

Actual Test**03**

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. Not far _____ the train station lies Starlight Park, which is a popular destination for tourists and locals alike.
 (A) from
 (B) with
 (C) next
 (D) until
102. The sales director will give a brief talk _____ the keynote speaker is introduced.
 (A) before
 (B) opposite
 (C) about
 (D) between
103. The charity's new reading program is _____ to increase literacy rates in developing countries over the next ten years.
 (A) project
 (B) projecting
 (C) projected
 (D) projects
104. Engaging in social _____, Ms. Mason quickly expanded her network after moving to a new city.
 (A) active
 (B) activities
 (C) activates
 (D) activated
105. Artists wanting to participate in the contest should submit their work by the _____ of June 30.
 (A) admission
 (B) possibility
 (C) deadline
 (D) output
106. Drake Pharmaceuticals is _____ to have world-renowned chemist Jonas Lund as its senior lab technician.
 (A) absent
 (B) fortunate
 (C) approximate
 (D) respective

TOEIC-SPEAKING MS NGOC

107. The Zans Corporation _____ manufacturing all of its luxury wallets and footwear domestically next year.
- (A) was starting
(B) started
(C) will start
(D) has started
108. Some voters have a clear _____ for candidates who have practiced law.
- (A) selection
(B) reflection
(C) component
(D) preference
109. The clerk said that _____ fifteen customers had been waiting outside the store for it to open.
- (A) rougher
(B) roughly
(C) rough
(D) roughness
110. The leaky faucet has been repaired, so visitors may _____ use the first-floor restroom.
- (A) however
(B) once
(C) now
(D) quite
111. The _____ of the disease can be significantly slowed by taking the medicine developed by Dr. Toft's team.
- (A) progressed
(B) progression
(C) progressive
(D) progressively
112. Unfortunately, when the hurricane hit the area, residents as well as public officials were _____ unprepared.
- (A) subsequently
(B) totally
(C) beneficially
(D) currently
113. The company plans on _____ the salespeople for the expenses they incurred while attending the conference.
- (A) reimbursement
(B) reimbursed
(C) reimburse
(D) reimbursing
114. Ms. Carlton felt comfortable crossing the road because there were no vehicles coming in her _____.
- (A) directly
(B) direction
(C) direct
(D) directs
115. _____ the television coverage of the general election, a number of high-profile candidates were interviewed live on air.
- (A) During
(B) About
(C) While
(D) Since
116. Mr. Hicks _____ seating near the stage in the concert hall for important clients.
- (A) cooperated
(B) entertained
(C) loosened
(D) reserved

TOEIC-SPEAKING MS NGOC

117. Fritz Center, the venue _____ hosts the film industry's awards banquet, is undergoing an ambitious expansion project.
- (A) that
(B) where
(C) what
(D) even
118. The monthly staff dinners give employees from different departments the chance to interact with _____ on a personal level.
- (A) other
(B) neither
(C) every
(D) each other
119. Landlords are required to _____ with the regulations set by the Regional Department of Safe Housing.
- (A) reinforce
(B) comply
(C) fulfill
(D) interfere
120. A sturdy support beam was added to the first story of the building for _____ reasons.
- (A) structures
(B) structurally
(C) structure
(D) structural
121. Eco Unite is a non-profit organization _____ to educating the public about environmental issues.
- (A) proposed
(B) deferred
(C) dedicated
(D) observed
122. It is essential that the logo for Prime Vitamins be integrated _____ all of its catalogs and mailings.
- (A) into
(B) of
(C) as
(D) than
123. Despite receiving rejections from several major publishers, Ian Wright _____ to become a world-famous novelist.
- (A) gave up
(B) figured out
(C) brought down
(D) went on
124. Mr. Burrows was praised for creating _____ user manuals which can be easily understood.
- (A) inform
(B) informant
(C) informs
(D) informative
125. Even though Ms. Garcia had a small account at the financial institution, the employee treated her _____ she were a major investor.
- (A) rather than
(B) in spite of
(C) as if
(D) provided that
126. When you return an item by mail, be sure the receipt is _____ to the request form to expedite processing.
- (A) attachment
(B) attached
(C) attaching
(D) attach

TOEIC-SPEAKING MS NGOC

127. The witness saw only a _____ figure standing near the lamp post shortly before the crime was committed.

- (A) solitary
- (B) spare
- (C) previous
- (D) random

128. Ben Sanders _____ designed the suitcase to fold up easily for compact storage.

- (A) innovatively
- (B) innovate
- (C) innovative
- (D) innovation

129. Because the weather was warmer than usual this summer, the crops _____ a few weeks early.

- (A) have been harvesting
- (B) will have harvested
- (C) are harvesting
- (D) will be harvested

130. _____ auditing the financial records of Rockford Consulting, the accountant will submit an official report.

- (A) In addition
- (B) Given
- (C) For example
- (D) Upon

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.

Urgent! Journeyman Plumber Needed

Ace Plumbing is looking for an experienced plumber to join our _____ business here in Columbia. _____ We have always been a family-owned-and-run business, but with the _____ increase in Columbia's population over the last three years, we have an opportunity to welcome in a new journeyman plumber. The candidate should have experience with all _____ of plumbing, both commercial and residential. Please send your resume to aceplumbing@gmail.com and we will schedule an interview.

131. (A) expanding
 (B) expecting
 (C) contracting
 (D) controlling

132. (A) Ace Plumbing has been servicing the Columbia area since 1954.
 (B) We have little connection to the community.
 (C) We have been struggling to pay our bills.
 (D) Ace Plumbing is in financial trouble.

(NEW)

133. (A) monstrous
 (B) dramatic
 (C) impossible
 (D) insane

134. (A) pieces
 (B) flows
 (C) installations
 (D) types

TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following web page.

Learn social media marketing tactics only at Genius Marketing's Power Conference

Are you ready to take your social media marketing to the next level? Then _____ Genius
135.

Marketing's Power Conference and learn cutting-edge social media marketing tactics. _____
136.

This could be the most educational two days of your year.

Genius Marketing will give you real-world tactics to boost your paid and organic social media marketing efforts. _____ you buy social media advertising or focus on organic social media
137. engagement, Genius Marketing's Power Conference is the conference you need to attend this year. You'll be inspired by experts, meet others with your challenges, and get actionable tactics to drive traffic, increase sales and _____ customer satisfaction.
138.

To apply, just click the link below.

APPLICATION

135. (A) attend
(B) attends
(C) attended
(D) attending

136. (A) Guide people in the industry to greatness by joining today.
(B) The conference will be in Houston on May 3 and 4.
(C) Registration for this two-week course will be on November 20.
(D) Classes will be held throughout the month of March.

137. (A) Either
(B) Whether
(C) Rather
(D) Not only

138. (A) divide
(B) engage
(C) devalue
(D) endure

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TOEIC-SPEAKING MS NGOC

Questions 139–142 refer to the following e-mail.

To: Nancy Craft
From: Omar Patel
Date: January 16
Subject: Pre-shipping Procedures

At the manufacturing team meeting, _____ was raised that inventory wasn't always being properly stored before being shipped. _____ to that concern, the team decided to review the written procedure to determine if additional steps should be added. _____ Please try to arrange the schedules of the team in the packaging and storage wing so a majority of the managers can attend this meeting.

I am confident that the packaging and storage team management _____ that the written procedure leaves no room for any inventory to accidentally be improperly stored. Any suggestions made by the packaging and storage team will only enhance a superior checklist.

139. (A) understanding
(B) concern
(C) challenges
(D) patience

140. (A) So
(B) Due to
(C) Regardless of
(D) Provided



141. (A) A meeting of the packaging and storage team has been set for Tuesday, January 23.
(B) All employees should be asked to review the procedure before starting work on Tuesday.
(C) The meeting will investigate the possibility of redundancies in the packaging process.
(D) Additional training sessions plan to be added sometime at the end of December.

142. (A) is discovering
(B) have been discovered
(C) will discover
(D) has discovered

TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following letter.

June 3, 2016
Yui Minakuchi
143 Dean St. Apt. 3
Brooklyn, NY 10787

Dear Ms. Minakuchi,

It is my pleasure to inform you that Hannover Design would like _____ you to interview for 143. our summer intern program. We are only interviewing fifteen candidates this year for the six positions we have available. You will be pleased to know that you were selected out of a group of over 200 people _____ applied for an interview.

144. We will be holding interviews on March 6 and 7 from 1:00 to 6:00 P.M. We would like for you to come on the 6th at 1:30 P.M. if you are able to. If not, we can _____ for you to come on 145. the 7th. 146. If you have any questions, feel free to call our office (212-347-9919) and the human resources department will be able to assist you. We look forward to hearing from you soon.

Sincerely,

Max Wright
Office Manager
Hannover Design
212-326-1268
M.Wright@hannoverdesign.com

143. (A) to invite
(B) will invite
(C) has invited
(D) will be inviting

144. (A) whom
(B) that
(C) whose
(D) which

145. (A) order
(B) arrange
(C) oblige
(D) attend

(NEW)

146. (A) You will need to bring a completed application and some type of identification card.
(B) Please let us know as soon as possible if you will be able to attend.
(C) We wish we were able to accept your offer, but we must decline it.
(D) Please RSVP and indicate if you plan on bringing a guest.

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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 memo.

MEMO

To: All Employees
From: David Koch
Subject: Important Information
Date: May 22

We will be holding our annual meeting for shareholders on June 3. I will be giving a short presentation during the opening ceremony, and I hope everyone can attend. Below is a basic schedule of the meeting.

Opening ceremony	1:00 P.M.
Annual report	2:00 P.M.
Discussion	4:00 P.M.
Dinner	6:00 P.M.

147. What is the purpose of the memo?

- (A) To remind employees of a project deadline
- (B) To suggest revisions to an annual report
- (C) To provide a schedule for an event
- (D) To report to shareholders on annual profits

148. At what time will David Koch speak?

- (A) 1:00 P.M.
- (B) 2:00 P.M.
- (C) 4:00 P.M.
- (D) 6:00 P.M.

TOEIC-SPEAKING MS NGOC

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



149. Why does Judy contact Nathan?

- (A) To get him to pay for the dinner
- (B) To get information about company expenses
- (C) To ask if he wanted to join the dinner
- (D) To get recommendations for a good restaurant

150. At 10:14, what does Judy mean when she writes “we'll have to split the bill”?

- (A) They will charge the company.
- (B) They will ask the accounting department.
- (C) They will have to choose who will pay.
- (D) They will each have to pay a portion of the cost.

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TOEIC-SPEAKING MS NGOC

Questions 151–152 refer to the following letter.

January 19

Dear Mr. Peterson,

The results have come back from the blood test you had done. Please call us at your earliest convenience to reserve a time when you can meet with Dr. Herman.

We would like to remind you that due to changes in laws pertaining to health insurance, all patients are encouraged to make sure that their contact and insurance information is current and accurate. This can be done either by calling our customer service line at 555-6842 or stopping by the front desk on your next visit.

Sincerely,

Laura Pinkerton
Superior Health Clinic

151. What most likely will Mr. Peterson do in the near future?

- (A) Renew an insurance policy
- (B) Schedule a doctor's appointment
- (C) Apply for a clerical position
- (D) Run a blood test

152. What is Mr. Peterson asked to do?

- (A) Submit an insurance form
- (B) Reply to the letter
- (C) Verify personal information
- (D) Fill out a survey

Questions 153–154 refer to the following flyer.

Shopping Local

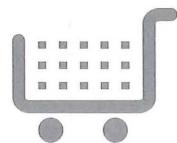
Seattle Business District Association

Did you know?

- Shopping local puts twice as much revenue into the economy than using chain retailers.
- Shopping local supports the city of Seattle through local taxes.
- Shopping local helps the environment. It saves gas and causes less air pollution.
- Shopping local creates more jobs in Seattle and improves living standards in the community.

We would like to encourage all residents of Seattle to support their local communities by shopping at traditional local stores and markets.

To find out more and learn about all the great shops and services available to local residents, visit the website of the Seattle Business District Association at www.sbda.org.



153. What is the purpose of the flyer?

- (A) To promote sustainable living
- (B) To notify shoppers about a sale
- (C) To announce a new business opening
- (D) To influence shopping patterns

154. What is NOT mentioned as a benefit of shopping local?

- (A) It facilitates a job market.
- (B) It is environmentally friendly.
- (C) It supports the local economy.
- (D) It encourages foreign investments.

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Questions 155–157 refer to the following article.

Grandview Business News

The Burnelle's launched their meal delivery service for busy families just six months ago, and the business is flourishing, exceeding expectations. – [1] – Their small shop Farm-to-Table, located in Central Grandview Heights, has been forced to increase staff by 120% to keep up with demand. The whole premise of the idea came up after Rachel and Robert Burnelle had their first child. Both working parents had constantly turned to fastfood for their meals and realized that many of their friends did as well. They wanted healthier options which most fast-food franchises don't provide. – [2] – The business is so popular that they have been getting orders from outside the city. "The response has been overwhelming," says Rachel. "Our customers especially appreciate the freshness and quality of our meals." Janet, a customer from the start added, "Not only is the food healthy, it's not that much more expensive than fast-food meals, but it's much better for you." – [3] –

The Burnelles say they are planning to expand their delivery routes and open three Farm-to-Table grocery shops with ready-made meals around the city of Grandview within the next year. – [4] –

155. What is the article about?

- (A) The changing role of fast food companies
- (B) The importance of healthy eating
- (C) The expansion of farmland at Grandview
- (D) The success and growth of a small business

156. What is the main selling point of Farm-to-Table meals according to the article?

- (A) It is delivered very quickly.
- (B) It is very inexpensive.
- (C) It is healthy.
- (D) It is delicious.

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

"That is when the Burnelles decided to quit their office jobs and start their own healthy food delivery service for working people."

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

Questions 158–160 refer to the following notice.

Attention Shoppers

We regret to inform you that there has been a general recall on all Kent brand ladders manufactured between March 30 and July 30 this year.

- The ladders do not comply with mandatory safety standards and could be unstable.
- The ladders could move while standing on them and could contribute to dangerous falls.
- Do not use the ladders for any reason. Contact the Kent Company to receive a refund or a replacement product. Customers will receive a full refund even without proof of purchase as long as they return the ladders.

The Kent Company can be reached by calling 1-800-555-2493. Press 8 in order to be transferred to a representative who deals exclusively with product recalls. We sincerely apologize for this inconvenience.

158. Where most likely could this notice be found?

- (A) At a real estate office
- (B) At a hardware store
- (C) At a movie theater
- (D) At a grocery store

160. According to the notice, how can more information be obtained?

- (A) By filling out a form
- (B) By consulting an instruction manual
- (C) By contacting a company
- (D) By watching a video tutorial

159. What are customers warned about?

- (A) Using a defective product
- (B) Renewing a warranty
- (C) Submitting an order form
- (D) Filing a complaint

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TOEIC-SPEAKING MS NGOC

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

J&R International Group Discussion

- 9:15 Patricia Noble (moderator) Good morning everyone. I've posted some ideas for the upcoming Leadership Workshop in June.
- 9:16 Patricia Noble (moderator) Please share some of your ideas. We would like some input.
- 9:20 Jared Davis It looks very standard. Can we add some activities such as camping expeditions or something?
- 9:21 Lawrence O'Donnell I don't know if I'll be able to attend this time. My group is finishing up a major project. Camping sounds great though.
- 9:22 Patricia Noble (moderator) Camping is a good idea but it'll take more time to plan. We'll definitely keep this in mind for the next workshop.
- 9:24 Jimmy Rhee I don't think videos are very effective. How about getting more speakers to present? I'd rather interact with someone.
- 9:27 Monica Choi I'm looking forward to the camping idea. But for this workshop, I agree with Jimmy. Videos can be quite boring.
- 9:30 Jared Davis I noticed that John Olive is not presenting this time. What happened? He was very popular. I'd like to attend his workshop.
- 9:41 Patricia Noble (moderator) John hasn't confirmed with us yet because he may have conflicting schedules. He's trying to work around his schedule.
- 9:52 Isabella Price I'd like to attend John's workshop as well. I noticed that there are still a couple of empty slots. Would anyone be interested in hearing Ge Xi? I'd love to get a different cultural aspect.
- 9:58 Jared Davis Great idea! Ge Xi has had a lot of experience as a supervisor in China and she always has some interesting stories.
- 10:01 Jimmy Rhee I second that. I would certainly like to hear what Ge Xi presents. And speaking of cultural perspectives, Adam has had experience managing employees in a number of countries. He'd be interesting I think.
- 10:09 Isabella Price Yes, let's get Adam to present in the workshop.
- 10:15 Adam Cruz Wow, I'm flattered by your vote of confidence. I certainly wouldn't mind participating in the workshop. I'm free in the afternoons.
- 10:19 Patricia Noble (moderator) Thank you Adam. I'll put you down for the 3:00–4:00 P.M. slot if that's OK with you.
- 10:30 Adam Cruz That sounds great. And could you send me a guideline if you have one?

TOEIC-SPEAKING MS NGOC

161. Who are most likely participating in this group discussion?

- (A) The general public
- (B) All employees of the company
- (C) Employees from different countries
- (D) Managers and other group leaders of the company

162. What's being discussed?

- (A) The best presentations from the meeting
- (B) The best speakers at the company
- (C) The schedule for the workshop
- (D) International co-workers

163. At 10:15, what does Adam Cruz mean when he writes "I'm flattered by your vote of confidence"?

- (A) He's thankful that people want him to be manager.
- (B) He's grateful that people see him as a good leader.
- (C) He's happy he has been selected by his co-workers for the job.
- (D) He's honored that his international experience has been recognized.

164. What will Patricia Noble probably do next?

- (A) Email some information to a co-worker
- (B) Set up a meeting for employees
- (C) Meet with international workers
- (D) Call co-workers about the changes

TOEIC-SPEAKING MS NGOC

Questions 165–167 refer to the following e-mail.

To Samantha Russell <srussell@speednet.com>
From Sam Berger <sberger@highlandshotel.com>
Subject Reservation
Date July 1
Attachment receipt

Dear Ms. Russell,

Thank you for choosing Highlands Hotel as the location for your upcoming celebration. We are contacting you to confirm the details of your reservation for rooms on the nights of July 12 and 13. You have reserved all 12 rooms on the fourth floor of our hotel. Additionally, you will have unrestricted access to the main conference room for exclusive use on both of those days. You mentioned that family members from all around the country will be gathering for this event. We will provide you with any assistance you need during your stay.

Our hotel supplies free Wi-Fi as well as access to our Internet café, where guests can use our computers for free when they want to surf the Internet or send e-mail. This café will be available from 5:00 A.M. to 12:00 P.M. Also, guests are encouraged to eat at our award-winning restaurant, which is open from 7:00 A.M. to 10:00 P.M. This e-mail also contains a receipt for your \$100 deposit paid by credit card on June 30. If you would like to view the layout and seating for our conference room, you can visit our website at www.highlandshotel.com.

Sincerely,

Sam Berger
Highlands Hotel

165. What kind of event is being held on July 12 and 13?

- (A) A family reunion
- (B) A business conference
- (C) A shareholders' meeting
- (D) A job fair

166. What is NOT mentioned as a benefit of the reservation?

- (A) Exclusive use of an entire floor
- (B) Complimentary meals
- (C) Access to a conference room
- (D) Free Internet access

167. According to the e-mail, what can Ms. Russell find on the Highlands Hotel's website?

- (A) A reservation number
- (B) A hotel restaurant menu
- (C) A seating plan
- (D) A discount coupon

TOEIC-SPEAKING MS NGOC

Questions 168–171 refer to the following notice.

Attention Members of Super Fit Gym

One workout plan doesn't work for everyone. That is why here at Super Fit Gym we offer the largest variety of fitness programs in the area. You are sure to find something fun and exciting that helps you meet your fitness goals. Now we are excited to bring you a new dance fitness program. The class will run this summer from June 12 to August 23. Dance is an interesting and interactive way to exercise. It is also appropriate for those individuals who are not able to engage in strenuous physical activity.

Those who wish to sign up for this dance class are encouraged to sign up in pairs. If you don't have someone to sign up with, you will team up with another individual on the first day of a class. Registration will be available from May 10 to June 1. You can register on our website by filling out a registration form. A class fee must be paid at the time of registration by credit card.

In accordance with our rules and regulations, those who wish to receive a class fee refund must withdraw from a class a week or more before the scheduled start date. No refund will be given to those who withdraw from a class after that deadline.

For more details concerning class content, schedules, and fees, contact our manager, Scott Peterson, at (231) 555-2523.

Sincerely,

Super Fit Gym Staff

168. What is the purpose of the notice?

- (A) To postpone an opening ceremony
- (B) To hire new instructors
- (C) To explain payment options
- (D) To announce a new class

169. What most likely will happen on June 12?

- (A) Some instructors will be absent.
- (B) Some members will be assigned partners.
- (C) Some refunds will be given.
- (D) Some certificates of completion will be issued.

170. According to the notice, what is the latest date that participants can receive a refund for the class?

- (A) May 10
- (B) June 5
- (C) June 12
- (D) August 23

171. What is mentioned as a reason to contact Mr. Peterson?

- (A) To schedule an appointment
- (B) To inquire about a class
- (C) To update personal contact details
- (D) To withdraw from a class

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TOEIC-SPEAKING MS NGOC

Questions 172–175 refer to the following memo.

MEMO

To: All Employees
From: Veronica Jackman, Executive Manager
Date: October 10
Subject: Staffing

– [1] – Sheila Roberts, our marketing director will be away on a business trip to Singapore from October 21 to November 5. In her absence, Michael Lee will temporarily take over some of her responsibilities at Goldman's Department Store. However, for those of you who have projects near completion with Ms. Roberts, we ask that you make final arrangements with her before October 15. – [2] – Some of the urgent projects have already been discussed with Michael. If your project can wait for Sheila's return, we ask that you inform both Sheila and Michael so that other projects can go forward.

– [3] – I realize this may seem like an inconvenience, especially so close to the holiday season, but I have great confidence that Michael will be able to handle the responsibilities in Sheila's absence. Michael has worked closely with Sheila and will deal with the newer projects handed to him. – [4] –

If you have further questions or concerns about this, please contact Sheila before October 20 or me at any time.

172. Where do the recipients of the e-mail work?

- (A) At a marketing firm
- (B) At a law office
- (C) At a department store
- (D) At a travel agency

173. What is indicated about Sheila Roberts?

- (A) She is getting a new job.
- (B) She has been promoted.
- (C) She is going on vacation.
- (D) She is going on a business trip.

174. When should employees with nearly completed projects contact Sheila by?

- (A) October 15
- (B) October 20
- (C) October 21
- (D) November 5

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

“Michael will arrange separate meetings with different departments during Sheila's absence to ensure a smooth transition and communication during his temporary tenure.”

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

TOEIC-SPEAKING MS NGOC

Questions 176–180 refer to the following web page and article.

http://www.instituteofruralservice.com

Rural Community Outreach Program

As part of its ongoing commitment to enhance the standard of living in rural communities across the state, the Institute of Rural Service provides annual grants for rural communities. The goal of this program is to support local efforts to sustain a convenient and satisfying life in the countryside. The grants available this year are as follows:

Business Development Grant: \$250,000
Community Development Grant: \$150,000
Communications Development Grant: \$200,000
Educational Development Grant: \$100,000

The institute will give priority to proposals that reflect a comprehensive approach to community development, promote community engagement, and make rural communities a better place to live and work. The grants will allow rural communities to take the first step toward a project or plan that can help improve the lives of rural community members. For the past decades, the grants have been used for a variety of purposes such as state-of-the-art farming equipment, road maintenance, communications infrastructure, educational facilities, and investments for young rural entrepreneurs.

Download this [application](#) to apply for a grant. The deadline for submission is February 28.

Actual Test 03

Village of Cranton Wins Funding

CRANTON, March 22—The Institute of Rural Service announced today that the village of Cranton is this year's recipient of the Educational Development Grant. The grant will be used to fund the construction of a large playground that will provide recreational activities for children under 12. Since the opening of the new electronics factory last year, the number of families in the area has risen dramatically. As a result, children have been left with less and less space to play in. The new playground will allow children to play and enjoy themselves when they are not at school.

Cranton is proud to be the recipient of this grant and plans to apply for more grants in the future to improve the living conditions of the town and attract more residents.

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TOEIC-SPEAKING MS NGOC

176. What is the purpose of the web page?

- (A) To report that a project has been completed
- (B) To encourage applications for a grant
- (C) To announce a recipient of a grant
- (D) To introduce local entrepreneurs

177. According to the web page, what is NOT mentioned as a purpose of an Institute of Rural Service grant?

- (A) Providing funds for local business people
- (B) Building the basic systems for communications
- (C) Organizing community health check-ups
- (D) Purchasing farming equipment

178. How much funding did Cranton receive?

- (A) \$100,000
- (B) \$150,000
- (C) \$200,000
- (D) \$250,000

179. According to the article, what will the grant enable Cranton to do?

- (A) Improve local farming conditions
- (B) Renovate an elementary school
- (C) Hire more qualified teachers
- (D) Provide a play area for children

180. What is indicated about Cranton?

- (A) It has received grants in the past.
- (B) It plans to open a new factory.
- (C) Its population has increased.
- (D) It will hold a community festival.

http://toeicspeakingmsngoc.com/

TOEIC-SPEAKING MS NGOC

Questions 181–185 refer to the following e-mail and form.

From: Carrie Cook <carriecook@freshfarmsgrocery.com>
To: Charles Bell <charlesbell434@globalnet.com>
Subject: Membership Card
Date: May 4

Dear Mr. Bell,

Your Silver Star Membership Card at Fresh Farms Grocery will expire on the 28th of this month. Your membership card entitles you to special sale prices as well as special points on most Fresh Farms Grocery purchases. Once you accumulate enough points, they can be redeemed for a discount on your next purchase. Without a valid Silver Star Membership Card, you will lose the ability to accumulate these frequent shopper points.

Please do not attempt to renew your membership over the phone. In order to do that, please stop by the customer service desk at one of our store locations. If you have any other questions, please call us at 204-555-2648.

Carrie Cook
Customer Service Representative
Fresh Farms Grocery

Actual Test 03

Fresh Farms Grocery
Membership Card Form

First Name: Charles
Last Name: Bell
Membership Number: I4Z45FDA

Create my membership card
 Renew my membership card
 Cancel my membership card

Membership card categories and fees:
Gold Star: Premium membership, \$90 a year
Silver Star: Business membership, \$70 a year
Bronze Star: Household membership, \$50 a year
Shooting Star: Short-term membership, \$10 a month

Please note:
Premium membership is reserved for those who hold shares in the Fresh Farms Grocery company.
Food vendors and restaurant owners are eligible to apply for the Silver Star Membership Card.

GO ON TO THE NEXT PAGE

TOEIC-SPEAKING MS NGOC

- 181.** What is the purpose of the e-mail?
- (A) To announce seasonal discounts
 - (B) To notify Mr. Bell of an outstanding fee
 - (C) To remind Mr. Bell to renew a membership
 - (D) To offer a free upgrade to Mr. Bell
- 182.** What does the membership card allow Mr. Bell to do?
- (A) Benefit from frequent shopping
 - (B) Park in designated spaces
 - (C) Receive expedited shipping
 - (D) Purchase new products in advance
- 183.** What is Mr. Bell asked to do?
- (A) Call the customer service desk
 - (B) Visit the store in person
 - (C) Write a customer review
 - (D) Attend a regular event
- 184.** How much does Mr. Bell currently pay a year?
- (A) \$50
 - (B) \$70
 - (C) \$90
 - (D) \$120
- 185.** What is indicated about Mr. Bell?
- (A) He is a celebrated chef.
 - (B) He runs a food-selling business.
 - (C) He is a shareholder of Fresh Farms Grocery.
 - (D) He applied for his membership this year.

TOEIC-SPEAKING MS NGOC

Questions 186–190 refer to the following letter, brochure and schedule.

May 12

Dear Mr. Gray,

You are a long-time member of the Georgian Society of Architects (GSA). We would like to inform you that we are adding some changes to the services provided to members this year. Specifically, we will be adding a new Gold Class level membership that will give privileged members access to more resources than ever before. We are excited to tell you that you meet all of the qualifications for this special membership offer and may sign up immediately. You should be receiving a brochure in the mail soon that will provide more information. We hope that you decide to join this amazing Gold Class membership.

As you know, the GSA's annual members' conference will be held on June 14 at the Stargate Conference Center in Atlanta, Georgia. We noticed you have already registered your attendance. We can't wait to see you there. If you need any further assistance making arrangements, don't hesitate to call our offices at (124) 555-5251.

Yours truly,

Joan Ross

Georgian Society of Architects

Georgian Society of Architects

GOLD CLASS MEMBERSHIP

In order to qualify for this special membership, applicants must have at least 20 years of experience in the field as well as hold a degree in architecture from an accredited university.

Benefits include: instantly expand your contacts through access to our database of over 50,000 practicing colleagues, pay half the regular price when registering for conferences hosted by GSA, and receive our monthly newsletter, which contains the latest market research and economic analysis to help your business.

Gold Class members will also be eligible to apply for professional liability insurance coverage offered exclusively to our Gold Class members.

To apply, simply fill out the form attached to this brochure and mail it to our headquarters. The \$40.00 application fee can either be paid by check or credit card by calling our accountant at (124) 555-5253.

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STARGATE CONVENTION CENTER SCHEDULE OF EVENTS

JUNE 14

GEORGIAN SOCIETY OF ARCHITECTS

9:00 A.M.–9:45 A.M.	Sign in at the desk in the lobby
10:00 A.M.–11:45 A.M.	Guest Speaker Jerry Jenkins Jr. in Conference Room A
12:00 P.M.–1:30 P.M.	Lunch in the Diamond Room
2:00 P.M.–4:00 P.M.	Regional Presentations in Conference Room A
6:00 P.M.–9:00 P.M.	Dinner and cocktails in the Sapphire Lounge

Please remember to bring your Society ID to ensure a smooth registration for the day's events!

186. What is the purpose of the letter?

- (A) To publicize a conference
- (B) To advertise a new membership
- (C) To confirm an appointment
- (D) To attract a new member

187. What is Mr. Gray encouraged to do?

- (A) Register for a conference
- (B) Reschedule an appointment
- (C) Upgrade his service
- (D) Pay by credit card

188. What is indicated about Mr. Gray?

- (A) He has worked as an architect for over two decades.
- (B) He spoke at last year's GSA members' conference.
- (C) He contributes to an architecture journal.
- (D) He forgot to pay his membership fee in April.

189. What time should Mr. Gray sign in on the day of the conference?

- (A) 8:45 A.M.–10:00 A.M.
- (B) 9:00 A.M. exactly
- (C) Anytime
- (D) 9:00 A.M.–9:45 A.M.

190. How many meals are included in the event?

- (A) Breakfast, lunch, and dinner
- (B) Brunch and dinner
- (C) Dinner and cocktails
- (D) Lunch and dinner

TOEIC-SPEAKING MS NGOC

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

Colonial Heights Nursing Home

Colonial Heights is proud to have served the elderly population of Houston, Texas, for over 30 years. Our nursing home is equipped with state-of-the-art facilities. Our five-story building allows each floor to offer individualized levels of care for our residents. Our building houses a rehabilitation gym and we also provide psychological counseling services for residents.

We currently have openings for several positions. We are looking to hire a nursing home administrator who has at least three years of experience and a valid license. There is also an opening for an admissions coordinator. Those applying for the admissions coordinator job must have a bachelor's degree and at least two years of related experience. We are also looking for hospice workers who can provide personal care to residents in a compassionate and caring manner. Previous experience is not necessary, so everyone interested is welcome to apply for this position.

You can see this job listing and submit an application online by visiting our website at www.chnh.com.

To: Tommy Jenkins <tommyjenkins7@zeusnet.com>
From: Greg Parker <g_parker@chnh.com>
Subject: Hiring Procedure
Date: September 14

Dear Mr. Jenkins,

Congratulations! You have made it through the first round of the application process for the position of admissions coordinator. We require that all applicants visit Colonial Heights Nursing Home in order to attend an in-person interview. I would appreciate it if you let me know about a convenient time for your interview by September 17.

I look forward to meeting you.

Sincerely,

Greg Parker
Human Resources Manager
Colonial Heights Nursing Home

TOEIC-SPEAKING MS NGOC

To: Greg Parker <g_parker@chnh.com>
From: Tommy Jenkins <tommyjenkins7@zeusnet.com>
Date: September 15
Subject: Hiring Procedure

Dear Mr. Parker,

Thank you so much for giving me the opportunity to interview for the position of admissions coordinator. You requested that I inform you about my availability for September 17. I have another interview at 10:00 A.M., but I will be able to be at Colonial Heights Nursing Home by 1:00 P.M. I hope this is convenient for you. Shady Pines Nursing Home, as you know, is a competing facility located on the other side of town, and the hours they offer are very attractive. I would prefer to work in a modern facility such as Colonial Heights. I look forward to interviewing with you and touring your facilities.

Sincerely,
Tommy Jenkins

191. What is mentioned about Colonial Heights Nursing Home?
- (A) It has five locations in Texas.
 - (B) It has operated for over half a century.
 - (C) It provides art classes.
 - (D) It offers mental health services.
192. According to the notice, which position does not require experience?
- (A) Nursing home administrator
 - (B) Hospice worker
 - (C) Admissions coordinator
 - (D) Front desk receptionist
193. What is indicated about Colonial Heights Nursing Home?
- (A) It plans to expand its facilities.
 - (B) It accepts applications through its website.
 - (C) It offers the highest wages in the state.
 - (D) It recently renewed its operating certificate.
194. Why might Tommy Jenkins decide not to work for Colonial Heights Nursing Home?
- (A) They do not have physical fitness centers.
 - (B) Their facilities are not modern.
 - (C) The job is too far away.
 - (D) Shady Pines Nursing Home can give him a better schedule.
195. When can Tommy Jenkins be at the interview at Colonial Heights?
- (A) 10:00 A.M.
 - (B) Before 1:00 P.M.
 - (C) After 1:00 P.M.
 - (D) After 4:00 P.M.

TOEIC-SPEAKING MS NGOC

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

To: Jake Baldwin <baldwinj@technet.com>
From: Dream Oasis Hotel <booking@dreamoasishotel.com>
Date: September 22
Subject: Your Reservation
Attachment: invoice.html

Dear Mr. Baldwin,

Thank you for reserving a room at the Dream Oasis Hotel. You have booked a room with a double bed for the nights of October 13 and 14. Your reservation number is 5259.

I am writing to inform you that you must pay your balance by September 29 in order to confirm your reservation. Your total room fee is \$165.25 for both nights. Payment can be made via credit card by visiting our website at www.dreamoasishotel.com and entering your reservation number. You may also call us and complete your payment over the phone. If payment is not received by September 29, your reservation will be canceled automatically. Please see the attached invoice for related details.

When you arrive at the airport, the easiest way to travel to our hotel is by subway. We are located next to exit 3 at City Hall Station. If you have trouble finding us, please don't hesitate to call us at 555-2134. A staff member is available 24 hours a day to assist you.

Thank you again for choosing our hotel,

Amy Lee
Customer Service Manager
Dream Oasis Hotel

Actual Test 03

To: Dream Oasis Hotel <booking@dreamoasishotel.com>
From: Jake Baldwin <baldwinj@technet.com>
Date: September 23
Subject: RE: Your Reservation

Dear Ms. Lee,

I am writing in regard to my reservation at the Dream Oasis Hotel for October 13 and 14. I received your e-mail about the payment for my upcoming stay at the hotel. However, I would like to inquire about extending my stay for an extra night. I recently heard that there will be a local food festival held on October 16 and I would like to attend it. Therefore, I would like to stay at your hotel until October 15. Please let me know a revised room fee so that I can make the correct payment as soon as possible.

Jake Baldwin

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TOEIC-SPEAKING MS NGOC

To: Jake Baldwin <baldwinj@technet.com>
From: Amy Lee <alee@dreamoasishotel.com>
Date: September 24
Subject: The 15th

Dear Mr. Baldwin,

You are right to be excited about the food festival that will be held on the October 16th. Unfortunately, this event has become so popular that the city fills up for that weekend. I regret to inform you that there is no vacancy at the Dream Oasis Hotel for the night of the 15th. I went ahead and looked into some of our partner hotels in the area, but those properties also are at full occupancy. I do hope you are able to find someplace to stay in the city so you can enjoy the festival while you are in town; I just wish it could have been with us. You could try the Executive Inn in Fairview; it is a large hotel and they do have vacancies.

Sincere apologies,
Amy Lee
Customer Service Manager
Dream Oasis Hotel

196. What is the purpose of the first e-mail?
- (A) To explain a cancellation policy
 - (B) To request a payment
 - (C) To schedule a reservation
 - (D) To offer a special service
197. What is Mr. Baldwin asked to provide when making a payment online?
- (A) His telephone number
 - (B) His e-mail address
 - (C) His room number
 - (D) His reservation number
198. What information is NOT included in Ms. Lee's e-mail?
- (A) The cost of the stay
 - (B) The travel insurance
 - (C) The location of the hotel
 - (D) Staff contact information
199. Why can't Mr. Baldwin stay at the Dream Oasis Hotel on the night of the 15th?
- (A) The hotel is full because of the food festival.
 - (B) The hotel is full because it is very popular.
 - (C) The hotel is full because there is a convention in town.
 - (D) The hotel is full because the food at the hotel is very good.
200. What does Amy Lee recommend?
- (A) That Mr. Baldwin try another hotel in town
 - (B) That Mr. Baldwin try a hotel in Fairview
 - (C) That Mr. Baldwin try to attend the food festival next year
 - (D) That Mr. Baldwin ask again on the 14th, in case there is a cancellation

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.