best choice for each blank from the drop-down menu.

> Subject: Winter tires – shall we go together?
>
> To: Walter Huang
>
> From: Sofia Marchetti
>
> Hi Walter,
>
> I noticed from my front window that your car is still on its summer tires. With snow in the forecast for the end of the month, I'm booking mine in at Northgate Auto Care. Last year I left it too late and got stuck in the first storm, so I'm not going to push my luck this time. I've attached their fall price guide.
>
> Since your winter tires are already on their own rims and you've told me your garage has no room for the summer set, the **(12)** _____ makes the most sense for you, and it comes with a wash.

I'd suggest Tuesday the 20th. Because you turned 65 in the spring, you'd get **(13)** _____ that day. If we drop both cars off before **(14)** _____, they'll be ready that afternoon.

The shop is only about three kilometres from our street, and neither of our bills will come anywhere near $300, so we can **(15)** _____ instead of sitting in the waiting room all morning.

As for me, my new winter tires still have to be put on my old rims, and I'd like an exterior wash too, so my total will be **(16)** _____ before tax.

If Tuesday works for you, I'll phone them tomorrow and set it up.

Cheers,

Sofia

Choose the best option for each gap.

12. **A** Seasonal Storage Plan **B** Mount & Balance service **C** Winter Ready Bundle **D** On-Rim Changeover alone

13. **A** 10% off the labour **B** 10% off the whole bill **C** a free exterior wash **D** free storage until spring

14. **A** 7:30 a.m. **B** 8:00 a.m. **C** noon **D** 9:00 a.m.

15. **A** each reserve a loaner car **B** ride the free shuttle home **C** pay for a shuttle ride home **D** have the cars delivered home

16. **A** $124 **B** $109 **C** $139 **D** $74

17. Sofia and Walter know each other because

A they work at the same garage.
B Walter is Sofia's former boss.
C they met at the auto shop.
D they live on the same street.

18. What does Sofia offer to do?

A drive Walter's car to the shop for him
B arrange the appointments by phone
C keep Walter's summer tires at her house
D pay for both cars in advance

19. When Sofia says she is not going to "push my luck," she means she

A hopes to get a better deal this year.
B will not ask the shop for any favours.
C won't risk waiting too long again.
D plans to drive less this winter.

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Part 3: Reading for Information

Time: about 10 minutes

Gros Morne National Park and Its Landscapes

Paragraph A

Stretching along the west coast of the island of Newfoundland, Gros Morne National Park protects more than 1,800 square kilometres of mountains, coastline, forest and bog. The park was established in 1973 and takes its name from Gros Morne, a mountain that rises above the surrounding landscape. Unlike many national parks, it was not created around an empty wilderness. Several small fishing communities, some settled long before the park existed, sit along its shoreline as pockets surrounded by park land, and their residents continue to live, work and raise families there. In 1987, UNESCO added Gros Morne to its list of World Heritage Sites, recognizing both its striking scenery and the remarkable story its rocks tell about the history of the planet.

Paragraph B

The park's most famous geological feature is the Tablelands, a broad, flat-topped mass of rock in its southern section. From a distance, it looks more like a desert than anything one would expect in Atlantic Canada: its slopes are largely bare, and its surface has weathered to a rusty, yellowish-brown colour. The explanation lies deep underground. The Tablelands are made largely of rock from the earth's mantle, the layer that normally lies many kilometres below the surface, beneath the crust. Hundreds of millions of years ago, as ancient continents collided, this material was pushed upward and eventually left exposed. The rock is unusually rich in certain metals and poor in the nutrients most plants require, so only a few hardy species survive on it, while the hills nearby are green and forested. Because exposed mantle rock is so rare, the Tablelands have long helped scientists understand how the plates that form the earth's surface move.

Paragraph C

Farther north, Western Brook Pond offers a very different kind of scenery. During the last ice age, glaciers carved a deep, narrow valley here, leaving cliffs that rise hundreds of metres straight out of the water. At first, the valley was open to the sea, much like the fjords of Norway. Once the enormous weight of the ice was gone, however, the land slowly rose, and the valley was cut off from the ocean. Today the "pond" is a freshwater lake fed by streams and waterfalls tumbling from the plateau above. There is no road to the water's edge. To reach the dock, visitors follow a trail of about three kilometres across bogs and low forest, after which they can join a boat tour that travels deep into the gorge.

Paragraph D

Not all of the park's challenges come from its landscape. Moose, which are not native to Newfoundland, were brought to the island by people, and a small group released in 1904 started today's population. With plenty of food and few natural predators, they multiplied rapidly, and

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> Newfoundland now has one of the densest moose populations in North America. In parts of Gros Morne, moose ate so many young balsam fir and other seedlings that some areas of forest, especially those damaged by insects or storms, failed to grow back. In response, Parks Canada began reducing the number of moose in the park, in part by allowing a limited hunt by licensed hunters. Small fenced plots that keep moose out have shown how quickly young trees can return once the animals are no longer feeding on them.

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.

20. One area of the park looks barren because of what its ground is made of. _____

21. Gros Morne was the first place in Canada to be named a World Heritage Site. _____

22. The park received international recognition more than ten years after it was created. _____

23. An introduced species has kept some of the park's woodland from recovering. _____

24. A body of water in the park became separated from the sea as the land rose. _____

25. Some people live in settlements that are enclosed by protected land. _____

26. Boat tours on Western Brook Pond operate in every season of the year. _____

27. Hunting has been permitted as one way to help young trees survive. _____

28. A boat trip in the park can only be reached after a walk. _____

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Part 4: Reading for Viewpoints

Time: about 13 minutes

Replacing Tips with Service-Included Prices

> Last spring, restaurateur Renée Lachance did something colleagues called reckless: she eliminated the tip line at her three Halifax bistros. Menu prices rose by roughly eighteen percent overnight, and the additional revenue now goes directly into wages. Servers earn a guaranteed hourly rate above the provincial minimum, and cooks and dishwashers now share in what customers spend. Tipping, Lachance argues, "rewards whoever carries the plate, while whoever spent six hours on the sauce gets nothing."
>
> The transition has been bumpy, she admits. Several of her most experienced servers, accustomed to lucrative weekends, defected to competitors, and some first-time diners still glance at the menu and leave, assuming they are being overcharged.
>
> Marcus Oyelaran, a server for fifteen years, finds the departures unsurprising. "A good server reads a table and turns an ordinary meal into an occasion," he contends. "Tips are how customers recognize that. Flatten pay and you extinguish the incentive to go the extra mile." Yet Oyelaran concedes the drawbacks: his income can plummet by a third in January and February, and no pay period has ever been predictable. He would not call tipping fair; it is "a gamble that has mostly worked out for me."
>
> Labour economist Aileen Tremblay considers the debate too often framed as all or nothing. Research links tip income to factors unrelated to service, such as a server's age, appearance and accent, "a hidden pay gap that nobody ever signed off on." Yet she stops short of recommending that gratuities be outlawed: diners cherish the custom, and a restaurant that moves alone pays a price, as Lachance discovered. Better, she suggests, to require that advertised prices reflect what customers actually pay, then let restaurants compete.
>
> Consumer advocate Priya Sandhu has a different grievance. Her office has fielded mounting complaints about mandatory service charges of up to twenty percent, buried in small print on the bill. "How a restaurant compensates staff is its own affair," Sandhu maintains. "Discovering a surcharge after the meal isn't."
>
> Lachance remains undeterred: weekend reservations have recovered and kitchen turnover has fallen sharply. If the whole industry switched together, she reflects, nobody would have to be brave.

29. Who, like Sandhu, would make restaurants show full prices?

A Lachance
B Oyelaran
C Tremblay
D Lachance's former servers

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30. Oyelaran's "gamble" remark implies that

A his pay is unpredictable but good.
B tipping overlooks kitchen staff.
C tips depend partly on a server's looks.
D tips encourage servers to work harder.

31. Tremblay suggests that dropping tips alone

A cuts kitchen turnover.
B gets copied by rivals.
C wins back weekend diners.
D risks losing staff and customers.

32. Which statement is most likely true?

A Most Halifax diners prefer tip-free menus.
B Lachance's kitchen staff have gained.
C Oyelaran earns less than other servers.
D Sandhu wants service charges banned.

33. The article would be best titled

A "Who Gains When the Tip Line Disappears?"
B "Who Really Pays for Halifax's Minimum Wage?"
C "Tipping Is Finished, Say Diners and Servers"
D "No-Tip Menus Prove a Hit With Workers"

The following is a comment by a visitor to the website page. Complete the comment by choosing the best option to fill in each blank.

> I waited tables for six years before moving into an office job, and Ms. Lachance has a point: tipping **(34)** _____, a fact that never sat right with me. Still, I'm not surprised that some of her most seasoned servers **(35)** _____; surrendering your best weekend earnings is hard, however fair the new system may be.
>
> Mr. Oyelaran's defence of tips as **(36)** _____ doesn't match my experience, though. My biggest tippers were rarely the tables I worked hardest for. Professor Tremblay's research confirms what many of us suspected, so what surprises me is that she **(37)** _____. In the end, Ms. Sandhu has the most practical goal: whatever restaurants decide about wages, customers deserve **(38)** _____.

Choose the best option for each gap.

34. **A** rewards reading a table well **B** shortchanges the kitchen **C** pushes diners to tip more **D** inflates menu prices

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35. **A** demanded guaranteed wages **B** refused to share with cooks **C** complained to the province **D** moved to rivals

36. **A** an incentive to excel **B** a seasonal windfall **C** a fair system **D** a hidden pay gap

37. **A** blames diners for the gap **B** wants higher wages everywhere **C** would keep gratuities legal **D** favours mandatory service charges

38. **A** a share of the profits **B** the right to skip tipping **C** lower prices on quiet nights **D** no surprises on the bill

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Answer sheet

Write the letter of your answer for each question.

1 _____	2 _____	3 _____	4 _____
5 _____	6 _____	7 _____	8 _____
9 _____	10 _____	11 _____	12 _____
13 _____	14 _____	15 _____	16 _____
17 _____	18 _____	19 _____	20 _____
21 _____	22 _____	23 _____	24 _____
25 _____	26 _____	27 _____	28 _____
29 _____	30 _____	31 _____	32 _____
33 _____	34 _____	35 _____	36 _____
37 _____	38 _____		

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Answer key

Part 1: Disputing a Missed-Appointment Fee

1 B to have a charge on his card reversed

2 D Ava had a school outing that day.

3 A no one at the clinic approved his change.

4 C He accepts that it serves a purpose.

5 B would like his family to stay at the clinic.

6 D confirm that the new booking went through

7 C several days before the visit

8 A left waiting for approval

9 D returned to your card in full

10 B mark such requests as awaiting approval

11 C have Ava miss any more class

Part 2: Winter Tire Changeovers with a Neighbour

12 C Winter Ready Bundle

13 A 10% off the labour

14 D 9:00 a.m.

15 B ride the free shuttle home

16 A $124

17 D they live on the same street.

18 B arrange the appointments by phone

19 C won't risk waiting too long again.

Part 3: Gros Morne National Park and Its Landscapes

20 B

21 E

22 A

23 D

24 C

25 A

26 E

27 D

28 C

Part 4: Replacing Tips with Service-Included Prices

29 C Tremblay

30 A his pay is unpredictable but good.

31 D risks losing staff and customers.

32 B Lachance's kitchen staff have gained.

33 A "Who Gains When the Tip Line Disappears?"

34 B shortchanges the kitchen

35 D moved to rivals

36 A an incentive to excel

37 C would keep gratuities legal

38 D no surprises on the bill

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Your estimated CLB

Correct answers (of 38)	Estimated level
37–38	CLB 12
35–36	CLB 11
33–34	CLB 10
31–32	CLB 9
28–30	CLB 8
24–27	CLB 7
19–23	CLB 6
15–18	CLB 5
10–14	CLB 4

An estimate: CELPIP converts raw scores with a table for each test form, so the real cut-offs vary a little.

What is your level in all four skills? Create a free account at celpass.com for a free diagnostic with a predicted CLB in Listening, Reading, Writing and Speaking, and AI scoring of your Speaking and Writing.

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