

HỌC VIỆN CÔNG NGHỆ BƯU CHÍNH VIỄN THÔNG

BÀI GIẢNG MÔN

TIẾNG ANH 6

(Dành cho sinh viên chính quy hệ Đại học và Cao đẳng)

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LỜI NÓI ĐẦU

Trong thời kỳ hội nhập, tiếng Anh là công cụ cần thiết để giao tiếp, học tập và công tác. Các trường đại học rất chú trọng đến môn tiếng Anh trong quá trình cung cấp nguồn nhân lực cho xã hội. Có nhiều chuẩn để đánh giá trình độ tiếng Anh của sinh viên như IELTS, TOEFL, TOEIC... Học viện Công nghệ Bưu chính Viễn thông năm 2008 đã cam kết chuẩn đầu ra môn tiếng Anh là 450 điểm TOEIC. Đề cương chi tiết môn tiếng Anh đã được xây dựng theo chuẩn TOEIC, bao gồm Tiếng Anh 1 đến Tiếng Anh 6, trong đó môn Tiếng Anh 1 đến Tiếng Anh 4 gồm tiếng Anh cơ bản và một phần luyện chương trình TOEIC. Tiếng Anh 5 và Tiếng Anh 6 dành riêng cho chương trình TOEIC.

Bài giảng môn Tiếng Anh 6 tương ứng với học phần Tiếng Anh 6 là cuốn tài liệu phục vụ cho việc học tập và giảng dạy môn tiếng Anh 6 của hệ đào tạo Đại học tại Học Viện Công nghệ Bưu chính Viễn thông, cung cấp kiến thức từ vựng, ngữ pháp gắn liền với các bài thi TOEIC để giúp sinh viên học tập, ôn luyện để đạt kết quả tốt ở bài thi cuối kì cũng như đạt chuẩn đầu ra môn tiếng Anh mà Học viện đã công bố.

Tập bài giảng được biên soạn dựa trên giáo trình TOEIC ANALYST, bao gồm 7 bài, tương ứng với 7 phần của một đề thi TOEIC, trong đó các phần 1, 2, 3, 4 dành cho kỹ năng nghe, và 5, 6, 7 là kỹ năng đọc, nhằm cung cấp và ôn luyện ngữ pháp, từ vựng theo 12 chủ đề tiếng Anh dành cho người đi làm. Cuốn sách chú trọng hơn đến việc luyện các kỹ năng nghe và đọc trong bối cảnh công việc và giao tiếp hàng ngày để các em từng bước được trang bị vốn kiến thức ngôn ngữ và tăng cường kỹ năng xử lý các loại hình bài tập giúp sinh viên chuẩn bị tốt hơn cho các bài thi TOEIC và sẵn sàng cho công việc sau khi tốt nghiệp.

Vì thời gian có hạn mà cuốn sách lần đầu tiên được biên soạn nên khó tránh khỏi những thiếu sót, nhóm tác giả rất mong nhận được sự đóng góp ý kiến của độc giả và học viên gần xa. Chúng tôi xin chân thành cảm ơn các bạn đồng nghiệp cũng như Ban lãnh đạo Học viện đã tạo điều kiện thuận lợi và giúp đỡ chúng tôi hoàn thành tốt cuốn sách này.

Xin trân trọng cảm ơn!

Hà Nội, năm 2013
NHÓM TÁC GIẢ

TOEIC ANALYST

Listening Section

You must follow along with the tape to answer the questions

Part 1	Picture Description	10 questions
Part 2	Questions and Responses	30 questions
Part 3	Short Conversations	30 questions
Part 4	Short Talks	30 questions
Listening Total		100 questions

PART 1: PICTURE DESCRIPTION

Strategies

This section of The TOEIC checks how well you can describe the given picture. First, identify what the picture focuses on, and then try to think of vocabulary related to it. Using that, try to form a possible statement that you think is appropriate for the picture. Note that no inferences are needed. In other words, if something is not clear from the picture, do not assume it is true simply because it seems reasonable. The correct answer should describe what can clearly be seen in the picture.

Test - taking Tips

- ✓ Don't read the directions for this section unless it is your first time taking the test.
- ✓ Preview the picture before you hear the statements.
- ✓ Determine the focus or main idea of the picture; ignore minor elements of the picture. Remember the correct answer always describes the main action or subject of the picture and is always in the present continuous or simple present tense.
- ✓ When listening to the statements, eliminate obviously wrong answers. This will help you guess quickly, if you are not sure.

Question Types

- Type 1 - Location Questions
- Type 2 - Action Questions
- Type 3 - Situation Questions
- Type 4 - Similar-Sounding Worst Questions

Question type 1

Location Question

Questions of this sort often deal with the position of the one person or thing in relation to someone or something else, so you should pay careful attention to the prepositions used in the statements you hear. Following is a list of some common prepositions for the location category.

above, against, among, at, at the back of, at the end of, atop, before, behind, beneath, by, close to, in, inside, in front of, near, next to, on, on top of, over, under.

Look at the following picture and the sentences next to it. Each sentence contains a commonly used preposition for location. In this example, all four sentences are possible. Of course, in the sample test question below, there is only one correct answer.

E.g.: The woman is ----- the man

Focus on:

- | | |
|---------|--|
| woman | (A) There is a vase of flowers on the table. |
| man | (B) The cake is between the man and the woman. |
| eating | (C) The woman is next to the man. |
| flowers | (D) The man is eating cake in the kitchen. |
| next to | |

Exercises:

1. There are a lot of papers ----- the desk.

2. **Focus on:**

papers
telephone
desk
computer
on

2. The man's suitcase is ----- the conveyor belt.

Focus on:

suitcase
conveyor belt
on
airport

3. There is a helicopter ----- the city.

Focus on:

above
helicopter
pilot
city

4. There are many people ----- the corner of the street.

Focus on:

passenger
on the corner
people
street

Transcripts:

1.

- (A) There is a telephone on the woman's desk.
- (B) The woman is sitting behind the computer.
- (C) The woman is inside a store.
- (D) There are a lot of papers on the desk.

2.

- (A) The plane has arrived at the airport.
- (B) The man's suitcase is on the conveyor belt.
- (C) A man is meeting his friend at the airport.
- (D) The man is looking in his new suitcase.

3.

- (A) There is a helicopter above the city.
- (B) The pilot is landing in the city.
- (C) There are two pilots in the helicopter.
- (D) The helicopter is between the cities.

4.

- (A) There is no passenger in the car.
- (B) A passenger is getting in the car.
- (C) The car is parked on the sidewalk.
- (D) There are many people on the corner of the street.

Question Type 2

Action Questions

Keep in mind that the correct answer to a question of the action category can be in either the active or the passive form. The active form is usually a statement in the present continuous (i.e.; be + V-ing). The passive is composed of be + V-ed participle of the main verb. Following is a list of common action verbs:

i. active:

cleaning, crossing, cutting, drawing, drinking, eating, holding, jogging, listening, loading, (un)locking, making, packing, playing, pouring, pulling, pushing, selling, setting, sitting, speaking, stretching, sweeping, talking, typing, walking, watching, watering, working, wrapping, writing

ii. passive:

being + cleaned, cleared, displayed, dug up, handed, looked, painted, planted, piled, serve, set up, towed, walking, washed, wrapped.

Look at the following picture and the sentences next to it. Each sentence contains a commonly used action verb in either the active or passive form.

E.g.: The woman is ----- some books.

Focus on:

- | | |
|------------|--|
| books | (A) People are waiting for a bus. |
| man | (B) The woman is picking up some books. |
| picking up | (C) The woman is being helped by the woman. |
| helped | (D) A big pile of books is displayed. |

Exercises:

1. A helmet is ----- by the rider.

Focus on:

stopping
worn
helmet

2. The students are ----- by the teacher.

Focus on:

taught

teacher
students
chatting

3. A woman is ----- along the platform.

Focus on:

walking
platform
woman
train

4. The man and woman are ----- at a map.

Focus on:

map
looking
car

Transcripts:

1.
 - (A) The rider is holding a helmet.
 - (B) The rider is stopping his motorcycle.
 - (C) A helmet is being worn by the rider.
 - (D) The motorcycle is being carried by the rider.
2.
 - (A) The class is chatting.
 - (B) The teacher is asking the student to stand up.
 - (C) The student is teaching the teacher.
 - (D) The students are being taught by the teacher.
3.
 - (A) A woman is being walked along the platform.
 - (B) A woman is walking along the platform.
 - (C) The train is being driven by a woman.
 - (D) The woman is getting on the train.
4.
 - (A) The map is being folded by the man and woman.
 - (B) They are driving a car.
 - (C) The man and woman are looking at a map.
 - (D) The car is being driven fast.

Question Type 3

Situation Questions

This category asked about the condition of things in the picture. With the two categories below, you should to indentifying what the picture focuses on and imagining a description of the picture before the statements are read. Following is a list of common adjectives for the situation category:

- i. past participle forms used as adjectives:
arranged, broken, chained, cleared, closed, crowded, crushed, deserted, displayed, equipped, (un)loaded, looked, occupied, parked, piled, posted, scattered, seated, stacked, tied.
- ii. adjectives:
asleep, beautiful, bent, bright, clean, dark, dirty, empty, flat, full, happy, heavy, high, light, long, open, rainy, round, tall, sad, straight, wet.

Look at the following picture and the sentences next to it. Each sentence contains a commonly used adjective.

E.g.: The car has a ----- tire

Focus on:

- | | |
|-----------|--|
| flat | (A) The man is asleep. |
| tire | (B) The car has a flat tire. |
| abandoned | (C) The car door is closed. |
| car door | (D) There is an abandoned car in the street. |

Exercises:

1. The ----- post have flowers in them.

Focus on:

flowers
hanging
pots
roof

2. A woman ----- on the car.

Focus on:

seated

woman

barn

3. The mail box is -----

Focus on:

mail box

closed

open

4. The sinks are ----- of water.

Focus on:

sink

full

hot

Transcripts:

1.

- (A) The flowers are growing between two houses.
- (B) The benches are in front of the pretty flowers.
- (C) The hanging pots have flowers in them.
- (D) There are lots of flowers on the roof of the house.

2.

- (A) the car is parked by a barn.
- (B) A man is driving the car.
- (C) A woman is seated on the car.
- (D) The car has broken down.

3.

- (A) The mail box is full of newspapers.
- (B) A man is delivering mail.
- (C) The main box is open.
- (D) The main box is closed.

4.

- (A) The glasses are broken.
- (B) The sinks are full of water.
- (C) The sinks are empty.
- (D) The water is hot.

Question Type 4

Similar - Sounding Word Questions

Incorrect choices often include words that sound similar to the key words of then correct answer. You might wish to keep a journal of Similar - Sounding words that sometimes confuse you. Examples of words that might easily be confused include:

- i. words that have little sound difference, such as walk and work, or that rhyme, such as station and nation:

<i>ball / bowl</i>	<i>lean / learn</i>	<i>pine / five</i>	<i>talk / take</i>
<i>bike / hike</i>	<i>light / right</i>	<i>player / prayer</i>	<i>there / they're</i>
<i>clean / lean</i>	<i>lock / rock</i>	<i>playing / plane</i>	<i>try / tie</i>
<i>coach / couch</i>	<i>low / row</i>	<i>pool / pull</i>	<i>wait / weigh</i>
<i>hitting / fitting</i>	<i>mail / rail</i>	<i>poor / four</i>	<i>walk / work</i>
<i>just / adjust</i>	<i>meal / wheel</i>	<i>possible / impossible</i>	<i>west / rest</i>
<i>lake / rake</i>	<i>on the / under</i>	<i>rag / bag</i>	
<i>lamp / ramp</i>	<i>peach / speech</i>	<i>selling / sailing</i>	
<i>law / raw</i>	<i>peel / pill</i>	<i>shopping / chopping</i>	

- ii. words with the same root, prefix, or suffix, such as example/examine.

<i>agree / disagree</i>	<i>relay / delay</i>	<i>tie / untie</i>
<i>appear/disappear</i>	<i>reread/relayed</i>	<i>tire/retire</i>
<i>close/enclose</i>	<i>rest/arrest</i>	<i>type/retype</i>
<i>extract/exhale</i>	<i>similar/dissimilar</i>	<i>underworked/underused</i>
<i>just/adjust</i>	<i>terrible/terrific</i>	<i>undrinkable/unthinkable</i>

Look at the following picture and the sentences next to it. Each sentence contains a commonly confused word.

E.g.: The woman is ----- on the phone.

Focus on:

- | | |
|---------|--|
| talking | (A) The woman is holding a bowl. |
| bowl | (B) The woman is talking on the phone. |
| photo | (C) The woman is talking the photo. |
| | (D) The man is talking on the phone. |

Exercises:

1. The man is ----- the woman.

Focus on:

man
couch
coaching
sitting

2. The man is ----- watches.

Focus on:

selling
sailing
watching

3. There is a ----- in front of the hut.

Focus on:

ramp
lamp
sea
hut

4. The man is ----- for a train.

Focus on:

waiting
weighting
tray

Transcripts:

1.
(A) The man is sitting on a couch.
(B) The man is coaching the woman.
(C) The woman is leaning.
(D) The woman is standing next to a couch.
2.
(A) The man is sailing.
(B) The man is watching a sale.
(C) The man is selling watcher.
(D) The man is tired.
3.
(A) There is a lamp in front of the hut.

- (B) The ramp leads to the sea.
- (C) There is a ramp in front of the hut.
- (D) The sky is getting cloudy.

4.

- (A) The man is weighting a train.
- (B) The man is waiting for a train.
- (C) The man holding a tray.
- (D) It is staring to train.

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PART 2: QUESTIONS AND RESPONSES

Strategies

This section of the TOEIC Checks whether you can make an appropriate response to given questions. Consider in what respect the given responses are appropriate for the question, and guess how the given incorrect choices are inappropriate. Remember incorrect choices often contain a word or phrase from the question, so don't be misled by mere repetition of words or phrases.

Test-taking Tips

- ✓ Once you find a possible correct response, do not wait until all the choices are spoken.
- ✓ Check that there is no problem with tense and/or subject-verb agreement.
- ✓ Keep in mind that *wh-* questions cannot be answered with yes or no.
- ✓ When the questions begins with a *wh-* word, be careful not to confuse the word with something else. For example, *how* might be confused with *who* or even *where*.

Questions Types

- Type 1 - Who Questions
- Type 2 - When Questions
- Type 3 - Where Questions
- Type 4 - What Questions
- Type 5 - How Questions
- Type 6 - Why Questions
- Type 7 - Yes/No Questions
- Type 8 - Choice Questions
- Type 9 – Statements

Question Type 1

Who Questions

Who questions usually ask about a person, a group, an organization, or a job title. Keep in mind that *who* questions are occasionally negative, as in *who is not coming to the party?*

i. Who is your favorite writer?

Correct responses:

- (A) I love Ernest Hemingway.
- (B) My favorite writer is Ernest Hemingway.
- (C) Ernest Hemingway. I admire him.

Incorrect responses:

- (D) My favorite painter is Picasso.
- (E) Yes, I like Ernest Hemingway.

ii. Who didn't finish lunch?

Correct responses:

- (A) I didn't.
- (B) John didn't.
- (C) It was John.

Incorrect responses:

- (D) Nobody brought lunch.
- (E) Because it tasted awful.

Tips to question i:

- Responses (A), (B), and (C) contain relevant information: the name of a writer, and expressions that show preference such as "love," "favorite writer," and "admire."
- Responses (D) and (E) contain irrelevant information: the name of a painter, and a "yes" reply.

Tips to question ii:

- (A), (B), and (C) tell us who didn't finish lunch: "I didn't (finish lunch)," "John didn't (finish lunch)," and "It was John (who didn't finish lunch)."
- (D) answers the question "Who didn't bring lunch?" while (E) answers the question "Why?"

Warm – ups

1. Whom did you get that message from?
 - (A) The manager of the payroll department.
 - (B) Yesterday, we talked about it.
 - (C) John didn't know about the message.
2. Whose jacket is that?
 - (A) It was made china.
 - (B) It's made of cotton.
 - (C) It's mine.
3. Who didn't attend the meeting yesterday?
 - (A) John forgot about the meeting.
 - (B) It finished late.
 - (C) The personnel manager.

Question Type 2

When Questions

When questions always ask about time. Therefore, look for time expressions such as the following:

during, at o'clock, ago, on Monday, at night, in the morning, yesterday, next week, in a few days, when, by Friday, etc.

Note that it is sometimes possible to reply to a When question using *When*.

i. When did you get that message?

Correct responses:

- (A) I got it yesterday.
- (B) Yesterday morning.
- (C) Three days ago.

Incorrect responses:

- (D) I found it on the desk.
- (E) I got it from the manager.

ii. When would you like to have dinner?

Correct responses

- (A) How about six o'clock?
- (B) Any time you are available.
- (C) When all the guests arrive.

Incorrect responses

- (D) How about at a Chinese restaurant?
- (E) No, thank you. I'm full.

Tips to question i:

- While responses (A), (B), and (C) all contain time expressions, (D) and (E) lack any time reference.

Tips to question ii:

- Again, (D), and (E) both lack time expressions. (D) could be a good response to "Where would you like to have dinner?"

Warm – ups

1. When did you get up this morning?
 - (A) At dawn.
 - (B) Yes, I got up early this morning.
 - (C) Because of a loud noise.

2. When do you think you can finish the report?

(A) I didn't think it was difficult.

(B) It will be done by the third.

(C) I'm looking forward to it.

3. When are you visiting the Hong Kong branch?

(A) I'm going in a few days.

(B) Yes, I am visiting it soon.

(C) I didn't go to Hong Kong this time.

PDF

Question Type 3

Where Questions

Where Questions almost always ask a location, and so often include prepositional phrases. Remember, however, that the preposition is occasionally omitted.

i. Where did you get your hair cut?

Correct responses:

- (A) At the new salon next door.
- (B) I went to Bill's.
- (C) At Jill's, as usual.

Incorrect responses:

- (D) At a grocery store.
- (E) I got it cut too short.

ii. Where do we go from here?

Correct responses:

- (A) Turn right and go three blocks.
- (B) I think we make the next left.
- (C) Well, let's take a look at the map.

Incorrect responses:

- (D) You're absolutely right.
- (E) I don't know how to drive.

Tips to question i:

- Although (D) contains a prepositional phrase, "grocery store" is obviously not appropriate for this question. (E) does not tell us "where."

Tips to question ii:

- Responses (A), (B), and (C) are all logical replies to someone asking for directions. Responses (D) and (E) have no relation to the content of the question.

Warm – ups

1. Where is a shoes store near here?
(A) Leather shoes last longer.

- (B) The shop has a large selection of shoes.
- (C) Down the street, past the church.

2. Where's your new office?

- (A) I'm in the cafeteria.
- (B) On the fourth floor.
- (C) It's too big.

3. Where do you usually buy your coffee?

- (A) It's rather expensive these days.
- (B) At a little store next to the supermarket.
- (C) I don't drink coffee at work.

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Question Type 4

What Questions

The scope of what questions, regarding the type of information asked, is quite broad. Attention should therefore be paid to the vocabulary and grammar in both the questions and the responses. Note that verb tenses and pronouns can be very important for making the correct choice.

i. What are these boxes for?

Correct responses:

- (A) They're for the books.
- (B) They are to be used as seats.
- (C) To keep old documents in.

Incorrect responses:

- (D) The box was going to be recycled.
- (E) They were put there yesterday.

ii. What happened to your son?

Correct responses:

- (A) He sprained his ankle.
- (B) He caught a cold walking in the rain.
- (C) Nothing. Why do you ask?

Incorrect responses:

- (D) He's about to start college.
- (E) Nothing happened to her.

Tips to question i:

- The question asks about the purpose or function of the boxes. However, (D) and (E) do not address the function of the boxes. Also, their tenses do not match the question.

Tips to question ii:

- The key points to note in this question are "happened" (simple past tense) and "son." Response (D) is a future form and therefore inappropriate. Response (E) is incorrect because of the pronoun "her."

Warm - ups

1. What time dose the movie start?
 - (A) It will last about two hours.
 - (B) There is no theater here.
 - (C) I don't know. Let's look at the timetable.
2. What does your sister do?
 - (A) He works at a bank.
 - (B) She's a salesperson.
 - (C) She can help you any time you want.
3. What are you going to tell Mr. Runfeld when he calls?
 - (A) He is going to call this afternoon.
 - (B) I'll think of something to say, so don't worry.
 - (C) I couldn't answer the phone.

Question Type 5

How Questions

There are three types of How questions:

- asking about the process by, or manner in, which something is done.
e.g., How did you get here? How are you going to convince him.
- asking about the quality or condition of something.
e.g., How is your soup? How is your father these days?
- combining how with an adjective or adverb to inquire about the degree or quantity of something
e.g., How much time is left? How quickly did you finish?

i. How did you open this?

Correct responses:

- (A) I used Mike's key.
- (B) I just turned that handle.
- (C) I had to pull quite hard.

Incorrect responses:

- (D) I opened it a few minutes ago.
- (E) We need a hammer.

ii. So, how is your teacher?

Correct responses:

- (A) She 's very strict.
- (B) I don't like him very much.
- (C) She knows her stuff.

Incorrect responses:

- (D) He doesn't like French.
- (E) I met her last year.

Tips to question i:

- Responses (A), (B), and (C) all describe the process or manner in which the speaker opened an item. Response (D) answers "when" and (E) suggests the item has not been opened yet.

Tips to question ii:

- The question requires a response which talks about the speaker's opinion of the teacher's character or qualities. Therefore, (D) and (E) are not appropriate choices.

Warm – ups

1. How would you like your coffee?
(A) No sugar, please.
(B) Yes, I would like coffee.
(C) I prefer coffee to tea.
2. How long have you been here?
(A) About three and a half years.
(B) It took three hours by bus.
(C) I'm fine. How about you?
3. How long does it take to get to the town center from here?
(A) There's a bus every thirty minutes.
(B) No more than 20 minutes, if the traffic is light.
(C) I'm driving to the town center tonight.

Question Type 6

Why Questions

Why question usually inquire about the cause or reason for something. They are often found in the negative form. Remember that answers to these questions often include words like because or due to, but they may also simply state the reason. Be careful, though, if you hear Why don't you....? or Why don't we....? The question may in fact be a suggestion rather than a request.

i. Why did the national team lose so badly?

Correct responses:

- (A) They didn't prepare well enough.
- (B) Because their best player was injured.
- (C) It was due to their inexperience.

Incorrect responses:

- (D) They lost 8 - 1.
- (E) Better luck next time.

ii. Why don't we get together next week?

Correct responses:

- (A) Sounds good.
- (B) That's a great idea.
- (C) Ok. How about Wednesday, then?

Incorrect responses:

- (D) I didn't have the time.
- (E) The plans have yet to be made.

Tips to question i:

- The response needs to be a reason why the team lost. Response (D) gives us the result of the game, and (E) would be better suited as a response to a statement such as "The national team lost badly."

Tips to question ii:

- Here the question is a suggestion or invitation to meet in the near future. Responses (A), (B), and (C) all show acceptance of the suggestion. Response (D) would be appropriate after meeting, while (E) has no relation to the question.

Warm-ups

1. Why do you think he didn't support our plan?
(A) I don't think so at all.
(B) He seems to dislike any new ideas/
(C) You're right about that.
2. Why was he late for school?
(A) It's not my fault.
(B) I think he took the wrong bus.
(C) School finished at 5:00.
3. Why didn't you tell me that he had resigned?
(A) I thought that you already knew.
(B) Yes, he resigned yesterday.
(C) Because it's a hot day.

Question Type 7

Yes / No Questions

Yes/No questions will ask opinions or preferences, request something, make a suggestion, or make an offer. These are quite often, but not always, answered with a yes or no. The questions usually begin with: Are, Is, Do, Dose, Did, Can, Could, Have, Will, Would, May, Shall, or Should. They may also be in the form of tag questions (e.g., You are coming with us, aren't you?).

i. Do you get up early?

Correct responses:

- (A) Only on weekdays.
- (B) Yes, on weekdays.
- (C) Not really. I usually get up quite late.

Incorrect responses:

- (D) I have getting up early.
- (E) Yes, I promise.

ii. You generally take a taxi to work, don't you?

Correct responses:

- (A) No, I usually take the subway.
- (B) I used to, but these days I can't afford it.
- (C) How did you know that?

Incorrect responses:

- (D) Sometimes it takes about 10 minutes.
- (E) Yes, I often take a bus to work.

Tips to question i:

- Response (D) "I hate getting up early: is not a definitive yes/no answer, and it is therefore inappropriate. While (E) is a "yes" reply, it doesn't answer the question asked here.

Tips to question ii:

- Note that it is possible to reply with another question as in (C). Check that the response matches the question- (D) is "Tong because it mentions time, not the mode of transportation. In (E) the reply mentions a bus, but the question is about a taxi.

Warm-ups

1. Didn't you go to the book fair?
(A) Sure, if you want to,
(B) I did, but I didn't stay long.
(C) Yes, I didn't.
2. Are you going to attend the conference?
(A) I guess so.
(B) We were too late.
(C) From the 2nd to the 5th.
3. Could you show me how this fax machine works?
(A) It is a new fax machine.
(B) Of course. It's very simple.
(C) Has the fax already been sent?

Questions Type 8

Choice Questions

Choice questions ask you to choose between two alternatives which are always related to each other. Remember that these questions cannot be answered using yes or no. Look for the conjunction *or* in the questions.

i. Will he be arriving tonight or tomorrow?

Correct responses:

- (A) He will get in tonight at about 7:00.
- (B) Tomorrow, according to his secretary.
- (C) He didn't say for sure.

Incorrect responses:

- (D) Yes, he's going to be here.
- (E) He will call us tomorrow.

ii. Have you finished the report, or are you still working on it?

Correct responses:

- (A) I should have it done by tonight.
- (B) I need another week to complete it.
- (C) I'm still tied up with it.

Incorrect responses:

- (D) I spoke to you yesterday.
- (E) Yes, I certainly am.

Tips to question i:

- The key words here are "arriving tonight or tomorrow." Response (D) does not address the issue of choice, and (E) does not inform us as to whether "he" will be arriving or not.

Tips to question ii:

- Responses (A) through (E) all refer to the degree of completion that the speaker has achieved, so they are all suitable responses. Responses (D) and (E) do not pertain to the question in any way.

Warm-ups

1. Are you going to buy a new computer or just continue using the old one?
(A) Neither. I'm going to lease one.
(B) Yes, I'd like one, thank you.
(C) That's impossible. I can't afford a new one.
2. Which do you prefer, the yellow T-shirt or the blue one?
(A) Yes, I like the blue one.
(B) Neither.
(C) Both of them are very cheap.
3. Is Joseph or Manuel going to present the proposal?
(A) Yes, they are going to make the presentation.
(B) Manuel said he would do it.
(C) Well, I'd like to, but I'm busy.

Question Type 9

Statements

In some instances, the question is not an actual question, but rather a statement to which you have to match an appropriate response. This could be a common greeting or daily expression to which there is a set response in English. You will need to consider the context and draw upon logic to choose the correct reply.

i. I have a terrible headache.

Correct responses:

- (A) That's too bad. I hope it goes away.
- (B) Why don't you take some aspirin?
- (C) Maybe you should take a rest.

Incorrect responses:

- (D) That's wonderful news.
- (E) It's getting cold, isn't it?

ii. I've been promoted to division head.

Correct responses:

- (A) Congratulations! You deserve it.
- (B) That's great. When do you start the position?
- (C) Well, then we should celebrate.

Incorrect responses:

- (D) That's not my problem.
- (E) When is the next meeting?

Tips to question i:

- Expressions of concern or sympathy are the most appropriate choices here.

Tips to question ii:

- Expressions that show pleasure at the speaker's good news are the most suitable choices here.

Warm-ups

1. I've put the accounting files on your desk.
 - (A) Thanks. I'll look at them later.
 - (B) I haven't phoned yet.
 - (C) It's going to be difficult to finish.
2. Thank you for taking the time to come here in person.
 - (A) There are many people in this branch.
 - (B) Don't mention it. It's my pleasure.
 - (C) What do you feel like eating?
3. I've arranged the meeting for three o'clock on Thursday?
 - (A) I don't enjoy meetings.
 - (B) I have had a lot of phone calls today.
 - (C) Good, I'll mark it on my planner.

PART 3: QUESTIONS AND RESPONSES

Strategies

This section of the TOEIC includes three - or four - part dialogues between two people. First read the question along with the answer choices before the dialogs begin. You should try to find key words and the main idea so you can choose the correct statement quickly. Use your time wisely and preview the next question.

Test-talking Tips

- ✓ Don't be misled by mere repetition of word or phrase from the text. All answer choices have been mentioned in the text, so listen carefully to how they are used in context.
- ✓ Remember the following frequently asked questions: the conversation topic, the relationship between people mentions, the place in which the conversation takes place, or the activity people are engaged in.
- ✓ Try to listen for specific or suggested information: a specific time, a length of time, frequency, reason, intention, or conclusion.

Question Types

- Type 1 - Who questions
- Type 2 - When questions
- Type 3 - Where questions
- Type 4 - What questions
- Type 5 - How Questions
- Type 6 - Why questions
- Type 7 - Which questions

Question Type 1

Who questions

Who Questions generally ask for information or details about a person, an organization, or a job title. The answer is likely to contain a noun phrase.

- (Man) Dinner's ready. Now we just have to wait for Sue and her new boyfriend.
- (Woman) Your sister seems to have a new boyfriend every month. What happened to Joe?
- (Man) He moved to California.
- (Woman) Really?

i. Who is coming to dinner?

Correct answers:

- (A) The man's sister and her boy friend
(B) Sue and her boyfriend

Incorrect answers:

- (C) Someone from California
(D) The woman's ex-boyfriend
(E) Joe and Sue

Tips

- We can understand from the conversation that the man's sister is named Sue and that she has a new boyfriend whose name we don't know. We also know that they are both coming to dinner. Therefore, (A) and (B) are both possible.

- (Woman) Did you send the fax to the Springfield office?
- (Man) Es, and Andy Green said he had passed it on to his manager, Jeff.
- (Woman) I hope he replies soon.

ii. Who works in the Springfield office?

Correct answers:

- (A) Jeff and Andy Green
(B) Andy Green and his manager

Incorrect answers:

- (C) The woman
(D) The man

(E) Both the man and the woman

Tips

- The content of the conversation indicates that the man and woman work in the same location. We understand that the Springfield office is a separate location where Jeff and Andy Green are both employed.

Warm-ups

1. Who will the man give a cup of coffee to?
(A) The woman (B) The people at their desks
(C) Frank (D) Frank and the woman
2. Who will the man call?
(A) The woman (B) His boss
(C) Janet (D) Sam

Transcripts:

1. (Man): I've just made some coffee. Would anyone like a cup?
(Woman): Not for me, but I'm sure Frank will have some.
(Man): Right. I'll take him a cup. I pass his desk on the way to mine.
2. (Man): Where are the files for the Brookfield account? I need to read them before I leave tonight.
(Woman): I haven't seen them, but you might want to ask someone in the records office. I'd call Janet or Sam if I were you.
(Man): Hmm, you are probably right. I don't know Janet, but Sam is always helpful. I have his number on my desk.

Question Type 2

When Questions

When Questions focus on details about time. Therefore, you should listen for words and expressions related to time such as at three o'clock, at two fifteen, on Friday, on Thursday night, in the morning, in a few hours, two days ago, etc. These questions can refer to a present, past, or future event. Note, also, that the answer does not always include a preposition.

- (Man) The lecture starts at 8:45. We should have left already! We're going to be late yet again. Why do you always wait until the last minute?
- (Woman) What are you talking about? It's 7:00 now, and it only takes 30 minutes to get there. We still have plenty of time.
- (Man) I know, but the best seats will be taken before we get there. I want to get a good seat so that I can hear the speakers well.

i. When does the lecture start?

Correct answers:

- (A) In one and three quarter hours
- (B) 8:45
- (C) A quarter to nine

Incorrect answers:

- (D) 7:30
- (E) 8:30
- (F) In thirty minutes

Tips

- The time difference between now and 8:45 is one and three quarter hours (A). The man states that the lecture starts at 8:45; in other words a quarter to nine, therefore (B) and (e) are correct. It is 7:00 now. We hear "30 minutes" but it refers to "how long," not "when."

(Woman) Why does the photocopier always jam when I'm in a hurry? I need to make 100 copies of this before the meeting. This happens every time I need something quickly.

(Man) Well, it's only 9:00 a.m. now. It'll only take about 20 minutes to make 100 copies. When do you need them?

(Woman) Well, that's the problem. The meeting is supposed to start in 10 minutes.

ii. When does the meeting start?

Correct answers:

(A) At 9:10 a.m.

(B) in ten minutes

Incorrect answers:

(C) Hours

(D) In 20 minutes

(E) At 9:00 a.m.

Tips

- Although we hear the words "hundred," "20 minutes," and "9:00 a.m.:" in the conversation, they do not refer to the meeting time. We know it is 9:00 a.m. now, and that the meeting starts in 10 minutes, making (A) and (B) appropriate choices.

Warm-ups

1. When is the man's flight?

(A) Wednesday morning

(C) Wednesday afternoon

(B) In half an hour

(D) On time

2. When will the cafeteria be closed?

(A) From 8:00 to 3:00

(C) From 6:00 to 9:00

(B) From 3:00 to 6:00

(D) From November 3rd

Transcripts:

1. (Woman) You are leaving on Wednesday morning, aren't you? Have you remembered to ask Mike to book a taxi to the airport?

(Man) Oh, no. Actually, I'm leaving Wednesday afternoon, and Patrick Byrne said he could give me a ride. He has to deliver something nearby. So I don't need a taxi.

(Woman) Well, I hope Patrick's on time. The last time he gave me a ride, he was over half an hour late.

2. (Man) Did you hear that the cafeteria is expanding its hours of operation?

(Woman) No. To be honest, I never go there because it's always closed when I need something to eat.

(Man) Right, well most people felt the same way as you, so from November 3rd it is going to be open from 8:00 to 3:00, and then again from 6:00 to 9:00 p.m. It'll be a lot more convenient.

Question Type 3

Where Questions

Where Questions mostly deal with a location, the position of something or a place. Note, however, that the answer does not always include a preposition.

(Man) Why did you miss the meeting on Monday morning? I thought you were supposed to give a report.

(Woman) Well, I had a bad accident over the weekend, so I had to take my car to Charlie's garage to get it fixed. He doesn't open until 9:00 a.m. , so I couldn't make it to the meeting.

(Man) Gosh, I'm sorry to hear that. You're just lucky you didn't end up in the hospital getting fixed yourself.

i. Where did the woman go on Monday?

Correct answers:

- (A) To Charlie's garage
- (B) To see a mechanic

Incorrect answers:

- (C) To the hospital
- (D) To a meeting
- (E) To an accident

Tips

- The woman had an accident over the weekend, so (E) is impossible. She needed to have her car repaired Monday after 9:00 a.m., therefore (A) and (B) are appropriate. She missed the meeting on Monday, and the man tells her she is lucky she didn't "end up in the hospital," so (C) and (D) are incorrect.

(Man) I can't find the handouts for the presentation that I'm supposed to make today. I made the copies just before I left to go home last night

(Woman) Well, you had a large pile of papers with you last night when I walked to the parking garage with you. Don't you remember? I had to open the door for you.

(Man) Oh, yes. You're right. I put them in my car for safe keeping. I'll go get them now.

ii. Where is the man going?

Correct answers:

- (A) To the parking garage
- (B) To get papers from his car

Incorrect answers:

- (C) To make a presentation
- (D) To the copier room
- (E) Home

Tips

- The man has lost his papers, but fortunately, the woman recalls seeing him carrying them to the parking garage. This reminds the man they are in his car. Therefore (A) and (B) are appropriate choices.

Warm-ups

1. Where has Amelie gone?
 - (A) To the front desk
 - (B) To a new job
 - (C) To France
 - (D) To hospital
2. Where does the man need to go?
 - (A) To the line of people waiting
 - (B) To the second floor
 - (C) To another branch of the bank
 - (D) To the counter

Transcripts:

1. (Woman) Who's the woman at the front desk? What happened to Amelie?
(Man) Amelie's mother became very ill the day before yesterday, so she is taking some time off. She flew back to France this morning. We've had to bring in a temp until she gets back.
(Woman) I hope her mother is OK.
2. (Man) I'd like to arrange for my rent to be paid by direct debit. I'm not sure which counter I should go to. Should I wait in that line of people over there?
(Woman) No, sir. All of the counters are just for transactions such as deposits, withdrawals, and payment of bills. To arrange a direct debit, you need the customer service desk. It's on the second floor.
(Man) Oh, I see. Well, thank you very much. I'd better go on up then.

Question Type 4

What questions

What Questions very often ask for detailed information about the content of a conversation. This information could be related to an object, idea, or action or the information could be a description.

- (Man) It's closing time. Why are you still working? Almost everyone else has left already.
- (Woman) There's a big sale this weekend, and I've got to take inventory. I need to have an itemized list of everything in stock. I'm going to be here all night at this rate. It's taking much longer than I thought.
- (Man) Why don't I help you with that? It'll be much quicker, and I have nothing planned for tonight.

i. What is going on this weekend?

Correct answers:

- (A) There is a big sale at the store
(B) The store is having a sale

Incorrect answers:

- (C) The man and woman are going sailing
(D) They will take the store's inventory
(E) The man will help the woman

Tips

- The conversation mentions a "sale" so be careful not to confuse the word "sailing" in response (C). While (D) and (E) are true, they do not answer the question.

- (Man) I can't seem to connect to the Internet today. Is anyone else having any trouble? It's really annoying because I need to send an urgent email to confirm another.
- (Woman) They are doing some maintenance work, and the server is down. If it's really that urgent, why don't you just confirm it by fax?
- (Man) Yeah, I guess you're right. It would be better than nothing.

ii. What does the woman suggest the man do?

Correct answers:

- (A) Send a fax
- (B) Fax a confirmation of the order

Incorrect answers:

- (C) Do some maintenance work
- (D) Confirm that the server is down

Tips

- Responses (A) and (B) both refer to sending a fax, as is recommended by the woman. Responses (C) and (D) contain vocabulary mentioned in the conversation, but in both cases this is irrelevant.

Warm-ups

1. What does the man want?
 - (A) To make a reservation
 - (B) A flight on Universal Airlines
 - (C) Information about air fares
 - (D) A flight on National Airways
2. What does the woman decide?
 - (A) To take a different color coat
 - (B) To get a refund
 - (C) To exchange the lining
 - (D) To keep the coat just as it is

Transcripts:

1. (Man) I'm looking for a flight to New York, leaving next Wednesday and returning the following Monday. I was wondering if you could let me know some air fares.
(Woman) Certainly. There's a round trip flight on Universal Airlines which costs \$350 with tax, or there is a flight on National Airways for \$320. Would you like to make a reservation for either of those flights?
(Man) Not just yet. Let me call you back later.
2. (Woman) Excuse me, I bought this coat here last week, but when I got it home I realized that there was a big rip in the lining. I'd like to exchange it for another.
(Man) I'm sorry, but we don't have any more of that style in blue. Would you like to exchange it for a different color? We also have it in black and brown. Or we can give you a refund.
(Woman) Oh, well, no. I really like the blue. I'll just get my money back instead.

Question Type 5

How Questions

How Questions often ask about the process, method or manner in which something is done, the quantity, or the quality of something. You should therefore pay careful attention to adjectives and adverbs.

- (Man) Have you noticed anything different? Don't you think the office seems much nicer lately?
- (Woman) Now that you mention it, I guess everyone seems a lot more relaxed and less easily upset. And I don't know what it is, but it seems to smell different than it used to.
- (Man) Right, I've installed aromatherapy oil sprays in each corner of the office. I use lemon oil in the morning for energy and lavender in the afternoon for relaxation.

i. How has the man improved the office environment?

Correct answers:

- (A) By using aromatherapy oils
- (B) By installing aromatherapy oil sprays
- (C) With aromatherapy

Incorrect answers:

- (D) By wearing lemon oil
- (E) Because he is more relaxed

Tips

- In the conversation, the man says that he has installed aroma therapy oil sprays, so any of responses (A) through (C) are appropriate.

- (Woman) We have ordered too many of these monitors. They just aren't selling as well as we expected. I don't know how are going to get rid of them.
- (Man) Why don't we put them on sale? Let's offer a 20% discount for two weeks and see if that helps. Or we could offer a free gift with them.
- (Woman) Let's try the discount. We don't have space to store any extra gifts at the moment.

ii. How are they going to try to improve sales of monitors?

Correct answers:

- (A) By offering a discount
- (B) By reducing the price
- (C) By having a sale

Incorrect answers:

- (D) By giving a free gift with each monitor
- (E) Yes, they will improve sales.

Tips

- Responses (A), (B), and (C) are appropriate choices because they all refer to the fact that the price of the monitors will be decreased. Response (D) is incorrect because the woman rejected the idea of gifts. Response (E) does not match the question type.

Warm-ups

1. How will the man know if his fax was sent?
 - (A) The woman will tell him
 - (B) He will hear a beeping noise
 - (C) he will not know
 - (D) He will put the paper face down
2. How will the man get Simon's signature?
 - (A) He'll send him a fax.
 - (B) He cannot get the paper signed.
 - (C) He'll call Simon, and then send the document.
 - (D) He'll wait until Simon comes back.

Transcripts:

1. (Man) I have no idea how to use this fax machine. Have you ever used it? I can't work out which way up to put the paper.
(Woman) Here, let me show you. First, you need to put the paper face down in the tray. Then dial the number you want. You'll know the fax was sent if you hear a long beep.
(Man) You make it look so easy.
2. (Man) Simon has gone on vacation, but I really need to get his signature on this document before Thursday. Do you know where he went?
(Woman) I'm not sure where he is, but he said that if anything urgent came up, we should call this number.
(Man) Great. I'll call him and get an address, then I can send him the document by courier service

Question Type 6

Why Questions

Why Questions are concerned with a cause or reason. Questions of this type can often be in the negative. You may find it helpful to listen for words such as because, since, and due to.

- (Man) What are doing with those boxes? You've been sorting through them for hours. Where did they come from?
- (Woman) There are from the storeroom. They are old accounting ledgers from the export office. I want to compare profits with the profits we were making five years ago. It looks like things were a lot better then.
- (Man) Really? Let me have look.

i. Why is woman sorting through the boxes?

Correct answers:

- (A) She wants to check company profits.
(B) She is comparing past and present profits.

Incorrect answers:

- (C) They are from the storage room.
(D) The company was stronger in the past.

Tips

- Responses (A) and (B) both answer "why" and give relevant information about the woman's reason for looking in the boxes. Response (C) does not answer "why", and (D) answers a different question.

- (Woman) Do you have any idea what has happened? The power is down, and nothing in the office is working. No one can get any work done.
- (Man) There was some kind of leak in the basement, and the generator short-circuited. They have been working on it since early this morning, but it seems to be more serious than they thought.
- (Woman) Well, I'm leaving. I'm going to work at home. I need electricity to use my computer, and some light would be nice.

ii) Why isn't the woman staying at the office?

Correct answers:

- (B) Because she can't work without electricity.
- (C) Because she quit her job.

Incorrect answers:

- (A) Because there is a power outage.
- (D) Because she started work early this morning.

Tips

- In the conversation we learn that the office is suffering a power outage. Therefore, responses (A) and (B) are both appropriate choices. Responses (C) and (D) both contain information which is not mentioned in the conversation.

Warm-ups:

1. Why is the shelf half empty?
 - (A) The woman forgot to restock it.
 - (B) There are no dolls in the storeroom.
 - (C) The dolls are selling rapidly.
 - (D) The man needs to restock it himself.
2. Why does Jim want to see the woman?
 - (A) He wants to meet her for lunch.
 - (B) He owes the woman some money.
 - (C) He wants to discuss an idea.
 - (D) He wants to call around three o'clock.

Transcripts:

1. (Man) I asked you to restock this shelf with Happy Candy dolls about three hours ago, but it is still half empty. I don't want to have to ask you again.
(Woman) I've restocked it twice, but we've already sold most of the dolls I put out. This is our most popular item at the moment. Everyone is buying these dolls for Christmas.
(Man) OK, then I'll call the storeroom and ask them to send up some more.
2. (Man) Hey, can you go up to Jim's office? He asked me to send you up.
(Woman) I wonder what he wants to talk to me about. I can't think of anything we need to discuss.
(Man) He said something about discussing a new idea for the advertising campaign. He doesn't like the current one.

Question Type 7

Which Questions

Which Questions ask about alternative choices. It is not possible to answer these questions using *yes* or *no*. You may find it helpful to listen for the conjunction *or* in the conversation to alert you to alternatives which may be relevant for choosing the correct response.

- (Man) I've been thinking of getting a new desk, and I've narrowed it down to these two in this catalog. They are both about the same size and price, so it's hard to choose between them.
- (Woman) I like the three drawers in the brown one. The gray desk only has two. Also, the brown one has a nice built-in pen holder, and the legs look a lot sturdier, don't they?
- (Man) Well, I think you've made up my mind for me. That's the one I'll order.

i) Which desk is the man going to buy?

Correct answers:

- (A) The brown one
- (B) The desk with three drawers

Incorrect answers:

- (C) The gray desk
- (D) He cannot decide

Tips

- After considering the advantages of the brown desk, the man says that is the desk he will order. We also learn that the brown desk has three drawers, making both (A) and (B) possible responses.

- (Woman) Who do you think is more reliable, Hirotaka, Asako, or Kenichi? I need someone I can really rely on to help me with the next shipment.
- (Man) I've never had problems with any of them. But I know that Mr. Ito in accounts has complained that Kenichi is not very good at tracking down payments from clients. He also tends to be late submitting paperwork, but he always does it very thoroughly.
- (Woman) I need someone who can get things done on time. I guess I know who not to choose.

ii) Which employee is the woman NOT going to choose?

Correct answers:

- (A) Kenichi
- (B) The employee who submits work late

Incorrect answers:

- (C) Hirotaka
- (D) Asako
- (E) Hirotaka or Asako

Tips

- The woman wants someone efficient and reliable. From the man's description, we learn that Kenichi is the least able to do the job; therefore, only responses (A) and (B) are appropriate here.

Warm-ups

1. Which musical will the man take his clients to?
 - (A) *Happy Days*
 - (B) Neither, they sound awful.
 - (C) *The Life of Mozart*
 - (D) He'll probably take them to a classical concert.
2. Which long distance provider does the woman think is best for her?
 - (A) Tele Express
 - (B) Her current provider
 - (C) All Teleco
 - (D) It isn't mentioned.

Transcripts:

1. (Man) I'm entertaining an important client and his wife next week. I have no idea where to go. Last time, I took them to a classical concert, but they didn't seem to enjoy it much.
(Woman) I'd go to a musical. How about *The Life of Mozart*? That's popular, or there's *Happy Days*.
(Man) *The Life of Mozart* sounds too classical for their tastes. Guess we'll be seeing *Happy Days*.
2. (Woman) My long distance provider charges far too much. I'm using PST, but I need to change. Can you recommend anyone to me? What company do you use?
(Man) I just changed from All Teleco to Tele Express. They only charge 10 cents a minute.
(Woman) Well, that's even more than I pay. I'll just have to stick with PST.

PART 4: SHORT TALKS

Strategies

This section of the TOEC includes short talks given by one speaker, usually in the form of a news or business report, commercial or public service advertisement, recorded phone message, or public announcement, followed by questions about the talks. While you're listening, you should keep looking at the questions, which will enable you to focus your listening on specific information. The questions typically ask about the main idea, details, or inferences.

Test-taking Tips

- ✓ Do not be misled by your general knowledge; you should only use the information given in the talk.
- ✓ In general, the questions are organized in the order in which the information is given in the talk, so try to answer the question while listening to the talk.
- ✓ Before you hear the statements, read as many questions as you can.

Question Types

- Type 1 - Main Idea Questions
- Type 2 - Fact and Detail Questions
- Type 3 - Inference Questions
- Type 4 - Cause and Effect Questions

Question Type 1

Main Idea Questions

Look for key words or phrases that will help you figure out the main topic of the talk. Try to focus on things such as the purpose of the talk and the general theme of the talk. Obviously, the main idea will vary widely from talk to talk.

Main idea questions often take the following forms:

- After a talk advertising a slimming aid - *What is this commercial about?*
Possible answer: *A product for losing weight*
- After a traffic report talking about delays and traffic jams - *What happened?*
Possible answer: *There was a traffic accident.*
- After a public service type announcement - *What is the purpose of the message?*
Possible answer: *To warn people about pickpockets on the subway system*

Questions 1 through 3 refer to the following advertisement.

W: You may have already heard of Jesters, but have you paid us a visit lately? We are the local answer to all your ¹ **food shopping needs**. We have everything you could want, ² **all under one roof**. We closed recently due to a large fire, but now we're back with a ³ **grand reopening sale** in our new location. To celebrate our first week back in business, we are offering discounts of up to 50% on all of our most popular grocery lines. At our in-store bakery, we're even offering a free birthday cake to everyone who has a birthday this week.

Jesters - you know us. ⁴ **We're the store** where everyone goes home laughing thanks to our everyday savings on the brands you love. Come find us on the Bluewater Interstate just north of Fayetteville.

1. What is being advertised?
(A) A supermarket
(B) The Bluewater Interstate
(C) Birthday cakes
(D) Groceries
2. What is the purpose of this talk?

- (A) To talk about new products
- (B) To inform customers that the store has reopened
- (C) To offer special discounts
- (D) To introduce the in-store bakery

3. Why was the store closed?

- (A) It wasn't popular.
- (B) The building was sold.
- (C) It was damaged in a fire.
- (D) They didn't have enough staff.

Key expressions

- **Lately** – recently
- **The answer to your needs** – providing you with essentials
- **Under one roof** – in one location

Key information

- ^{1, 2, 4} The talk is describing one large store that sells groceries.
- ³ This gives us information about the event being advertised.

Question Type 2

Fact and Detail Questions

For this type of question, you will need to focus on precise facts and details. Therefore, look for key words or phrases such as numbers, times, descriptions of a situation, and other words that will help you figure out the specific details of the short talk.

Detail questions often take the following forms:

- After a talk including the following sentence: "There will be heavy rainfall for most of the day."
- *What will the weather be like?* Possible answer: *It will rain all day.*
- After a talk including the following sentence: "The flight lands at 3:30, so we expect them to arrive here about 2 hours later."
- *What time will they arrive?* Possible answer: *At around 5:30*
- After a talk including the following sentence: "Medimind's handy alarm can be set to help you remember to take your medication."
- *What is the product?* Possible answer: *An alarm to remind people to take medicine*

Questions 1 through 3 refer to the following weather report.

M: This is Dusty White coming to you *live* from the Weather Station here in ¹ **Victorville**. The mild temperatures we *have* been enjoying in recent days are finally *over*. Brace yourself for a ² **big drop in temperature**. The ³ **highs today will be around 32 degrees** with tonight's ⁴ **low dropping to near zero**, and a ⁵ **wind chill of more than 20 below**. Winter weather is coming on *very* quickly this year as we are ⁶ **expecting our first major snowfall by tomorrow afternoon**. A major storm moving slowly across the plains has already brought *five* feet of snow to some areas not too far west of here. ⁷ **Locally, we are projecting anywhere from three to five feet of snow in the next 48-72 hours**. My *advice* is to bundle up and bring in the animals. Stay warm and keep on watching your favorite weather channel.

1. What will today's highest temperature be?

(A) Around -20 degrees

(B) From three to *five* degrees

(C) Around 32 degrees

(D) From 48 to 72 degrees

2. What *advice* does the reporter *give*?

(A) Enjoy the snow

(B) Bring your animals inside

(C) Keep your radio on

(D) Change the channel

3. How much snow does the reporter expect in this area?

(A) Three to five feet

(B) Close to zero

(C) 48 to 72 feet

(D) 20 feet

Key expressions

- **Brace yourself** – prepare yourself for something bad or severe
- **Wind chill** – the effect that wind had on how cold the air feels
- **Bundle up** – wear enough to keep warm

Key information

¹ The speaker's location

^{1, 2} The weather will change suddenly.

^{3, 4} The highest temperature will be 32 degrees/ the lowest around zero.

^{5, 6} Heavy snow is expected.

⁷ People should stay indoors.

Question Type 3

Inference Questions

Inference questions check your ability to draw a conclusion based on the facts and details that are provided in the short talk. Although the answer is not stated explicitly in the talk, it will provide you with enough information to choose the correct answer. As in main idea questions and detail questions, you should look for key words or phrases that will help you to choose the correct answer by drawing a logical conclusion.

Inference questions and their answers often take some of the following forms:

- After a talk including the following sentence: "She doesn't live in the apartment any more."
- *Where did the woman used to live?* Possible answer: *In an apartment*
- After a talk including the following sentence: "Rarely do I pass the tennis court and not see him out there playing."
- *How often does the man play tennis?* Possible answer: *He plays frequently.*

Questions 1 through 3 refer to the following phone message.

W: Mr. Blanchard, this is Cindy Gerber at Capital ¹ **Coverage**. Well, I've got some answers to a couple of your questions, but not all of them. First of all, your ² **insurance is retroactive to the day you applied for it**, so your foot injury is covered. Second, yes, ³ **you may make your payments at our office, though we prefer that you mail them in**. If you do pay us directly, you must do so by check or credit card. We don't take cash or debit cards here. ⁴ **As for your other inquiries, I'll have to do some checking, so I will get back to you** as soon as I can. Please don't hesitate to call me during office hours if you have questions about any of this information. Or, you can leave a recorded message after 6:00 p.m. Take care.

1. Where does Cindy Gerber work?

- (A) At a public information desk
- (B) At an insurance agency
- (C) At a credit card company
- (D) At the telephone company

2. What has Mr. Blanchard previously inquired about?
- (A) How he may pay his bill
 - (B) What to put on his injury
 - (C) Where Cindy Gerber works
 - (D) When he will be called back
3. What time does the office probably close?
- (A) Only on weekends
 - (B) About 5:00 p.m.
 - (C) 6:00 p.m.
 - (D) During office hours

Key expressions

- **Retroactive** – taking effect from a date in the past
- **Debit card** – a kind of ATM card

Key information

- ^{1, 2} These words are clues to Cindy's line of work.
- ² The insurance takes effect from the date of application.
- ³ The company does not really want clients to pay directly at the office.
- ⁴ Cindy is going to provide additional information to the customer later.

Question Type 4

Cause and Effect Questions

Cause and effect questions look at either an event or an action, and either the reason for it happening (the cause), or the consequences which it has already had or might have in the future (effect). For this type of question, you may find it helpful to listen for expressions such as *because (of)*, *due to*, *owing to*, as a *result of*, and *thanks to* in order to focus on cause. However, these expressions may not always be used.

Cause and effect questions often take the following forms:

- After a talk including the following sentence: "There is heavy traffic on Highway 32 owing to a ten-car pile up."
- *Why is traffic heavy on the highway?* Possible answer: *Because of a car accident*
- After a talk including the following sentence: "Hurricane Michael is expected to hit the coast of Florida later this evening. There is a high possibility of flooding."
- *What may happen because of the hurricane?* Possible answer: *Floods*

Questions 1 through 3 refer to the following traffic report.

M: Good evening. You are listening to Radio F1. Those of you headed into Liversmead on ¹ **Highway 2** are in for some long delays. ² **Owing to a collision between an oil tanker and a bus, traffic is backed up to the Silverbridge Intersection.** Emergency vehicles are at the scene, but due to the ³ **flammable nature of the oil, they are proceeding very slowly. It is expected to take about 5 hours to safely clear up the area.** The accident occurred at 4:30 this morning when the ⁴ **driver of the tanker dropped her cell phone. She looked down to pick it up and inadvertently veered into the opposite lane.** Luckily, the bus had no passengers. Neither driver was injured. You might want to call the office and let them know you'll be late. Hands-free, of course. We don't want any more accidents.

1. What has caused delays on Highway 2?
(A) Animals on the road
(B) A collision between a car and a tanker
(C) A broken traffic light

(D) An accident involving a bus

2. Why is it taking so long to clear up the accident?

- (A) There is a danger of fire.
- (B) There are no emergency vehicles available.
- (C) The road is slippery.
- (D) It is too dark.

3. How did the accident happen?

- (A) A bus overturned.
- (B) The tanker driver was distracted by her cell phone.
- (C) The cars skidded on ice.
- (D) The vehicles were speeding.

Key expressions

- **At the scene** – at the location
- **Flammable** – easy to burn

Key information

- ¹ Gives the location of the incident
- ² Explains the current situation
- ³ Provides details and possible problems
- ⁴ Tells how the incident occurred

Reading Section

You must use Grammar, Vocabulary and Reading comprehension skills to answer the questions

Part 5	Incomplete Sentences	40 questions
Part 6	Incomplete Texts	12 questions
Part 7	Reading comprehension	48 questions
Reading Total		100 questions

PART 5: INCOMPLETE SENTENCES

This section of the TOEIC typically checks the scope of your vocabulary knowledge, along with your ability to make correct use of words and phrases. When choosing the answer, you should pay close attention to grammatical points such as parts of speech, tenses, agreement, positions of frequency adverbs, etc. Note also that the words around the missing word can be useful clues for the answer. Pay close attention to the type of word you are asked to find. If the question asks you to find a noun, look only for nouns; disregard any verbs, adverbs, adjectives, etc. in the selection list.

Test-taking Tips

- Determine whether the question is about vocabulary or about grammar.
- If it is a vocabulary question, think of the meaning of the whole sentence.
- If it is a grammar question, determine the part of speech needed for the blank by taking a close look at the surrounding elements.
- Remember that quite a lot of English words look and sound similar, sometimes even the same, even though the meaning is different.

Question Types

Type 1- Vocabulary questions

- * Verbs
- * Nouns
- * Modifiers
- * Conjunctions
- * Prepositions

Type 2- Grammar questions

- * Verbs
- * Auxiliary verbs
- * Subject- verb agreement
- * Gerunds and Infinitives
- * Nouns and Pronouns
- * Conjunctions
- *Comparatives and Superlatives
- * Negation

Question type 1

Vocabulary questions

Verbs

Though verbs and nouns are different classes of words, sometimes they may look or sound similar, for example, the verb *present*, which means to give, and the noun *present*, which means a gift. Sometimes a verb and a noun may look or sound exactly the same, as in the case of *ride*. *Ride* is a verb which means to get in or on a large vehicle; however, the noun *ride* usually means an attraction at an amusement park. Below is a list of easily confused verbs:

adapt- adopt	acquire- require	affect- effect
assign- consign	compose- comprise	lay- lie
lend- borrow	precede- proceed	protect- protest
raise- rise	remove- move	persecute- prosecute

E.g. Inflation the buying power of the dollar.

- | | |
|-------------|---------------|
| (A) affects | (B) deletes |
| (C) effects | (D) completes |

Tips: The word *affect* in answer choice (A) is a verb meaning *to have an influence*, and is appropriate here. However, the word *effect* in choice (C) is a noun meaning *an influence* or *the power to produce a result*, and cannot be the right choice. Responses (B) and (D) are both wrong word choices.

Warm-ups

- We will have to a new marketing strategy to sell that product overseas.

(A) adept	(B) adopt	(C) adapt	(D) edict
-----------	-----------	-----------	-----------
- Our legal department will aggressively any copyright violations.

(A) persecute	(B) process	(C) prosecute	(D) produce
---------------	-------------	---------------	-------------
- As of next week, all workers will be to wear hard hats while operating the forklifts.

(A) sequestered	(B) requited	(C) acquired	(D) required
-----------------	--------------	--------------	--------------

Nouns

A common problem when choosing the correct noun is the confusion caused by similar prefixes and suffixes. Words that end in *-ment* don't necessarily have the same or similar meanings. The same is true with endings such as *-ate*, *-ish*, *-ise/-ize*, etc. It is important to pay attention to the root word, not the attachment. Below is a list of easily confused nouns:

aid- aide	consul-council	moral- morale
alley- ally	corporation- cooperation	neighbor- neighborhood
assay- essay	crown- clown	principal- principle
capital- capitol	desert- dessert	trail- trial
complement- compliment	hall- hole	

E.g. His only about his job is that he has to work on Saturdays.

- (A) complaint (B) complement
(C) compliment (D) accomplishment

Tips: Response (A) *complaint* means *a statement that something is wrong or not good enough*. Answers (B) and (C) do not make sense here since they both express positive concepts. Answer (D) is a wrong word choice- *accomplishment* means *achievement*.

Warm-ups

1. All are asked to show up by 10:00 a.m.

- (A) personnel (B) personnels (C) personalities (D) personal

2. I'm afraid we'll have to cancel the new project. We can't raise enough

- (A) capital (B) captain (C) capitol (D) capon

3. Under the new contract, everyone will get a 5%

- (A) praise (B) rise (C) access (D) raise

Modifiers

Choosing the correct modifier can sometimes be confusing. An important thing to consider is whether the word to be modified is *countable* or *uncountable*. Below is a list of modifiers:

+ adjectives to be used with countable nouns:

many, a few, few, the fewest, more, a number of, a lot of

+ adjectives to be used with uncountable nouns:

much, a great deal of, a little, little, less, the least, a lot of, more

+ adjectives to be used with singular countable nouns:

each, every, either, neither, another

E.g. For information, call us at 1-800-354-1114.

(A) another

(B) farther

(C) further

(D) every

Tips: Information is uncountable (i.e. we cannot say, “one information”, “several informations”, etc.) so *another* and *every* do not qualify as its modifiers. Responses (B) *farther* and (C) *further* are similar in meaning, but *farther* almost always relates to physical distance. Therefore, (C) is correct.

Warm-ups

1. Oh no! I don't have time to prepare for the job interview.

(A) some

(B) much

(C) very

(D) many

2. I was busy that I forgot to take my lunch break.

(A) very

(B) much

(C) such

(D) so

3. She spoke firmly to him about his poor job performance.

(A) most

(B) quite

(C) quiet

(D) little

Conjunctions and Conjunctive Adverbs

Conjunctions are relationship words that logically connect elements in a sentence, while conjunctive adverbs express the relationship between independent sentences. Conjunctions do not always have to come in the middle of a sentence; they can come at the beginning of a sentence to show emphasis. Below is a brief list of conjunctions and conjunctive adverbs:

+ Conjunctions: *and, but, for, nor, or, so, yet, as, because, if, provided that, than*

+ Conjunctive adverbs: *also, as a result, consequently, either, however, in fact, moreover, neither, nevertheless, therefore, thus*

E.g. Neither the CEO the board of directors is opposed to our plan.

(A) and

(B) or

(C) nor

(D) but

Tips: The clue is the presence of *neither* in the initial position- remember what is compatible with *neither*. Therefore, (C) is correct. Pairs such as the following are also worth your attention: *either- or-, both- and-, -and similarly*.

Warm-ups

1. your office switches to QuickPhone PremiumPlus, you will get better long distance rates.

(A) Yet

(B) For

(C) If

(D) In fact

2. My boss was just selected as the new regional manager., his old position is now open.

(A) For

(B) Yet

(C) Thus

(D) Or

3. The new advertising slogan will be, "Beppos tastes good a peanut butter should."

(A) just as

(B) although

(C) because

(D) but

Prepositions

Prepositions, like conjunctions, help establish the relationship between elements of a sentence. Below is a list of prepositions:

in, at, of, by, for, beneath, because of, in spite of, considering, except, than, as, before

E.g. Please have these documents sent out immediately express mail.

- | | |
|------------|-----------|
| (A) at | (B) by |
| (C) toward | (D) along |

Tips: Answer (B) *by* is correct because the blank space needs a preposition denoting “means”. Answer (A) *at* denotes “location” and answer (C) *toward* and (D) *along* denote “movement”.

Warm-ups

1. the bad weather, I was forced to reschedule the business meeting in Thailand.

- (A) Regarding (B) From (C) Because (D) Because of

2. Do what you want, but for me, I won't sign until I've read the entire contract.

- (A) as (B) because (C) in the case (D) about

3. for the long drive every morning, I really like my new job.

- (A) Accept (B) Except (C) Although (D) Not including

Question Type 2

Grammar questions

Verbs

Verbs express existence, action, or occurrence. They change their form depending on the subject, which is called number agreement between subject and verb. Additionally, verbs help identify whether an action has happened in the past, is happening now, or will happen in the future; this is called the *tense* of the verb.

E.g. - Theodore will the delivery truck after lunch.

- | | |
|------------|-----------|
| (A) fixing | (B) fixed |
| (C) fix | (D) fixes |

- I am my supervisor with job interviews.

- | | |
|------------|---------------|
| (A) help | (B) will help |
| (C) helped | (D) helping |

Tips: * *Fix* is the base form of the verb. When the verb is in this form, it is able to take the future modal *will*. (A) is incorrect because it uses the *-ing* form of the verb. The *-ing* form of the verb cannot be paired with *will*. (B) is incorrect because it is in the past tense when the sentence indicates a future action. (D) is incorrect because the verb is in the third person *-s* form. The *-s* form cannot be paired with *will*.

* The word to focus on in this sentence is *am*. Only response (D) *helping* can follow *am* in this sentence. None of the other forms of *help* are possible with *am*. Here *be + -ing* makes the present continuous.

Warm-ups

1. Can you please a message for me?

- | | | | |
|----------------|----------|-----------|----------|
| (A) have taken | (B) take | (C) taken | (D) took |
|----------------|----------|-----------|----------|

2. All employees must their cars in Lot B next to the main building.

- | | | | |
|------------|-------------|----------|-----------------|
| (A) parked | (B) to park | (C) park | (D) have parked |
|------------|-------------|----------|-----------------|

Auxiliary verbs

An important type of auxiliary verb is the modal auxiliary. Modals are words such as could, will, should, might, etc, and are used to express such things as permission, ability, and necessity. It is important for the learner to note that sometimes changing the modal can drastically affect the meaning of the sentence!

Eg. - Today is the last day of my vacation. I go back to work tomorrow.

- | | |
|-----------|-----------|
| (A) must | (B) might |
| (C) could | (D) had |

- We choose the dental insurance program or the \$2,000 bonus, but not both.

- | | |
|----------|------------|
| (A) must | (B) should |
| (C) can | (D) didn't |

Tips: * The speaker's vacation is over. Therefore, it is necessary that she return to work tomorrow. Responses (B) and (C) are incorrect because *might* and *could* suggest that the speaker has an option to either return to work or not return to work. Answer (A) is the correct answer because the modal *must* is used to indicate necessity, or something one has to do. (D) is incorrect because it is in the past tense, and the sentence refers to the future.

* Answer (C) is the correct answer because the modal *can* indicates choice. (A) is incorrect because *must* indicates necessity. (B) is incorrect because *should* indicates the better or suggested course of action within a group of options. (D) is incorrect because a past tense form is not appropriate here.

Warm-ups

1..... I show you some photos of my family?

- | | | | |
|----------|-----------|-----------|----------|
| (A) Must | (B) Would | (C) Shall | (D) Have |
|----------|-----------|-----------|----------|

2. The meeting is in one hour. I finish this report now!

- | | | | |
|----------|-----------|---------|-----------|
| (A) must | (B) ought | (C) can | (D) might |
|----------|-----------|---------|-----------|

Subject- verb Agreement

Subjects and verbs are said to *agree* when they match in number, i.e., a singular subject needs a singular verb, and a plural subject takes a plural verb. In particular, look for clues like the third person singular –s (e.g., *She goes. He works.*).

E.g. – Every Christmas she money to charity.

- | | |
|-----------|------------|
| (A) give | (B) gives |
| (C) given | (D) giving |

- One of the lawyers an accountant, too.

- | | |
|--------|-----------|
| (A) is | (B) are |
| (C) am | (D) to be |

Tips: * (B) is the correct answer because the verb *gives* agrees with the subject *she* (I give, She/he/It gives, We give, You give, They give). (A) is incorrect because the verb is not in agreement with the subject. Responses (C) and (D) are incorrect because of tense and lack of auxiliary verbs.

* The correct answer is (A). It is important not to be distracted by the word closest to the verb. In this case, *lawyers* is plural, so the tendency may be to use the verb form *are*. However, the sentence says “*One of the lawyers ...*”. For this reason, (B) is incorrect. (C) is incorrect because the verb *am* is conjugated for the subject *I*. (D) *to be* is simply the infinitive form of the verb *be* and not appropriate here.

Warm-ups

1. All the workers in that division moving to a new office.

- | | | | |
|--------|--------|---------|---------------|
| (A) is | (B) am | (C) are | (D) are going |
|--------|--------|---------|---------------|
- to

2. My boss golf very well.

- | | | | |
|-------------|----------|---------------|-----------|
| (A) playing | (B) play | (C) can plays | (D) plays |
|-------------|----------|---------------|-----------|

Gerunds and Infinitives

Gerunds, sometimes called a nominal present participle, are verbs used as subjects, objects, complements and in other roles. For example in the sentence, “Swimming is good exercise”, *swimming* is a gerund. While in the sentence “He went swimming after lunch”, *swimming* is a continuous form of the verb.

Infinitives are the base form of the verb preceded by the infinitive marker *to*. Infinitives can be confusing because sometimes they omit the infinitive marker in writing or speaking, though it remains implied.

E.g. – Her strategy was the most successful in the history of her company.

- | | |
|-----------------|------------------|
| (A) advertise | (B) to advertise |
| (C) advertising | (D) advertised |

- He will be asked a presentation at next month’s staff meeting.

- | | |
|---------------|---------------|
| (A) give | (B) to give |
| (C) will give | (D) to giving |

Tips: * (A) *advertise* and (B) *to advertise* are incorrect because an infinitive cannot be used to modify a noun that follows it. (D) is incorrect because what is advertised is not the strategy itself but products or goods. Answer (C) is correct because the gerund *advertising* is used to construct a noun phrase: *advertising strategy*. Note that in this case *advertising* also acts as an adjective modifying the word “strategy”.

* Answer (B) is correct because it includes the infinitive marker *to*, which is needed to establish a relationship between the subject and the action. (A) is incorrect because it lacks the necessary infinitive marker. (C) is incorrect because it repeats the future indicative *will*. (D) is incorrect because it mixes the infinitive marker *to* with the continuous tense *-ing*.

Warm-ups

1..... is one office skill that I’m not very good at.

- | | | | |
|-------------|------------|------------------|-----------------|
| (A) To type | (B) Typing | (C) Doing typing | (D) Good typist |
|-------------|------------|------------------|-----------------|

2. I have to go to the donut factory their inventory.

- | | | | |
|--------------|--------------|-----------------|----------------|
| (A) checking | (B) to check | (C) to checking | (D) will check |
|--------------|--------------|-----------------|----------------|

Nouns and Pronouns

Nouns are people, places, things, and ideas. Sometimes, writers and speakers find it awkward to repeat the same noun over and over again. In these cases, pronouns are used to take the place of nouns.

E.g. – Our company sponsors many of the at the new amusement park.

- | | |
|------------|-----------|
| (A) rode | (B) rides |
| (C) riding | (D) ride |

- Mom's Famous Cakes is a very well respected company. was founded in 1906 by Margaret Dennison.

- | | |
|------------------------|----------|
| (A) She | (B) They |
| (C) Mom's Famous Cakes | (D) It |

Tips: *This sentence needs a noun. Answer (B) is correct because *ride* is a word that is used as both a noun and a verb. In the case of this sentence, *rides* are the attractions at an amusement park. Because response (A) is a verb, it can't be preceded by an article *the*. Response (C) *riding* is a continuous verb, not a noun. (D) is incorrect because *ride* is singular and the sentence needs a plural noun.

* Answer (D) is the correct answer because Mom's Famous Cakes is the name of a singular company. Thus it takes the pronoun *it*. (A) is incorrect because *She* refers to a female person, not a company named after a female person. (B) is incorrect because the company is a singular, not plural, noun. (C) is incorrect because after a proper noun is presented, it is usually replaced with a pronoun in the following sentence to prevent too much repetition of the same words.

Warm-ups

1. Mrs. Smythe is in charge of personnel. does all of the hiring for the company.

- | | | | |
|--------|-------|---------|--------|
| (A) He | (B) I | (C) She | (D) It |
|--------|-------|---------|--------|

2. The advertising division is concerned about the new product. They think will not sell very well.

- | | | | |
|----------|----------|----------|--------|
| (A) them | (B) that | (C) they | (D) it |
|----------|----------|----------|--------|

Conjunctions

Conjunctions are words that connect clauses within a single idea. Below is a list of conjunctions:

+ Coordinating conjunctions: *and, but, for, nor, or, so, yet*

+ Subordinating conjunctions: *as, although, because, if, though, unless, when, while*

E.g. – We were both hoping to be promoted. I got a promotion, my assistant did not.

(A) and

(B) so

(C) but

(D) or

- My company is very busy in January, I'll take a vacation in February.

(A) or

(B) so

(C) but

(D) however

Tips: * Answer (C) is the correct answer because the conjunction *but* shows contrast. (A) is incorrect because *and* is used to indicate similar or connected conditions. (B) is incorrect because *so* indicates a result or outcome, and the sentence does not specify any outcome from getting a promotion. (D) is incorrect because *or* indicates choice, or options.

* Answer (B) is the correct answer because the conjunction *so* indicates a result or outcome. Taking a vacation in February can be seen as the outcome of being busy in January. (A) is incorrect because *or* indicates choice, which the sentence does not specify. Responses (C) and (D) are incorrect because they both indicate contrast, which is not shown in the sentence. Furthermore, *however* is not a conjunction but a conjunctive adverb.

Warm-ups

1. I forgot my credit card, I'll have to pay with cash.

(A) but

(B) and

(C) if

(D) so

2. You should have enough space on that table, if you don't, you can use my desk as well.

(A) but

(B) so

(C) or

(D) furthermore

Comparatives and Superlatives

Comparatives contrast and rank two nouns. Superlatives contrast and rank three or more nouns.

+ Comparative forms include adj./adv/ -er than

adj./ adv. -ier than

more/ less adj./adv. than

+ Superlative forms include the adj./adv. -est

the adj./adv. -iest

the most/least adj./adv.

E.g. – My new computer is far than my old one.

(A) best

(B) good

(C) better

(D) greater

- She is supervisor I've ever worked for.

(A) best

(B) better

(C) the better

(D) the best

Tips: * Responses (A) and (B) are not comparative forms. (D) is incorrect because *greater* is not a good word choice. (C) is the correct answer because the sentence is comparing two things.

* Response (D) is the correct answer because *ever* requires a superlative with the definite article *the*. (A) is incorrect because the superlative is not preceded by *the*. Finally, (B) and (C) are incorrect because the sentence does not involve a comparison between two nouns.

Warm-ups

1. This new office is much than my old office.

(A) nice

(B) nicest

(C) the nicest

(D) nicer

2. Don't save work for last. Get started on it early.

(A) most difficult

(B) the most difficult

(C) the more difficult

(D) mostly difficult

Negation

Negation is the use of the negative, or saying *no*. Negations do not always use a negative word such as *no* or *not*.

The following adverbs are already negative in sense, so you should not use a negative form with them: *never, rarely, hardly, barely, seldom, scarcely*

E.g. – I hardly understand him because he spoke too quickly.

(A) couldn't

(B) could

(C) can't

(D) can

- You coming to the office Christmas party, are you?

(A) aren't

(B) are

(C) were

(D) weren't

Tips: * (B) is the correct answer because *hardly* has a negative sense. (A) and (C) are not possible because the word *hardly* can't be used with a negative form. (D) is incorrect because *spoke* is the past form.

* Answer (A) is the correct answer because it matches the tag question *are you?* (B) is incorrect because the tag question *are you?* is a positive form, so a negative form should be used here. (C) is incorrect because it is both a positive form and past tense. (D) is incorrect because the tense is past and does not match the tag.

Warm-ups

1. I decided that would be the better decision.

(A) not go

(B) to going

(C) not going

(D) going not

2. I warned him release the statistics until next week.

(A) not

(B) don't

(C) not to

(D) to

EXERCISES

Exercise 1 Complete the sentences with the correct answers

1. Though the company has used to attract new clients, profits were down in the last quarter of the year.
(A) indulgences (B) incentives (C) industry (D) increments
2. Five years, the Lewis sisters ran the most successful interior design business in Los Angeles.
(A) ago (B) then (C) since (D) after
3. The new computer system designed for the post officeaccounts to be managed over the Internet.
(A) are allowing (B) allow (C) will allow (D) will be going to allow
4. They to build an addition to their hotel to accommodate their many guests.
(A) must (B) ought (C) should (D) have to
5. We usually recommend that couples their investments in order to plan for their retirement.
(A) elevate (B) schedule (C) coordinate (D) delineate
6. He is particularly by the way the new manager has dealt with emergencies.
(A) impressionable (B) impressed (C) impressive (D) impression
7. The company thought the shipment in time for the holiday shipping season.
(A) can arrive (B) is arriving (C) will arrive (D) would arrive
8.the unsuccessful summer season, the manager wants to go ahead with expansion plans.
(A) Because (B) Although (C) Due (D) Despite
9. If you have an advanced degree, there are more job opportunities available to you.
(A) seldom (B) many (C) few (D) too many
10. Look these statistics and tell me if you think they are accurate.

- (A) over (B) from (C) to (D) under
11. I have noticed that when the boss is away, employees like to relax and enjoy
- (A) myself (B) ourselves (C) himself (D) themselves
12. The passengers were of the flight's delay.
- (A) expecting (B) notified (C) announced (D) saying
13. The company's goal is to reach maximum production capacity the next three months.
- (A) into (B) about (C) with (D) within
14. She hasn't finished the monthly financial reports, but says she should have them by the end of the day.
- (A) by this time (B) still (C) yet (D) then
15. He has to finish the meeting and get to the airport 6 p.m.
- (A) to (B) on (C) until (D) by
16. If you do not read the business page regularly, you to miss reports of the important business transactions.
- (A) are going (B) will (C) would be going (D) had
17. For professionals at the beginning of their careers, leisure time is a commodity.
- (A) high-priced (B) regular (C) common (D) scarce
18. people who love their work need time to relax and enjoy themselves.
- (A) Also (B) Although (C) Even (D) Despite
19. A recent study of corporate managers most executives do not find their work satisfying.
- (A) found that (B) which discovered (C) revealing (D) founded
20. By the end of the day, you must decide or not you want to attend the conference next month.
- (A) whether (B) if (C) however (D) rather
21. In a memo to all department managers, the employees more flexible working hours.
- (A) inquired (B) asked (C) said (D) requested

22. According to recent reports, the economic situation is not serious as most analysts think.

- (A) very (B) as (C) that (D) too

23. Trade journals reveal that the computers are popular for good reason.

- (A) most late (B) most (C) latest (D) most latest

24. Her competence, intelligence, efficiency make her an excellent candidate for the job.

- (A) but (B) or (C) and (D) so

25. Applications for certification training will be until the 15th of this month.

- (A) excepted (B) accepted (C) exempted (D) accented

26. Our competitor orders a high of its equipment from foreign companies.

- (A) percentage (B) range (C) level (D) degree

27. Jobs at the company pay a of \$15.00 per hour, increasing within two years to \$20.00.

- (A) minimal (B) minimum (C) marginal (D) margin

28. Ultimately, the success of the company on consistent management strategies.

- (A) had been depended (B) to depend (C) is depending (D) depends

29. Be sure all stationery orders by 3 p.m. on Fridays.

- (A) place (B) placing (C) to place (D) placed

30. The new overtime regulations will take at the start of next month.

- (A) affect (B) effect (C) efficacy (D) affectations

31. We thought our offer would have been accepted by now, but has called.

- (A) somebody (B) anybody (C) someone (D) nobody

32.we concede that the union does have a point, it is impossible for us to meet the members' demands.

- (A) During (B) Having (C) While (D) As

33. This package should be sent express mail if you want to have any hope of meeting the deadline.

- (A) to (B) with (C) by (D) along

34. She really to learn to control her temper in the office.

(A) has (B) have (C) hasn't (D) having

35. Even the efficient worker makes mistakes and has an off-day every now and again.

(A) best (B) most (C) mostly (D) more

36. the manager found out that the secretary had lied to her, she was furious.

(A) Owing to (B) So (C) If (D) When

37. After the union found out that the managers had given a 20% pay raise, a strike was organized.

(A) their (B) himself (C) themselves (D) they

38. Most of the departments will be office parties before the Christmas vacation begins.

(A) to hold (B) held (C) have held (D) holding

39. The new staff break room will be located on the second floor, the vending machines.

(A) into (B) opposite (C) over (D) against

40. A short will be held to remember all employees who were killed in the train crash last week.

(A) celebration (B) memory (C) ceremony (D) ceremonial

Exercise 2 Complete the sentences with the correct answers

1. Last month, the manager to the president that he hire a specialist to run the communication network.

(A) suggested (B) suggest (C) are suggesting (D) suggestion

2. The flight arrived late stormy weather.

(A) for (B) because of (C) then after (D) instead of

3. On Tuesday, the National Association of Realtors will release report on home sales for October.

(A) her (B) its (C) his (D) an

4. Sales in the field of digital technology 57% between 2000 and 2005.

(A) are grown (B) growing (C) grow (D) grew

5. Company profits reached \$6 billion in September, the of the decade.
(A) widest (B) highest (C) least (D) deepest
6. With computer programming experience, job increase.
(A) opportunism (B) opportunities (C) favorable (D) chances
7. he attended the conference, he didn't think it was very informative.
(A) In fact (B) Recently (C) Although (D) Also
8. We have two employees create new marketing strategies.
(A) then (B) which (C) who (D) if
9. Richard Furst, a specialist in copyright law, is the most recent to our staff.
(A) addition (B) increased (C) division (D) additional
10. As the company became , it didn't need to rely on local suppliers, but could import equipment from other cities.
(A) richest (B) failure (C) successfully (D) wealthier
11. The sale of PDAs is to continue to rise for the remainder of the fiscal year.
(A) expected (B) effected (C) affected (D) exceeded
12. Bookstore chains now control 4% of the market for hardcover trade books.
(A) to (B) on (C) about (D) in
13. We are a business strategy consulting firm the top management of leading corporations.
(A) are serving (B) serve (C) served (D) serving
14. We are looking for recent graduates with exceptional and quantitative abilities and language skills to join our company.
(A) demonstrate (B) demonstrable (C) demonstrating (D) demonstrates
15. He's been computer software applications and databases for nine years for his own company.
(A) discrediting (B) distressing (C) delineating (D) developing
16. Please visit our web site for more and references to other investment news.
(A) infringement (B) information (C) franchise (D) informational
17. Special reduced postal rates for multiple copies.

(A) are available (B) availability (C) available (D) availed

18. Written permission is required to reproduce, in whole or part, the material contained in this newsletter.

(A) to (B) all (C) of (D) in

19. Airline will most likely make it easier frequent travelers to upgrade their tickets.

(A) to (B) for (C) of (D) from

20. Business Systems International reportedly spent several million dollars on the of its latest changes.

(A) announcement (B) accompaniment (C) detainment (D) arraignment

21. Overall, vacations in the US are expected to a modest 3% more this year, compared to last.

(A) cost (B) costing (C) costs (D) will cost

22. UDA Airways will no longer participate in joint mileage programs with credit card companies, January 2006.

(A) effected (B) effective (C) effects (D) effect

23. This year, for the first, all new model cars are required to have front seat airbags.

(A) event (B) reason (C) place (D) time

24. If you've ever dreamed about around the world, this may be the cruise for you.

(A) sails (B) to sail (C) sailing (D) sail

25. The holiday shopping season has begun and one thing is clear: people are not spending as much as in past years.

(A) actual (B) also (C) for (D) already

26. Despite the introduction of paternity leave for new fathers, very few men are to take advantage of the system.

(A) option (B) opting (C) opposing (D) opposite

27. Revenue for the current financial year is expected to last year's profits by as much as 7%.

(A) surpass (B) surplus (C) surprise (D) success

28. If they renew the account, that company handling their accounts for over fifteen years.

- (A) would have been (B) was (C) will be (D) will have been

29. The purchase of a third photocopier has improved efficiency by reducing time wasted waiting in line.

- (A) much (B) greatly (C) over (D) a lot

30. There will be a meeting for anyone interested in learning about the new building plans at 5p.m.

- (A) on next Friday (B) at next Friday (C) in next Friday (D) next Friday

31. The large conference room is locatedthe third floor, not the second as stated in the brochure.

- (A) on (B) by (C) to (D) within

32. This project has been beset with problems from the beginning.

- (A) much (B) correct (C) right (D) rightly

33. to the latest figures, our competitors are not doing as well as they would like us to think.

- (A) Averaging (B) Abiding (C) According (D) Actually

34. It never ceases to amaze me just job applicants can't even put together a basic resume and cover letter.

- (A) how many (B) how to (C) how about (D) how

35. All red sticker items discounted 50% for the next 20 minutes.

- (A) had been (B) will (C) are being (D) had

36. the threat to security, he always leaves his filing cabinet unlocked when he is not in his office.

- (A) Owing to (B) Since (C) Despite (D) During

37. According to new company policy, all employees are to take a safety test.

- (A) requisitioned (B) required (C) restored (D) reposed

38. I am proud to announce that we are now the country's producer of steel filaments.

- (A) biggest (B) most (C) most big (D) big

39. Although he was not to blame, he responsibility for the production mistakes.

(A) held (B) took (C) gave (D) made

40. I don't think I've ever had a more difficult time here than I did during the events of the past few days.

(A) to work (B) working (C) at work (D) worked

Exercises 3 Complete the sentences with the correct answers

1. After flying to Boston for business, she will to Washington DC, in time for our annual meeting.

(A) return (B) restore (C) reconnoiter (D) reconsider

2. To tell the truth, I think there is nothing very about the new Smithsonian ads.

(A) memorizing (B) memorial (C) memorializing (D) memorable

3. the last four years, inflation has risen at an annual rate of 3% or less.

(A) At (B) Of (C) For (D) From

4. of these proposals are too controversial for the committee to consider seriously.

(A) Much (B) Any (C) Most (D) Almost

5. The Director is correct stating that we must revise our budget estimates for this quarter of the year.

(A) in (B) to (C) for (D) on

6. If Maintenance or other department thinks they are not getting their fair share of the budget, now is the time to speak out.

(A) all (B) many (C) one (D) any

7. Eleanor Whitman, was a lawyer in a local firm, learned that an international corporation was purchasing community property.

(A) who (B) which (C) that (D) what

8. Although he is not definite about his plans after graduation, he to get a job with one of the big eight accounting firms.

(A) wishes (B) hopes (C) likes (D) desires

9. The shipment will not get on time because two trucks are out of order.

(A) over (B) out (C) by (D) to

10. Industry reviewers impressed with the design of the new low-emission computer monitors.

- (A) have been (B) are been (C) were to (D) has been

11. This year, production is to a slow start; only five vehicles are manufactured each hour.

- (A) on (B) in (C) off (D) through

12. The question we are debating is we can expand our research department to meet our needs.

- (A) weather (B) whether (C) there (D) what

13. The sales manager has chosen to keep prices low competitive.

- (A) staying (B) in order for (C) has remained (D) to stay

14. Our pricing policy has made sense, and the director would like to restructure it.

- (A) that (B) much (C) never (D) almost

15. In a report released last month, economists that zero inflation would have both costs and benefits.

- (A) tell (B) says (C) claimed (D) arguing

16. We believe that our company has a solid record of success; we have shown a profit every year we began this company.

- (A) since (B) while (C) when (D) from

17. No one answered the phone when I called, so they already left.

- (A) might be (B) must be (C) can have (D) must have

18. Due to the unusually cool summer this year, we have seen the sales of air conditioners in a decade.

- (A) lowest (B) fewest (C) bad (D) terrible

19. She became frustrated with the lack of feedback from her boss that she decided to look for another job.

- (A) very (B) too (C) more (D) so

20. Come meet some of the best minds in technology: our create more products than any other software company.

- (A) developing (B) developers (C) developments (D) developed

21. Accounting is so You must check and double check the numbers.

(A) precious (B) pristine (C) predictable (D) precise

22. Nobody appreciated just how much Michael had contributed to the firm he quit.

(A) until (B) since (C) while (D) during

23. The manager, his own admission, should never have taken a week's vacation during the audit.

(A) to (B) by (C) from (D) with

24. His first big break in journalism came when he was to writing obituaries for the local newspaper.

(A) promotion (B) promoting (C) had been promoted (D) promoted

25. There is more thing we should consider doing: a complete market survey.

(A) another (B) one (C) other (D) way

26. His first job graduating from college was working for an automobile dealership.

(A) when (B) since (C) after (D) while

27. He to deliver an important message by 9.00 in the morning.

(A) was asking (B) asked (C) asks (D) was asked

28. We read in the newspaper that he was guilty last week of corporate fraud and embezzlement.

(A) lost (B) discovered (C) found (D) uncovered

29. The manager has denied that there are problems within his department.

(A) previous (B) long (C) repeated (D) tried

30. There was a lot of debate at the annual meeting because the managers seemed to have attitudes toward the new policies.

(A) discussing (B) disgusting (C) deposing (D) differing

31. A good employer understands that happy employees are far more likely to remain to the company.

(A) royal (B) loyal (C) working (D) stay

32. Winning the Richards' contract was probably the most important success of his career.

(A) all (B) complete (C) entire (D) every

33. From what I understand, the overtime rate is much at Safeshop than at Supershop.

- (A) cheap (B) low (C) lower (D) more low

34. What was the of inviting the media to last week's meeting?

- (A) objection (B) objective (C) subjective (D) subject

35. Trying to do three things at once is a very use of time because none will be done well.

- (A) substantial (B) insubstantial (C) efficient (D) inefficient

36. They have decided to scrap the new project because they can't raise enough

- (A) capital (B) captain (C) capitol (D) caption

37. The new advertising campaign has really set a for the industry.

- (A) procedure (B) precedent (C) proceed (D) president

38. I can't find my copy of the manual anywhere. You'll have to me yours.

- (A) lend (B) borrow (C) lent (D) check out

39. I Arnold the job, but I hear he can be a little arrogant.

- (A) should given (B) would have given (C) would gave (D) has given

40. Owing to an increase in on-site accidents, all visitors will be to wear hard hats.

- (A) required (B) registered (C) restricted (D) retorted

PART 6: INCOMPLETE TEXTS

This section of the TOEIC checks your ability to choose words and phrases appropriate for a given context. It tests your knowledge and understanding of both vocabulary and grammar. To score well on this section, you should therefore brush up on the common vocabulary themes presented in TOEIC readings. Below is a simple checklist which should help with the types of questions often included in this section.

Test-taking tips

- Look at the choices of words in relation to surrounding words (consider possible collocations).
- Pay attention to word forms: what kind of word is needed- verb, adjective or noun? Does the context call for a singular or plural noun? Is a count or non-count noun needed?
- Are there any words among the choices which seem irrelevant in this context? Eliminate such words first.
- Check any questions given in the text against the types of questions you know.

Vocabulary Themes

Theme 1- Banking and Finance

Theme 2- Marketing

Theme 3- Hospitality

Theme 4- Office

Theme 5- Shopping

Theme 6- Transportation

Theme 7- Health

Theme 8- Telephone

Theme 9- Travel

Theme 10- Mail

Theme 11- Insurance

Theme 12- Meetings

Theme 1: Banking and Finance

accounting	debit card	interest rates	standing order
balance	denomination	loans	statement
bureau de change	deposit	mortgage	tax
cash	deposit ceiling	overdraft	transfer
checking account	direct debit	payee	traveler's checks
clerk	exchange rate	remittance	withdraw
currency	interest	savings account	withdrawal

Dear MRS. Morgan,

This is 1. receipt of your request to cancel your monthly direct debit

(A) recognize (B) acknowledge (C) show (D) realize

payment to Blake Enterprises. Please come at your earliest convenience to any branch of Smithfords Bank, and one of our clerks will assist you in 2..... out the necessary forms to authorize cancellation.

(A) holding (B) filling (C) breaking (D) taking

Sincerely,

Anthony Milton,

Smithfords bank

Tips: 1. To “acknowledge receipt of” something is a set expression. Therefore, (B) is the only possible answer.

2. While (A), (B), (C) and (D) can all be followed by the preposition *out*, only (B) makes sense in the context.

Warm-ups

To: All employees

From: Head Office

Re: Savings Accounts

Please note the new 1. rates and deposit ceilings for the following savings

(A) exchange (B) interest (C) loan (D) check
accounts:

Saver Plus – balances over \$10,000: 2.75% p.a./balances over \$25,000: 2.15%p.a.
This account no longer has a deposit 2.

(A) roof (B) ceiling (C) cover (D) overdraft

30 Day Savings- balances over \$25,000: 3% p.a./balances over \$100,000: 3.15%
p.a. This account retains its current deposit ceiling of \$500,000.

90 Day Savings- (previously known as “90 Day Gold”) balances over \$100,000:
3.5% p.a./balances over \$250,000: 3.75% p.a. The new deposit ceiling is \$750,000.

Changes are 3. from the first of next month.

(A) collective (B) affective (C) effective (D) terminated

Theme 2: Marketing

advertising	demand	product	sales force
advertisement	distribution	profit	strategy
brand	innovation	promotion	supplier
competition	management	purchase	supply
competitor	marketer	resources	target market
customer satisfaction	objectives	revenue	

Memo

To: All Customer Service Staff

From: Zadie Boyle

Re: Customer Satisfaction

We will be having a meeting at 9:30 on June 5th to discuss revising our current targets for customer satisfaction. Sales have been falling in recent months, and customer comments

1. us to believe that our customers

(A) show (B) lead (C) hold (D) suggest

feel we do not 2. as good a service as the competition. We will

(A) make (B) produce (C) create (D) provide

have a brainstorming session at the meeting, so bring along some good ideas.

Tips: 1. We *lead* someone to believe (something). Therefore, (B) is correct.

2. The verb usually collocated with a *service* is *provide*. Therefore, (D) is correct.

Warm-ups

The deadline for 1. for the in-house “Innovation in Marketing” contest has been

(A) submissions (B) attempts (C) participants (D) marketers

postponed to March 22nd. We are looking for original ideas for our new online advertising campaign. The advertising department is accepting ideas from all Medco employees in an 2. to reflect the true face of our company and the people who

- (A) effect (B) attempt (C) acceptance (D) afford

work for it. We want to convey to the public that we are a caring company, not just 3. on profits. We also want to show that we are the best at what we do.

- (A) decided (B) efforts (C) focused (D) concentrated

Entries should be sent via email to the advertising department at medcoiinm@medco.com.

PTT

Theme 3: Hospitality

bartender	customer service	landlord	reservation
beverages	entertainment	(hotel) lobby	seasonal work
catering	food hygiene	porter	serve
cocktail lounge	front desk	premises	snacks
complimentary	head chef	reception	take an order
conference	housekeeper	receptionist	welcoming

Notice

The management of Fordworth Industries would like to invite all workers and their family members to take 1. of the complimentary movie

(A) use (B) hold (C) advantage (D) photos

tickets now available every Wednesday afternoon at the reception desk in the lobby of the employee leisure center. To thank you for all your hard work, we are offering free movie tickets every Wednesday from now until the end of the year. To 2. your tickets, simply show your leisure

(A) take (B) claim (C) pick (D) realize

center membership card to the receptionists, and they will be happy to give you your tickets. We regret that we can only allow a maximum of 4 tickets per family. Enjoy your free movies!

Tips: 1. Responses (B), (C), and (D) are all words that follow *take*; however, only *advantage* makes sense here. Therefore, (C) is the correct answer.

2. We usually *claim* something we are entitled to, such as a free gift or prize. Therefore, (B) is the correct answer.

Warm-ups

Please note that the serving of alcoholic beverages to minors will not be 1. The

(A)exclaimed (B) tolerated (C) treated (D) checked

owner of any licensed 2. caught allowing the sale of alcohol to anyone under the

(A)premises (B) location (C) driver (D) reception

age of 21 will be fined a minimum of \$500. In order to prevent the accidental sale of alcohol to minors, it is essential that all bartenders and servers check the ID of customers who appear to be in their twenties or younger. While this may be time-consuming, please explain to customers that it is necessary. Customers who refuse to comply should not be allowed to order alcoholic beverages. We understand that you may feel uncomfortable enforcing this system, but it is a legal requirement. Thank you for your 3.

(A)cooperate (B) cooperated (C) cooperation (D) cooperating

PDF

Theme 4: Office

account	director	personnel officer	seminar
accountant	document	photocopier	stationery
administration	executive	profession	supervisor
agenda	flex-time	promotion	take
maternity leave			
conference	intern	resume	take sick leave
department	job applications	secretary	work nine to
five			

Memo

To: All staff

From: Personnel

Re: Interns

Date: May 30th

This is just to remind everyone that the internship season is with us again. We will be welcoming 10 interns from the local high school during their summer vacation. There will be one intern in each department, for four weeks. 1. are copies of their resumes, for your reference. Please be

(A) Connected (B) Attached (C) Stuck (D) Joined

friendly to them and let them know what it is really like to work for a publishing company. Our interns were 2. from the top students at

(A) picking (B) selected (C) preferred (D) elected

St. Hadrian's, and they are very enthusiastic about coming here.

Tips: 1. The word *attached* is commonly used when an additional paper or document accompanies another.

2. Although all the words are connected to the idea of choice, (B) is the most appropriate word choice.

Warm-ups

This month's meeting will be held on Wednesday March 13th at 4:00 p.m. in the small meeting room. The following items are to be 1. This is to be a fairly informal meeting, and it is hoped it will be over by 5:30.

New Business

- Changes to maternity and paternity leave regulations-extension of period
- New positions-2. for applications
(A) limit (B) time up (C) end (D) deadline
- "Women in Advertising" conference presentations
- Feedback on 3. Introduction of flex-time for all full-time workers
(A) suggestion (B) indicated (C) implied (D) proposed

Committee reports (no reports to be given this month)

Any other business- feel free to bring up anything you feel needs discussing

Theme 5: Shopping

aisle	counter	loyalty card	shopping mall
barcode	customer relations	opening hours	stock
bargain	customer service	refund	store credit
cash register	damaged	reputation	try on
changing room	discount	shelves	undersold
clerk	display		

Notice

Monkfields Grocers would like to 1. customers' attention to the

(A) pull (B) assist (C) draw (D) make
information below.

Due to current staff shortages owing to sickness, we would like you to note the following changes to our hours: From Monday January 30th until further 2. , we will be opening at 9:00 a.m., instead of 8:00a.m., and will be

(A) attention (B) sign (C) notice (D) opinion

closing at 7:00 p.m., instead of 8:30. We apologize for any inconvenience, and will return to our regular hours as soon as possible.

Tips: 1. *Draw (someone's) attention to something* is a commonly used set expression. Therefore, (C) is the correct answer.

2. *Until further notice* is another set expression. Therefore, (C) is the correct answer.

Warm-ups

To: GraceBros@gracebros.com

From: misco@hotmail.com

Date: Sept. 23

Subject: Complaint

Dear Sirs,

As a(n) 1. customer at Grace Brothers Department Store, I feel compelled to

- (A) regular (B) ordinary (C) normal (D) often

complain about the recent increase in prices. I have always considered your store to be of a high quality, but with reasonable prices. However, over the past few months, I have noticed that your prices have been creeping up. This week I went to purchase a cosmetic product which I buy, on 2. , about 4 times a year. Of course I like prices to

- (A) median (B) medium (C) average (D) usually

remain static, but this time the price has risen by over 50%. I saw the same item on sale at a much lower price in a 3. Store. Needless to say, I bought the cheaper item. I

- (A) contender (B) competitor (C) peer (D) rival

am not sure what explanation you can offer, but I just wanted to let you know how I feel.

Sincerely,

Cynthia Carter

Theme 6: Transportation

access	ferry	passenger	subway
arrival	freight	rail pass	to fly
cancellation	highway	runway	to land
congestion	interchange	schedule	to take off
delay	intersection	seat reservation	transit
departure	long-distance bus	station	

Dear Maria,

This is just to let you know that the representatives from the head office will be 1. into Heathrow Airport. They are scheduled to land at Terminal 2

(A) landing (B) driving (C) flying (D) leaving

at 3:00 p.m. on Monday. I have sent them details on how to get to the office by subway, so they can make their own way here. They will call you when they get on the subway, so could you please 2. them at the station and

(A) pick (B) gather (C) take (D) meet

bring them here?

Many thanks,

Victor

Tips: 1. We *fly into* but *land at* an airport, we *leave from* somewhere, and we might *drive to* an airport; therefore, response (C) is the correct choice.

2. Responses (A) and (B) do not make sense here. Response (C) could be the right answer, if the blank were followed by a phrase “from the station”, not by “at the station”. Therefore, response (D), meet, is the only option.

Warm-ups

Would passengers please note that from October 22nd, all seats on the Star Liner Express will require reservations between 7:30 and 9:30 a.m., and again from 5:00 to 7:00 p.m. This is due to the great 1. for seats at these times of day, and new safety

- (A) demand (B) command (C) claim (D) wish

regulations which restrict the number of standing passengers allowed to board the train. Reservations may be made by telephone in 2. , or in person on the day of travel.

- (A) prior (B) advance (C) before (D) ahead

Monthly rail pass holders are also required to make reservations for journeys made during these times. There will be no additional 3. for reservations.

- (A) cost (B) fine (C) price (D) charge

We would like to apologize for any inconvenience and thank you for using South Coast Railways.

Theme 7: Health

ache	diabetes	nutritional supplements
bench press	diet	personal trainer
blood pressure cuff	eye chart	Pilates
caffeine	free weights	positive visualization
calories	gym/health club	protein
carbohydrates	high/low blood pressure	running machine
cardiovascular	low/high blood sugar	sore
check-up	muscles	stethoscope
cross training	nutrition	yoga

Notice to all employees

As part of Mc Taggart Corporation's new employee fitness program, a new company health club will be available on the third floor for all employees to use. The health club will include six 1. to help increase

(A) a gym (B) free weights (C) cardiovasculars (D) running machines

cardiovascular fitness, as well as 2. to help develop muscular

(A) caffeine (B) free weights (C) running machine (D) a stethoscope

strength. We hope all employees will take advantage of this great opportunity to get healthier.

Tips: 1. The correct answer is (D). (C) is wrong because there is no such concept as *cardiovasculars*. Answer (A) is another word for health club, and answer (B) helps build strength, not cardiovascular fitness.

2. The correct answer is (B). Answer (A), (C) and (D) do not help build muscular strength.

Warm-ups

Notice to all employees

Friday, December 6, a health screening van will be parked in the front parking lot from approximately 9:00 a.m. to 3:00 p.m. The health screening van will be staffed by three nurses as well as a physician's assistant. They will be checking 1. and blood

- (A) stethoscope (B) blood pressure (C) nurses (D) blood pressure cuff

sugar levels, as well as giving information on 2. There will also be a personal

- (A) eye chart (B) free weights (C) nutrition (D) running machines

trainer from Roger Platz' Health and Fitness to talk about the importance of 3.

- (A) health (B) free weights (C) muscles (D) positive visualization

during work as well as during exercise. To allow as many people as possible to attend this health screening, all shift supervisors will be directed to give their workers an additional 30 minutes of break time.

Theme 8: Telephone

analog	dial tone	operator	speed dial
answering machine	digital	phone cord	telephone booth
busy signal	domestic	receiver	trace (a call)
call back service	earpiece	redial	voice message
calling card	hang up	redirect a call	wrong number
cassette	international		rolodex
crank call	memo	rotary phone	

Memo

To: Stacy Darby, Director, Planning Division

Ms. Darby,

I tried several times to get in contact with the branch office, but I was unable to make contact. The first number was a 1. It turned out to be the

(A) phone number (B) dial tone (C) wrong number (D) right number

phone number to an auto parts store. The second number was probably the right number, but all I got was a 2. I will try again tomorrow.

(A) busy dial (B) crank call (C) telephone line (D) phone call

J. Fred Peck: Assistant to the Director, Planning Division.

Tips: 1. (C) *wrong number* is the right answer because the phone call was to the branch office, not to an auto parts store.

2. (A) is correct. The writer suggests that the number is correct, but he was unable to complete the phone call.

Warm-ups

Advertisement

As a special limited offer to all Bayside Mutual Insurance Employees, JAM Mobile Phone and Internet Provider is offering half off on 1. and domestic phone calls

- (A) local (B) international (C) national (D) nationwide

through the summer. Talk to anyone in the world for half the price! JAM also offers a free 2. service to our Premium Plus Customers so that you'll never miss a call.

- (A) phone (B) talk (C) voice message (D) radio

Simply record a message, enter *34 and you can save up to 50 messages. If you sign up before the end of the month, JAM will include a 3. worth 100 minutes of talk

- (A) telephone (B) credit card (C) telephone booth (D) calling card

time that you can use from your cell phone, a pay phone, or any phone you wish. So what are you waiting for? Start saving today, with JAM!

Theme 9: Travel

board (a ship) credit voucher information kiosk red-eye (flight)
book (a ticket) economy layover reservation
cancellation fee expense account lobby shut-eye
car pool fare zone overhead compartment suitcase/ trunk
carriage/berth first class package tour surcharge
commuter train hail (a taxi) peak season window/aisle seat
concierge hostel purser

Memo to all regional managers

Just a reminder that 1. airline tickets are not deductible on company

(A) aisle seat (B) first class (C) window seat (D) economy

expenses. The company will only pay the amount of an economy ticket. If employees wish to upgrade, they must pay the additional costs themselves. Regional managers must review their employees' 2. to make sure

(A) fare zones (B) credit vouchers (C) expense accounts (D) surcharges

that this policy is being enforced.

Tips: 1. The correct answer is (B). Answer (A) and (C) do not relate directly to airline tickets, while answer (D) doesn't make sense within the context of the passage.

2. The correct answer is (C). Since employees would be the ones having an expense account, answer (C) makes sense within the context of the sentence.

Warm-ups

To: Mrs. Peggy Tarant

From: Sunvilla Travel

Re: Confirmation of airline tickets

Mrs. Tarrant,

This is just to confirm the following: First class reservation on Vision Airlines from Helsinki to Madagascar on the first of April at 8:00 a.m.

The ticket cost includes a 1. of 100 Knonigs, which is

- (A) reservation (B) price (C) cancellation fee (D) car pool

non-refundable. 2. will begin at 7:30 at gate 37 and an appointed Sunvilla Travel

- (A) Boarding (B) Entering (C) Flying (D) The day

3. Will be waiting for you upon your arrival at Madagascar International Airport.

- (A) airplane (B) package tour (C) driver (D) car pool

Because you are not taking part in a package tour, we suggest you book any travel arrangements that you may plan while in Madagascar through your hotel which, we feel, offers very fair rates and exceptional service.

Thank you for choosing Sunvilla Travel, and we wish you a safe journey.

Theme 10: Mail

airmail	parcel	registered mail
cash on delivery (COD)	post office	return to sender
dead letter office	postal insurance	scale
envelope	postage meter	snail mail
first class	Post Office (PO) Box	(to) sort
fragile	postcard	stamp
metered mail	postmark	weigh
mailing restrictions	postmaster	zip code
money order	private courier	zone fare

Inter-office memo

Beginning August 31st, Westmore Home Architecture will no longer use 1.....
Instead, when sending letters or packages, we will be using a

(A) stamps (B) stumps (C) stomps (D) mail

2..... that will automatically weigh the item being sent, calculate the

(A) stamp (B) marker (C) postage meter (D) postage maker

correct postage, and mark the item accordingly. Training on the new device will begin on Monday.

Tips: 1. The correct answer is (A). Answer (B) and (C) have no connection with sending mail, and answer (D) doesn't make sense within the context of the sentence.

2. The correct answer is (C). Answer (B) and (D) are distracter answers, while (A) does not fit the context of the passage.

Warm-ups

Fax

Mrs. Jameson,

Here is the mailing address for Rossi and Associates in Finland. Please send the completed building plans by 1. with an

(A) private courier (B) public courier (C) post office (D) parcel

2. date of no later than December 14th.

(A) acceptance (B) attendance (C) arrival (D) entry

When we receive the building plans, we will send a 3. for the balance of the

(A) postal insurance (B) postage meter (C) money order (D) postmaster

payment. Please do not use the regular postal system, as we feel that it will take too long to arrive, and we will miss our deadline. If you have any questions, please call or fax our branch office in London. They will be able to provide you with further details regarding this project and its deadlines.

Thank you for your assistance,

Roman Transko, Director, Planning Division

Theme 11: Insurance

borrow	deed	lend	survivor's benefit
cash out	dependents	lien	term
compensation	full coverage	mortgage	terminate
contract	homeowner	partial coverage	underwriter
co-payment	indemnity	policy	widow
cosigner	lapse	premium	widower
deductible	lease	renter	

Notice

All employees hired after September 21st will be covered under the Westbrook Plus life insurance 1. Instead of Westbrook Premium.

(A) policy (B) deed (C) police (D) lease

Westbrook Plus has two advantages. First, it has lower monthly payments, and second, you can 2. your premium any time after the first year.

(A) borrow (B) lease (C) cash out (D) buy

Please see your payroll manager for more details on either Westbrook Plus or Premium.

Tips: 1. The correct answer is (A). Answer (B) and (D) are both incorrect terms and answer (C) does not fit the context of the passage.

2. The correct answer is (C). Answer (A) would not be a term applied to an insurance premium. Answers (B) and (D) have to do with giving money, whereas the context implies receiving money.

Warm-ups

Advertisement

Aveno Health, the first name in health insurance, is now offering 1. insurance as

(A) health (B) deductible (C) cash out (D) homeowner's

well. Whether you own your home or 2., Aveno has a policy that is right for you.

(A) buy (B) rent (C) lend (D) borrow

You can choose either full or partial coverage and you can even set the amount of the 3..... based on how much you can pay. Another added benefit is that you can combine

(A) deductible (B) money (C) cash out (D) fare

your Aveno health insurance payment with your Aveno homeowner's insurance payment and just make one payment per month. Don't miss out on this fantastic opportunity. Remember, Aveno for life- and now property!

PDF

Theme 12: Meetings

annually	gavel	pro/con
attend	guest speaker	profit/loss
bi-monthly	itinerary	quarterly
budget	marketing	Research and Development (R&D)
closed-door	merger	seniority
conference	negotiations	sequester
constructive criticism	open-door	team leader
consult	podium/dais	teleconference
evaluation report	presentation	yearly/ monthly planner

Notice to set-up crew

The Computer Supplier Conference will be held in the Cherry Jubilee Room. Please arrange the 1. next to the computer terminal because they

(A) dais (B) chairs (C) room (D) conference

will be hosting a 2. with suppliers from overseas. The room will

(A) meeting (B) teleconference (C) conference (D) consultation

need 350 chairs on the floor and ten chairs up on the stage. Please leave two aisles going from the stage to the rear of the room. If you have questions, contact Mr. Davey.

Tips: 1. The correct answer is (A). The context suggests a single piece of furniture, therefore, (B) is incorrect. Answers (C) and (D) are not tangible objects that could be placed next to the computer terminal.

2. The correct answer is (B). While answers (A), (C) and (D) are possible, they would not need connection to a computer terminal as requested in the notice.

Warm-ups

Notice to all shift managers

As you are probably aware, Sandez Petroleum will be hosting its 1. Performance

- (A) weeks (B) annual (C) month-long (D) daily

Improvement Meeting and Seminar next month at the Gasparin Hotel on Seaview Road. Please let your workers know that the day has been changed from December 10th to December 17th. This year's meeting and seminar will include an afternoon of 2.

- (A) meetings (B) work (C) itinerary (D) presentations

such as "Effective Team Organization", "Giving Constructive Criticism", and "Happy Team, Productive Team." There will also be a special 3., Tom Channing, who

- (A) talker (B) guest speaker (C) person (D) event

will speak about overcoming stress in the workplace. We hope you will all be able to attend. Remember to inform your staff about the change in dates.

See you there!

EXERCISES

Exercise 1

Questions 1 through 4 refer to the following fax

Fax

To: Elizabeth Turner

From: Edmund Black

Re: Friday's meeting

Date: January 4, 2006

Liz,

I'm not if you have remembered or not, what with the Christmas and New Year holidays,

- 1.(A) able
- (B) sure
- (C) knowing
- (D) allowed

but we have a meeting with Dylan Peterson on Friday. As that is only three days, I'd really like to meet up and talk with you beforehand.

- 2.(A) ago
- (B) before
- (C) away
- (D) until

We really need to look as though we know what we're talking about, so I think it would be helpful to meet and make some notes so that we can present a argument. I think he's going to be quite difficult to persuade, so we need to

- 3.(A) convincing

- (B) contagious
- (C) conquering
- (D) certainty

have all the facts well- organized and at our fingertips. I'm preparing some spreadsheets. Are you at 10a.m. tomorrow morning? Give me a call.

4. (A) sure
- (B) definite
 - (C) free
 - (D) at cost

Thanks,
Edmund

Questions 5 through 8 refer to the following letter

432 Earl Street, Brighton,
SX2 6BB
April 22nd

Brighton Bank
33 Head Street
Brighton
SX3 7HT
Dear Sirs,

Re: Replacement Credit Card

I recently received a replacement for my credit card through the mail. I had already

5. (A) expired
- (B) expiry
 - (C) deleted
 - (D) exceeded

started using this card when I received yet another card. I am now a little confused about which card I should be using, and I was wondering if I should have one of the cards cancelled. Would it be adequate just to the second card?

- 6. (A) impair
- (B) cut up
- (C) designate
- (D) turn up

Unfortunately, I am housebound, so I am unable to visit the bank in person. I should be most grateful if you could me on this matter. I look to your response.

- | | |
|---------------|--------------|
| 7. (A) advice | 8. (A) ahead |
| (B) advertise | (B) back |
| (C) advise | (C) forward |
| (D) send | (D) for |

Yours faithfully,

Kylie Anderson

Questions 9 through 12 refer to the following advertisement

Byfords Books Annual Sale Coming!

Byfords Books is pleased to its annual discount sale, starting at 10a.m. on January 20th.

- 9.(A) renounce
- (B) denounce
- (C) announce
- (D) determine

Take a look at just some of the bargains you could

- 10.(A) occur
- (B) drop
- (C) pick
- (D) pick up

Bestseller fiction:

Paperbacks - 20% off last year's top- selling books

Hardcover- 30% off last year's top- selling books

Buy two "Blue Star" books and get a third completely of charge!

- 11.(A) lack
(B) absent
(C) best
(D) free

Non- fiction:

Biographies- 10% off all books (hardcover and paperback editions)

Business- 15% off

Buy two "Red Star" books and get a third for half price.

Damaged books (ask to see our collection):

Up to 50% off a wide range of titles.

Come along and treat yourself to those books you've been wanting to buy.

** Offers do not to textbooks or periodicals. **

- 12.(A) apply
(B) concern
(C) offer
(D) acknowledge

Exercise 2

Questions 1 through 4 refer to the following notice

Beware of pickpockets

The management of Winona's would like to all patrons to beware of pickpockets.

- 1.(A) avert
(B) alert
(C) notice

(D) notify

A spate of thefts has been taking place in weeks, and in order to avoid a ruined evening,

2.(A) late

(B) lately

(C) recently

(D) recent

we urge you to be extra vigilant with your personal property. We have our suspicions as to who is guilty of these thefts, and would like to make this fact known. Winona's has a city-wide

3.(A) reputedly

(B) reputation

(C) repute

(D) report

as a nightclub of the highest quality, and we do not appreciate the efforts of those working to damage this reputation. We have notified the police of the current situation and will not hesitate to encourage anyone who falls victim to theft while on our to press full charges, should

4.(A) building

(B) ground

(C) premises

(D) store

the thief be identified.

Questions 5 through 8 refer to the following letter

32 Benfield Close

Mumford

West Cliffe

WC34 888

28th September

Customer Relations,

Supershopper Ltd.,

Mumford,

West Cliffe

Dear Sirs,

Although I am sure you are used to receiving letters from dissatisfied, I am writing to

- 1.(A) users
- (B) consumers
- (C) visitors
- (D) customers

thank you for the kind treatment I received from two of your store earlier this week. I

- 2.(A) users
- (B) employers
- (C) clerks
- (D) customers

was doing my weekly shopping when I began to feel dizzy. It appears that I passed out. When I came to, a very nice young woman took me to the break room. She gave me a glass of

- 3.(A) staff
- (B) members
- (C) employers
- (D) rest

water, and taking my shopping list, asked one of the packing staff (a middle- aged gentleman) to gather up all the items on the list. This kind man then drove me home with the grocery items which he had kindly picked up for me. I am most grateful to both these people. Please

- 4.(A) assert
- (B) convey

(C) converge

(D) tell

my thanks to them.

Sincerely,

Brenda Bishop

Questions 9 through 12 refer to the following notice

Notice

Sungreen Supermarket regrets to inform you that until notice, we are unable to

1.(A) later

2.(A) stack

(B) next

(B) stock

(C) over

(C) stick

(D) further

(D) store

certain items due to labor disputes among the supply warehouse staff and delivery company drivers.

The items are as follows:

3.(A) at risk

(B) affected

(C) effected

(D) damaged

- Super Sparkle dish soap (liquid, 500ml)
- Super Sparkle dish soap (liquid, 750ml)
- Super Sparkle dish soap refill (liquid, 500ml)
- All McMarty's dairy products (milk, yogurt, and cheese)
- All County Clover dairy products (milk and butter)
- All Dairy Heart products (milk, butter, yogurt, and cheese)

**** We ARE able to supply Dave's Dairy products including milk, cheese, butter and butter spreads, and yogurt.**

We hope that the dispute will be over by the end of the week. In the mean time, we are very sorry for any this dispute may cause.

- 4.(A) unrest
(B) convenience
(C) inconvenience
(D) despair

Exercise 3

Questions 1 through 4 refer to the following memo

Memo

To: John Butler, Sandra Oates, Percy Hunter & Vivian Westwood

From: Alan Best

Re: Smoking Policy

Date: January 5th

I just want to all department managers that on January 1st, the new company smoking

1. (A) reminder
(B) remember
(C) remind
(D) remembrance

policy was introduced. This policy will be enforced strictly. Please remind all employees in your department of the following:

The whole of the company..... is now a no-smoking area, therefore:

2. (A) promise
(B) region
(C) premise
(D) premises

- Smoking is no longer allowed in the break rooms or toilets.
- Smoking is not allowed in the factory.

- Smoking is not permitted in the parking garage, not any enclosed area.
- Any employee who gives up smoking is to a bonus (subject to the results of

3. (A) held
(B) blamed
(C) titled
(D) entitled

- mandatory health checks six months).

4. (A) all
(B) each
(C) every
(D) whole

Questions 5 through 8 refer to the following email

To: Frank Mills, Bayview Hotel bayview@bynet.co

From: bfrench@conet.com

Subject: Reservation

Date: April 12th

Dear Mr. Mills,

I would like to a reservation for one double and one twin room for the week of June 1st,

5. (A) take
(B) reach
(C) effect
(D) make

for six nights. I will be traveling with my wife and two twelve-year-old daughters.

I would be most if the two rooms could be next to each other so that we can be near to

6. (A) eternal
(B) grated

(C) grateful

(D) satisfied

our children. Also, if possible, we would like to have rooms with a view of the bay.

I understand that rooms on this side of the hotel are, of course, charged at a slightly higher

7. (A) cost

(B) rent

(C) fare

(D) rate

We would like to take advantage of the daily breakfast buffet, but will not be requiring an evening meal. Please let me know if you have a vacancy.

8. (A) great

(B) necessary

(C) suitable

(D) good

Sincerely,

Barry French

Questions 9 through 12 refer to the following notice

Notice

We regret you that the Beach Front Promenade is currently closed for renovations.

9. (A) inform

(B) information

(C) to be informative

(D) to inform

There has been substantial damage as a result of the hurricane last month, and the stretch from Dawson's Peak to Green Bay is unsafe. The footpath has been severely eroded and cannot be accessed. This also means that the Beach Front Swimming Pool will be closed until

10. (A) more

(B) farther

(C) further

(D) next

notice. Anyone who has already paid for swimming lessons is for a refund of their tuition fee.

11. (A) allowable

(B) permitted

(C) legalized

(D) eligible

Please take your receipt to the City Center leisure center where all refunds are being handled. Alternately, you may sign up for a course at the City Center if there is a vacancy. The city is working to reopen the promenade at the possible date.

12. (A) sooner

(B) earlier

(C) earliest

(D) fastest

PART 7: READING COMPREHENSION

This section of the TOEIC assesses your ability to read and understand written English. You must read passages and then answer questions based on what is stated or implied in the passage. The passages will be about a variety of topics and in a variety formats; including memos, letters, charts, graphs, indexes, tables and other common methods of presenting information in print.

Test-taking tips

- Quickly read the passage to gain the main idea and general information. At this stage, you may be able to answer some of the questions.
- For the remaining questions, read the relevant parts again and look for more specific details which will help you answer the questions.
- Do not be misled by the words or phrases from a passage that are repeated in the choices. These may not always be relevant to the answer.

Question Types

Type 1- Main idea questions

Type 2- Fact and detail questions

Type 3- Inference questions

Type 4- Cause and effect questions

Question type 1

Main Idea Questions

Main idea questions will ask you about the primary focus of the reading passage. The main idea may be stated overtly- often near the beginning or end of the passage- or it may be implied, so that you must make an inference by depending on the key words or phrases. Typical main idea questions look like the following:

- What is the purpose of the letter?
- What is the message about?
- What is the main idea of the passage?
- Why did the writer send this fax?

Questions 1 and 2 refer to the following letter.

Dear Alice,

I trust that your meetings have been going well this week. This is just a short note to confirm the plans for Thursday evening. As I mentioned when we met to discuss (1) the color scheme for your book, I have reserved two tickets for this Thursday's Swan Lake at the Sydney Arts Center.

The performance begins (2) at 7:30. As I suggested before, let's meet at the theater between 6:30 and 7:00. I will be sending the company's driver to meet you at your hotel at six o'clock. Afterwards, I hope you will be able to join me and our chief editor, Hank Rearden, (3) for supper at La Mirage. Don't hesitate to contact me if there are any problems. This should be a nice relaxing evening before your departure on (4) Friday morning.

Yours truly,

Martina Hayes

(5) Sales Director

1. What is the purpose of the note?

- | | |
|-----------------------------|-------------------------------|
| (A) To extend an invitation | (B) To reply to an invitation |
| (C) To confirm plans | (D) To cancel plans |

2. Why did Martina Hayes write this letter?

- (A) To notify Alice of a change of plans
- (B) To ensure Alice knows when and where to meet
- (C) To confirm Alice's flight time
- (D) To check that Alice knows where the theater is

Key expressions

- confirm - support or establish the certainty of
- afterwards - following a particular event, date, or time
- prove - turn out to be

Key Information

- (1), (5) Martina works for a publishing company
- (2) A performance is scheduled for the coming Thursday, at 7:30
- (3) Dinner is scheduled at la Mirage after the performance
- (4) Alice is going to leave on Friday

Question type 2

Fact and Detail Questions

Detail questions will ask you about specific details regarding the information given in the reading passage. The formats of detail questions will vary as follows:

- Who is Collin Baker?
- When will they meet?
- How long did they wait for the bus?
- Where can they get a permit?
- What product is going to be made abroad?
- How many times has Mr. Green tried to call John?
- Which of the following is NOT mentioned/ stated?
- What time is the flight leaving?

Questions 3 and 4 refer to the following article.

Without a doubt, the most important part of any job application is the resume. Along with a cover letter, it is the first impression a prospective employee makes on a potential employer. Therefore, it is important that a resume provide as much relevant information as possible while remaining (1) brief. A resume should be no more than one full side of a sheet of paper. All too many candidates make the mistake of submitting several pages which, more often than not, don't even get a second glance.

A resume must be neatly printed, with (2) at least three-quarter inch margins on all four sides. Use underlining, capital letters and asterisks (3) to highlight important information. A resume should be single- spaced with an extra line between blocks of information.

Begin a resume with your name, address, and contact information (e.g., telephone or fax numbers, email address). Do not include age, marital status, or other personal facts. Next, many resumes state the position sought (4) or career goal. Then comes perhaps the most important part: a chronological outline of work experience- starting with the most recent job and working (5) backwards- including for each position a brief description of relevant duties and skills used or acquired. Finally, include an outline of your educational background from the most recent backwards. Make sure to list dates of completion, full

names and locations (if not common knowledge) of schools, and diplomas or certificates awarded.

3. Which of the following should NOT be on your resume?

- (A) Your name and telephone and fax numbers
- (B) The year you received your bachelor's degree
- (C) Your nationality and the fact that you are single
- (D) A description of tasks performed in your last job

4. What is true about a resume?

- (A) Resumes should be brief but very informative
- (B) A resume should have three-quarter inch margins on both sides
- (C) Important information should be italicized
- (D) An outline of educational background should end with the most recent information

Key expressions

- prospective - likely to become or be
- chronological - arranged in the order of time of occurrence
- diploma - a document issued by a school indicating that the recipient has successfully completed a course of study

Key Information

- (1) A resume should be brief
- (2) The margins should be superscript of an inch or more on all four sides
- (3) Important information should somehow be highlighted
- (4) A career goal precedes a chronological outline of work experience
- (5) Outlining of work history and education background should be in reverse chronological order

Question type 3

Inference Questions

Inference questions check your ability to use details to draw a logical conclusion based on specific information in the reading. Although the answer is not stated explicitly in the reading passage, the passage will provide you with enough information to choose the correct answer. As in main idea questions and the fact and detail questions, you should look for key words or phrases that will help you to draw a correct conclusion. Typical inference questions may look like the following:

- Where did the woman used to live?
- How often does the man probably play tennis?
- It can be inferred from the passage that ...

Questions 5 and 6 refer to the following advertisement and email

SAVE THIS HOLIDAY SEASON!

For (1) a limited time, the Regal Inn is offering its deluxe family suite (2) for just \$159.99 - barely half our standard rate! Each unit is nicely appointed with two double beds and a separate living area that includes kitchen facilities and a dining table.

When you'd rather have someone else do the cooking for you, enjoy luxurious dining in one of our three award- winning restaurants, or have (3) room service bring you a meal. And between meals, you can work up an appetite (4) in one of our two heated indoor pools or fully- equipped workout room. To make a reservation, call 1-800-555-ROOM or email deluxe.room@regal.co

- Standard rooms available from \$99.99
- Offer good through January 5th

To: Deluxe.room@regal.co

From: harrytan@netscap.com

Subject: Reservation

I'd like to make a reservation for a deluxe family suite at the special holiday rate of \$159.99. Please make my (5) reservation for December 22nd to December 26th. Please let

me know as soon as possible if these dates are available, and I will send you my credit card details.

Thanking you,

Harry Tan

5. Based on the information in the passage, to which holiday does the advertisement refer?

- | | |
|-------------|---------------|
| (A) Summer | (B) Christmas |
| (C) Ramadan | (D) Easter |

6. Which of the following can be inferred from the passage about the Regal Hotel?

- (A) It is going to increase the family rate.
- (B) It is going to provide the guests with a free meal.
- (C) It is going to allow the guests to cook in their room.
- (D) It is going to close down the outdoor pools temporarily.

Key expressions

- deluxe- particularly elegant and luxurious
- facility- something created for a particular function
- suite- a hotel unit that includes more than one type of room
- workout room- a room with exercise facilities

Key Information

- (1) The hotel adopts a new family rate for the holiday season.
- (2) The rate for a deluxe family suite is \$159.99, which is almost half the standard rate
- (3) The guests can have food delivered to their own rooms
- (4) Guests can swim and do physical exercise indoors
- (5) The man wants to reserve a room in December from the 22nd until the 26th

Question Type

Cause and Effect Questions

Cause and effect questions look at the reason for an event or action and its consequences. For this type of question, you may find it helpful to look for expressions such as because (of), due to, owing to, as a result of, and thanks to to focus on cause. Cause and effect questions often take the following forms:

- Why is traffic heavy on the highway?
- What may happen because of the hurricane?
- What caused the shipment to arrive late?

Using City Buses

City Buses are white and blue. Please board at the front door and (1) pay the fare as you get on. The fare per ride is (2) \$1.50 for adults, and \$1.00 for senior citizens and youths aged 10-16. Children under 10 ride free. The fare may be paid with (3) coins, token, or a bus card. Please pay the exact amount directly into the slot at the top of the fare box. Remember that bills are not accepted, and drivers cannot make change for riders. Pre-paid bus cards may be bought at the main bus terminal, or at any news kiosk. Fares paid using a bus card are 20 cents cheaper than when using cash. When you wish to get off the bus, please (4) notify the driver in advance by pressing one of the buttons located throughout the bus.

Dear City Buses Company,

I am writing to thank you for introducing the city buses pre-paid card. As a senior citizen suffering from arthritis, I have long found it difficult to deal with small coins. In the past, I often dropped my change as I tried to put it into the payment slot, causing a long line of irritated people behind me. This made me reluctant to take the bus, due to my embarrassment. However, (5) the bus card is easy to hold, and it is a wonderful innovation. Many of my older friends have had the same experience, and we are taking the bus more and more often these days.

Thank you,

Hilda Braid

7. What caused Hilda to feel embarrassed when she took the bus?

- (A) She didn't have enough coins
(B) She kept dropping her coins
(C) She got off at the wrong stop
(D) She lost her bus card
8. What has been the result of the introduction of bus cards?
- (A) Older people are using the bus more frequently
(B) Older people no longer use buses
(C) Hilda Braid has dropped her card
(D) People have complained because the card is too expensive

Key expressions

- fare- a transportation charge
- pre-paid- (of money) paid ahead of time
- arthritis- painful inflammation of the joints
- innovation- something newly introduced

Key Information

- (1) Fares should be paid when you get on the bus
- (2) The fare varies according to age
- (3) There are three methods of payment
- (4) Passengers must notify the driver if they wish to get off
- (5) Bus cards have made it easier for this woman to use the bus

EXERCISES

Exercise 1

Questions 1 through 3 refer to the following notice

Notice to all employees

As we enter the cold and flu season, the management wants to remind all employees to wash their hands after using the restroom and before returning to work. This is especially important for cooks, waiters, and waitresses. As most of you are aware, germs, viruses, and bacteria are passed on mainly through hand contact. Here at The Happy Sandwich restaurant, hygiene and cleanliness are our number one priority. This policy will be strictly enforced. Thank you for your attention in this matter.

The Management

1. What is the name of the restaurant?
A. The Management B. The Happy Sandwich
C. The Winter Season D. The Strict Policy
2. Which season is approaching?
A. Spring B. Fall
C. Winter D. Summer
3. What is the restaurant's main priority?
A. Serving delicious food B. having the lowest prices in town
C. Having the most polite staff D. Hygiene and cleanliness

Questions 4 through 6 refer to the following memo

Notice to all teachers!

This memo is to inform you of the following situation. Last week, the office caught several students cheating on exams. They were using their cell phones to text message answers to other students. I want all teachers to collect their students' cell phones before every exam. Cheating will not be tolerated! If students are caught with cell phones during a test, it will automatically be considered cheating. The student will receive an F and a two-day suspension from school. Thank you for your assistance.

Principal McMathews

4. Who is this memo directed at?

A. Teachers

B. Students

C. Students' parents

D. Principal McMathews

5. What will the punishment be for cheating students?

A. Go to the principal's office

B. Take away their cell phones

C. An F and a two-day suspension

D. Be sent to another school

6. What does the principal want the teachers to do?

A. Stop giving exams

B. Give more difficult exams

C. Teach students about honesty

D. Take away all cell phones before each exam

Questions 7 through 9 refer to the following advertisement

Just on the market.

Paradise Hills Beauty!

Brand new luxury 4 bedroom, 2 bath home.

In a bright and sunny location just 1 mile north of Paradise Hills.

With approximately 1900 square feet, this home features remote-controlled ceiling fans, whirlpool bathtub in the master bathroom, fully-fitted kitchen including a gas oven with a five- burner gas range and stainless steel fridge- freezer, marble tile floors, fireplace, and large 3-car garage. Selling at just \$198,000!

For further information, contact:

Christal DeShannon at Moore and Parker Realty, 245-3376 mobile or 486-0975 direct.

7. Where is the house located?

A. At the center of Paradise Hills

B. North of Paradise Hills

C. North Hills

D. In Colorado Hills

8. Which is NOT included in the house?

A. A bathroom

B. A garage

C. A swimming pool

D. A fireplace

9. Who is Christal DeShannon?

- A. A real estate agent
- B. The home owner
- C. A homemaker
- D. Unknown

Questions 10 through 12 refer to the following article

Parisian Hotel

Set in France during World War II, this movie takes a look at the life of one young lady who risked her life to save others. “Amazing” is the only way to describe Sandra Ditoni’s portrayal of a hotel manager who saves the lives of over 300 people in a Parisian Hotel. Ms. Ditoni will probably find herself earning an Academy Award nomination. Based on a true story, this movie shows the bravery of a woman who stood up for what she thought was right. Playing at theaters nationwide beginning today.

10. What kind of movie do you think Parisian Hotel is?

- A. A travel documentary
- B. A romance
- C. A historical drama
- D. A comedy

11. About how old do you think Sandra Ditoni is?

- A. About 14 or 15
- B. About 18 or 19
- C. About 30
- D. About 40

12. Where can you see this movie?

- A. At any movie theater
- B. On video
- C. On television
- D. It will be released next year.

Questions 13 through 16 refer to the following email

Dear Mr. Thompson,

This is just a short email to update you on your medical test results from your physical examination on January 10th. Our records show that you took a blood pressure test. Your test this time showed that your blood pressure is doing quite well for a man your age. I am very pleased to note that your blood pressure is much lower than it was last time. It seems that the medication you have been taking is working well. Unfortunately, we do not have a record of the name of your medication on file. Can you remember the name of the medication that you are taking? If you could send an email to my nurse with the name of the medicine, that would be very helpful to us. His email address is medcenter05@huxley.com.

Also, there is a note in your file stating that you want your medical test results sent to your insurance company. Which department do you want them sent to? Please let us know as soon as possible.

Regards,

Dr. Huxley

13. What kind of test did Mr. Thompson have done?

- A. A stress test
- B. A blood test
- C. A high blood pressure test
- D. A department test

14. Where will Mr. Thompson's medical test results be sent to?

- A. His employer
- B. His insurance company
- C. His doctor's office
- D. The doctor's nurse

15. What is true about Mr. Thompson's blood pressure?

- A. It is extremely high
- B. It is very low
- C. It is non-existent
- D. It is normal

16. What information does the doctor need?

- A. Mr. Thompson's email address
- B. The name of his medication
- C. The nurse's email address
- D. Mr. Thompson's age

Questions 17 through 20 refer to the following chart and information

Sugar
Dairy, Meat, Fish, Eggs
Vegetables and Fruits
Breads, Rice, and Cereals

This is a chart of the Food Pyramid. The Food Pyramid serves as a basic guide to making healthy food choices. If you take a look at the guide you can easily see which food groups you should be eating. According to the pyramid, most of your daily food should consist of breads, rice and cereals. These are the foods in the bottom level of the pyramid. Almost equal to these, but not quite as much, should be vegetables and fruits. Therefore, you can feel free to go ahead and eat lots of fruit and vegetables every day. Serving of meat, fish, eggs, and dairy foods, which include milk and

cheese, should be much smaller. Sugars should be the smallest portion of all. Of course, your daily nutritional needs will vary according to your activity level and life style. You do not have to follow the Food Pyramid, but it is a good way to be sure you will get the healthiest benefits from your daily food. If you keep a copy of the pyramid stuck to the door of your refrigerator, it will remind you to plan your daily meals wisely every time you go into the kitchen.

17. Which of the following are dairy products?

- | | |
|--------------------|--------------------|
| A. Milk and cheese | B. Fish and eggs |
| C. Sugar and spice | D. Breads and rice |

18. What is the purpose of the Food Pyramid?

- A. To sell food
- B. To help make healthy food choices
- C. To show which foods are bad for you
- D. To help remember the names of foods

19. Which food group has the second smallest serving suggestion?

- | | |
|--------------------------|--------------------------------|
| A. Sugars | B. Dairy, Meat, Fish, and Eggs |
| C. Vegetables and Fruits | D. Breads, Rice and Cereals |

20. What affects your daily food needs?

- | | |
|--------------------------------|---------------------|
| A. Your likes and dislikes | B. The Food Pyramid |
| C. Your lifestyle and activity | D. Small portions |

Questions 21 through 24 refer to the following article

How to get accepted to Fullgate University

By Alex Herd, Fullgate University Admissions Office. It is time to start applying for university. Some students will be successful, but others will not. If you have dreamed of being admitted to Fullgate University, this article can show you what to do to improve your chances of success. First, you must apply early. You must apply before the application deadline. This is, perhaps, the most important consideration. We receive a lot of applications from excellent students who we have to reject because they sent us their application far too late. Make sure to apply before January 17th. Fullgate University believes that after-school activities such as volunteer work, sports participation, and employment are very important. We look for any activities that help develop a student's character. Your grades are not the only aspect we consider.

Finally, Fullgate University looks closely at letters of recommendation. We require at least three letters of recommendation. These should be written by people such as your teachers, sports club coaches, employers and the leaders of any volunteer organizations you belong to. We suggest that you get these as soon as possible so you can submit them with your application.

21. Who would be interested in this information?

- | | |
|-------------------------|---------------------------------|
| A. High school students | B. Fullgate University students |
| C. Volunteers | D. School teachers |

22. What is the most important thing to consider?

- | | |
|-----------------------------|-------------------------|
| A. Volunteer work | B. Sports participation |
| C. The application deadline | D. Employment |

23. How many letters of recommendation does the university require?

- | | |
|----------|---------|
| A. Three | B. Four |
| C. Five | D. None |

24. Which of the following is NOT mentioned as someone to write a letter of recommendation?

- | | |
|-----------------|-------------|
| A. Teacher | B. Employer |
| C. Sports coach | D. Priest |

Questions 25 through 28 refer to the following letter

New Students!

Welcome to Blue Oak High School!

Congratulations on being accepted to Blue Oak High School. You are about to begin three exciting years and make memories that will stay with you forever.

We will have our freshman student orientation next Wednesday (September 2nd) in the school gymnasium. The opening ceremony will begin at 9 a.m. You should arrive to check attendance at 8.30 a.m. Don't be late on your first day! You will need to bring your student ID card and a copy of your class schedule. You will have a chance to talk with some of your new teachers, and you can ask them questions about your schedule and classes. It will also be a good chance to meet your new classmates. Last year, we had the famous movie actor Tim Grimley as a guest speaker (Tim graduated from Blue Oak High in 1990). This year, our guest speaker is a surprise!!! If you want to know who it is, you have to come to the orientation and see for yourself!

The gymnasium is easy to find. Just go to the library and turn left. The gymnasium is the blue building next to the cafeteria. You will find a map of the school on the reverse of this letter.

After the orientation you will be dismissed and classes will begin at 8.30 a.m on Thursday.

25. What do the freshman students have to take with them to the orientation?

- A. Their parents
- B. Some money for food
- C. Their ID cards and class schedules
- D. Their schoolbooks

26. Where is the orientation going to be?

- A. At Tim Grimley's house
- B. In the cafeteria
- C. In the library
- D. In the gymnasium

27. Who is Tim Grimley?

- A. A teacher speaking at the orientation
- B. A former student from the school
- C. The school's principal
- D. The surprise guest at this year's orientation

28. When do freshman classes begin?

- A. On Wednesday September 2nd
- B. At 9 a.m
- C. On Thursday September 3rd
- D. They have already started

Questions 29 through 33 refer to the following agenda and memo

Heathcliffe Sports Center

Annual General Meeting

Date: June 25th

Time: 7p.m

Location: 3rd floor conference room

Agenda

1. Annual report
2. Resurfacing of tennis courts- choose a contractor

3. Broken windows on first floor- how to punish offenders and how to prevent more breakages
4. New policy on equipment rental
5. Membership cards

Any other business

To be followed by tea and coffee in the staff training room. All welcome.

Memo

To: Jennifer Martin, Sports Equipment Manager

From: Clive Wilbur, Management Committee Chairperson

Re: June 25th Annual General Meeting

I know that you will be unable to attend this year's meeting on the 25th, so I am sending you the agenda now. Please take a look at it before the meeting and give me your opinion on the items.

We have decided to resurface the tennis courts and need to choose from three contractors. I will send you their price lists and a voting form later. Every one at the meeting will have a chance to vote. As you know, we have suffered a lot of broken windows recently. I would appreciate it if you could fax me your ideas on how to deal with this problem. The fourth item on the agenda refers to renting equipment. We will limit rentals to one hour on weekends and two hours during the week. Only members will be able to rent equipment on weekends. This brings us to the next item: all members will be required to show their membership card in order to use the sports center at a discounted price.

Please send me your thoughts as soon as possible, and I will talk to you in person when you get back from your vacation.

Many thanks.

29. How often does Heathcliffe Sports Center hold a general meeting?

A. Once a month

B. Once a week

C. Once a year

D. Every other year

30. How will the center choose someone to repair the tennis courts?

- A. They will choose the cheapest company
 - B. They will not repair the tennis courts
 - C. Everyone will vote for a company
 - D. They haven't chosen a method
31. Why will Jennifer Martin be unable to attend the meeting?
- A. She is not a member of the sports center
 - B. She will be on vacation
 - C. She is sick
 - D. She was not invited
32. Which of the following statements about rentals is correct?
- A. Members can rent equipment for four hours
 - B. Members can rent equipment only on Saturdays
 - C. Only members can rent equipment on Saturdays
 - D. Non-members can rent equipment for one hour on Saturdays
33. What problem has the sports center been having?
- A. Members do not return equipment
 - B. Windows have been broken
 - C. There was not enough tea and coffee
 - D. Staff don't get along with each other

Questions 34 through 38 refer to the following newspaper article

September 1, Zurich: RADD, A.G., the Swiss chemical company purchased the European polypropylene business of Royal Chemical Industries, P.L.C., of Britain. No price was disclosed, but RCI said the deal represented 1 to 2 percent of its net assets and would be paid in cash. Based on net assets, the price would be between \$100 million and \$160 million. The acquisition includes RCI production plants in England, Denmark, Norway, and Poland. The plants alone are valued at \$60 to \$80 million. Polypropylene, a tough, flexible plastic, has uses that range from rope fibers to bottles.

34. RADD is probably located in
- A. England
 - B. Switzerland
 - C. Denmark
 - D. Poland
35. According to the article, what is used to make rope fibers?
- A. Hemp
 - B. Cotton

C. Steel

D. Polypropylene

36. How much will RADD pay for RCI?

A. \$80 million

B. \$100 million

C. Between \$100 and \$160 million

D. Between \$60 and \$80 million

37. Where is RCI's head office?

A. Norway

B. Denmark

C. Britain

D. Poland

38. What are the terms of the deal?

A. Payment in cash

B. Payment in stock

C. 2% of gross assets

D. 1% down payment

Questions 39 through 43 refer to the following schedule and e-mail

Sunday 11	Monday 12	Tuesday 13	Wednesday 14	Thursday 15	Friday 16	Saturday 17
	8.15 doctor a ppt. 3.00 golf with Alicia	9.30 planning meeting	9.00-11.00 dept. meeting 11.30 Dentist appt.	4.00 phone conference with Toronto office	8.30 train to Chicago 12.30 lunch meeting with Chicago staff	10.00 golf with Fred

To: Joe Rosen

From: Alicia Lima

Date: March 8

Subj.: Golf

Hi Joe,

I'm sorry I can't make our golf date next week. It turns out I have a department meeting that starts an hour before our game is scheduled, and I'm sure it won't end before 5.00.

Could we play the following day, same time, same place? Let me know, and I'll call the club to reserve the starting time.

I also wanted to let you know that Mr. Santos from our San Francisco office will be in town starting next Tuesday. I know you were eager to meet with him. Are you free Wednesday morning? If not, Thursday or Friday morning will do. I know you plan to leave for Chicago sometime Friday, but I hope you can find some time to meet with Mr. Santos before then.

Are you planning to meet Fred for golf in Chicago? If you see him, tell him I haven't forgotten that he owes me a game!

See you next week,

Alicia

39. When is Joe's dentist appointment?

- | | |
|--------------|-------------|
| A. Monday | B. Tuesday |
| C. Wednesday | D. Thursday |

40. What will Joe do on Thursday afternoon?

- | | |
|-------------------------|--------------------------|
| A. Go to Toronto | B. Talk on the telephone |
| C. Have a lunch meeting | D. Go to the doctor |

41. What time does Alicia's department meeting begin?

- | | |
|---------|---------|
| A. 9.00 | B. 2.00 |
| C. 3.00 | D. 5.00 |

42. What day does Alicia want to play golf with Joe?

- | | |
|------------|-------------|
| A. Sunday | B. Monday |
| C. Tuesday | D. Saturday |

43. What will Joe probably do Thursday morning?

- | | |
|-------------------------|------------------------|
| A. Meet with Mr. Santos | B. Nothing |
| C. Leave for Chicago | D. Play golf with Fred |

Questions 44 through 48 refer to the following notice and memo

Notice to tenants of South Ridge Office Complex

August 25

Reconstruction of the parking garage will begin at the end of next month and is scheduled to last three months. During this time there will be no parking for anyone in the building garage. The city has temporarily designated the parking spaces on the streets surrounding

our building as all-day parking spaces for our use. A special pass is required to use these spaces. Since the number of parking spaces is limited, we will distribute four passes to each office in this building. Building tenants are asked to encourage their employees to use public transportation until the garage reconstruction is completed. There are also two public parking garages within five blocks of here where parking spaces can be rented on a daily, weekly, or monthly basis. Thank you for your cooperation.

South Ridge Office Complex Building Management Team

Memo

Parrot Communications, Inc.

To: All Office Personnel

From: Dena Degenaro

Office Manager

Date: August 28

Re: Parking

I am sure you have all seen the recent notice about the parking garage reconstruction by now. Since we have five times as many employees as allotted parking passes, we will reserve the parking passes for clients and ask our employees to make alternative plans. For your convenience, we have obtained subway passes that are valid for the entire amount of time that the garage reconstruction will last. They are available at a 25% discount to all Parrot Communications employees. Please see me before the end of this week if you are interested in getting one. Thank you.

44. When will the parking garage reconstruction begin?

- | | |
|--------------------|---------------|
| A. This week | B. next month |
| C. In three months | D. In August |

45. How many employees work for Parrot Communications Inc.?

- | | |
|-----------|----------------|
| A. Four | B. Five |
| C. Twenty | D. Twenty-five |

46. Who can park next to the building during the garage reconstruction?

- A. Parrot Communications clients
- B. Parrot Communications employees
- C. All South Ridge tenants

D. Dena Degenaro

47. Who should Parrot Communications employees contact to get a subway pass?

A. The city manager

B. Their office manager

C. The building manager

D. The subway station manager

48. How long are the subway passes valid?

A. One week

B. Three weeks

C. One month

D. Three months

Exercise 2

Questions 1 through 3 refer to the following letter

The Orange Cat Coffee Shop

Dear Customers,

Beginning next month, we will no longer be accepting Orange Cat Coffee Coupons. The recent increasing price of coffee beans has made it difficult to keep both the everyday low prices that our customers have come to expect and the high quality of our drinks. We have decided not to raise prices. Instead, we will do away with the coupon system. We will continue to accept coupons until the end of the month.

Thank you for choosing The Orange Cat.

Sincerely,

The Management

1. What is the name of the coffee shop?

A. The Valued Customer

B. The London Coffee Shop

C. The Orange Cat

D. The Open Letter

2. What does the coffee shop plan to stop using?

A. Coffee

B. Coffee coupons

C. Coffee beans

D. Low prices

3. Coupons will continue to be accepted until when?

A. The end of this month

B. The end of next month

C. The beginning of this month

D. The end of the year

Questions 4 through 6 refer to the following schedule

Destinations				
The following is a list of from Timmy Tuc International Air on June 24th				
Flight Number	Gate	Departure time	Destination	Status
BK223	1	11.30	New York	Departed
AF044	2	11.30	Barcelona	Boarding
SK001	3	12.00	Almaty	Preparing for boarding
JA202	6	13.00	Seoul/Tokyo	Delayed 60 minutes
AF006	22	13.30	Paris	Cancelled
KL222	Please listen to announcements		Bangkok	On time
OZ661	4	14.00	New York	Delayed 3 hours
LT881	19	15.45	Amsterdam/Stockholm	On time
BA003	28	19.00	New York	On time
LT882	10	20.20	Stockholm	On time

4. When will the flight to Tokyo probably leave?

- A. 2p.m
B. Tomorrow morning
C. 1p.m
D. It has already left

5. Which flight was scheduled to leave at the same time as the flight to Barcelona?

- A. SK001
B. BK223

C. It has been cancelled D. Only two

6. Which is the earliest flight of all?

- A. BK223 B. Bangkok
C. AF006 D. Stockholm

Questions 7 through 9 refer to the following report

In October, Markel On-line acquired Peptel Visual of Berlin, one of Europe's leading educational software companies. The deal calls for Markel (a \$49 million Toronto-based company) to pay \$5 million up front for Peptel and as much as \$5 million more over the next few years, depending on the German company's performance. Peptel posted \$4.2 million in sales last year.

7. If Peptel performs well, what is the largest total price Markel will have to pay?

- A. \$4.2 million B. \$5 million
C. \$10 million D. \$49 million

8. Peptel is based in

- A. Canada B. the United States
C. Great Britain D. Germany

9. What field are these companies in?

- A. Computer software B. Postal service
C. Visual arts D. Toy manufacturing

Questions 10 through 12 refer to the following letter

EUTECH, s.r.o

Zborovska 23, 150 00 Praha 5

Czech Republic

Tel: (02) 513.2343 Fax: (02) 513.2334

December 3, 200 _____

Post Comptoir

43 Griffith Road

Dinsdale, Hamilton

North Island, New Zealand

Dear Sir or Madam:

We are interested in becoming distributors for your software products in the Czech Republic. Would you please send us your latest catalogs, descriptive brochures, and terms?

We are a hardware company that would like to add software to our sales offerings. Our annual report is enclosed .

We look forward to hearing from you soon.

Sincerely yours,

Peter Zavel

Chairman

10. Which items were NOT requested?

- | | |
|-------------|------------------------|
| A. catalogs | B. Brochures |
| C. Samples | D. Pricing information |

11. What does EUTECH sell now?

- | | |
|----------------------|----------------------|
| A. Software | B. Computers |
| C. Financial reports | D. Printing services |

12. EUTECH wants to

- | | |
|------------------------|-----------------------------|
| A. distribute software | B. manufacture computers |
| C. purchase hardware | D. receive an annual report |

Questions 13 through 16 refer to the following letter

Tidy Tools
101 Main Street
Littlebury, WJ 38843

Mr. J. Bevan

234 Main Avenue

Pittsburgh, PA 12244

Dear Mr. Bevan,

Thank you for your recent letter regarding our All-Power vacuum cleaner. I am happy to answer your question. The All-Power can, indeed, be used outdoors. In fact, according to recent consumer reports, many people feel it is more efficient outdoors than any other

similar vacuum cleaner. Since the unit is cordless, it can be used anywhere. This means there are no limitations on movement, making it perfect for cleaning hard to reach places around the home and garden. It is also double-insulated for safety, so it is safe to use in most weather conditions.

However, I would recommend being careful whenever you use an electrical appliance outside. I would advise against using the All-Power in heavy rain. Exposing it to too much moisture may harm it. I would also suggest storing it inside. If you store it outdoors, the moisture in the atmosphere may cause the engine to rust. While the engine is easy to replace, we want all our customers to enjoy their products problem free for as long as is possible. Take good care of your All-Power and it will give you many years of service.

Please do not hesitate to contact me if you have any more questions.

Yours sincerely,

Albert R. Jones

Consumer Relations, Tidy Tools

13. What did Mr. Bevan want to know?

- A. Where to buy the vacuum cleaner B. How much the vacuum cleaner costs
C. If the vacuum could be used outside D. If the vacuum cleaner was heavy

14. What can damage the vacuum cleaner?

- A. Exposure to moisture B. Using it outside
C. Using it indoors D. Double insulation

15. Who is Albert Jones?

- A. A vacuum cleaner repair person B. The owner of Tidy Tools
C. An employee of Tidy Tools D. The inventor of the All-Power

16. What can customers do to protect the All-Power?

- A. Use it indoors B. Replace the engine
C. Keep it clean D. Store it indoors

Questions 17 through 20 refer to the following article

Making Life Easier in the Home

This month in Golden Age Magazine we would like to share some tips for making life easier as you get older. These tips are all quick and easy, and most importantly, they

won't cost you a lot of money. Here are a few ways that senior citizens can make their homes more comfortable and less dangerous places to live:

1/ When lining your garbage can with plastic bags, put 6 or so extra in the bottom. When you fill one, you will have another at your fingertips to replace it.

2/ Store heavy items on center cabinet shelves, light objects on high or low shelves. This way you won't risk straining your back to pick up heavy objects.

3/ Put a night safety light in your hallway or bathroom. Installing a light can help reduce night-time accidents. If you use a glow-in-the-dark light switch, even better!

4/ Sticking traction strips on slippery surfaces is essential, especially on tiled surfaces such as bathrooms. Traction strips are available from most major retailers.

5/ Be sure to remove clothes from the dryer with a reacher. This will help you protect your back. These are just a few ways that you can help make your daily living more enjoyable.

17. Who is this article intended for?

- A. People who like to do home improvements
- B. People with big houses
- C. Elderly people
- D. People with young children

18. Which of the following positive aspects is NOT mentioned?

- A. The tips are easy
- B. The tips are quick to perform
- C. The tips don't cost much money
- D. The tips are especially good for women

19. What is a reacher?

- A. A machine to dry clothes
- B. A kind of long stick
- C. A kind of chair
- D. A night safety light

20. What does the article NOT suggest?

- A. Installing night lights
- B. Using track slips to stop slipping
- C. Storing heavy items outdoors
- D. Putting light objects on high shelves

Questions 21 through 24 refer to the following article

Children and Television

A lot of research has been done trying to determine the effects of television viewing on your child. Some research shows that television is harmful, but is television really

harmful to your child? You know that your child loves to be entertained. All children enjoy cartoons and movies. But are these things good for them? How can you monitor your child's television viewing? Here are some tips parents can take to help reduce television's negative effect on their children.

1. Watch television with your child- too often TV is used as a cheap babysitter. Know what your child is watching and don't be afraid to turn off the television if you think there is nothing good on.
2. Choose programs carefully- after watching a show, start a family discussion. Ask your children if they understand what the television program was about.
3. Don't let your child have a TV in the bedroom- know what he or she is watching. Televisions and computers should be kept in a common area so parents can see what their children are watching.
4. Don't watch TV during the meal times- eating together is an important part of family life. Use meal times to talk about the day's events. Ask your children about their day and tell them about yours.
5. Establish regular viewing times- don't keep the television on all day.

There are many educational programs out there, so, used carefully, television doesn't have to be a meaningless distraction.

21. Who is this advice aimed at?

- | | |
|-------------------|--------------|
| A. Young children | B. Teenagers |
| C. Parents | D. Teachers |

22. Why should the reader watch TV with his or her child?

- | | |
|-----------------------------------|-----------------------------------|
| A. Children love it | B. It offers educational programs |
| C. Television is not a babysitter | D. Television is a babysitter |

23. Which of the following tips was NOT mentioned above?

- | | |
|---|---------------------------------|
| A. Keep TV out of the bedroom | B. Keep mealtimes TV-free |
| C. Discuss TV programs with your family | D. Make a list of good programs |

24. According to the article, what other device should be kept in a common area?

- | | |
|-------------|---------------|
| A. Radio | B. Dishwasher |
| C. Computer | D. Telephone |

Questions 25 through 28 refer to the following chart

Movie-Rama Movie Theatres recently compiled a list of the top movies in 2004. The movies are listed by title, total sales profit, production costs, genre, and leading actor/actress. After adding up the profits of all movies released in 2004, we came up with the following results:

(unit: million)

Film	Profit	Cost	Genre	Actor/Actress
1. Jolly Green	\$450.47	\$150.23	Comedy	Tom Pitt
2. Under and Over	\$373.38	\$100	Action	Arnold Stalloni Jessica Albino
3. The Life of Joan	\$370.27	\$3.5	Action	Steve Martini
4. Once Upon a Time	\$251.66	\$34	Comedy	Ben Hill
5. My Friends				Christopher Lynch
6. The End of Time	\$249.36	\$36	Comedy	Pen Teller
7. Drivers	\$186.74	\$16	Horror	Steve Martini
8. Ha Ha Ha	\$176.05	\$24	Thriller	
	\$162.46	\$65	Romantic	
9. Before Evening			Comedy	Freddy Dryden
	\$160.76	\$60	Drama	Ian Rutheford
10. Outer Space				
	\$155.11	\$100	Science Fiction	

The movies listed are for movies opening in Movie-Rama Movie Theatres only. Movie-Rama Movie Theatres would also like to congratulate Ian Rutherford for his award-winning performance as Captain Mercury, in the hit movie *Outer Space*. As most viewers know, Ian Rutherford recently returned from a five year break from movie making. During that time, Mr. Rutherford worked in Cambodia helping handicapped children and was awarded the Higgens medal for world service.

25. Which movie made the biggest profit?

A. The Life of Joan

B. Jolly Green

- C. Under and Over
D. Outer Space
26. Which film made the smallest profit?
- A. Ha Ha Ha
B. Outer Space
C. Drivers
D. Jolly Green
27. Which kind of movie had the most total sales?
- A. Horror
B. Comedy
C. Action
D. None of the above
28. Which actor/actress spent time helping handicapped children?
- A. Ben Hill
B. Steve Martini
C. Jessica Albino
D. Ian Rutherford

Questions 29 through 33 refer to the following letter and chart

22 High Street
Everton
May 22nd, 2005

Margaret McCarthy
14 Martins Street
Everton

Dear Ms. McCarthy,

Thank you for your recent inquiry about PowerGen Electricity. I apologize for not replying sooner, however, we have been having some trouble with our customer address database. This problem has now been resolved and I am pleased to answer your questions.

In your letter, you asked for advice on how to cut your electricity bill. We are aware that our customers want to find the most efficient, yet economical ways to use electricity in their homes. You might be surprised to learn that cutting down on electric costs is easy to do. I am enclosing a chart of the average energy costs of most major home appliances. All you need to do is look at the chart, work out how many hours you use an item in an average week, then multiply that number by cost per hour. If you do this for each item on the list, you can calculate your monthly charge.

e.g. If you use your washing machine everyday for one hour, you will need 17.5 cents per week. To reduce costs, wait till you have enough clothes for a full load. You could cut as

much as 5 cents. This may not sound like much, but imagine reducing the time for every appliance. The total savings will add up.

I hope this helps you.

Sincerely,

Alan Bredhurst

Use the chart below to work out your monthly usage. We have listed the most common household appliances that most people use on a regular basis.

Appliance	Average Energy Cost
Clock	4€/ week
Computer w/Monitor, Printer	77€/ week
Electric Blanket (125 watt)	1.1€ / hour
Hair Dryer	9.9€/ hour
Radio	11.0€/ 10 hours
Stereo	16.6€/ 10 hours
Television	22.9€/ 10 hours
VCR	2.3€/ hour
Washing machine	2.5€/ hour
Microwave oven	12.6€/ hour
Oven	11€/ hour

29. Who would be interested in this chart?

- A. The owner of a hardware store B. People who want to save money
C. Department stores D. Real estate agents

30. Which appliance uses the least energy?

- A. Oven B. Washing machine

C. Clock

D. Hair dryer

31. Powergen is probably what kind of company?

A. A utilities company

B. A high street retailer

C. A medical supplies company

D. An electrical appliances supplier

32. Which of the following appliances is NOT mentioned in the text?

A. Air conditioner

B. Washing machine

C. Oven

D. Printer

33. How much cheaper is using an oven than a microwave oven?

A. Yes, it is much cheaper

B. 3€

C. 12.6€

D. 1.6€

Questions 34 through 38 refer to the following letter and program

Wombat Publishing, Inc.

223 New Wallaby Way

Perth 3456 NSW

Tel. 657 23 88 20

9th January 2005

Lulu Price,

c/o Tinker Creek Motel

45 Blue Street

Perth

Dear Ms. Price,

This is just a quick note to confirm that I have two tickets for this Friday's performance of *Cats* at the Perth Arts Center. As I mentioned before, the show starts at 8.00. Our senior sales manager and I will meet you in the lobby at 7.30. The company driver will pick you up at the motel at 7.00 o'clock. After the show, there will be a company dinner at The Point.

Please contact me if you have any questions about the schedule. I have also enclosed a show program that you might find interesting.

Yours truly,

Maggie Hayward

Sales Director

Cats, a musical comedy about cats.

The musical comedy *Cats* is set in London's East End and follows the lives of a family of cats as they try and start their own newspaper publishing company. The father cat, Fredico, had a lifelong dream of having his own newspaper called the Daily Meow. Assisted by his lovely wife Tiffany, their daughters Lucinda and Geneveve and their slightly crazy son Pannini, this family of felines sings and jokes their way into everyone's heart.

As you watch the play, you will hear such musical treasures as; "Baby, Don't Eat the Green Salami," "The Marmalade Cat Shuffle", and the unforgettable, "I'm Not Crazy-Just Misunderstood".

Because this is a sold-out performance, all attendees are requested to arrive one hour before the start of the show. Also, we ask that you do not bring any pet dogs or mice to the show, as these animals will excite the actors.

Cats, a furry good time!

34. Where does Maggie Hayward work?

- | | |
|----------------------|-----------------------|
| A. The Art Center | B. The Point |
| C. Wombat Publishing | D. Tinker Creek Motel |

35. What is the purpose of this letter?

- | | |
|----------------------------|---------------------|
| A. To make a reservation | B. To change plans |
| C. To cancel a reservation | D. To confirm plans |

36. What is The Point?

- | | |
|------------|------------------|
| A. A motel | B. A restaurant |
| C. A show | D. An art center |

37. What kind of performance is *Cats*?

- | | |
|-----------------|-------------------------------|
| A. A drama | B. A musical comedy |
| C. A love story | D. A science fiction thriller |

38. What kind of business does the cat family want to start?

- | | |
|-----------------|-----------------------------------|
| A. A bakery | B. A pet shop |
| C. A restaurant | D. A newspaper publishing company |

Questions 39 through 43 refer to the following letter and reply

Dear Mom,

How are you? How is Michael? I hope that he has stopped sneezing and coughing.

I am doing really great. I am really enjoying my tour of the museums of Europe. I have been to the Louvre in Paris. It was really exciting seeing the real Mona Lisa, but I was disappointed because it was so small. Right now I am in Spain. I have visited Madrid, and now I am in Barcelona. There are so many museums to visit that I don't know where to begin!

The admission fees are much more expensive than I expected, so I can't see everything that I wanted to see. Some days I have to choose between having lunch or going to a museum! However, the museums in Spain are not as expensive as the museums in France. I want to go to Italy next. I hear that Florence has the best art of any city in Europe.

Next time I will call you- if I have money (Maybe Sunday June 20th at 6 p.m?)

With love,

Sally

Dear Sally,

Thank you for your letter. Michael is fine. He just had an allergic reaction to seafood- that's all. I'm really happy to hear about your trip. It sounds so exciting. I remember that your father and I first met in Paris, and hearing about your trip brings back a lot of memories. The weather here is a little cloudy, but hot. Your father is in the backyard right now digging up the weeds from the flower garden. Mrs. Williams from the supermarket told me to tell you hello- so "Hello". Michael also says hello.

Write again when you have more time.

Love, Mom

P/S: I'll send a phone card so you don't have to spend your museum money on telephone charges.

39. Why does the writer want to go to Italy?

A. It is cheaper than France

B. Her mother is in Italy

C. She went to France

D. Italy is the best country for art

40. What was probably wrong with Michael?

A. We do not know

B. He doesn't like museums

C. He had a cold
food

D. He had a bad reaction to some food

41. How will the writer next contact her mother?

- A. She will send an email
B. She will telephone her
C. She will send a postcard
D. She will not contact her again

42. Where did Sally's mother first meet Sally's father?

- A. Madrid
B. Barcelona
C. Paris
D. Florence

43. What will Sally's mom send her?

- A. A telephone
B. A telephone card
C. Some money
D. Some seafood

Questions 44 through 48 refer to the following newspaper article

Job trends for the future emphasize careers in sales and marketing. Most of the growth will come in international sales, high technology, and electronic marketing. Research shows that overseas sales of high tech equipment and technology will increase 20% in the next decade.

The Internet is the primary source for advertising and marketing to these overseas customers. At the same time, however successful marketers must find new avenues to increase consumer awareness of their products. As some clients become inundated by information on the Internet, and as others are still just learning to navigate the Web, the marketers of the future will have to be inventive.

More traditional sales skills, such as bilingualism and an agreeable character, are still useful. Willingness to travel is also a plus.

44. What kinds for careers show promise for the future?

- A. Research and development
B. Sales and marketing
C. High technology
D. Travel agents

45. Why are these careers increasing in importance?

- A. Companies are trying to focus on profits
B. They address a neglected market segment
C. High-tech sales are growing
D. Most marketing will occur on the Internet

46. The word “avenues” in paragraph 2, line 6, is closest in meaning to

- A. streets B. ways
C. stores D. sales

47. The author believes that the successful marketer must be

- A. bilingual
B. overseas
C. abreast of research
D. creative

48. According to the article, why isn't Internet advertising always effective?

- A. Some users see too much of it; some see too little
- B. Many users have limited English skills
- D. Consumers are unaware of products advertised on the Internet

Exercise 3

Questions 1 through 3 refer to the following newspaper article

Before the fall of the Berlin Wall, East Berlin was like the rest of East Germany- drab and depressed. Today it is a different story, thanks to the new openness. There are over 40 major construction projects underway and investments in new construction are expected to exceed \$20 billion. Part of this boom can be attributed to the fact that the national government of Germany will move to Berlin. The city will once again be Germany's leading city and a gateway to the expanding markets in Poland, the Czech Republic, and other countries east of the German border.

1. According to the article, what caused the change in East Berlin?

- A. Expanding markets in Poland
- B. Border changes east of Germany
- C. The completion of 40 construction projects
- D. The collapse of the Berlin Wall

2. Which is NOT given as a reason for increased prosperity?

- A. The location of Berlin B. The destruction of the Berlin Wall
- C. The move of the national government D. The drab character of East Berlin

3. A sum of at least \$20 billion will be invested in

- A. moving the government B. new construction
C. expanding markets D. border control

Questions 4 through 6 refer to the following magazine article

The Information Highway is the road that links computer users to an infinite number of on-line services: the Web, electronic mail, public forums, and software, to mention just a few. Not long ago, the Information Highway was a new road, with not many users. Now, everyone seems to want to take a drive, with over 30 million households connected worldwide. Not surprisingly, this well-traveled highway is starting to *look* like a well-traveled highway. Traffic jams can cause routers to break up, forcing the system to close down for maintenance and repair. Naturally, accidents will happen on such a populated road, and usually the victim is some unintended file, gone forever. Then, of course, there's Mr. Cool, with his new broad-band connection, who speeds down the highway faster than most of us can go. But don't kid yourself; he pays for that speeding.

4. What is this article about?

- A. Computerized access to information B. E-mail
- C. Traveling by highway D. Traffic problems on congested roads

5. Why would the Information Highway need to be closed?

- A. There is an infinite number of services B. There aren't enough users
- C. There are too many users D. There's an accident

6. Who can travel fastest on the highway?

- A. Someone in a fancy new car B. Cool people
- C. Someone with a broad-band connection D. The police

Questions 7 through 9 refer to the following fax

International cargo

FAX TRANSMISSION

Place de la Concorde

45040 Orleans Cedex 1

France

Tel: (33) – 387- 87445

Fax: (33) – 387- 87454

To: Markus Tarasov

P.O. Box 10382 Manama, Bahrain

Fax: 973- 213324

Tel: 973- 213300

From: Marie Martin

Sales Representative

Date: April 18, 200_

Pages: This

Ref: Your fax of April 18, 200_

Messages:

Your order was received this morning and is being processed. You should expect delivery by the end of the week or at the very latest on Monday. We will fax exact time of arrival before Friday.

7. When was the order received?

A. The end of the week

B. Yesterday

C. Today

D. Friday

8. How will Ms. Martin communicate the delivery time?

A. By phone

B. By fax

C. By letter

D. By messenger

9. If the order does NOT arrive by Friday, when will it arrive?

A. At the end of the week

B. At the first of the month

C. On Monday

D. On the following Friday

Questions 10 through 12 refer to the following index

Newspaper Index

Amex Stocks	B-11
Arts	C-1
Bond Data	B-16
Commodities	B- 4
World Stock Index	B- 15
Economy	A- 5
Editorials	A- 10
Film	C- 3

Foreign Exchange	B- 17
International News	A- 1
Legal Issues	A- 6
Technology	C- 4
World Markets	B- 1

10. What type of features would more likely be found in the B section?

- A. Sports scores
B. Movie reviews
C. Market forecasts
D. Obituaries

11. The editor's opinions are found on

- A. A- 1
B. B- 4
C. C- 1
D. A- 10

12. Movie reviews would be found on

- A. B- 11
B. C- 1
C. C- 3
D. A- 6

Questions 13 through 16 refer to the following form

Special Subscription Offer

Subscribe to the journal that recently received the Editorial Excellence Award from the Society of Industrial Designers

YES! Send me INTERNATIONAL INDUSTRY for 1 year (12 issues) at just \$48, a savings of 20% off the full cover price of \$5.00.

Payment enclosed

Bill me

Name: Anne Kwok

Title: Design Specialist

Company: Pharmaceutical Supply Co.

Address: Tong Chong Street

Quarry Bay Hong Kong

Please allow four weeks for first issue.

13. Why did Anne Kwok complete this form?

- A. To win an award
C. To enroll in design school
- B. To apply for a design job
D. To receive a journal

14. How much is the full cover price per issue?

- A. \$4
C. \$12
- B. \$5
D. \$48

15. How long will it take for the first issue to arrive?

- A. One week
C. One year
- B. One month
D. Unknown

16. The magazine comes

- A. daily
C. monthly
- B. weekly
D. once a year

Questions 17 through 20 refer to the following fax

FAX COVER SHEET

ARS TECH

Avenida Diagonal 673- 683

08028 Barcelona

Spain

Tel: (3) 318- 4300

Fax: (3) 318- 4308

To: All Board Members

From: Fernando Murillo

Accounting Department

Date: October 23, 200_

Pages: This + 10

Ref: 200_ Budget

Message:

Please review the attached budget before the meeting tomorrow. The meeting will begin Tuesday, October 24 at 10.00 a.m. in room 42 in Building B. It will last through

Thursday and will finish at 5.00 p.m. There will be a reception at the Sofitel Hotel Thursday evening.

17. Where will the meeting be held?

- | | |
|---------------|-------------------------|
| A. In Room 24 | B. In Building B |
| C. Next door | D. At the Sofitel Hotel |

18. How many days will the meeting last?

- | | |
|---------|----------|
| A. Two | B. Three |
| C. Four | D. Five |

19. What day was the fax written?

- | | |
|-------------|------------|
| A. Monday | B. Tuesday |
| C. Thursday | D. Friday |

20. How many pages are in the whole fax?

- | | |
|--------|-----------|
| A. One | B. Two |
| C. Ten | D. Eleven |

Questions 21 through 24 refer to the following memorandum

MEMORANDUM

To: All Employees

From: Simon Gonzales
Personnel Officer

Date: May 15, 200_

Sub: Company Travel

Effective June 1 all personnel traveling on company business must use the most economical means possible. No flights under five hours can be booked in Business Class. No flights regardless of duration can be booked in First Class.

21. If a flight is over five hours, what class can be booked?

- | | |
|-------------|-----------------|
| A. Economy | B. Economy Plus |
| C. Business | D. First |

22. When will this rule go into effect?

- | | |
|-----------------------|-----------------------------|
| A. In about two weeks | B. At the end of the summer |
|-----------------------|-----------------------------|

C. At the first of the year

D. In five months

23. Why was this memo written?

A. To save time

B. To save money

C. To reward the employees

D. To increase company travel

24. Who is affected by this memo?

A. Only the Board of Directors

B. Only frequent travelers

C. Only the personnel department

D. All personnel

Questions 25 through 28 refer to the following table

WORLD TEMPERATURES

January 5

	Hi C/F	Lo C/F	Weather
Amsterdam	6/41	3/37	c
Athens	13/55	8/46	sh
Bangkok	32/90	27/80	sh
Beijing	12/53	1/34	pc
Brussels	4/39	1/34	sh
Budapest	3/37	0/32	r
Frankfurt	3/37	1/34	r
Jakarta	29/84	24/75	sh
Kuala Lumpur	31/88	24/75	t
Madrid	9/48	1/34	sh
Manila	33/91	21/70	pc
Seoul	9/48	-2/29	s
Taipei	21/70	14/57	c
Tokyo	9/48	-2/29	pc

Weather: s- sunny; pc: partly cloudy; c-cloudy; sh- showers; t: thunderstorms; r-rain

25. Which two cities were cloudy on January 5?

- | | |
|-------------------------|-----------------------|
| A. Amsterdam and Taipei | B. Beijing and Manila |
| C. Athens and Tokyo | D. Bangkok and Seoul |

26. Which city had the highest temperature?

- | | |
|------------|------------|
| A. Athens | B. Bangkok |
| C. Jakarta | D. Manila |

27. Which city had the closest spread between high and low temperature?

- | | |
|-------------|--------------|
| A. Brussels | B. Frankfurt |
| C. Seoul | D. Tokyo |

28. Kuala Lumpur had

- | | |
|---------|------------------|
| A. sun | B. thunderstorms |
| C. rain | D. showers |

Questions 29 through 33 refer to the following ticket and letter

REMINDER TO OWNER

You have not yet paid the following ticket:

Parking Infraction: Exceeding a 20-minute free customer- parking limit.

Location: Squires Paper Company

Vehicle Type: Minivan

License Plate Number: MG097

Owner: Tanaka Kazuya

Date of Infraction: April 1, 20 --

How to pay this ticket:

A/ Send a check written out to the Yokohama Parking Office. (see below for address)

OR

B/ Pay online with your credit card (www.yokogov.org/parking). You will need your ticket number and your license plate number.

OR

C/ Pay in person at the Yokohama Parking Office:

Yokohama Parking Office
145-9 Yamato-Cho, Naka-ku,
Yokohama, Japan
231-0864

To appeal this ticket contact the Parking Office and ask for form #25

NOTICE OF APPEAL

Page 1

STEP 1

You must submit your appeal within 28 days of receiving your parking ticket. Late appeals must be accompanied by a handwritten letter detailing the reasons for applying late. Judges will consider the following reasons:

- Medical emergencies for you or a family member
- Circumstances that caused you to be away from your residence at the time the ticket was mailed.

STEP 2

Please circle the legal grounds that apply.

- A: This parking infraction did not occur.
- B: There was no parking attendant on duty to pay.
- C: I was not the owner of this vehicle when the infraction occurred
- D: My vehicle was stolen on the day of the infraction

STEP 3

Complete the personal information form on page two with your name and address, and contact information, and mail it together with this form and a photocopy of your ticket. You will hear back from the Ministry of Parking within twenty business days. If a personal appeal is granted, you will have to appear in court.

29. Why did Tanaka receive this ticket?

- A. His car was in a no- parking zone
- B. He forgot to pay for a parking pass
- C. His car was parked in a sport for too long
- D. He paid for only twenty minutes

30. Which of the following excuses can a driver legally use in order to appeal a parking ticket?

- A. I didn't notice the no-parking sign
- B. I share the vehicle with my wife
- C. I sold my car the day before
- D. I didn't have any money for parking

31. When is the last day Tanaka can send in form #25, without a good excuse for being late?

- A. April 1
- B. April 20
- C. April 29
- D. March 1

32. Why was Tanaka probably unaware of the original ticket?

- A. The parking attendant forgot to write one up
- B. Someone stole the ticket off his car at Squire's
- C. He thought he was parked legally that day
- D. Someone else was driving his car on April 1st

33. What does Tanaka NOT need to include with his notice of appeal?

- A. A copy of his ticket
- B. His name and address
- C. His reason for appealing
- D. A medical note

Questions 34 through 38 refer to the following e-mail and schedule

To: choisoo35@korea.net

From: leebang@ the accountants.org

Subject: Transportation to and from airport

Choi Soo,

Please confirm that you received your itinerary for your flight and hotel accommodations. I e-mailed it last week, but I haven't heard back from you. I am attaching the schedule for the free shuttle service from the airport to Yongsan Terminal. Your hotel, The Sunrise Inn, is right across the street from the bus station. My only concern is that you will probably just miss the first shuttle of the day if your plane is delayed at all. The next shuttle isn't until early afternoon. Taxis are very expensive, but I think it will be worth it for you to take one instead of waiting several hours for the next shuttle bus. There are city buses, but they are complicated if you aren't familiar with them.

I'm sorry that nobody will be available to pick you up at the airport in a company car. We have an important meeting on that Thursday morning, and none of us can get out of it.

We look forward to meeting you next week. Have a safe flight and call me as soon as you are settled in your room.

See you soon,

Lee Bang

AIRPORT BUS SCHEDULE

The following schedule is for travel between Yongsan Bus Terminal and Incheon International Airport. This is a free bus service provided by Incheon International Airport. No tickets are necessary. Priority seating is given to those who make a reservation. Call 724-8000 to book your seat ahead of time.

Weekdays	BUS 1-A	BUS 2-A	BUS 3-A
Departs Incheon			
International Airport	9.30 a.m	1.00 p.m	5.30 p.m
Arrives Yongsan Terminal	10.20 a.m	1.59 p.m	7.00 p.m
Weekends	BUS 1-B	BUS 2 -B	BUS 3-B
Departs Incheon			
International Airport	7.00 a.m	3.00 p.m	9.00 p.m
Arrives Yongsan Terminal	8.00 a.m	3.45 p.m	10.50 p.m

34. What does Lee ask Choi to do?

- A. Make a reservation at the Sunrise Inn
- B. Write back to say he received an e-mail
- C. Order a ticket for an airport shuttle
- D. Come to Thursday's meeting

35. Which bus does Lee think that Choi will probably miss?

- A. Bus 1-A
- B. Bus 2-A
- C. Bus 1-B
- D. Bus 2-B

36. What does Lee say costs a lot of money?

- A. Hotel accommodations
- B. Taxi fare

C. Shuttle buses

D. Plane tickets

37. On a Saturday, which shuttle bus takes the longest route to Yongsan Terminal?

A. Bus 3-A

B. Bus 1-B

C. Bus 1-A

D. Bus 3-B

38. Which transportation option is NOT available to Choi?

A. Taxi

B. Shuttle bus

C. City bus

D. Company car

Questions 39 through 43 refer to the following fax and letter

FAX

Attn: Managers

Subject: Emergency Plant Closure

Number of Pages: 1

Date: April 14, 20—

Time sent: 9.34 a.m

To Whom It May Concern,

Karen Electric experienced major fire damage on Thursday of this week. The cause of the fire is currently under investigation. Two of our employees were badly injured in the fire, which occurred during the overnight shift. Both are recovering in the hospital. The plant will be closed until further notice. Please cease all deliveries and reroute any invoices to the following temporary address:

PO BOX 8891

Trenton, NJ

08345-0001

Please excuse this form letter. Because of the seriousness of this matter, we do not have time to individually contact all of our clients. We will contact each of you as soon as we are operating again.

Sincerely,

Chad Stevens, CEO

Karen Electric Inc.

Davis Deliveries

230 West States Street

Trenton, NJ

08625-4430

Karen Electric

555 Jersey Street

Trenton, NY 086 25-0093

Dear Mr. Stevens,

We at Davis Deliveries were very sorry to hear about the fire at the plant. For me it is particularly tragic because my grandfather and my great-uncle both worked at the plant for a long time. My family profited from many years of employment during the Depression because of this plant, and it is sad to see such a local landmark destroyed.

We will put a hold on your monthly order of materials until further notice. According to our records your payments are all up to date. In fact, we owe you a refund for May because you paid for the order in advance. I am enclosing a check for \$1,465 to cover the materials, as well as a \$50 credit to use toward your next order.

Please have someone call me (609-292-4444) with the names of the employees who were hurt in the fire. We would like to send flowers to the hospital on behalf of Davis.

Thinking of you,

Elaine Stuart, Manager

Davis Deliveries

39. Who received this fax?

A. All employees at Davis Deliveries B. All delivery companies in Trenton

C. All clients of Karen Electric D. All staff members at Karen Electric

40. Why won't Stuart send the May invoice to Karen Electric's temporary address?

A. She doesn't think the plant will reopen B. The materials aren't available

C. The bill has already been paid D. She wants to show her compassion

41. Why will Stevens probably not receive this refund check?

A. Stuart wrote the wrong address B. Not enough notice was provided

C. His order was already requested D. He is recovering in the hospital

42. Why is Stuart personally affected by this tragedy?

- A. She knows the employees who were injured
- B. She is friendly with some of the staff members
- C. She has family members who used to work there
- D. She was going to inherit future profits

43. What does Stuart want Stevens to do?

- A. Send her some flowers
- B. Give her the names of the injured workers
- C. Give her his phone number
- D. Call her with a new order

Questions 44 through 48 refer to the following newspaper article

Job trends for the future emphasize careers in sales and marketing. Most of the growth will come in international sales, high technology, and electronic marketing. Research shows that overseas sales of high tech equipment and technology will increase 20% in the next decade.

The Internet is the primary source for advertising and marketing to these overseas customers. At the same time, however successful marketers must find new avenues to increase consumer awareness of their products. As some clients become inundated by information on the Internet, and as others are still just learning to navigate the Web, the marketers of the future will have to be inventive.

More traditional sales skills, such as bilingualism and an agreeable character, are still useful. Willingness to travel is also a plus.

44. What kind of careers show promise for the future?

- A. Research and development
- B. Sales and marketing
- C. High technology
- D. Travel agents

45. Why are these careers increasing in importance?

- A. Companies are trying to focus on profits
- B. They address a neglected market segment
- C. High-tech sales are growing
- D. Most marketing will occur on the Internet

46. The word “*avenues*” in paragraph 2, line 6, is closest in meaning to

- A. streets
- B. ways
- C. stores
- D. sales

47. The author believes that the successful marketer must be

- A. bilingual
- B. overseas
- C. abreast of research
- D. creative

48. According to the article, why isn't Internet advertising always effective?

- A. Some users see too much of it, some see too little
- B. Many users have limited English skills
- C. Access to the Web may be limited
- D. Consumers are unaware of products advertised on the Internet

PDF

TÀI LIỆU THAM KHẢO

1. Anne Taylor. *TOEIC Analyst*. Compass Publishing. 2006
2. Lin Lougheed. How to prepare for the TOEIC Bridge Test. Barron's. 2008
3. Raymond Murphy. *English Grammar in Use*. CUP. 1994