

**Actual Test****10**

PART 5 / PART 6 / PART 7

**READING TEST**

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

**PART 5**

**Directions:** A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. \_\_\_\_\_ the difference between the two brands is small, most consumers purchase the cheaper one.  
 (A) Until  
 (B) Because  
 (C) Before  
 (D) So
102. Audience members were impressed that the question asked of the candidate was answered \_\_\_\_\_.  
 (A) clearly  
 (B) clear  
 (C) cleared  
 (D) clearing
103. In an attempt \_\_\_\_\_ sustainable energy, city officials have had solar panels affixed to some public buildings.  
 (A) generates  
 (B) generated  
 (C) generating  
 (D) to generate
104. The slow \_\_\_\_\_ of the fire department resulted in severe damage to the building.  
 (A) duration  
 (B) response  
 (C) treatment  
 (D) maintenance
105. After hours of searching, the source of the water leak was \_\_\_\_\_ identified by the plumber.  
 (A) routinely  
 (B) finally  
 (C) rarely  
 (D) strongly
106. Please tell \_\_\_\_\_ that the workshop has been moved to Conference Room 402.  
 (A) whatever  
 (B) themselves  
 (C) everyone  
 (D) something

## TOEIC-SPEAKING MS NGOC

107. Highway 16 was widened over the summer to \_\_\_\_\_ the heavier traffic that is using the roadway.
- (A) duplicate  
(B) extend  
(C) accommodate  
(D) propose
108. Meal vouchers were given to Beta Airways passengers \_\_\_\_\_ were not able to depart on time because of a booking error.
- (A) when  
(B) because  
(C) recently  
(D) who
109. The catalog for the gallery contains an accurate \_\_\_\_\_ of each piece of artwork that is offered for sale.
- (A) described  
(B) description  
(C) descriptive  
(D) describes
110. To ensure that old appliances are disposed of properly, the city will offer free removal of these devices \_\_\_\_\_ April 2 and April 5.
- (A) into  
(B) from  
(C) until  
(D) between
111. A buffet dinner is available to the guests, so they may eat \_\_\_\_\_ looks appetizing to them without having to place an order.
- (A) anyway  
(B) whatever  
(C) wherever  
(D) anything
112. During the music festival, goods will be sold only by \_\_\_\_\_ vendors who have registered with the planners.
- (A) controversial  
(B) increased  
(C) confident  
(D) approved
113. The grocery store chain Refresh Foods has \_\_\_\_\_ in organic products since it opened in 2001.
- (A) participated  
(B) certified  
(C) specialized  
(D) admired
114. The malfunction of the printer was \_\_\_\_\_ a component that had been inserted incorrectly during the assembly process.
- (A) due to  
(B) whereas  
(C) as though  
(D) instead of
115. The proposed holiday schedule is \_\_\_\_\_ to most workers because they feel it is fair.
- (A) acceptably  
(B) accept  
(C) acceptable  
(D) accepting
116. The test will \_\_\_\_\_ prove whether or not the patient has the disease.
- (A) like  
(B) liking  
(C) likable  
(D) likely

## TOEIC-SPEAKING MS NGOC

117. With over two hundred unique stores, the Plainview Mall \_\_\_\_\_ millions of shoppers on an annual basis.
- (A) attracts  
(B) implements  
(C) postpones  
(D) contributes
118. The participants will be judged on \_\_\_\_\_ performance, and the winners will be announced later in the awards ceremony.
- (A) athletically  
(B) athletic  
(C) athletes  
(D) athlete
119. The York Foundation is an organization that has been supporting \_\_\_\_\_ in medical technology for the past decade.
- (A) to advance  
(B) advanced  
(C) advances  
(D) advancing
120. \_\_\_\_\_ the volleyball tournament is held indoors or outdoors depends heavily on the weather forecast for that day.
- (A) Because  
(B) Although  
(C) Whether  
(D) Whereas
121. The company was under investigation after several former employees made allegations of unfair \_\_\_\_\_.
- (A) compositions  
(B) assurances  
(C) momentums  
(D) practices
122. \_\_\_\_\_ joined Vince's Gym, Mr. Pinter could attend group classes and health counseling sessions for free.
- (A) Being  
(B) Having  
(C) To have  
(D) To be
123. The best method for improving the \_\_\_\_\_ of your home at little cost is giving the exterior a fresh coat of paint.
- (A) privacy  
(B) appearance  
(C) control  
(D) location
124. Marketers believed that if the packaging were more \_\_\_\_\_ colored, consumers might pay more attention to the product.
- (A) variously  
(B) vary  
(C) various  
(D) variety
125. The police officer directed the traffic \_\_\_\_\_ the detour ramp so that drivers could find the route easily.
- (A) toward  
(B) like  
(C) of  
(D) during
126. Employees are asked to pair up with another \_\_\_\_\_ and check each other at the predetermined meeting place during fire drills.
- (A) reliance  
(B) supervision  
(C) colleague  
(D) calculator

## TOEIC-SPEAKING MS NGOC

127. The car owner submitted \_\_\_\_\_ evidence

of the damage along with a mechanic's report to his insurance company.

- (A) photographer
- (B) photographically
- (C) photographic
- (D) photogenic

128. The restrooms on the second floor are

\_\_\_\_\_ unavailable because one of the sinks is being replaced.

- (A) temporarily
- (B) previously
- (C) respectively
- (D) vitally

129. Because our sales representatives meet

with high-level clients in the industry,

\_\_\_\_\_ those with a professional manner will be considered for the position.

- (A) only
- (B) moreover
- (C) except
- (D) however

130. On next week's radio program, our host will

interview Kristen Dabney about her time

working as an \_\_\_\_\_ for a UN official.

- (A) interpretation
- (B) interpret
- (C) interpreting
- (D) interpreter

**PART 6**

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131–134 refer to the following notice.

To: All Staff  
 From: Michael Davis, Head Technician  
 Subject: Network Upgrade

We regret to inform the staff that as of next week, from Monday the 13th of November to sometime midweek, the employee key card system will not be active. In order to get into and out of the building, you will need to buzz security. In order to unlock, or lock, any door, you will \_\_\_\_\_ assistance from the security team.

131.

The old system was reviewed and many vulnerabilities were discovered. \_\_\_\_\_, the company has decided to replace the old system. This process should take three to four days.

As part of the process, new key cards will be issued to each member of the staff. Key cards will be available for you to pick up from Wednesday, the 15th of November, in the security office. Please, feel free to stop by any time \_\_\_\_\_ the day to collect yours.

133.

We apologize for any inconvenience this may cause.

134.

131. (A) is requesting  
 (B) has requested  
 (C) have to request  
 (D) had to request

133. (A) upon  
 (B) during  
 (C) before  
 (D) at



134. (A) The move from keys to keyless entry should make the facility more secure.  
 (B) We will be looking forward to seeing you sometime next week.  
 (C) The security office is open 24 hours a day.  
 (D) This is for product security.

132. (A) Unfortunately  
 (B) Therefore  
 (C) Regardless  
 (D) Finally

## TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following notice.

### Music Teacher Needed

Mike's Music School is \_\_\_\_\_ seeking a new piano instructor for weekend and evening  
135. classes. Mike's Music School has been operating in the Central district since 1992. \_\_\_\_\_  
136. Because of this, we hope to hire a long-time resident of Central to join our team. Applicants  
should be well versed in \_\_\_\_\_ teaching techniques. If you are interested in \_\_\_\_\_ for the  
137. position, we will be holding interviews and auditions this Saturday at 12:00 at our main  
studio on Elm Street and Dupont Ave.

135. (A) active  
(B) actived  
(C) actively  
(D) activated

137. (A) contemporary  
(B) unknown  
(C) strange  
(D) boring

136. (A) Our company tries to work with outside  
communities.  
(B) Our commitment to the community is  
as important as our commitment to our  
students.  
(C) Our company is unique and uses  
strange instruments.  
(D) Our company is in a special location,  
next to the auto service center.

138. (A) apply  
(B) applied  
(C) applying  
(D) to apply

Questions 139–142 refer to the following advertisement.

**Saldesta**

### Rest Your Mind and Body

It's what you've been dreaming of. Peaceful sleep without a struggle is what you need. That's what Saldesta \_\_\_\_\_. Saldesta helps people fall asleep quickly and stay asleep the entire night. It's the only non-narcotic sleeping aid, and it's \_\_\_\_\_ for long-term use. \_\_\_\_\_ Talk to your doctor first before using sleeping aids for extended periods. Tonight, just close your eyes, and leave everything else to Saldesta.

Find out how to improve your sleep at [www.saldesta.com](http://www.saldesta.com). Or call 1-800-Saldesta.

Important Safety Information: Saldesta works quickly and should be taken right \_\_\_\_\_ bed. Be sure you have at least eight hours to devote to sleep before coming active. Do not use alcohol while taking Saldesta. Most sleep medication carries some risk of dependency.

139. (A) offers  
 (B) sustains  
 (C) mitigates  
 (D) maintains
140. (A) to approve  
 (B) approves  
 (C) approving  
 (D) approved



141. (A) So you can feel comfortable taking it night after night.  
 (B) Talk to your doctor today to see if it's right for you.  
 (C) This is the only stimulant approved for prolonged use that is approved by the FDA.  
 (D) Enter this code for a free sample and discounts.
142. (A) during  
 (B) around  
 (C) before  
 (D) after

## TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following posting on a website.

Employee Message Board

Request for Feedback

Posted by James Frohm, Human Resources Director

Hello colleagues,

The holiday season is fast approaching and we need to \_\_\_\_\_ our office party! There have  
been several \_\_\_\_\_ for locations and themes made to me directly, but I wanted to invite  
everyone in the office to give me their feedback. All ideas are welcome, but I must remind  
everyone that our office \_\_\_\_\_. Our party can include all forms of secular celebration, but  
out of respect for everyone, there may be no religious themes. Please respond to me directly  
by e-mail at jamesfrohm@ccn.net, so I can get started making plans. \_\_\_\_\_

Sincerely,

James

143. (A) make  
(B) plan  
(C) conceive  
(D) deliver

144. (A) comments  
(B) suggestions  
(C) spots  
(D) suggested

145. (A) is a safe space for all customs and cultures  
(B) stays open late on Tuesday  
(C) needs a new janitor  
(D) will move next week

146. (A) I look forward to your ideas and enthusiasm.  
(B) I'm look forward to your ideas and enthusiasm.  
(C) I look forward to your undivided attention.  
(D) I hope you reply before its too late.

NEW

**PART 7**

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147–148 refer to the following flyer.

**TriStar Sports Gear**

5477 Fairmont Avenue  
Bemidji, MN 56634  
218-555-3412  
[www.tristarsportsgear.com](http://www.tristarsportsgear.com)

**Summer sale from July 1 to July 14**

The school year has ended and summer has arrived. Stop by TriStar Sports Gear and take advantage of our huge annual summer sale beginning this Friday. Now is the time to get ready for summer fun. We will be selling jerseys from your favorite sports teams for 20% off the original price. Also, if you buy two pairs of athletic shoes, you can get the third pair at half price. There is much more on sale, so please see the sale list on the back page.

\* Bring this flyer to our store and you can get a 10% discount on all kinds of balls.

**147.** What is indicated about TriStar Sports Gear?

- (A) It is a family business.
- (B) It is located next to a school.
- (C) It holds a sale every year.
- (D) It mainly sells weight training equipment.

**148.** How can customers receive a discount on athletic shoes?

- (A) By buying more than two pairs
- (B) By visiting on July 1
- (C) By placing an order online
- (D) By presenting a flyer

## TOEIC-SPEAKING MS NGOC

Questions 149–150 refer to the following text message chain.



149. What kind of movie did Phyllis think the group was going to see?

- (A) Horror
- (B) Sci-fi
- (C) Comedy
- (D) Romance

150. What does Jason mean when he texts, “I’m in!”?

- (A) He wants to see the horror movie they agreed on.
- (B) He wants to be in a comedy movie.
- (C) He wants to be included in the group.
- (D) He wants to stay in his house tonight.

Questions 151–152 refer to the following article.

### Brixton Science Journal

On March 3, famed archeologist Douglas Price will be presenting on the results of his year-long excavation of ancient burial sites in Egypt. The presentation will be held at the Brixton Public Library beginning at 6:00 P.M.

Attendees are encouraged to come early in order to view some ancient Egyptian tools and instruments that will be on display. These precious items were retrieved by Mr. Price during his expedition to Egypt, and they are truly one of a kind. They are believed to have been used for farming by ancient Egyptian people.

Those who want to attend can reserve a seat by visiting [www.brixtonlibrary.com](http://www.brixtonlibrary.com). You can also find more information concerning Mr. Price's most recent research on the website.

151. What is mentioned about the event?

- (A) It is sponsored by the Egyptian government.
- (B) It will feature an artifact exhibition.
- (C) It will be held in Egypt.
- (D) It is already sold out.

152. What can be found on the library's website?

- (A) An events calendar
- (B) A detailed map of the area
- (C) Facts about ancient Egypt
- (D) A guide to Egyptian food

Questions 153–154 refer to the following invitation.

**Spring Valley Center**

**Grand Opening on Birch Street**

Monday, February 23

Spring Valley Center of Spring Valley, California,  
is happy to invite you to  
tour our new office spaces available for rent!

All day Monday we will host an open house  
and all are welcome to tour the premises.

Spring Valley Center is conveniently located off Highway 10.

153. What most likely is Spring Valley Center?

- (A) A department store
- (B) A conference center
- (C) A logistics company
- (D) A business park

154. Why is the event being held?

- (A) To attract new employees to a company
- (B) To schedule a sales conference
- (C) To advertise commercial rental space
- (D) To announce the opening of a shopping center

Questions 155–157 refer to the following article.

## Lockland Business News

September 8 – [1] – This comes as a relief for residents on both sides of the Canadian and American borders as many shoppers from Lockland often take the one-and-a half-hour drive into Canada to shop at the Cashco warehouse there. – [2] – This usually results in long waits at the border and a very crowded Canadian Cashco with more than half the shoppers from across the border. Many Canadian residents of Brentwood are resentful of the large crowds in their tiny town and Lockland residents have

complained that the closest American Cashco is located almost 5 hours away. – [3] – “I’m very excited,” said Lockland resident Janice Burrows. “I heard it’ll be huge. Maybe Canadians might start coming here to shop. But all kidding aside, we’ve been petitioning for a branch here for a long time.” – [4] – The new Lockland Cashco is rumored to become one of the largest warehouses in America with full petrol service, pet center, restaurant, cafeterias, garden center, and medical clinic.

(NEW)

**155.** What is the article about?

- (A) The tension at the border
- (B) The competition between neighboring residents
- (C) Cross-border shopping expeditions
- (D) The opening of a new Cashco branch in the near future

**157.** In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?

“A spokesperson for the wholesale giant Cashco confirmed on Monday that a branch will finally open in Lockland next month.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

**156.** What is implied about Canadian residents?

- (A) They want a Cashco branch.
- (B) They dislike Americans coming to shop.
- (C) They don’t like going to America.
- (D) They have to travel far to get to a Cashco.

Questions 158–160 refer to the following article.

## Centerville County Shelter to Hold Marathon to Raise Money for the Homeless

A walking marathon will be held in Centerville County next Saturday. All proceeds from the event will be donated to the Centerville County Shelter. It is a public institution that provides food, lodging, and support services to the homeless, the elderly, and anyone in need.

This will be the second time the event will be held, and organizers expect

more participants than they had last year. This event is open to children and adults of all ages. However, children must be accompanied by an adult family member at all times.

Centerville County Shelter was founded in 1981 with the mission of alleviating the hardships of homelessness, poverty, and hunger.

**158.** Why most likely would someone register for the event?

- (A) To learn about staying fit
- (B) To win a cash prize
- (C) To apply for a job
- (D) To contribute to the community

**159.** According to the article, who is not allowed to participate in the event?

- (A) Senior citizens
- (B) Students with no student ID cards
- (C) Unaccompanied children
- (D) Foreign tourists

**160.** What is the main goal of the Centerville County Shelter?

- (A) To build affordable housing
- (B) To provide basic necessities
- (C) To train professional athletes
- (D) To educate community members

## TOEIC-SPEAKING MS NGOC

Questions 161–164 refer to the following online chat discussion.

Molly Who wants to go to the victory parade tomorrow with me?

Susan I will! I have been following this team all season! The games have been the best. And maybe their quarterback is the best the school has ever had! It will be a great opportunity to network and promote our new brand of beer, Winner's Ale!

Jeff That might be fun. But I worry about our competitor and their contracts with the University and the stadium sponsorship.

Molly Ahhhhhh. True, I didn't think of that... Well, we could do it "off the record"... Hahaha.

Susan Yeah right, if corporate finds out, we will be fired for sure... Or worse.

Jeff True true, but I still want to see the game and at least analyze our competitor's marketing strategy.

Susan Good point Jeff; we will go but you better keep your mouth shut.

Jeff Thanks Susan, I will, so we'll all go and take notes right?

161. What is indicated about Winner's Ale?

- (A) It is an old variety of beer.
- (B) People don't know about it yet.
- (C) It is delicious.
- (D) It is cheap.

162. What will the group most likely do next?

- (A) Report to corporate about Jeff
- (B) Go to the victory parade
- (C) See a movie
- (D) Go dancing and drink Winner's Ale

163. What does Molly mean when she says, "off the record"?

- (A) An unreleased song
- (B) A record is being kept of their events.
- (C) They won't go and work officially.
- (D) There is a clear recording of all events and they want it off.

164. What is suggested about Jeff?

- (A) He takes good notes.
- (B) He likes to drink.
- (C) He likes to talk.
- (D) He loves parades.

Questions 165–167 refer to the following notice.

## Lichtenberg Air

September 24

To our passengers:

Beginning October 1, Lichtenberg Air will ask passengers to pay an extra 20 percent in baggage fees. As you know, the reason for this increase is because of the rising fuel costs. We regret that the baggage fees have to be increased.

However, passengers are still allowed to have one carry-on bag free of charge. We would also like to emphasize that this has been the first increase in baggage fees for Lichtenberg Air in ten years.

As always, our goal is to provide safe and reliable transportation at a reasonable price. As the price of fuel lowers, we expect to eliminate the fee increase.

We thank you for choosing Lichtenberg Air.

165. What is indicated about Lichtenberg Air?

- (A) It is asking passengers to keep a baggage limit.
- (B) It is responding to customer complaints.
- (C) It has not increased its baggage fees for a decade.
- (D) It has added new destinations.

166. What is suggested about passengers?

- (A) They are allowed to bring electronics.
- (B) They can take one bag onto the plane without any charge.
- (C) They must pay the increased airline ticket price from October 1.
- (D) They can get a 20-percent discount next month.

167. According to the notice, what will happen when the price of fuel drops?

- (A) The stock price for Lichtenberg Air will increase.
- (B) Passengers will be offered gift certificates.
- (C) More flight attendants will be employed.
- (D) The extra charge will be waived.

## TOEIC-SPEAKING MS NGOC

Questions 168–171 refer to the following letter.

April 4

Paula Lynch  
344 Culler Boulevard  
Ellie, MN 42195

Dear Ms. Lynch,

We are pleased that you have accepted our request to give a presentation at this year's Conference for Second Language Education. As you know, this conference will gather teachers of German, French, Chinese, and many other languages in one place to share classroom techniques and approaches. Aside from attending workshops and seminars, attendees will have ample opportunities to converse and network at a variety of events. This is an opportunity not to be missed.

This year's conference will be held at the Wilson Convention Center in Salem, Oregon. It will begin on Thursday, July 12, and last through Sunday, July 16. If requested, a laptop and other equipment can be loaned to speakers to be used during the conference. Any borrowed supplies must be returned on the final day of the conference. In addition to your payment for speaking, all speakers are also allowed to attend any other workshops and seminars free of charge.

Please notify us of your detailed travel itinerary. One of our staff members will arrive in a car at the airport to meet you and give you a ride to the venue. Please call our office at (456) 555-1345 to give this information before April 10.

We are looking forward to seeing you at the conference.

Sincerely,

*Dirk Klein*  
Conference Organizer

**168.** What can be inferred about Ms. Lynch?

- (A) She lives in Salem, Oregon.
- (B) She can speak a second language.
- (C) She is a motivational speaker.
- (D) She is a conference organizer.

**169.** What is the purpose of the conference?

- (A) To attract foreign investment
- (B) To share teaching methods
- (C) To set curriculum standards
- (D) To establish a charitable foundation

**170.** When must speakers return borrowed supplies?

- (A) April 4
- (B) April 10
- (C) July 12
- (D) July 16

**171.** What is Ms. Lynch asked to inform Mr. Klein about?

- (A) When she will arrive
- (B) What supplies she will need
- (C) What room she will use
- (D) Who will accompany her

## TOEIC-SPEAKING MS NGOC

Questions 172–175 refer to the following letter.

### Bandit Pharmaceuticals

255 Highway Road  
Boston, MA 48573

April 23

Mr. Timothy Jean  
6844 Sylvia Place  
Fresno, CA 97658

Dear Mr. Jean,

We at Bandit Pharmaceuticals are delighted you have accepted the position of research assistant. You will begin work on May 5. The first day will be an orientation for all new hires with a workplace safety workshop, a seminar explaining your responsibilities on the job, and a tour of the facilities. – [1] –

Because you are coming in from out of town, we would like to make your move as smooth a transition as possible. We understand that you will be arriving on April 29th and staying at the Boston Family Inn for a few days. The inn is about a 10-minute taxi drive to the Bandit Pharmaceutical Headquarters. – [2] – You can go to the front desk at the main lobby and ask for Ms. Jenna Rhimes in human resources. She will help new out-of-town employees settle into the city and answer any questions you may have. I have also attached telephone numbers for places and organizations that may be relevant for your move here. – [3] –

If you have any further questions or concerns, please feel free to call me at 555-1234 during my office hours Mondays to Fridays from 9:00 A.M. to 7:00 P.M. – [4] – Best of luck with your move here and I will see you on May 5.

Sincerely,

Joan Noonan  
Human Resources

## TOEIC-SPEAKING MS NGOC

172. Why did Ms. Noonan send a letter to Mr. Jean?
- (A) To give him details about the job interview's place and time
  - (B) To give him information about his first day of work
  - (C) To provide information about available places for rent
  - (D) To confirm whether he would accept the job
173. What did Ms. Noonan sent with the letter?
- (A) Telephone numbers
  - (B) A copy of the contract
  - (C) Contact information of company employees
  - (D) A schedule

174. The phrase “settle into” in the second paragraph is closest in meaning to:
- (A) Look for
  - (B) Explore
  - (C) Become comfortable in
  - (D) Navigate within
175. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?
- “Your laboratory manager will give you further details after the first day.”
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

## TOEIC-SPEAKING MS NGOC

Questions 176–180 refer to the following web page and e-mail.

**Blackrock Education Foundation**

HOME    ABOUT    NEWS    RESOURCES    CONTACT

February 10

Language Scholarship

The Blackrock Education Foundation would like to announce that we will begin taking applications for the 24th German Language Scholarship starting March 10 and ending on March 31. Applicants from diverse backgrounds are encouraged to apply. To qualify for the scholarship, applicants must:

- be currently enrolled in a master's program
- prove advanced proficiency in the German language
- submit a complete health check
- submit a recommendation from a previous language instructor

The German Language scholarship is intended for students who already speak German at an advanced level. Therefore, this scholarship is for students who plan to use the German language to study in Germany in the near future.

Recipients of the scholarship must complete monthly progress reports, submit all monthly expenses to the foundation, and maintain a B+ grade average.

Applications can be downloaded under the RESOURCES tab on our website. Please submit all necessary materials to Mr. Hans Richter, Blackrock Education Foundation Director. The address is 459 Pearson Road, Chicago, IL 60616. The review and selection process will take approximately two weeks. Any application with incomplete or missing documents will be rejected without exception. Results will be released on April 15.

**To:** Clint Porter <cporter@umc.com>  
**From:** Hans Richter <richter@blackrockedu.com>  
**Date:** April 15  
**Subject:** Blackrock Scholarship  
**Attachment:** scholarship\_information

Dear Mr. Porter,

I would like to congratulate you as a recipient of the 24th German Language Scholarship. As a recipient of the scholarship, your travel expenses to Germany, tuition fee, and living expenses will all be supplied for the duration of one year. Attached is a booklet containing information on scholarship regulations and requirements. Please make sure to read it carefully. If you have any questions or concerns, feel free to contact me. I will be e-mailing you within the next week with specific details for how to prepare for your upcoming studies.

Thanks,

Hans Richter

Director, Blackrock Education Foundation

## TOEIC-SPEAKING MS NGOC

**176.** According to the web page, what must scholarship recipients do?

- (A) Keep track of monthly expenses
- (B) Write a research paper
- (C) Submit an annual report
- (D) Take an entrance examination

**177.** What is indicated about the scholarship applications?

- (A) They will be received by mid-April.
- (B) They will be accepted only if requirements are met.
- (C) They will be reviewed and selected by German professors.
- (D) They must be submitted online.

**178.** In the web page, the word “proficiency” in paragraph 1, line 6, is closest in meaning to

- (A) system
- (B) practice
- (C) experience
- (D) mastery

**179.** What is the purpose of the e-mail?

- (A) To confirm a departure date
- (B) To schedule an interview
- (C) To give some information to a scholarship winner
- (D) To enroll in required courses in a university in Germany

**180.** What is suggested about Mr. Porter?

- (A) He worked at the Blackrock Foundation.
- (B) He is an entrepreneur working in Germany.
- (C) He has a good command of German.
- (D) He wants to be a language instructor.

http://toeicspeakingmsngoc.com/

# TOEIC-SPEAKING MS NGOC

Questions 181–185 refer to the following invoice and letter.

## Sunny Day Cleaning

The only choice for your professional cleaning

**Bill to:** Randall Auto Body

957 Pacific Trail Rd.

Troutdale, Oregon 97055

**Invoice #:** 2348

**Date:** March 3

Date	Description of Service	Amount
February 5	Full-office cleaning (Including: 3 rooms, 2 bathrooms, windows, carpet deep clean, furniture)	\$95
February 19	Full-office cleaning (Including: 3 rooms, 2 bathrooms, windows, carpet deep clean, furniture)	\$95

Total: \$190

\*Payments received after April 1 will be subject to a \$20 late charge.

### Sunny Day Cleaning

283 Main St.

Troutdale, Oregon 97055

Questions or Additional Services: Please call 1-345-737-2209.

March 8

Dear Sunny Day Cleaning,

I received your invoice for the services we received in February, which I have to say were excellent. I see we were charged \$95 dollars for each time you serviced our offices. This is what we had initially agreed upon and have been paying for your services since last year at this time. However, Rod Sanford told me we'd be receiving a \$5 discount each time you visited us because we have arranged for you to clean our other location just off of Hwy. 26. He said that this new price would be starting in February. I have included a copy of the e-mail Rod Sanford sent me. Could you please adjust the price to reflect the new agreement and send us a new bill? I'd appreciate it. We look forward to seeing you again.

Thank you for your assistance,

*Patricia Collins*

Manager  
Randall Auto Body

181. According to the invoice, what amount is due by April 1?

- (A) \$20
- (B) \$90
- (C) \$95
- (D) \$190

182. What service was NOT provided to Randall Auto Body?

- (A) Window care
- (B) Floor care
- (C) Furniture care
- (D) Carpet care

183. Why did Ms. Collins write a letter?

- (A) The cleaning service missed an appointment.
- (B) She was overcharged for a service.
- (C) The cleaning service added an extra fee to her bill.
- (D) She would like to renew her contract.

184. What is implied about Sunny Day Cleaning?

- (A) They provide decent service.
- (B) They are often late to appointments.
- (C) They frequently overcharge their clients.
- (D) They offer late payment options.

185. What did Ms. Collins send besides her letter?

- (A) A coupon for auto repairs
- (B) A copy of an e-mail
- (C) A signed contract
- (D) A check for the amount due

Questions 186–190 refer to the following article, web page and certificate.

## Respite for Commuters

A new ride-sharing app is gaining in popularity as bus and taxi fees continue to rise and commuters continue to look for more efficient routes. Jordan Mills, a small business owner who commutes into downtown from his home in Brentwood has to transfer buses twice, then, take the subway to get to his workplace. Not only did he find the commute quite costly and uncomfortable in the rush-hour crowds, he found it time-consuming. But with the availability of the new app Freewheel, he found that he saved time and money with a quick ride available within 5 minutes of flagging for a ride from

any location he was at. "This is definitely the future of transportation," said Jordan. "I can't get to work and back any other way now."

Jordan Mills isn't the only commuter who feels this way. An estimated 2000 new commuters in the city of Sherwood alone are expected to use the ride-sharing app within the next year and almost 500 new drivers have signed up to the program.

Freewheel is available for download at the Freewheel website and at Miniapp.com and Amacom.com.

[www.freewheel.com/history](http://www.freewheel.com/history)

The idea for Freewheel began when Michael Owens and his co-workers first started a carpooling program at the company they worked at. Owens had to transfer the subway three times and the bus twice to get to work and although he could drive, the parking was limited. He managed the group by assigning different drivers and mapped out routes to each co-worker's homes. He created an app that everyone could connect and communicate through so that the designated drivers and passengers could easily find each other. Five years later, Freewheel is now a major company with tens of thousands of users, both drivers and commuters around the country.

Freewheel is dedicated to keeping the cost of commuting down and the efficiency up. In time, it hopes to bring its services to people around the world.

**Technology Initiatives**

is proud to present the  
New Innovation Award to:  
Michael Owens, CEO of Freewheel

This award recognizes the innovation and creativity of new talent in the technology industry. It also acknowledges the effort to help consumers through the use of technology with a novel idea that has transformed the transportation community.

Susan Vaneer

Executive Manager, Technology Initiatives

**186.** How are Jordan Mills and Michael Owens similar?

- (A) Both started technology companies.
- (B) Both wanted an efficient way to commute.
- (C) Both were employed in public transportation.
- (D) Both won awards for their achievements.

**187.** What is indicated about Freewheel?

- (A) It started out small.
- (B) It is an international company.
- (C) It employs bus drivers.
- (D) It is good for the environment.

**188.** What is most likely true about Michael Owens?

- (A) He dislikes driving.
- (B) He owns a taxi company.
- (C) He wants to expand his business.
- (D) He has met Jordan Mills.

**189.** The word “respite” in the title of the article is closest in meaning to

- (A) Employment
- (B) Immunity
- (C) A refund
- (D) A break

**190.** What is the certificate awarding?

- (A) The best drivers
- (B) Environmental efforts
- (C) A good idea
- (D) The highest-earning company

## TOEIC-SPEAKING MS NGOC

Questions 191–195 refer to the following e-mails.

**To:** Ken Alberts <kalberts@emergentsolutions.com>  
**From:** Clarissa Pierce <cpierce@actionservices.com>  
**Date:** June 13  
**Subject:** Shipping Contracts

Hello Mr. Alberts,

I am writing on behalf of my company, Action Services. Our company specializes in creating personalized flower arrangements, gift baskets, and novelty gifts. Recently we have been going over our books and realized we were paying too much to our current shipping company. We would be interested in offering you the opportunity to take over our account if you could provide us with some competitive rates. I have included a recent invoice of shipping costs with our current carrier, Express Corp. If you feel that you could beat their prices, we would like to try to work with you. Please let me know what you think.

Sincerely,  
Clarissa Pierce  
Account Manager, Action Services

**To:** Clarissa Pierce <cpierce@actionservices.com>  
**From:** Ken Alberts <kalberts@emergentsolutions.com>  
**Date:** June 14  
**Subject:** Shipping Contracts

Dear Ms. Pierce,

Thank you for contacting us at Emergent Solutions. I have taken a look at your invoice from your last bill from Express Corp. and I believe that we can beat their prices. I would be happy to send over my account director to try to tailor a delivery package that is perfect for your needs. Since most of the shipping that you do is within the state and composed of relatively small items, I believe our express courier service will be perfect. We use fuel-efficient hybrid vehicles to run our small deliveries and are able to pass the savings on to our customers. As the Account Director, I look forward to working with Action Services in the future.

Sincerely,  
Ken Alberts

## TOEIC-SPEAKING MS NGOC

**To:** Ken Alberts <kalberts@emergentsolutions.com>  
**From:** Clarissa Pierce <cpierce@actionservices.com>  
**Date:** June 16  
**Subject:** Shipping Contracts

Mr. Alberts,

This sounds amazing! You have no idea how much it means to our company that you are using environmentally responsible transportation. Action Services was originally formed by a collection of Environmental Studies students at City College here. Everything we do is ethically sourced and recyclable. We can't wait to meet with your team.

Best,  
Clarissa Pierce  
Account Manager, Action Services

191. What job does Mr. Alberts have?

- (A) President
- (B) HR manager
- (C) CEO
- (D) Account director

192. What is indicated about Action Services?

- (A) They care about art.
- (B) They are concerned about the environment.
- (C) They need to sell more packages.
- (D) Their old delivery service delivered packages to the wrong address.

193. According to the e-mails, what can you infer?

- (A) Emergent Solutions offers cheaper shipping costs than Express Corp.
- (B) Emergent Solutions will likely not be efficient.
- (C) Emergent Solutions has a business ethics at odds with Action Services.
- (D) Action Services is in debt.

194. Why did Action Services contact Emergent Solutions?

- (A) They needed new customers.
- (B) They were spending too much on shipping.
- (C) They wanted to expand their operation.
- (D) They wanted to ship internationally.

195. What kind of business is Action Services?

- (A) Technology consultants
- (B) Leadership experts
- (C) Hotel and resort specialists
- (D) Florist and novelty suppliers

## TOEIC-SPEAKING MS NGOC

(NEW) Questions 196–200 refer to the following e-mails and table.

**To:** Aaron Donald <adonald@acemail.com>  
**From:** James Holt <holtrain@zipnet.net>  
**Date:** Jan. 12  
**Subject:** First Quarter Performance Review

Dear Aaron,

I just wanted to give you a heads-up that the performance evaluations are going to be going forward as discussed. I know this was an area of stress for you in the fourth quarter of last year, so I wanted to give you plenty of advanced warning. You will need to bring your numbers up significantly if you want to pass the review. As you know, we have been struggling to make our sales goals over the past several years, and I am afraid Mr. Jones is determined to trim the staff if things don't change. I have far exceeded my target numbers, so I have included an attachment with some possible leads for sales. Give them a shot.

Good luck,  
James

**To:** James Holt <holtrain@zipnet.net>  
**From:** Aaron Donald <adonald@acemail.com>  
**Date:** Jan. 12  
**Subject:** First Quarter Performance Review

James,

Thank you so much for the leads. I will get on them right away. I don't know why my sales are slumping so much lately in the technologies division. It seems like every sales technique I learned in school isn't working anymore. I am thinking about changing industries if I don't pass our review when it comes out in March. My sister is opening a beauty parlor and she was asking me to become a barber. Imagine that! Anyway, thank you again for the notice about the possible layoffs coming up. I will try to get my numbers up to standards, but I think that Mr. Jones may have already decided to let me go.

All the best,  
Aaron

## Possible Sales Leads for January

Name	Division	Account Potential	Rating
Sally Jones	Technologies	\$35,000–\$50,000	Silver
Bob Knuddle	Technologies	\$100,000 and up	Gold
Marquise Lee	Technologies	\$12,000–\$20,000	Bronze/Silver

196. What is most likely true about James and Aaron?

- (A) They are competitors.
- (B) They are related.
- (C) They are married.
- (D) They are friends.

197. What is indicated about Aaron?

- (A) He is not very good at his job these days.
- (B) The owner loves him.
- (C) There are problems in the main office.
- (D) He will keep his job after the evaluations come in.

198. According to the information provided, what is true about James?

- (A) He has done very well at work.
- (B) He needs more sales.
- (C) He wants to work with Aaron.
- (D) He will become a barber.

199. What is the problem with the sales leads James gave to Aaron?

- (A) They are rated too highly.
- (B) They are worth too much money.
- (C) Aaron doesn't know the contacts.
- (D) They are in a field Aaron is struggling in.

200. What is the job that Mr. Jones most likely has?

- (A) Human resources agent
- (B) Sales executive
- (C) Owner
- (D) Associate secretary

NO TEST MATERIAL ON THIS PAGE

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.