

CANADIAN ENGLISH LANGUAGE PROFICIENCY INDEX PROGRAM

Reading

*Section 2 · Study booklet***AUGUST 2026****INSIDE THIS BOOKLET****SECTION 2** Reading

38 questions

≈ 55–60 minutes

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SECTION 2

Reading

38 questions **Duration** $\approx$ 55–60 minutes

Read each text, then choose the single best answer for each question.

PART 1

Reading Correspondence

Read the message and the reply. Answer the questions about the message, then for each numbered blank in the reply choose the word or phrase that fits best.

Reading Part 1: Reading Correspondence

Samples finally reached the expo hall

Hi Naomi,

How have you been? I meant to write right after the HomeTech Expo, but the week after was chaos at the shop. We launched the new compact espresso grinder, and between staff training and a surprise visit from a reviewer at Kitchen Orbit, I barely sat down. Still, I wanted to tell you what happened with the display samples you shipped, because the whole thing turned into a much bigger drama than either of us expected.

As you know, I was due to set up our booth at the Arbour Point Convention Centre by 3:00 p.m. on Saturday. Your three cartons were supposed to arrive Friday at our hotel, the Larkspur Suites, so I could label everything calmly that evening. Instead, when I checked in, the front desk had only one box, and even that one had a torn side. The clerk said a courier from JetParcel had dropped it off without a signature and rushed away. I spent nearly an hour calling their service line, then another twenty minutes filling out the tracing form on their website while sitting in the lobby with my laptop balanced on my suitcase. At first they insisted all three cartons had been delivered to "the venue," which made no sense because the expo office was closed that night. By 9:30, a dispatcher finally admitted the driver had confused Larkspur Suites with Larkhall Theatre across town. I grabbed a cab there, but the theatre manager had already locked the loading door and gone home. Luckily, a custodian was still mopping the foyer. He let me in, helped me compare tracking numbers, and found the two missing cartons behind a stack of stage lights. By the time I got back to the hotel, it was after midnight and I still had to re-pack the damaged grinder stand with packing tape borrowed from reception.

The good news is that nothing essential was lost. One brochure holder cracked, and the black table runner was stained, so our booth looked less polished than planned, but the machines worked and visitors stayed interested. In fact, the live demo at 11:00 the next morning drew a better crowd than last year because people were curious about the grinder's quieter motor.

I'm writing partly to thank you for packing the actual units so carefully, and partly to ask a favour. Could you send me the invoice number and the original JetParcel booking confirmation? I want to file a proper claim before the end of the month, and their form asks for both. Also, if you still have the digital banner file, please resend it. The printed one survived, but after this weekend I'd rather keep a backup of everything.

Best,

Eli Mercer

Owner, Brass Lantern Kitchen

Re: Samples finally reached the expo hall

Hi Eli,

What a miserable chain of mix-ups. I'm relieved the machines themselves were fine, especially after the cartons ended up at (7) _____ instead of your hotel. I'll forward the JetParcel booking confirmation this afternoon, and the invoice number is BLK-4472. For the claim, it may help to mention that the damaged stand had to be secured with tape from (8) _____.

I've also attached the banner file again in both PDF and PNG formats, so you should be covered if the printer asks for a different version. If JetParcel argues that everything was delivered on time, remind them that the expo office was already closed, (9) _____ their explanation doesn't really hold up. I was going to suggest replacing the stained table runner before Sunday's demo, but (10) _____ that no longer matters. Even so, next time let's ship a day earlier and mark the cartons with the hotel name in larger type, (11) _____ the driver can't confuse the address so easily.

Take care,
Naomi Chen
Product Coordinator

1 The writer's main point is

- ☐ A the hotel staff mishandled the event
- ☐ B a shipping error nearly disrupted the booth
- ☐ C the new grinder needs redesigning
- ☐ D the expo drew fewer visitors than expected

2 The writer wrote this message to

- ☐ A ask Naomi to attend next year's expo
- ☐ B apologize for sending incomplete samples
- ☐ C describe the problem and request claim details
- ☐ D complain that the hotel damaged the cartons

3 The trouble became clear on Friday night because

- ☐ A the courier refused to show tracking numbers
- ☐ B the reviewer noticed a missing display
- ☐ C the expo office rejected the shipment
- ☐ D only one of the expected boxes had arrived

4 The writer was able to recover the missing cartons mainly because

- ☐ A someone still inside the theatre helped locate them
- ☐ B the theatre manager returned to unlock the door
- ☐ C the hotel receptionist checked the labels carefully
- ☐ D the dispatcher drove them across town

5 The message expresses

- ☐ A doubt that the claim will be accepted
- ☐ B frustration mixed with appreciation
- ☐ C anger with Naomi for poor packing
- ☐ D regret about attending the expo

6 Despite the delivery problems, the expo result was

- ☐ A worse than the previous year
- ☐ B cancelled until the next morning
- ☐ C better than the writer feared
- ☐ D saved by the printed banner

7 Blank 7

- ☐ A the convention centre
- ☐ B Kitchen Orbit
- ☐ C Brass Lantern Kitchen
- ☐ D Larkhall Theatre

8 Blank 8

- ☐ A hotel reception
- ☐ B the expo office
- ☐ C the courier driver
- ☐ D the theatre custodian

9

Blank 9

☐ A meanwhile

☐ B so

☐ C instead

☐ D unless

10

Blank 10

☐ A once the banner was printed

☐ B before the crowd arrived

☐ C since the demo already went well

☐ D if the brochure holder cracked

11

Blank 11

☐ A even if

☐ B although

☐ C as if

☐ D so that

PART 2

Reading to Apply a Diagram

Read the information in the diagram and the message, then answer the questions.

Reading Part 2: Reading to Apply a Diagram

ForgeLane Makerspace Team Access Guide

ForgeLane Makerspace

18 Briar Quay, Unit 5, Alderwick

Contact: hello@forgelane.studio | 555-0184

Plan | Best for | Access hours | Guests included | Storage | Training credit | Monthly fee | Notes

--- | --- | --- | --- | --- | --- | --- | ---

Bench Basic | solo hobby users | Tue-Thu 6 p.m.-10 p.m.; Sat 10 a.m.-4 p.m. | 0 | 1 small shelf | none
| \$79 | Laser cutter not included

Build Team | 2-4 coworkers sharing benches | Mon-Fri 5 p.m.-10 p.m.; Sat-Sun 9 a.m.-6 p.m. | 2 per
month | 1 locking cabinet | 1 safety refresher for each member | \$249 | Add one more member for
\$45

Prototyper Plus | teams needing weekday daytime access | Mon-Fri 8 a.m.-10 p.m.; Sat 9 a.m.-4 p.m.
| 4 per month | 2 locking cabinets | 2 machine inductions for each member | \$389 | Material
discount: 10%

Night Fabricator | late-shift users | Daily 8 p.m.-1 a.m. | 1 per month | 1 rolling bin | 1 welding
orientation for each member | \$219 | Minimum 3-month term

*All plans cover up to 4 named members unless an add-on is listed; taxes are extra.

Message

To: Priya

From: Nolan

Subject: Makerspace options for our sample-build team

Hi Priya,

I went through the ForgeLane chart because we need a shared place to build packaging mock-ups after work. Bench Basic is out right away: its hours are too narrow, and with four of us we'd still have no guest visits for clients. Night Fabricator is tempting on price, but finishing at 1 a.m. makes it (1) _____ for our usual routine, especially when we start early the next day.

That leaves Build Team and Prototyper Plus. Build Team seems (2) _____ if we only care about evening access, since it already covers up to four members and even includes a cabinet. Still, Prototyper Plus gives us daytime weekday entry, which would help when the printer jams and someone needs to drop by before dinner. It also includes more guest visits and machine inductions, so it feels (3) _____ for a team that keeps testing new materials.

The catch is cost. Before tax, Prototyper Plus would be (4) _____ than Build Team each month. Even so, if we expect client drop-ins and daytime fixes, I think the extra flexibility may be worth it. Unless you strongly prefer the cheaper plan, I'd lean toward (5) _____ and then reviewing after a month.

Best,

Nolan

Product Development Coordinator

12 Blank 1

☐ A the safest choice

☐ B less practical

☐ C more affordable

☐ D easy to fit in

13 Blank 2

☐ A hard to justify

☐ B too restrictive

☐ C like the sensible pick

☐ D better for late nights

14 Blank 3

☐ A the cheaper compromise

☐ B less equipped at first

☐ C too limited for guests

☐ D more future-proof

15 Blank 4

☐ A \$140 more

☐ B almost the same price

☐ C \$389 cheaper

☐ D \$45 lower

16 Blank 5

☐ A keeping Bench Basic

☐ B starting with Prototyper Plus

☐ C asking for Night Fabricator

☐ D adding a fifth member

17 Why is Nolan comparing guest visits and daytime access?

- ☐ A He wants a plan for weekend classes.
- ☐ B He plans to reduce the team size soon.
- ☐ C His team may need client meetings and quick fixes.
- ☐ D His company only works overnight.

18 The writer seems

- ☐ A fully committed to the cheapest option
- ☐ B annoyed by Priya's earlier decision
- ☐ C uninterested in extra training
- ☐ D cost-aware but open to paying more

19 What will Nolan most likely do next if Priya agrees with him?

- ☐ A Choose the daytime-access plan
- ☐ B Book Night Fabricator for three months
- ☐ C Register only two team members
- ☐ D Ask to remove all guest access

PART 3

Reading for Information

Read the following passage. 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.

Reading Part 3: Reading for Information

How the Lantern Lane Night Market Turned Surplus Food into a Local Event

A

Lantern Lane Night Market began in Brindle as a practical fix for a waste problem, not as a tourist attraction. Six years ago, growers from the outer valley were discarding crates of vegetables that looked unusual or ripened all at once, while small restaurants in town were paying high prices for regular stock. A food co-op called Ember Basket proposed an evening market that would open after farm deliveries ended, letting sellers bring whatever remained unsold that day. The municipality lent a vacant bus depot for a three-month trial, waived stall fees for the first season, and required vendors to post both original and reduced prices so shoppers could see the discount clearly.

B

What kept the market from collapsing after the novelty faded was its unusual selling system. Instead of renting the same booth every week, farmers reserve spaces only after counting their leftover harvest, so the number of stalls changes from night to night. A digital board at the entrance lists products in broad categories—greens, fruit, baking, prepared meals—because customers found detailed lists out of date within minutes. To reduce lineups, volunteers issue coloured tokens to those waiting for high-demand items; once a colour is called, that group may enter a marked section for ten minutes. Although the arrangement looks strict, sales records show it reduced arguments and sped up turnover.

C

The market also reshaped buying habits in ways organisers did not expect. At first, most visitors arrived near closing time, assuming prices would drop sharply, but many popular items were gone by then. In response, stallholders began offering "cook-tonight bundles": mixed bags of produce paired with a recipe card from participating chefs. Those bundles sold particularly well to apartment residents, who often wanted variety without buying full-sized ingredients. A later survey by Cinder Field College found that regular shoppers were throwing out less food at home, partly because the bundles encouraged meal planning and partly because shoppers became more willing to use produce with cosmetic flaws.

D

Even with those gains, the market faces limits that its supporters readily admit. It operates only from late spring to early autumn, since the depot has no heating and nearby residents objected to delivery trucks idling on cold mornings. Health inspectors also barred vendors from taking back unsold ready-to-eat dishes once they had been displayed, which cut profit margins for several small kitchens. Organisers are testing two responses: a pre-order pickup window for winter preserves and a shared processing room where surplus fruit can be turned into jam or sauce before sale. Neither measure, however, will solve the central issue that supply rises and falls unpredictably with weather.

20 The project was first introduced as a short-term measure to deal with produce that sellers could not move through normal channels.

☐ A A

☐ B C

☐ C B

☐ D D

☐ E E

21 A flexible space-booking method was adopted so participation could match whatever quantity suppliers had left on a given evening.

☐ A D

☐ B B

☐ C C

☐ D A

☐ E E

22 One study suggested that people who attended regularly became better at planning meals and therefore wasted less food at home.

☐ A A

☐ B B

☐ C C

☐ D D

☐ E E

23 The article mentions that year-round operation is impossible at present because of both building conditions and neighbourhood concerns.

☐ A C

☐ B E

☐ C A

☐ D D

☐ E B

24 Shoppers were allowed to compare the standard charge with the lower market amount because this information had to be displayed openly.

☐ A C

☐ B B

☐ C D

☐ D E

☐ E A

25 The entrance screen was replaced by printed handouts after buyers complained that the electronic system changed too quickly to follow.

☐ A E

☐ B C

☐ C D

☐ D B

☐ E A

- 26 People living in smaller homes were especially drawn to a ready-made combination that offered several ingredients without large quantities of each.

☐ A A

☐ B C

☐ C D

☐ D B

☐ E E

- 27 Inspectors later permitted food businesses to reclaim unsold prepared dishes as long as those items were chilled immediately after closing.

☐ A A

☐ B B

☐ C E

☐ D C

☐ E D

- 28 According to the passage, the trial season succeeded mainly because visitors from other towns turned the market into a major tourist stop.

☐ A A

☐ B B

☐ C C

☐ D E

☐ E D

PART 4

Reading for Viewpoints

Read the article and the comment that follows it, then answer the questions.

Reading Part 4: Reading for Viewpoints

Paying Someone Else to Wait

In the fictional city of Temby, a new service has turned an old annoyance into a small but heated public debate. Several walk-in clinics now let patients hire app-based "line holders" who check in early, sit in the waiting room, and alert the patient when the doctor is nearly ready. Supporters call it a practical fix for busy people; critics say it quietly rewards those who can afford to skip an inconvenience everyone else still faces.

For Nisha Cormac, founder of QueueBee, the service is simply a response to a broken routine. "People already lose half a day to uncertainty," she said. Her company sends trained workers to hold a place, share updates, and leave if clinic staff object. Cormac argues that parents, shift workers, and people with mobility issues benefit most. She rejects the claim that QueueBee buys better care. "The patient still sees the doctor in the same order. We just replace dead time with useful time," she said.

Not everyone accepts that distinction. Owen Pellet, who manages a family pharmacy beside one of the busiest clinics, said the practice changes the mood of the room even if the medical order remains untouched. "When patients realize the person waiting isn't actually sick, they feel the system is being gamed," he said. Pellet has watched arguments break out at the front desk, especially on stormy days when seats are scarce. In his view, line holding turns a shared inconvenience into a visible status marker.

More cautiously, health-policy researcher Dr. Mirela Voss said both sides are overlooking how fragile waiting-room systems already are. Many clinics, she noted, were designed for paper sign-in sheets, not multiple family members, food-delivery couriers, and now paid stand-ins moving in and out. "The problem isn't only fairness; it's verification," she said. If staff cannot tell who is present, they may call the wrong person, delay appointments, or spend scarce time policing the room. Even so, Voss added that banning line holders outright could hurt patients whose jobs penalize lateness.

A glimmer of support has come from some employers. Javed Ko, who runs a metal shop on the east edge of Temby, said he has reimbursed workers for the service twice during peak production weeks. "If someone disappears for four hours, everyone else's shift gets harder," he said. Still, Ko admitted he would rather see clinics adopt timed booking windows than normalize a workaround. Paying for someone to wait, he said, may be efficient in the short term, but it leaves the underlying bottleneck untouched.

Complicating matters further, many residents seem less interested in the principle than in the price. In a recent Pulse Lantern poll, respondents split on whether line holding was unfair, yet a larger majority said they would try it during flu season if the fee stayed low. That hesitation suggests the idea is neither a clear abuse nor a clear answer. It is, perhaps more troublingly, the kind of patch people accept when they no longer expect the basic system to improve.

Useful for Some, Awkward for Everyone

I've been a medical office assistant for eleven years, and I read the article with mixed feelings. I understand why Nisha Cormac thinks the service saves people from wasting half a day, because patients often arrive anxious, tired, and unsure how long they will be here. In that sense, (6) _____. However, the article was also right to quote Owen Pellet about the atmosphere in the room. When one person is clearly waiting on behalf of someone else, other patients start whispering, and front-desk staff have to calm them down.

That is why (7) _____. Dr. Mirela Voss seemed closest to the real issue: clinics already juggle confusing arrivals, and adding paid stand-ins makes verification harder. At my workplace, we sometimes call a name twice because the patient stepped outside after sending a relative to hold a chair. So (8) _____. Even so, (9) _____. If clinics offered narrower arrival windows, (10) _____. That would help parents and workers without making the waiting room feel like a place where cash buys flexibility.

29 This article is mainly about

- ☐ A how pharmacies are trying to reduce arguments among flu-season patients
- ☐ B whether employers should cover workers' medical costs
- ☐ C a debate over paying people to keep a clinic place for someone else
- ☐ D why walk-in clinics in Temby are replacing waiting rooms with timed appointments

30 According to Owen Pellet, app-based line holding would likely lead to

- ☐ A better cooperation between clinic staff and nearby businesses
- ☐ B faster treatment for patients who arrive late
- ☐ C fewer complaints because the medical order stays the same
- ☐ D greater resentment in waiting rooms because the arrangement looks unfair

31 Dr. Mirela Voss would probably support which response to the service?

- ☐ A Improving sign-in procedures instead of simply forbidding stand-ins
- ☐ B Letting clinics ignore who is physically present at the time of calling
- ☐ C Expanding line holding because it solves the fairness problem
- ☐ D Giving employers authority to arrange appointments for workers

32 The opening paragraph mainly provides

- ☐ A proof that clinics are responsible for creating the app market
- ☐ B the basic issue and the opposing ways people interpret it
- ☐ C evidence that most residents already approve of the new service
- ☐ D a detailed explanation of how QueueBee trains its workers

33 The author's tone indicates the most support for

- ☐ A banning outside helpers even if some patients are inconvenienced
- ☐ B treating line holding as a harmless convenience with no wider effects
- ☐ C fixing the clinic system rather than relying on paid workarounds
- ☐ D allowing employers to normalize line holding during busy periods

34 Blank 6

- ☐ A every clinic should encourage people to hire stand-ins
- ☐ B Cormac is wrong that uncertainty wastes patients' time
- ☐ C the waiting room becomes calmer for everyone involved
- ☐ D I can see why some patients would pay for that relief

35 Blank 7

- ☐ A I do not see line holding as a simple courtesy
- ☐ B the service should be available only to employers
- ☐ C I think Pellet exaggerated a problem that barely exists
- ☐ D patients should never leave the clinic once they sign in

36 Blank 8

- ☐ A I doubt verification causes any meaningful delays
- ☐ B Voss was right that the system gets harder to manage
- ☐ C staff usually prefer dealing with stand-ins rather than patients
- ☐ D the clinic should reward people who send relatives ahead

37

Blank 9

- ☐ A Pellet's fears about social tension seem completely unfounded
- ☐ B I would support an immediate ban in every clinic
- ☐ C I would not dismiss Cormac's point about workers and parents
- ☐ D Cormac's model proves the current system is already fair

38

Blank 10

- ☐ A paid line holders would become even more necessary
- ☐ B the fairness question would matter much less than the fee
- ☐ C staff would lose track of patients more often
- ☐ D people would have less reason to buy this workaround

Answer keys

Check your answers against the grids below. Only the listening and reading components have an answer key; writing and speaking are assessed by a teacher.

Reading

01	B	02	C	03	D	04	A	05	B	06	C	07	D	08	A
09	B	10	C	11	D	12	B	13	C	14	D	15	A	16	B
17	C	18	D	19	A	20	A	21	B	22	C	23	D	24	E
25	A	26	B	27	C	28	D	29	C	30	D	31	A	32	B
33	C	34	D	35	A	36	B	37	C	38	D				

No.	Ans.	Part	Correct answer
1	B	Reading Correspondence	a shipping error nearly disrupted the booth
2	C	Reading Correspondence	describe the problem and request claim details
3	D	Reading Correspondence	only one of the expected boxes had arrived
4	A	Reading Correspondence	someone still inside the theatre helped locate them
5	B	Reading Correspondence	frustration mixed with appreciation
6	C	Reading Correspondence	better than the writer feared
7	D	Reading Correspondence	Larkhall Theatre
8	A	Reading Correspondence	hotel reception
9	B	Reading Correspondence	so
10	C	Reading Correspondence	since the demo already went well
11	D	Reading Correspondence	so that
12	B	Reading to Apply a Diagram	less practical
13	C	Reading to Apply a Diagram	like the sensible pick
14	D	Reading to Apply a Diagram	more future-proof
15	A	Reading to Apply a Diagram	\$140 more
16	B	Reading to Apply a Diagram	starting with Prototyper Plus

No.	Ans.	Part	Correct answer
17	C	Reading to Apply a Diagram	His team may need client meetings and quick fixes.
18	D	Reading to Apply a Diagram	cost-aware but open to paying more
19	A	Reading to Apply a Diagram	Choose the daytime-access plan
20	A	Reading for Information	A
21	B	Reading for Information	B
22	C	Reading for Information	C
23	D	Reading for Information	D
24	E	Reading for Information	A
25	A	Reading for Information	E
26	B	Reading for Information	C
27	C	Reading for Information	E
28	D	Reading for Information	E
29	C	Reading for Viewpoints	a debate over paying people to keep a clinic place for someone else
30	D	Reading for Viewpoints	greater resentment in waiting rooms because the arrangement looks unfair
31	A	Reading for Viewpoints	Improving sign-in procedures instead of simply forbidding stand-ins
32	B	Reading for Viewpoints	the basic issue and the opposing ways people interpret it
33	C	Reading for Viewpoints	fixing the clinic system rather than relying on paid workarounds
34	D	Reading for Viewpoints	I can see why some patients would pay for that relief
35	A	Reading for Viewpoints	I do not see line holding as a simple courtesy
36	B	Reading for Viewpoints	Voss was right that the system gets harder to manage
37	C	Reading for Viewpoints	I would not dismiss Cormac's point about workers and parents
38	D	Reading for Viewpoints	people would have less reason to buy this workaround



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