

Actual Test**05**

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. Should the customer believe that the proposed color scheme is not _____, the interior designer can make adjustments.
- (A) attract
(B) attractive
(C) attracted
(D) attractively
102. For Friday's dinner reservation, please _____ the number of seats from eight to ten guests.
- (A) increase
(B) reflect
(C) merge
(D) invite
103. Mr. Brandt asked for the banner to be hung _____ the exterior wall of the building.
- (A) up
(B) next
(C) on
(D) with
104. In case you have problems with the device in the future, you should retain your newly _____ receipt.
- (A) expressed
(B) predicted
(C) issued
(D) approached
105. If the patient's nasal problem does not show signs of improvement _____ two days, he should visit the clinic again.
- (A) because of
(B) regarding
(C) apart from
(D) within
106. Those giving demonstrations at the department store _____ explained the product's features and benefits.
- (A) enthusiasm
(B) enthusiast
(C) enthusiastically
(D) enthusiastic

TOEIC-SPEAKING MS NGOC

107. Because its latest exhibit is highly valuable, the Gabe Gallery took more precautions than it _____ did in the past.
- (A) ever
(B) yet
(C) such
(D) much
108. _____ making structural changes to a house must first apply for a building permit.
- (A) Our
(B) Who
(C) Them
(D) Anyone
109. Employees who attend the workshop on improving communication skills will be given a certificate of _____ by the instructor.
- (A) achieved
(B) achieving
(C) achieve
(D) achievement
110. _____ its distinguished faculty in the science department, the university has state-of-the-art laboratory facilities.
- (A) In addition to
(B) Otherwise
(C) As well
(D) Hardly ever
111. The donations received from the fundraiser _____ among the charity's three locations equally.
- (A) have divided
(B) is being divided
(C) are dividing
(D) will be divided
112. _____ the building's age, the ventilation system must be up-to-date with all safety codes.
- (A) Instead of
(B) Toward
(C) Regardless of
(D) Since
113. The train delays on the Trenton line were caused by a _____ error at one of the stations.
- (A) proceed
(B) proceeded
(C) procedural
(D) procedurally
114. As we expect to receive hundreds of applications for the position, please _____ your résumé to two pages.
- (A) limit
(B) follow
(C) refrain
(D) unfold
115. The lecturer _____ on the country's struggle for independence when he gives his talk.
- (A) has focused
(B) is focused
(C) will focus
(D) focusing
116. The welcome activity is an opportunity to improve communication _____ volunteers before the project begins.
- (A) among
(B) like
(C) above
(D) under

TOEIC-SPEAKING MS NGOC

117. The balconies connected to the rooms at the Orwell Hotel provide a _____ view of a private beach.
- (A) stunningly
(B) stuns
(C) stunning
(D) stunned
118. The travel agent's _____ of the ticket purchase was sent to the customer by e-mail as soon as the payment was made.
- (A) extent
(B) confirmation
(C) awareness
(D) proposal
119. After examining the vehicle, the mechanic had _____ identified the reason why the engine lost power.
- (A) corrections
(B) correctly
(C) correct
(D) corrects
120. Because of her hearing disability, Ms. Frasier will be _____ by a sign language expert so she can participate in the meeting.
- (A) convinced
(B) anticipated
(C) accompanied
(D) cautioned
121. The project development team is partially responsible for the selection and _____ of potential building sites.
- (A) appraisal
(B) appraises
(C) appraise
(D) appraised
122. The easy-to-prepare meal packets come with all the ingredients necessary for an individual dinner _____ boiling water.
- (A) except
(B) despite
(C) elsewhere
(D) past
123. The education center provides training classes in key skills _____ that the unemployed can find jobs more easily.
- (A) so
(B) ever
(C) only
(D) as
124. The terms of the licensing agreement are quite _____ and do not require legal experience to be understood.
- (A) energetic
(B) frequent
(C) straightforward
(D) accomplished
125. The informational materials sent to conference attendees _____ the presentation schedule and social events.
- (A) expand
(B) solicit
(C) allow
(D) outline
126. You may have the merchandise sent directly to your home or pick it up in person at the store, _____ you prefer.
- (A) both
(B) whichever
(C) everybody
(D) another

TOEIC-SPEAKING MS NGOC

127. _____ occurring substances are used in the vitamin supplement instead of chemicals.

- (A) Naturally
- (B) Natural
- (C) Naturalize
- (D) Nature

128. The bus driver used a side street rather than the main highway, _____ avoiding rush hour traffic.

- (A) such as
- (B) than
- (C) unless
- (D) thereby

129. The crew members _____ the main section of the building by the time the waste removal trucks arrive at 3:30.

- (A) demolish
- (B) will have demolished
- (C) demolished
- (D) had demolished

130. Should you find any manufacturing _____ in your ultra-high-definition television, contact the place of purchase as soon as possible.

- (A) premises
- (B) defects
- (C) impacts
- (D) distractions

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 advertisement.

Come visit Wild Water Parks, your summer destination for family and friends of all ages. We have kiddie pools, we have outdoor pools, we have indoor pools, we have waves, and we have _____ water slides, including our Death Fall, the largest slide in the state. We **131.** have everything for everyone in _____ group. Don't forget our delicious snack stands and **132.** restaurants. We also have gift shops and playgrounds. _____ You can get tickets by calling **133.** 123-5555 or a season's pass for a _____ of the price. Call now and experience the fun! **134.**

- 131.** (A) excite
 (B) excited
 (C) exciting
 (D) excitement

- 132.** (A) their
 (B) his
 (C) our
 (D) your

-  **133.** (A) The pools are the best place to stay.
 (B) We even have a dog park for that furry companion of yours.
 (C) The chefs are top notch and the food is second to none.
 (D) Hurry before the season is over and the promotion is finished.
- 134.** (A) fraction
 (B) section
 (C) division
 (D) total

TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following e-mail.

Date: June 21
To: Mike Harris
From: Rhonda Cross
Subject: RE: Landscaping and Maintenance

Thank you for your _____ about our services. Arbor Care is a green lawn care and
135. landscaping business. We only use environmentally friendly techniques and products when caring for the grounds of any business. We've been working in the Portland area for _____
136. 20 years. Currently, we are serving more than 150 businesses in the downtown area.

As to your specific request, yes, we can easily remove dead trees and replace them with something that fits the _____ landscaping. To give you an exact quote, we would need to
137. stop by and access the situation in person. To have one of our garden technicians stop by, please call us at (713) 678-9916. _____
138.

- 135.** (A) submission
(B) placement
(C) review
(D) inquiry

- 136.** (A) over
(B) around
(C) until
(D) through

- 137.** (A) exist
(B) existed
(C) existing
(D) exists

- 138.** (A) It is a pleasure doing business with you.
(B) We hope to hear from you soon.
(C) Please send us an email.
(D) Best wishes for your continued success.

Questions 139–142 refer to the following notice.

Outbound Sales Lead Specialist/Telemarketer

Location: Atlanta, GA

Job Code: 3766

of openings: 4

The Sales Lead Specialist will place outbound calls to _____ customers seeking to purchase
139. various services such as insurance, tax help, financial help, telecommunications, or transportation. They will also call on leads from our existing customer base. Cold calls are required.

You will work directly with customers via the telephone and e-mail to describe products and services in order to persuade potential and current customers to purchase new products and services. The job will also require you to educate customers on product and service offerings. _____ There is also a minimum requirement for monthly sales that is set at \$7,500
140. in net revenue. _____, the job calls for all employees to continually be taking product
141. education course that will help you better serve our customers.

To be eligible for the position, you must have one or more years in telesales, strong customer service skills, and superior closing skills.

If you feel you _____ these requirements and are looking for a lucrative exciting experience,
142. please click below.

139. (A) substantial
(B) potential
(C) optimal
(D) logical

140. (A) The more you purchase, the more opportunity you'll have for advancement.
(B) This managerial position will require an organized and highly motivated individual.
(C) If you could help find your replacement, it would be much appreciated.
(D) It will be crucial for you to place a minimum of 150 outbound calls each day.

141. (A) Actually
(B) However
(C) Additionally
(D) Therefore

142. (A) meet
(B) to meet
(C) meeting
(D) met

TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following notice.

From: James Jones, Executive Manager
To: Sales Agents
Date: July 15
Subject: Policy Change

Dear Sales Agents,

There has been a recent change to our reimbursement policy. In the past, you simply had to pay out of pocket first then provide your receipts after renting vehicles, taking business trips, or _____ other business expenses. _____, now you will be required to fill out an application **143.** **144.** which will need to be approved by the accounting department first. _____ If you spend _____ **145.** beyond the amount given in the card, you will have to pay out of your own pocket and will not be reimbursed for that.

Please read the attachment to get further details on what expenses can and cannot be _____ by the company.
146.



- 143.** (A) incur
(B) incurred
(C) incurring
(D) to incur
- 144.** (A) However
(B) Therefore
(C) Furthermore
(D) Since
- 145.** (A) They will not approve any card not authorized by a bank.
(B) You will have to spend from your own credit card.
(C) Then you will be provided with a company card which holds limited funds.
(D) They must decide whether our budget allows for our expenses.
- 146.** (A) certain
(B) acknowledged
(C) established
(D) approved

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 calendar.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 A.M.– 11:00 A.M.	Yoga Level 1: Room 4		Fitness Training: Room 1	Kickboxing Level 1: Room 3	
11:00 A.M.– 2:00 P.M.		Weight Training: Room 2			Yoga Level 2: Room 4
2:00 P.M.– 4:00 P.M.	Cycling: Room 1	Kickboxing Level 2: Room 3		Nutrition Advice: Room 5 (book a personal appointment at reception)	
4:00 P.M.– 6:00 P.M.	Yoga Level 3: Room 4		Fitness Training: Room 1		Marathon Training: Room 2

147. Where most likely would this calendar be seen?

- (A) In the sports section of a newspaper
- (B) In a welcome packet for a cooking class
- (C) On the wall in a gym facility
- (D) In a program for a sports tournament

148. Which activities take place in the same room?

- (A) Yoga and kickboxing
- (B) Marathon training and cycling
- (C) Yoga and nutrition advice
- (D) Cycling and fitness training

TOEIC-SPEAKING MS NGOC

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



149. What is suggested about Mr. Sanchez?

- (A) He works for an accounting company.
- (B) He is related to Ted Galeznic.
- (C) He was recently married.
- (D) He will visit Chicago on Friday.

150. At 9:11, what does Ms. Knight mean when she writes, “I can reach out to them”?

- (A) She can thank them.
- (B) She can contact them.
- (C) She can visit them.
- (D) She can assist them.

TOEIC-SPEAKING MS NGOC

Questions 151–152 refer to the following e-mail.

The screenshot shows an email window with the following details:

To: Accounting Department <designers@ptcdesign.com>
From: Robert Brown <robertbrown@ptcdesign.com>
Date: Monday, March 29
Subject: Upcoming Meeting

The body of the email contains the following text:

Hello everyone,

Our client from Japan, Mr. Sato, will be arriving the day after tomorrow to discuss an upcoming merger of our two companies. I ask that our accounting department work together to produce a financial statement for the first quarter in preparation for this meeting. Anyone who needs further data in order to complete this document should e-mail me without hesitation. Please finish this task by Tuesday afternoon. This document needs to detail all of our company's financial activities, including all of our assets and investments.

Thanks,

Robert Brown, CEO
PTC Design

151. When is Mr. Sato scheduled to arrive at Mr. Brown's company?
- (A) On March 28
 - (B) On March 29
 - (C) On March 30
 - (D) On March 31
152. Who most likely will contact Mr. Brown?
- (A) Employees who want to transfer to the accounting department
 - (B) Employees who need additional information
 - (C) Employees who need a deadline extension
 - (D) Employees who disagree about a merger

Questions 153–154 refer to the following invitation.

American Architects Society Annual Awards

You are cordially invited to attend this year's event, to be held at the Merriton Hotel in Houston, Texas, on Friday, July 24. As a member, you may bring up to two guests.

- 7:00 P.M.** Reception
- 7:30 P.M.** Welcome speech and introduction
by Barry Humphreys, President of the American Architects Society
- 7:45 P.M.** Dinner—Vegetarian options available—please specify when confirming attendance
- 9:00 P.M.** Awards ceremony—Best Design, Best Newcomer, Best Residential Building, Best Public Building—Presented by comedian Alex Dashwood
- 10:30 P.M.** A special live performance from award-winning band The Pop Tones

RSVP to Event Coordinator Janice Harton at janice.harton@amarchsoc.net no later than April 21.

153. Who most likely are the invitation recipients?

- (A) Directors for building companies
- (B) Members of an association
- (C) Architects for the local government
- (D) Award ceremony nominees

154. How can attendance be confirmed?

- (A) By calling the Merriton Hotel
- (B) By e-mailing Barry Humphreys
- (C) By visiting Alex Dashwood
- (D) By contacting a coordinator

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Questions 155–157 refer to the following article.

Northshore Financial News

June 29—A local mainstay at Northshore City may soon go national. — [1] — The Northshore Creamery first opened its doors in 1951 by owner Bill Bradley and has become an iconic landmark of the city with its huge rotating ice cream cone on the roof of the shop. Over the years it has remained a local favorite hangout for the residents of the city and soon captured the eyes of tourists driving through. — [2] — Bill Jr. took over the business and expanded the shop to keep up with the demand of locals and tourists. Northshore Creamery was even selected as a top-ten shop to visit by Travel & Tour Magazine.

In 1988, Northshore Creamery was featured in the hit Hollywood movie Future Then and Now, which made it the top ice cream shop to visit by out-of-towners and tourists. — [3] — Efforts were made by various corporations to buy the business from the Bradley family, but Bill Jr. and his son William insisted on keeping the business within the family, which pleased the residents of Northshore. — [4] — “We’re keeping things small in scale and we’re slowly expanding,” explained William. “In order to keep the quality of our ice cream fresh and just the way my grandfather created his recipes, we don’t want to take any short cuts, which is why we need time.”

155. What is the purpose of the article?

- (A) To advertise the products of a shop
- (B) To explain the details of a new business venture
- (C) To discuss the history of a family business
- (D) To explain the prices of the products

156. What is indicated about Northshore Creamery?

- (A) It was purchased by a large corporation.
- (B) It became famous in town because of a movie.
- (C) It is the pride and joy of the locals.
- (D) It doesn't have enough money to expand.

NEW

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

“Now, the family is ready to open two new franchises in neighboring cities and, within 5 years, plan to open 6 new shops around the country.”

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

Questions 158–160 refer to the following announcement.

Announcement from Acreton City Council

April 3

Acreton City Council will be creating a new task force charged with reducing unnecessary spending over the next fiscal year. The team of twelve people will be comprised of local business leaders, union representatives, civil servants, and financial consultants. Group members are due to be selected by the end of this month and will begin work almost immediately the following month planning ways to reduce annual local government costs by 10% over the next year by eliminating waste.

Applications for a position are being accepted at this time. Please contact the city council at admin@acretoncc.gov for any information about getting yourself or your organization involved in the project.

158. What is the announcement mainly about?

- (A) The formation of a new employment union
- (B) The creation of a financial oversight committee
- (C) The launch of a recruitment effort
- (D) The start of a change in local legislation

160. What should interested parties do to get involved?

- (A) Sign a petition
- (B) Attend a meeting
- (C) Send an e-mail
- (D) Fill out a form

159. When is the group due to begin work?

- (A) At the beginning of May
- (B) At the end of the year
- (C) At the beginning of the summer
- (D) At the end of this month

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TOEIC-SPEAKING MS NGOC

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

Janet Logan	[2:15]	I just got off the phone and Mr. King informed me that he wanted his order a couple of weeks earlier than originally planned. Do you think this may be possible?
Margaret Lee	[2:16]	There's no problem on our end. We have all the fabrics ready and cut into their appropriate shapes and sizes. They are ready for the sewing machines.
Jason Brown	[2:17]	My team is currently working on the orders from Mr. Bartelli. We have over 1000 units to sew and another order from Carla Bean after that.
Janet Logan	[2:18]	Mr. Bartelli doesn't need his order until the end of the month and Ms. Bean's orders can wait until next week. I can authorize your team to begin this order first.
Jason Brown	[2:19]	What is being made and how many units are needed?
Janet Logan	[2:20]	Long-sleeved men's dress shirts. We need 100 units in small, 300 in medium, 300 in large, and 100 in extra-large.
Jason Brown	[2:21]	OK then, I think we can finish those in two days.
Peter William	[2:22]	We can get buttons on all 800 units within 2–4 hours.
Janet Logan	[2:23]	Thank you so much. I appreciate your help. I'm glad that we can accommodate one of our best clients this way.

161. At 2:16, what does Margaret Lee mean when she writes “There’s no problem on our end”?

- (A) Her team can achieve their goals.
- (B) Her team can help the other teams.
- (C) Their project will take some time.
- (D) The problems will be minimal.

162. For what type of company does Janet Logan work?

- (A) A shoe shop
- (B) A clothing manufacturer
- (C) A fashion magazine
- (D) A menswear boutique

163. According to the discussion, which department needs the most time?

- (A) Ms. Lee’s department
- (B) Mr. Brown’s department
- (C) Mr. William’s department
- (D) Ms. Logan’s department

164. What will Janet Logan most likely tell Mr. King?

- (A) That his order will be delayed for a month
- (B) That his order can be completed within two weeks
- (C) That his request will be difficult to achieve
- (D) That his order can be completed early

Questions 165–167 refer to the following memo.

Unworthy Manufacturing

Date: Wednesday, October 17

Subject: Recycling

In response to pressure from local environmental groups, as of November 1 we will be separating all of our industrial waste for recycling. Collections will be made twice weekly on Tuesdays and Fridays from the regional recycling center, which will be supplying colored receptacles for different kinds of waste. All oils should be placed in the green container. All metals and glass belong in the red one. All paper waste should go into the blue one. Plastics will be collected for recycling as normal.

As this new policy also carries a financial benefit to the company, managers in all manufacturing bays are responsible for ensuring that the new protocols for waste disposal are followed, and failure to comply with the policy could result in disciplinary action.

Further information about our updated environmental practices will shortly be available on the website. Training sessions for managers will be held on Monday, October 22, but please contact me if you have any further questions in the meantime.

Regards,

Davis Jeeland
Operations Director, Unworthy Manufacturing

165. What is the reason for the change?

- (A) The company owners want to save money on labor.
- (B) A new recycling center opened near the business.
- (C) The local government changed its regulations.
- (D) Environmentalists in the area requested it.

166. What can be inferred about Unworthy Manufacturing?

- (A) It has good relations with local authorities.
- (B) It already recycles its plastic industrial waste.
- (C) It recently increased its workforce.
- (D) It updates its environmental policy regularly.

167. What should supervisors do next week?

- (A) Attend a workshop on new procedures
- (B) Update the company's website
- (C) Make room for new waste receptacles
- (D) Inform their teams of the changes

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Questions 168–171 refer to the following letter.

Normanville Farmers' Market

April 9

Dear Normanville Resident,

This year's first Normanville Farmers' Market will be open on Saturday, April 14, on Clark Street, between Main Street and Park Street. The farmers' market will be available between 9:00 A.M. and 5:00 P.M. The mayor of Normanville, Tom Daley, will be present to deliver an address at the opening ceremony. A lot of local farmers, food vendors, and street performers will be at the venue.

"This vibrant market will give our local farmers a nice place to sell their fresh produce. Additionally, because we cut out some middle processes, our prices are lower than those of average grocery stores," said Suzy Hammer, executive director of the Normanville Farmers' Association.

Ms. Hammer also mentioned that currently there is not enough parking space to accommodate shoppers. The Normanville Farmers' Association plans on expanding parking space in the coming months after the market has opened this Saturday. In the meantime, she advises Normanville residents who will visit the market to use public transportation in order to avoid parking difficulties.

The Normanville Farmers' Market is different from other grocery stores that supply mass-produced food products. The market will provide organic produce that is full of essential vitamins and minerals. As you know, the market will also help the local economy.

Please come this Saturday and see what the Normanville Farmers' Market has to offer!

Sincerely,

Normanville Farmers' Association

168. Why was the letter written?

- (A) To describe a policy change
- (B) To introduce a new grocery store
- (C) To advertise a market opening
- (D) To announce election results

169. What is indicated about Ms. Hammer?

- (A) She is a vendor at a farmers' market.
- (B) She represents other farmers.
- (C) She owns a family-run farm.
- (D) She is the mayor of Normanville.

170. What problem is mentioned?

- (A) Inadequate parking spots
- (B) Unfair product pricing
- (C) Lack of quality control
- (D) Inclement weather

171. What is NOT mentioned as a benefit of shopping at the venue?

- (A) A boost for the local economy
- (B) Competitive prices
- (C) Healthy produce
- (D) Longer opening hours

Questions 172–175 refer to the following notice.

Lost and Found

Parkway City is bracing for another holiday season and urging its citizens and tourists to keep track of their belongings. – [1] – Every year, more than 2000 items show up at the city lost and found located at Parkway City Hall. “But we get even more lost items during the holiday season,” explained Jean King, the managing director of the lost and found. “From around November 25 to January 2, we get a 25% increase in the number of items that are brought to us.”

– [2] – Everything from keys, sunglasses, umbrellas, and jewelry to electronic devices, luggage, and shopping bags full of newly purchased items have been brought to the center over the years. “The strangest item we got was a suitcase full of period piece costumes,” says Jean. “The intern working for a film at the time was happy to get it back.”

– [3] – If the items are not claimed within 90 days, they are auctioned off at a public event to raise money for the community center. – [4] –

172. What is the purpose of the article?

- (A) To advertise an event for the holidays
- (B) To warn citizens of increased crimes
- (C) To inform people about lost and found items
- (D) To give information about an auction

173. What is suggested about Jean King?

- (A) She searches for lost items.
- (B) She works for the city.
- (C) She is an intern.
- (D) She manages the community center.

174. What is suggested about the lost items?

- (A) They are not kept indefinitely at the center.
- (B) They are usually claimed by their owners.
- (C) They are destroyed when unclaimed.
- (D) They are generally new items.

NEW

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

“Many people do come to claim their missing items, but a vast majority is still left unclaimed.”

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

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

Tech Life Hires New CEO

New York, April 12—Amid a crisis of low sales and disappointing performance, the technology company Tech Life has hired Steve Cross as its new chief executive officer. Previously, he was the chief financial officer at the technology investment firm Esta Resources in San Francisco, California. He assumed the position of CEO at the company—based in Dallas, Texas—just this Monday. Stockholders voted unanimously for the appointment, hoping the new CEO will bring renewed vitality and strength to the company.

"Mr. Cross has an impressive record as a business leader who makes smart decisions," commented Lynn Dyer, the director of human resources at Tech Life. "We have faith that he will lead us in a new direction that will help develop new markets and optimize our company operations in general."

Steve Cross graduated from Chester University in Harrisburg, Pennsylvania, with a master's degree in business administration. He once served as head of the American League of Business Leaders and is a dedicated family man.

To: Steve Cross <scross@techlife.com>
From: Lynn Dyer <ldyer@techlife.com>
Subject: Welcome!
Date: April 15

Dear Mr. Cross,

It has been almost two years since we met. I am so glad to be collaborating with you again after we worked in the same department at Esta Resources. I felt we cooperated very well at that time, and I had been hoping to work with you again. You will find that we have very dedicated and hard-working teams here. If there is anything I can do to help you make the transition, please don't hesitate to ask.

Additionally, Tech Life has recently added five new managers to our company. If you have time, please visit them when they will all be attending a mandatory training session at 3:00 P.M. this afternoon in Room 403.

Sincerely,

Lynn Dyer
Director of Human Resources
Tech Life

TOEIC-SPEAKING MS NGOC

176. What problem is Tech Life facing?

- (A) A shortage of employees
- (B) An urgent audit
- (C) A decline in profitability
- (D) A potential competitor

179. Where did Ms. Dyer work previously?

- (A) In Harrisburg
- (B) In Dallas
- (C) In New York
- (D) In San Francisco

177. What is mentioned about the shareholders?

- (A) They are allowed to share financial information.
- (B) They will hold a meeting next week.
- (C) They are demanding more dividends.
- (D) They agreed on the appointment of a new leader.

180. What is Mr. Cross asked to do?

- (A) Teach a training course
- (B) Meet new employees
- (C) Attend a stockholders' meeting
- (D) Hire new managers

178. In the article, the word “optimize” in paragraph 2, line 6, is closest in meaning to

- (A) merge
- (B) improve
- (C) analyze
- (D) maintain

TOEIC-SPEAKING MS NGOC

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

The Association of Future and Culture (AFC)

Quarterly Conference

Homer Conference Center, January 10

- | | |
|-----------|--|
| 2:00 P.M. | Kelly O'Neill, President, AFC; Principal, Mulligan Elementary School
Welcoming speech |
| 2:30 P.M. | Mark Kreskas, CEO, SEM Development Group
Enhancing global awareness: leadership and diversity |
| 3:30 P.M. | Lucy Hoover, Co-owner, Piedmont Adult Education Center
Gender and fairness of leadership |
| 4:30 P.M. | Jon Kimura, Store Manager, Kent Grocery Store
The foundations of leadership in the workplace |
| 5:30 P.M. | Kenneth Schneider, Professor, Brookstone University
Ethics and morality in leadership |
| 6:30 P.M. | Question-and-answer session |

To: AFC Members <members@futureculture.org>
From: Kelly O'Neill <kellyoneill@futureculture.org>
Date: January 11
Attachment: free_talk.jpg
Subject: Quarterly Conference

Dear AFC Members,

This quarterly conference has been another monumental success. I thank all of you for participating and sharing your expertise with others. I hope you can take the skills learned from the conference and apply them in your local offices and workplaces. Additionally, I encourage all of you to consider giving a presentation at the next conference. If you are interested in doing so, contact Amy Garcia at amygarcia@futureculture.org.

I would also like to inform you of the invitation made by Kenneth Schneider, who will be giving a talk entitled “Gaining confidence through leadership” in his workplace next month. The talk will be free and open to the public. For more information, please see the attached file.

Finally, it came to my attention that some members were not able to attend the conference due to scheduling conflicts. Therefore, from now on all future conferences will be streamed simultaneously on our website so that distant members can watch and listen.

Sincerely,

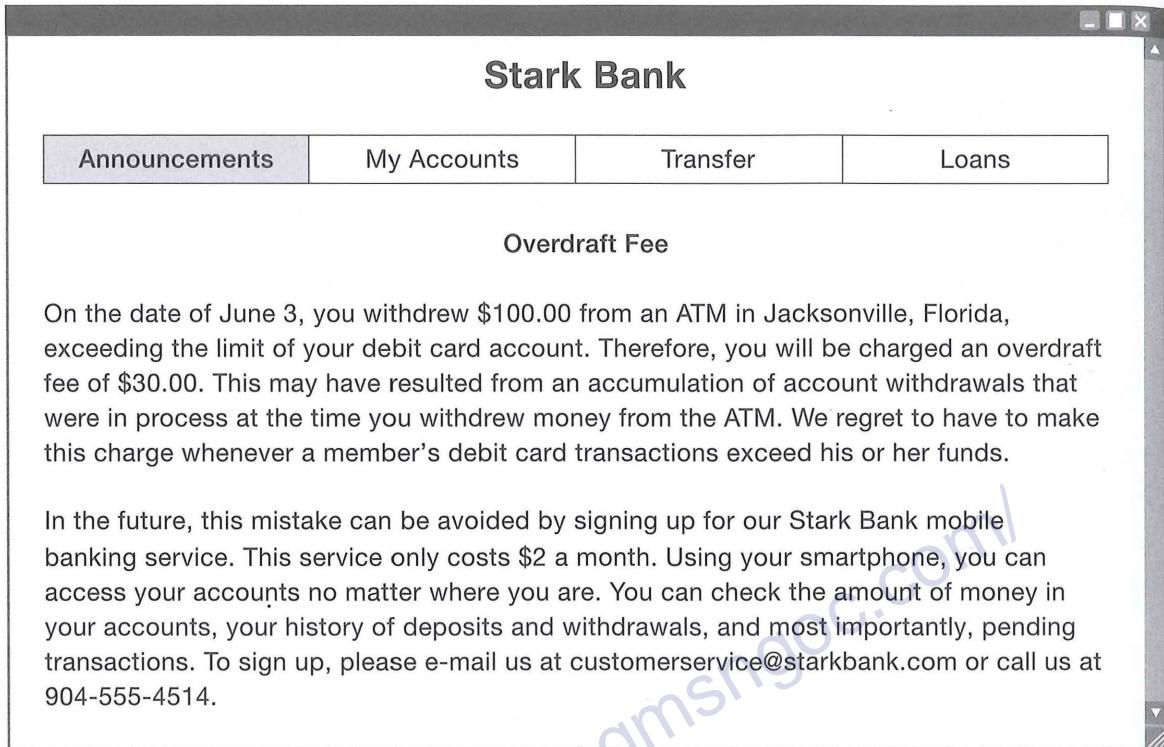
Kelly O'Neill,

President

TOEIC-SPEAKING MS NGOC

- 181.** What was the topic of the conference on January 10?
- (A) How to start a small business
 - (B) How to manage finances
 - (C) How to lead other people
 - (D) How to expand business globally
- 182.** When most likely will inquiries start being made?
- (A) At 3:30 P.M.
 - (B) At 4:30 P.M.
 - (C) At 5:30 P.M.
 - (D) At 6:30 P.M.
- 183.** Where will a talk be given at no charge?
- (A) At Mulligan Elementary School
 - (B) At Brookstone University
 - (C) At Piedmont Adult Education Center
 - (D) At SEM Development Group
- 184.** What does Ms. O'Neill invite AFC members to do?
- (A) Attach a receipt
 - (B) Fill out a survey
 - (C) Prepare a presentation
 - (D) Evaluate speakers
- 185.** What is mentioned about the upcoming conference?
- (A) It will be held at a new location.
 - (B) Its presentations will start later in the day.
 - (C) Its attendance fees will be increased.
 - (D) It will be broadcast online.

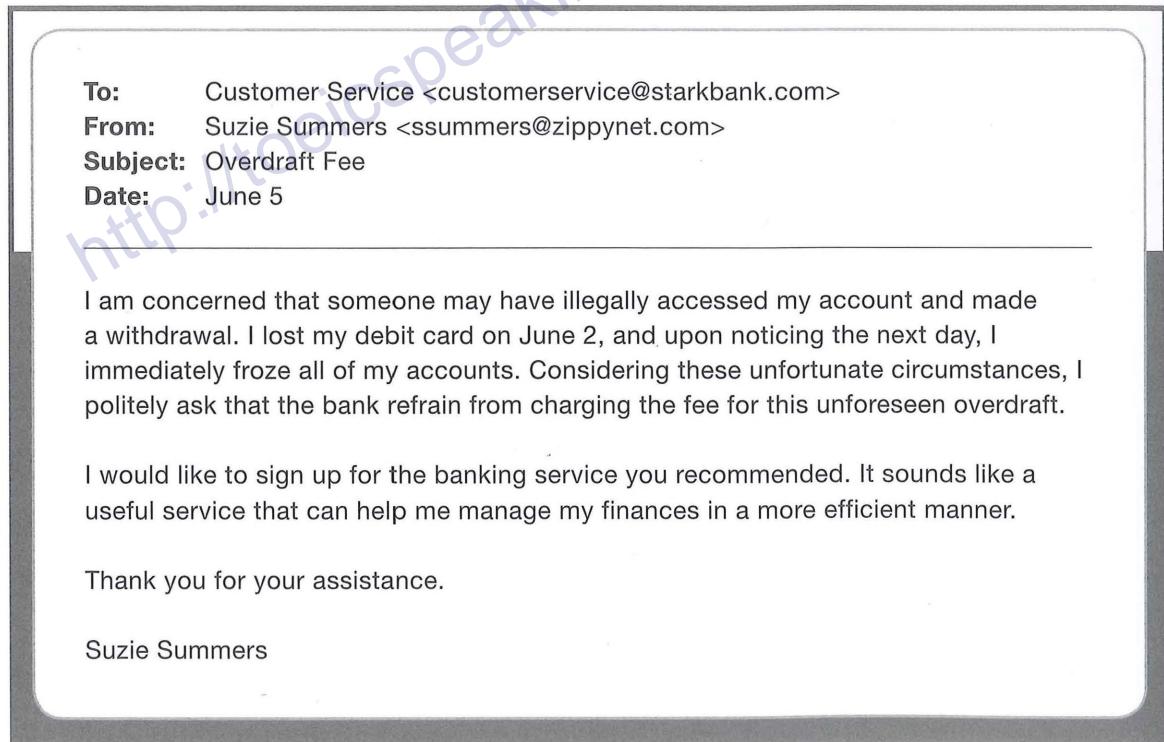
 Questions 186–190 refer to the following webpage and e-mails.



The screenshot shows a web browser window with the title "Stark Bank". Below the title is a navigation bar with four tabs: "Announcements" (highlighted in grey), "My Accounts", "Transfer", and "Loans". The main content area has a heading "Overdraft Fee". The text in the content area reads:

On the date of June 3, you withdrew \$100.00 from an ATM in Jacksonville, Florida, exceeding the limit of your debit card account. Therefore, you will be charged an overdraft fee of \$30.00. This may have resulted from an accumulation of account withdrawals that were in process at the time you withdrew money from the ATM. We regret to have to make this charge whenever a member's debit card transactions exceed his or her funds.

In the future, this mistake can be avoided by signing up for our Stark Bank mobile banking service. This service only costs \$2 a month. Using your smartphone, you can access your accounts no matter where you are. You can check the amount of money in your accounts, your history of deposits and withdrawals, and most importantly, pending transactions. To sign up, please e-mail us at customerservice@starkbank.com or call us at 904-555-4514.



The email message has the following details:

To: Customer Service <customerservice@starkbank.com>
From: Suzie Summers <ssummers@zippynet.com>
Subject: Overdraft Fee
Date: June 5

I am concerned that someone may have illegally accessed my account and made a withdrawal. I lost my debit card on June 2, and upon noticing the next day, I immediately froze all of my accounts. Considering these unfortunate circumstances, I politely ask that the bank refrain from charging the fee for this unforeseen overdraft.

I would like to sign up for the banking service you recommended. It sounds like a useful service that can help me manage my finances in a more efficient manner.

Thank you for your assistance.

Suzie Summers

TOEIC-SPEAKING MS NGOC

To: Suzie Summers <ssummers@zippynet.com>
From: Customer Service <customerservice@starkbank.com>
Subject: Overdraft Review
Date: June 6

Dear Ms. Summers,

I am sorry to hear of your misfortunes. According to our account data, we see that you did contact us and freeze your accounts, though it looks like it was too late to prevent the withdrawal and subsequent overdraft of your account. It is a little bit unusual that the transaction that caused the overdraft was at an ATM machine a day after you say that you lost your card. Have you given your access pin to anybody recently? I would be happy to pass your request for overdraft relief on to our fraud department, but you will need to file a police report and then send us the case number that the investigating officer gives you. Once we receive this number, we can proceed with our review of your case.

Thank you and good day,

Laura Massey,
Customer Service Specialist, Stark Bank

- 186.** What is the purpose of the web page information?
- (A) To announce a new company policy
 - (B) To explain an upcoming relocation
 - (C) To inform a user about a charge
 - (D) To notify a user of phishing attempts
- 187.** What is NOT mentioned as being checked using the mobile banking service?
- (A) Account balances
 - (B) Interest rates
 - (C) Unresolved transactions
 - (D) Account history
- 188.** What request does Ms. Summers make?
- (A) That her accounts be frozen
 - (B) That her contact information be updated
 - (C) That her extra fee be waived
 - (D) That her withdrawal limit be increased
- 189.** In the customer service's e-mail to Suzie Summers, what does Laura Massey think is odd about Suzie's story?
- (A) Suzie didn't have very much money in her account.
 - (B) Suzie didn't file a police report.
 - (C) Suzie lost her wallet on June 2 but her card was used at an ATM machine on June 3.
 - (D) Suzie does not live in Florida.
- 190.** What does Laura Massey instruct Suzie Summers to do if she wants to get relief from the overdraft fee?
- (A) Write to the fraud department of Stark Bank
 - (B) File a police report and give the case number to Stark Bank
 - (C) File a claim against the criminals in the court and give the court number to Stark Bank
 - (D) File a case number with the fraud department of Stark Bank

TOEIC-SPEAKING MS NGOC

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

From: customerservice@thomsonapp.com
To: dkerry@coolmail.com
Date: July 6
Subject: Malfunction

Dear Ms. Kerry,

We are very sorry to hear about the malfunction with your deluxe refrigerator, MK1213, purchased from Thomson Appliances. You indicated that the ice dispenser on the door of the fridge has stopped functioning. Actually, several customers have reported the same problem. It turned out that the manufacturers made an error in the production process. Fortunately, this problem can easily be fixed by one of our technicians. Currently, our technicians are available Monday, Wednesday, and Thursday next week. Please specify what day and what time works for you.

Additionally, if your refrigerator is under warranty, this repair will be absolutely free. Please let us know your warranty number so we can verify this before sending a technician to your house.

We apologize for this inconvenience. Thank you again for choosing Thomson Appliances.

Sincerely,

Greg Lewis
Customer Service

From: dkerry@coolmail.com
To: customerservice@thomsonapp.com
Date: July 7
Subject: Re: Malfunction

Dear Mr. Lewis,

Thank you for your prompt response. Actually, next week I will be away on a business trip in Arkansas and I won't return until Saturday. However, I have a housekeeper who comes to clean on Monday and Friday. If your technician visits on either day, she can let him or her in.

My warranty number is A344F56J and is still valid. I will leave this document with my housekeeper in case you need to see it during your visit.

Dana Kerry

From: customerservice@thomsonapp.com
To: dkerry@coolmail.com
Date: July 7
Subject: Repair Time

Dear Ms. Kerry,

Our technician will be able to come by your house on Monday. You will need to be sure to leave the warranty documents so the technician can scan them into our system. This is necessary for us to be reimbursed by the manufacturers. Our technician will come by in the morning and try to be gone by lunch; even though you have a housekeeper, they will try not to leave a mess. Safe travels and we appreciate your patience. Thank you for your loyalty to Thompson Appliances.

Sincerely,
 Greg Lewis
 Customer Service

191. What is one reason the first e-mail was sent?

- (A) To specify a warranty number
- (B) To ask for a date for a visit
- (C) To confirm an order
- (D) To apologize for a shipping delay

192. According to the first e-mail, what is true about the refrigerator?

- (A) It is a newly released model.
- (B) It is no longer covered by the warranty.
- (C) It has a manufacturing defect.
- (D) It is currently on sale.

193. What information does Mr. Lewis request from Ms. Kerry?

- (A) Her current address
- (B) Her warranty number
- (C) Her refrigerator model
- (D) Her contact information

194. Why does the technician need to scan the warranty?

- (A) To make sure it is still covered
- (B) To make sure that the model is correct
- (C) To make sure that there are enough spare parts to make the repairs
- (D) To make sure that the manufacturer covers the repair costs

195. Why do you think the technician will come on Monday?

- (A) Because that is the time the technician is available
- (B) Because the technician is too busy on Friday
- (C) Because the housekeeper will be there to let him in
- (D) Because Ms. Kerry is in Arkansas

GO ON TO THE NEXT PAGE

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TOEIC-SPEAKING MS NGOC

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

To: Lillian Ross <lillianross@kingstonsportinggoods.com>
From: Eric West <ericwest@jmsolutions.com>
Date: November 4, 10:34 A.M.
Subject: Website Development
Attachment: Details

Dear Ms. Ross,

You contacted us last week in order to ask some of our computer programmers to help your company develop a website. JM Solutions would be happy to offer you our services.

As I said on the phone, we will help design and program a website that will attract more customers and offer an online sales platform. During this time, we will need to hold meetings with your marketing division in order to best capture your company's goals. Once the website has been completed in mid-February next year, we will hold a training seminar in order to train your employees in the skills necessary to maintain and update your website. The website development and training seminar will cost a total of \$32,000. We request that a deposit of 10% be paid in advance. Please see the attached file for detailed costs and schedules.

We look forward to working with you in the near future. Our staff members will strive to meet all your needs. Therefore, just let me know when your marketing division is available to meet us in person and discuss some of the details of the project. Please contact me at your convenience.

Eric West

To: Lillian Ross <lillianross@kingstonsportinggoods.com>
From: Raymond Wells <raymondwells@kingstonsportinggoods.com>
Date: November 4, 10:37 A.M.
Subject: First Quarter Budget
Attachment: Q1_Budget

Dear Ms. Ross,

I have attached the current draft for the company's budget for the first quarter of next year. As you will notice, all of the profits made from this year's back-to-school sale are planned to be spent on billboard advertisements on the main highways. I will call a design team later this afternoon and ask them to create eye-catching images for the advertisement.

At our last meeting, you mentioned that you would like to review the budget before it is finalized. I have already included employee raises in the first quarter's expenses, but if you can think of anything else, please let me know. I would like to have the budget finalized before next week's planning meeting.

Raymond Wells

TOEIC-SPEAKING MS NGOC

To: Raymond Wells <raymondwells@kingstonsportinggoods.com>
From: Lillian Ross <lillianross@kingstonsportinggoods.com>
Date: November 4, 10:40 AM
Subject: Emergency Budget Addition

Dear Mr. Wells,

I am glad you forwarded me your proposed budget when you did. Just prior to receiving your e-mail, I received an estimate for our planned website development. It looks like it is going to be more expensive than I had anticipated. Although the final bill of \$32,000 is not due immediately, we will have to find an extra \$3,200 in next year's first quarter budget if we want to proceed with JM Solutions' proposal.

If you have any questions regarding this matter, please just come to my office and we can go over where we can make the tough cuts to come up with this funding.

196. Why did Mr. West write the first e-mail?

- (A) To inquire about a service
- (B) To schedule a meeting
- (C) To report on a budget
- (D) To apply for a position

197. What service does JM Solutions provide?

- (A) Recruitment and employee training
- (B) Graphic design
- (C) Web programming
- (D) Marketing strategy consultation

198. According to the second e-mail, how will the profits of the back-to-school sale be spent?

- (A) On repairing some roads
- (B) On purchasing advertising space
- (C) On paying for JM Solutions' service
- (D) On hiring more employees

199. What is indicated by the third e-mail?

- (A) The budget for the first quarter of next year looks good.
- (B) JM Solutions has a strong reputation.
- (C) It will be easy for Kingston Sporting Goods to find money in their budget for web development.
- (D) Some items in the budget may lose their funding in order to pay for web development.

200. Why does Kingston Sporting Goods need to allow for \$3,200 for web development?

- (A) They need the best web money can buy.
- (B) They have to expand their business into other territories.
- (C) They have to pay JM Solutions 10% of the overall cost as a deposit.
- (D) They have to negotiate a better price after the deposit.

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.