

**Actual Test****09**

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 projector borrowed by Ms. Reid is \_\_\_\_\_ back to the IT department by five o'clock.  
 (A) due  
 (B) set  
 (C) paid  
 (D) prompt
102. Now that the annual conference is finished, the planning committee will hold meetings \_\_\_\_\_ often.  
 (A) below  
 (B) less  
 (C) decreased  
 (D) lower
103. Before you distribute the report, ask Ms. Burns to check that \_\_\_\_\_ has all the necessary information.  
 (A) them  
 (B) our  
 (C) her  
 (D) it
104. According to consumers, using the new website is no \_\_\_\_\_ than calling the help center directly.  
 (A) easily  
 (B) easy  
 (C) easiest  
 (D) easier
105. Anyone who participates \_\_\_\_\_ the city's Annual Baking Competition will receive a coupon from Fresh Supermarket.  
 (A) to  
 (B) beside  
 (C) in  
 (D) among
106. City officials are still debating Irving Enterprises' request \_\_\_\_\_ the outdated building.  
 (A) demolishes  
 (B) have demolished  
 (C) to demolish  
 (D) demolished

## TOEIC-SPEAKING MS NGOC

107. Heron Glassworks \_\_\_\_\_ student groups of all ages for weekday tours of its warehouse and production floor.
- (A) conveys  
(B) preserves  
(C) encloses  
(D) welcomes
108. To combat mental illness, the clinic will take a more comprehensive \_\_\_\_\_ than it did in the past.
- (A) approachably  
(B) approached  
(C) approach  
(D) approachable
109. Brandy can make withdrawals from any Salis Bank branch, but she usually visits the \_\_\_\_\_ one.
- (A) closing  
(B) closely  
(C) closure  
(D) closest
110. As a \_\_\_\_\_ for making contracts with a lot of new clients, Mr. Skinner was given additional vacation days.
- (A) reward  
(B) progress  
(C) solution  
(D) routine
111. Please be seated according to the \_\_\_\_\_ name cards that have been placed on each table.
- (A) personalizes  
(B) personalizing  
(C) personalize  
(D) personalized
112. The memo sent by Mr. Lee addressed a few \_\_\_\_\_ that were discovered during the quarterly inspection.
- (A) issuing  
(B) issue  
(C) issues  
(D) issued
113. Many voters in this city are uninterested, and only about 15% of them are \_\_\_\_\_ active.
- (A) politically  
(B) political  
(C) politics  
(D) politician
114. This year's award winner, Cheryl Garner, taught basic first-aid skills to students and adults \_\_\_\_\_ the region.
- (A) between  
(B) throughout  
(C) during  
(D) toward
115. \_\_\_\_\_, the cabin will be rented out for the entire month, but the owner would agree to four weekly rentals instead.
- (A) Reluctantly  
(B) Absolutely  
(C) Ideally  
(D) Mutually
116. The non-profit organization released to the press several documents \_\_\_\_\_ the largest donors and how much they contributed.
- (A) detailed  
(B) detail  
(C) details  
(D) detailing

## TOEIC-SPEAKING MS NGOC

117. No passengers are allowed on board \_\_\_\_\_ the aircraft's door has been closed.
- (A) that  
(B) despite  
(C) once  
(D) rather
118. A government \_\_\_\_\_ will visit the site to talk with protesters directly and seek a resolution.
- (A) representative  
(B) representation  
(C) represent  
(D) represented
119. An extensive \_\_\_\_\_ conducted by Ivanex Communications revealed that Internet speed was one of the most important factors to customers.
- (A) inventory  
(B) strategy  
(C) coverage  
(D) survey
120. Mr. Denson wanted to purchase a special edition gold-plated watch from Utica Watches, but there were \_\_\_\_\_ left.
- (A) none  
(B) nothing  
(C) something  
(D) some
121. Ms. May reminded us that the agreement was only \_\_\_\_\_ because it had not been approved yet.
- (A) perishable  
(B) imperative  
(C) accustomed  
(D) tentative
122. Following the restoration project, the lobby of the historical Kirkwood Hotel looked \_\_\_\_\_ like its original state.
- (A) remarkably  
(B) remarking  
(C) remark  
(D) remarked
123. \_\_\_\_\_ the right environmental conditions, this tree will yield fresh fruit for most of the year.
- (A) With  
(B) About  
(C) On  
(D) As
124. One of the interns \_\_\_\_\_ that the logo on the second page of the sales report was upside down.
- (A) looked after  
(B) accounted for  
(C) pointed out  
(D) came across
125. \_\_\_\_\_ the parking lot is closed, both employees and customers will have to make use of street parking.
- (A) As if  
(B) Until  
(C) So that  
(D) While
126. If the new athletic shoes do well in the smaller test markets, their nationwide launch could be \_\_\_\_\_.
- (A) convinced  
(B) accelerated  
(C) directed  
(D) circulated

## TOEIC-SPEAKING MS NGOC

127. The city hosted a display of \_\_\_\_\_

fireworks to celebrate the 100th anniversary  
of its founding.

- (A) impressive
- (B) impress
- (C) impression
- (D) impressively

128. After investing heavily in Internet marketing  
campaigns, Bailey Coffee increased its  
annual profits \_\_\_\_\_ fifteen percent.

- (A) by
- (B) among
- (C) between
- (D) on

129. The receptionists change the artwork in the  
clinic's waiting room \_\_\_\_\_ and rearrange  
the layout of the furniture.

- (A) periodically
- (B) relatively
- (C) tightly
- (D) narrowly

130. The policy that requires businesses to  
provide medical insurance applies only to  
those \_\_\_\_\_ more than twenty-five people.

- (A) employs
- (B) employ
- (C) employed
- (D) employing

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**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.

**Beverly Boutique: Sales Assistant Position**

Our boutique is looking for enthusiastic candidates for our sales assistant position. \_\_\_\_\_

Previous experience in a similar position is preferred, but not necessary. Organizational skills is also a must, as well as some experience with computer use. Most of all, we need someone who is personable, someone who can make customers feel \_\_\_\_\_, and someone who is \_\_\_\_\_ passionate about fashion. Duties will include serving customers, taking inventory, and minor jobs around the boutique such as sweeping and locking the doors at closing time. Payment will be by sales commission which gives employees more \_\_\_\_\_ to serve their customers as \_\_\_\_\_ best they can. Hours will be flexible. For more information, please visit our website.

If you \_\_\_\_\_ in the position, please send your resume to Rita at rlan@bboutique.com.  
134.



131. (A) Our boutique is the leader in trendy fashions.

(B) Hurry before the promotion ends.

(C) Candidates need to be friendly and able to communicate with customers in all kinds of situations.

(D) Come visit our store to see what our business is about.

133. (A) influence

(B) incentives

(C) insistence

(D) consideration

134. (A) be interesting

(B) were interesting

(C) interest

(D) are interested

132. (A) comfortable

(B) appropriate

(C) neglected

(D) convenient

## TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following advertisement.

### Handy Maids Home Service

Call us at 555-1244

Handy Maids Home Service \_\_\_\_\_ professional cleaning services for your business or home.

135.

We steam vacuum carpeted areas, polish hard-wood flooring, wipe away all traces of dust and dirt in hard-to-find areas, and clean out clutter. Our \_\_\_\_\_ service is second to none in the tri-state area. We provide a one-day service after estimations are calculated. \_\_\_\_\_, we provide weekly and monthly services for customers who request it.

136.

137.

The cleaning products we use are environmentally friendly and pet and child safe.

138.

Please visit our website at [www.handymaids.com](http://www.handymaids.com) or call us for more information.

135. (A) provide  
(B) provides  
(C) provided  
(D) providing

136. (A) unusual  
(B) peculiar  
(C) best  
(D) exceptional

137. (A) In addition  
(B) Because  
(C) On the other hand  
(D) As a result

138. (A) We make sure that your pets and children don't go near the chemicals.  
(B) In fact, we aim to make the home and business a safe and clean place without the use of harsh chemicals.  
(C) The all-natural cleaning agents may not be as effective, but they are safe.  
(D) Pets and children will be asked to leave the premises during cleaning.

## TOEIC-SPEAKING MS NGOC

Questions 139–142 refer to the following letter.

October 09  
Bob Prosser  
342 Winkler Ave  
Fairbanks, AK 20037

Dear Mr. Prosser,

The information that you \_\_\_\_\_ about changes to the hunting permit scheme has been \_\_\_\_\_  
**139.** enclosed. Please note that each permit must be filled out and applied for separately. When  
filling out your application, you must mark all answers clearly and with a black or blue pen.  
Please do not use cursive script, print only. Each application \_\_\_\_\_ enclosed in its own  
envelope and received before the applicable deadline. \_\_\_\_\_ Because of this, you must  
**140.** **141.** plan your submissions in a timely fashion to make sure that you receive your permit while  
the applicable season is still open. I hope that the information \_\_\_\_\_ answers all of your  
**142.** questions. Take care and happy hunting.

Sincerely,

Shirley Horn  
Executive Secretary  
Department of Wildlife  
Fairbanks, Alaska 31009

- 139.** (A) provided  
(B) supply  
(C) request  
(D) requested

- 140.** (A) won't be  
(B) would be  
(C) must be  
(D) couldn't be

-  **141.** (A) Received applications can take up to 5 weeks to process.

- (B) Applications are never approved before the season is over.  
(C) Sometimes applications get lost.  
(D) Never make an application in person.

- 142.** (A) enclose  
(B) enclosing  
(C) inclose  
(D) enclosed

## TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following notice.

Date: August 22  
To: All Sales Team Members  
From: Melinda Lackey, Sales Manager  
Subject: Rental Policy

For some \_\_\_\_\_, we allowed sales reps to pay for their car rentals up front with their  
**143.** personal cards or cash and then be reimbursed later. This is no longer the policy. It has not  
been the policy for over two months now. As of June 15, all payments for rentals were  
supposed to have \_\_\_\_\_ with the company card that was assigned to each of you. Larry  
**144.** in accounting has informed me that he has received 6 different reimbursement forms since  
then. I have gone ahead and allowed Larry to process those 6 forms. \_\_\_\_\_ I'm sorry for the  
**145.** \_\_\_\_\_ tone, but everyone was asked to do this in July. If you have any questions, please  
**146.** contact me directly.

(NEW)

- 143.** (A) distances  
(B) place  
(C) event  
(D) time
- 144.** (A) making  
(B) to be made  
(C) makes  
(D) been made
- 145.** (A) Only Fonitna Rental should be used to book cars in the future.  
(B) But, as of tomorrow, no one will be reimbursed.  
(C) He will redesign the form by the beginning of next week.  
(D) Everyone is required to turn in their cards as soon as possible.
- 146.** (A) overreaching  
(B) gracious  
(C) benevolent  
(D) harsh

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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 flyer.

**Jay Furniture**

3105 Michigan Avenue, Chicago, IL 60611

**Black Friday Weekend Sale  
November 29 to December 1**

Tables—20% off

Couches—30% off

Mattresses—20% to 50% off

Desks and Chairs—25% to 50% off

- During the sale, any customer who purchases over \$500 of merchandise will receive a coupon for an extra 5% off any purchase during the Christmas Sale. Coupons will be valid from December 9 to December 28.
- Mention the code BLKFRI for an additional \$10 off of any tables and mattresses during the sale.

Note: Jay Furniture will be closed a day before the weekend sale to prepare for it. Doors will open at 9:00 A.M. on November 29.



147. What is the purpose of the flyer?

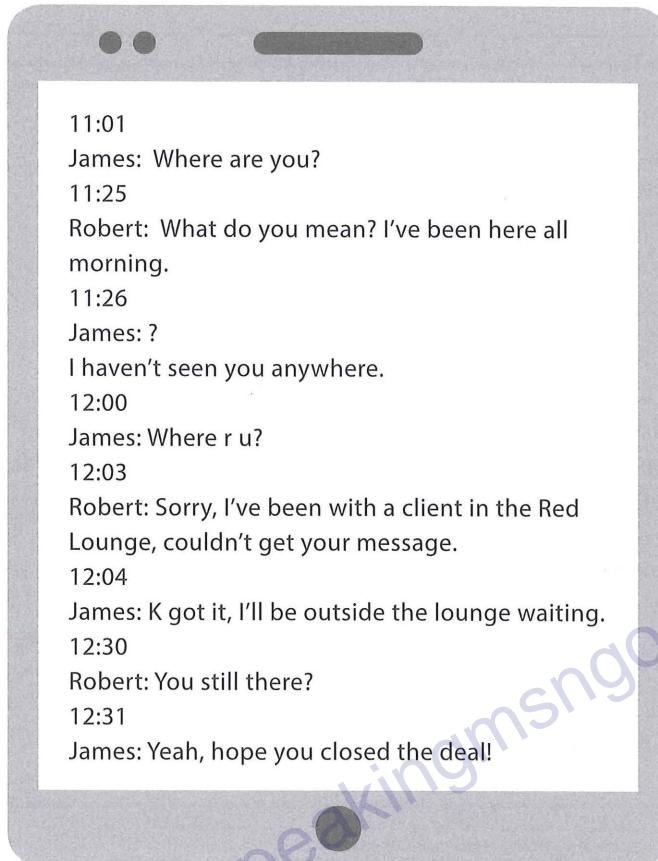
- (A) To announce the opening of a store
- (B) To advertise a sale on furniture
- (C) To introduce new products
- (D) To inform customers of a business relocation

148. When will the store be closed?

- (A) On November 28
- (B) On November 29
- (C) On November 30
- (D) On December 9

## TOEIC-SPEAKING MS NGOC

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



149. Why does James most likely say, "hope you closed the deal!"?

- (A) He thinks there will be a bonus.
- (B) He has been waiting a long time.
- (C) He loves the Red Lounge.
- (D) There are too many deals open.

150. What can be inferred about Robert by the length of time between James' messages and Robert's responses?

- (A) He isn't interested in James.
- (B) He wants time to himself.
- (C) His phone has died.
- (D) He cannot check his phone all the time.

## TOEIC-SPEAKING MS NGOC

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

The screenshot shows an email window with the following details:

**To:** Operations Team <operations@acemfg.com>  
**From:** Thomas Wheeler <t.wheeler@acemfg.com>  
**Date:** Monday, June 16  
**Subject:** New Equipment

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Operations Team,

The company will order a new set of heavy equipment tomorrow and it will be delivered to the warehouse the following afternoon. Our employees' work schedule will have to be adjusted according to our new addition of equipment. Please submit a report stating the new tasks and responsibilities of each worker for this equipment by no later than 5:00 P.M. on Thursday.

If I am not in the office, please give it to my secretary, Ms. Hardy.

Thanks,

Thomas Wheeler  
Director of Manufacturing

151. When will the new equipment most likely arrive at the warehouse?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

152. What should be included in the report?

- (A) Workers' contact information
- (B) Workers' assignments
- (C) Workers' résumés
- (D) Workers' suggestions

## TOEIC-SPEAKING MS NGOC

Questions 153–154 refer to the following memo.

**From:** Rick Campbell, Director of R&D  
**To:** R&D Department  
**Subject:** Change in Staff  
**Date:** Tuesday, April 4, 3:40 P.M.

I am writing to share news with you regarding the recent changes in the Research and Development office. Starting April 7, Bob Denkle will be our new project manager in the Research and Development Department. He has just completed a month-long training session and will replace Benjamin Palmer by the end of the week.

Mike Garcia, the HR director, will post an announcement of several openings throughout the departments by next week. For those who wish to transfer into a different department within the company, now would be a good time to apply.

Please congratulate Benjamin Palmer, as he will transition into a new position in Ion Industries, and welcome Bob Denkle, as he will join our department.

153. What is expected to happen by next week?

- (A) A new department will be formed.
- (B) Job postings will be announced.
- (C) An interview will be conducted.
- (D) A training session will take place.

154. Who is leaving the company?

- (A) Bob Denkle
- (B) Mike Garcia
- (C) Rick Campbell
- (D) Benjamin Palmer

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Questions 155–157 refer to the following article.

## Re-Fit Closing Stores

February 9—Nemway Group has announced that 80 Re-Fit stores will be closing down around the country in the next six months with 100 more to follow within the year.  
 – [1] – However, the last ten years has seen a steady decline in sales as consumers turned to other clothing retailers such as Zanas and HRM. – [2] – “I don’t know, I just found the clothing to be outdated,” says a former customer. “They should have updated the styles and offered non-sporty options.”

CEO Derrick Greenwich agrees. “We focused so much on particular styles of sportswear that we lost sight of the changing tastes of consumers. We’re working on restructuring the company and offering consumers what they want. We’ll come back bigger than ever.”

– [3] –

An internal review of the losses will continue to be conducted as nervous shareholders consider their next moves. – [4] – Nemway is hoping that a good portion of the Re-Fit stores will remain in operation as the company struggles to reinvent the brand.

(NEW)

**155.** What is indicated about the Re-Fit brand?

- (A) Its popularity has dropped dramatically.
- (B) It specializes in sports gear.
- (C) The CEO is renaming the company.
- (D) The brand has a 100-year history.

**156.** The phrase “lost sight of” in the second paragraph is closest in meaning to:

- (A) Restricted
- (B) Were not blinded by
- (C) Ignored
- (D) Selected

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

“The clothing store, best known for its affordable but trendy sportswear, was very popular in the 90’s and early 2000’s.”

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

## TOEIC-SPEAKING MS NGOC

Questions 158–160 refer to the following table of contents of a booklet.

### CONTENTS

#### 9 Easy Snacks

Donald Cohen provides recipes that are suitable for those who are always on the move.

#### 14 The Perfect Resort

Melissa Green discusses the features of the top 10 famous resorts.

#### 19 Passport Guide

Henry Carroll shows you how to apply for a passport in 5 easy steps.

#### 23 Safety First

Tricia Oldham discusses basic first aid to first-time travelers.

#### 26 Wish You Were Here

Rebecca Barajas shares her pictures from her amazing trip to New Zealand.

#### 30 Delicious Diners

Barry Eason shares his tasty experiences while on the road.

#### 33 On a Budget

Edward Boyd shares tips on how to save money when planning trips.

#### 35 Light My Way

Reviews of the most popular guidebooks

158. What is the focus of the booklet?

- (A) Food
- (B) Transportation
- (C) Environment
- (D) Traveling

159. Where in the booklet would the pictures most likely be found?

- (A) On page 9
- (B) On page 19
- (C) On page 26
- (D) On page 30

160. According to the table of contents, who talks about using less money?

- (A) Ms. Green
- (B) Mr. Carroll
- (C) Mr. Eason
- (D) Mr. Boyd

## TOEIC-SPEAKING MS NGOC

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

Ginger Lin	[4:59]	Just a reminder to everyone to please clear all your desks and shut down all electronic devices before you leave today. The floors will be polished and cleaned over the weekend.
Dimitri Roberts	[5:00]	Should we lock all the cabinets and drawers as well?
Ginger Lin	[5:01]	Yes. Please make sure that when the furniture is moved around, nothing falls out.
Dimitri Roberts	[5:02]	I'll make sure that everything is secure and locked before I leave.
Janet Leigh	[5:03]	Ginger, I'm done with our budget reports. I'll have a copy e-mailed to you soon before I send them off.
Ginger Lin	[5:04]	Thank you. And Lance, you'll have to reschedule your meeting with your client tomorrow.
Lance Sibley	[5:04]	I've already rescheduled our meeting to the following Monday. And to be on the safe side in case our offices are not ready by then, we'll be meeting at a café not far from here.
Ginger Lin	[5:05]	Alright. It looks like most things are in order. Let me know if I missed anything.
Janet Leigh	[5:06]	Actually, not everyone sent me their overtime hours. I was still able to confirm through the sign-up sheets but I need everyone to confirm over e-mail before I send the payment forms to the Finance Department.
Dimitri Roberts	[5:07]	Oops, that's me. I'll send an e-mail now.
Karen Walker	[5:07]	Me too.
Janet Leigh	[5:08]	That's good. I can send the forms once I get your e-mails.

161. What will take place on Saturday and Sunday?

- (A) An office party
- (B) A meeting with clients
- (C) A renovation
- (D) Cleaning services

162. Who most likely is Ginger Lin?

- (A) The secretary
- (B) The manager
- (C) The technician
- (D) The security guard

163. At 5:04, what does Lance Sibley mean by "to be on the safe side"?

- (A) The offices may not be safe.
- (B) The client may need help.
- (C) Just as a precaution
- (D) He's given a warning.

164. What will Janet Leigh most likely do next?

- (A) Check her e-mail
- (B) Contact the Finance Department
- (C) Call some employees
- (D) Print out some reports

# TOEIC-SPEAKING MS NGOC

Questions 165–167 refer to the following job advertisement.

## Helping Hands

8732 Bakersfield Avenue, Santa Clara, California  
www.helpinghands.com

### Regional Manager—Employment Opportunity

Helping Hands has been dedicated to providing quality, affordable housing for low-income individuals and families. For over 25 years; we have been acquiring multifamily communities and improving the properties to maintain their availability for those earning less than 50 percent of the area's average income. Our properties are currently located in cities throughout the state of Texas—including Austin, Dallas, and Houston—with plans to expand to make more homes available to more people.

We are looking for someone for the position of regional manager. The new manager will be stationed in Austin and will supervise and evaluate the performance of on-site management and ensure that the properties are well-maintained. The candidate must have a bachelor's degree or higher in a business or management field, have a minimum of three years of experience in supervising other personnel, and possess certain certificates (more details in the application page).

Applications can be submitted in person Monday through Friday from 9:00 A.M. to 5:00 P.M. or through mail or e-mail. They will be accepted only if they are received before 5:00 P.M. on October 14.

**165.** What is mentioned about Helping Hands?

- (A) It offers community service for senior citizens.
- (B) It is committed to nature conservation.
- (C) It is sponsored by the government.
- (D) It is supplying homes to a disadvantaged group.

**166.** Where is the successful candidate required to work?

- (A) In Santa Clara
- (B) In Austin
- (C) In Dallas
- (D) In Houston

**167.** What is NOT suggested about the position?

- (A) It includes supervision of the local staff.
- (B) It requires an academic degree.
- (C) It needs official documents.
- (D) It is limited to only California residents.

## TOEIC-SPEAKING MS NGOC

Questions 168–171 refer to the following e-mail.

To cmason@centersports.com  
From sdixon@instaprinting.com  
Date November 3  
Subject Your Inquiry

Dear Mr. Mason,

We are responding to the inquiry you made through our website yesterday. Insta Printing promises to provide faster, cheaper, and more reliable service than any of our competitors in the area. And we also guarantee to beat any price offered by a competitor.

As per your request, our company would be happy to help design and print jerseys for your soccer team. Besides casual wear, our company also has plenty of experience producing athletic wear for sports teams and clubs.

Customers can choose from a variety of materials and printing methods. These include denim, cotton, flannel, nylon and many more, and there are several printing methods including screen printing, heat press, and direct-to-garment printing.

Please feel free to contact me directly at 712-555-9804 to discuss the details further about working with Insta Printing. We look forward to working with you and helping your organization achieve its goals.

Sincerely,

Stephen Dixon  
Client Relations Representative, Insta Printing

168. Why did Mr. Dixon send the e-mail?

- (A) To give a quote for a project
- (B) To explain a new policy
- (C) To persuade a client to agree on a deal
- (D) To confirm a reservation

169. What does Mr. Mason want to do?

- (A) Purchase a set of shirts
- (B) Apply for a position
- (C) Devise a new printing technique
- (D) Expand business internationally

170. What is mentioned about Insta Printing?

- (A) It opened a second branch yesterday.
- (B) It offers various production options.
- (C) It only produces athletic wear.
- (D) It sponsors a local soccer team.

171. The word “further” in paragraph 4, line 1, is closest in meaning to

- (A) urgently
- (B) officially
- (C) additionally
- (D) carefully

## TOEIC-SPEAKING MS NGOC

Questions 172–175 refer to the following information.

(Man) – [1] – I remember when Sergio Hernandez first came to work here at Trout & Lee. He was a young man of thirty with a heart and mind filled with ambition and drive. – [2] – It is that ambition and drive, along with a lot of integrity and intelligence, that made him one of the most valuable players in the garment business and us one of the most successful companies.

– [3] – I can't help but remember how emotional I was when I left the company to pursue a life of leisure last year. – [4] – I know the speech Serg. gave then came back to help me during the difficult transition into living without an office to go to and colleagues to be continually inspired by, and I hope the few humble words I've strung together will remind him of how well-respected he is and what an astounding life he has lived as he goes through the same process. Please, put your hands together for Mr. Sergio Hernandez.

(NEW)

**172.** What is implied about Mr. Hernandez?

- (A) He is the CEO of Trout & Lee.
- (B) He is receiving a promotion.
- (C) He is transferring to a new department.
- (D) He is retiring from the company.

**173.** What is indicated about Trout & Lee?

- (A) It is an international company.
- (B) It is a real estate company.
- (C) It has manufacturing plants in the U.S.
- (D) It has existed for many decades.

**174.** What is NOT mentioned about Mr. Hernandez?

- (A) When he started working for the company
- (B) The type of employee he was
- (C) The type of industry he worked in
- (D) His position in the company

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

"I feel it a great honor to be asked to speak about him here today."

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

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## TOEIC-SPEAKING MS NGOC

Questions 176–180 refer to the following invoice and letter.



**Maple Outdoor**

387 Maple Street, York WA

Order #: 23710

Date: May 6

ITEM	BRAND	I Unit	PRICE
Hiking Boots	Nordic Heights	\$149.95	\$149.59
Camping Stove	Avalanche	\$58.79	\$58.79
Fuel Canister	Avalanche	\$9.98	\$19.96
Socks	Northern Wool	\$12.85	\$00.00 (Comp.)

Total: \$228.34

\* We've included a free pair of socks to keep you warm on your next camping trip.

Thank you for being a loyal patron of Maple Outdoor for more than a year!

As always, if there is anything we can assist you with, don't hesitate to ask. Remember, if you are contacting us about a specific order, make sure to give us the order number and your name.

Call us: (601) 478-2129

E-mail us: [MapleOutdoor@zmail.com](mailto:MapleOutdoor@zmail.com)

**To:** Customer Service, Maple Outdoor  
**From:** Shana Sandberg  
**Date:** Oct. 9  
**Subject:** Delivery Issues

I received my order yesterday and it wasn't what I had expected. I had ordered an Avalanche camping stove, but I received a MT Elite stove instead. I'd like to receive the Avalanche stove as soon as possible, as I've got a fall camping trip next weekend. Do you think you could get it to me in time, or should I just come and exchange the stove at your store? Please contact me soon. I'll be waiting.

Thank you,

Shana Sandberg

## TOEIC-SPEAKING MS NGOC

176. What does Maple Outdoor mention about Ms. Sandberg's order?

- (A) It will be delayed for up to a month.
- (B) They have expedited it for free.
- (C) It may not be returned if it is damaged by misuse.
- (D) They have included a complementary item with it.

177. How much does an Avalanche fuel canister cost?

- (A) \$58.79
- (B) \$9.98
- (C) \$19.96
- (D) \$12.85

178. Why did Ms. Sandberg write the e-mail?

- (A) To compliment the service she received
- (B) To request a monthly newsletter
- (C) To ask if she can return an item
- (D) To complain of a missing item

179. What requested information did Ms. Sandberg forget to include?

- (A) Her name
- (B) Her mailing address
- (C) Her order number
- (D) Her credit card number

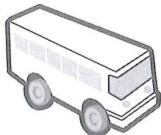
180. What is true about Ms. Sandberg?

- (A) She has shopped at Maple Outdoor before.
- (B) She frequently goes camping.
- (C) She didn't receive her hiking boots.
- (D) She will be visiting the Maple Outdoor store soon.

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

## Attention Passengers

Clinton Bus Lines



In response to customer feedback, Clinton Bus Lines will be expanding its bus routes connecting Texas to other metropolitan centers in the Southwest. Starting on May 1, the new routes listed below will take effect. In order to promote these new bus lines, we will be offering tickets at half price during the first week of operation. Improving your satisfaction is our main priority. To get more detailed information such as departure and arrival times, please visit our website at [www.clintonbusses.com](http://www.clintonbusses.com).

- From Dallas Bus Terminal to Phoenix, Arizona Bus Terminal
- From Austin Bus Terminal to Santa Fe, New Mexico Bus Terminal
- From Fort Worth Bus Terminal to Denver, Colorado Bus Terminal

**To:** erichanson@prplanning.com  
**From:** dangregory@trentonlogistics.com  
**Date:** April 27  
**Subject:** Upcoming Visit

Dear Mr. Hanson,

I am currently finalizing all the details for my visit to your company's headquarters in Santa Fe. Thank you for inviting me down to take part in these business negotiations. Please let me know what time I should arrive. Will the meeting begin after lunchtime like it did last time?

You won't need to pick up me up, as I have arranged for a cab to pick me up at the Santa Fe Bus Terminal. Fortunately, a new bus line was established between where I live and your offices. It has made transit in the Southwestern region considerably convenient. There are routes that now travel to Denver and Phoenix as well. Also, thanks to some lucky circumstances, I will be able to buy my ticket to Santa Fe at half the original price.

I can't wait to see you and your co-workers again soon.

Dan Gregory

## TOEIC-SPEAKING MS NGOC

- 181.** According to the notice, what are Clinton Bus Lines passengers encouraged to do on the website?
- (A) Reserve a ticket in advance  
(B) Check bus schedules  
(C) Apply for membership  
(D) Request a discount coupon
- 182.** What is indicated about Mr. Gregory's previous meeting with Mr. Hanson?
- (A) It took place in Texas.  
(B) It lasted an entire week.  
(C) It commenced in the afternoon.  
(D) It was canceled due to bad weather.
- 183.** In the e-mail, the word "transit" in paragraph 2, line 3, is closest in meaning to
- (A) participation  
(B) transportation  
(C) navigation  
(D) collaboration
- 184.** Where does Mr. Gregory most likely live?
- (A) In Santa Fe  
(B) In Austin  
(C) In Dallas  
(D) In Denver
- 185.** When is the meeting scheduled to take place?
- (A) Before April 24  
(B) Between April 24 and April 30  
(C) Between May 1 and May 7  
(D) After May 7

## TOEIC-SPEAKING MS NGOC

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

**To:** Brian Petersen <bpetersen@atasteofclass.com>  
**From:** Jason Hostrum <jhostrum@jhfurnishing.com>  
**Date:** November 20  
**Subject:** Office Christmas Party

Dear Mr. Peterson,

I am looking to engage the services of your catering company, A Taste of Class, for our Christmas party at the end of this year. Ideally, we would like to have our event on Saturday, December 20. I just have a few questions about your services. First, do you provide decorations? I really want this year's party to be a hit; it is my first time being responsible for it and I really want to impress the boss. Second do you have a wide range of vegetarian dishes? We have 12 vegetarians on our staff of 35, so it will be important to provide them a full meal, not just appetizers. If you could get back to me with the answers to my questions and your availability for the 20th, I would greatly appreciate it.

Sincerely,

Jason Hostrum  
Junior Secretary, Johnson Home Furnishing

## TOEIC-SPEAKING MS NGOC

**To:** Jason Hostrum <jhostrum@jhfurnishing.com>  
**From:** Brian Petersen <bpetersen@atasteofclass.com>  
**Date:** November 21  
**Subject:** Office Christmas Party

Dear Mr. Hostrum,

I am delighted that you have contacted A Taste of Class to help make your Christmas party one to remember. Let me answer all of your questions and put your mind at ease. To begin with, we have one team left that can cater you for the 20th of December, so you are in luck! As far as the decorations are concerned, we have several different themes to choose from; please visit our website at [www.atasteofclass.com](http://www.atasteofclass.com) to see pictures of our successful events from the past. They are labeled with themes so you may just choose one that appeals to you. Your final inquiry regarding the vegetarian option will also require some decision-making on your part. We offer gourmet dining and are happy to specially prepare 12 vegetarian meals, but that can be a little bit expensive. I don't know what your budget is, but might I suggest making the entire menu vegetarian? We have an outstanding vegetarian chef, Julia Monroe, who can prepare a full vegetarian buffet so delicious a lion would eat it! This option is also a lot more cost-effective than preparing two separate menus. After reviewing your options, please let me know what choices are best for you.

Sincerely,

Brian Petersen,  
Booking and Sales Manager  
A Taste of Class

**To:** Brian Petersen <bpetersen@atasteofclass.com>  
**From:** Jason Hostrum <jhostrum@jhfurnishing.com>  
**Date:** November 22  
**Subject:** Office Christmas Party

Dear Mr. Petersen,

Thanks for your reply. I want to go ahead and book the event for Saturday the 20th of December. I want the decoration theme Winter Wonderland, and I have decided to take your advice and go with whatever menu chef Julia Monroe can put together for us. I really appreciate all of your recommendations and I just know this will be a great event!

All the best,

Jason Hostrum,  
Junior Secretary, Johnson Home Furnishing

## TOEIC-SPEAKING MS NGOC

- 186.** Why is Jason Hostrum anxious about the party?
- (A) His family will be there.
  - (B) It is the first time the boss will join them.
  - (C) This is the first party he has had to plan for the company.
  - (D) There is too much food for him to prepare.
- 187.** In the third e-mail, what is indicated about Jason Hostrum?
- (A) He visited [atasteofclass.com](http://atasteofclass.com).
  - (B) He created his own theme.
  - (C) He wants to cancel the party.
  - (D) He wants to add more food and guests.
- 188.** According to the e-mails, what kind of food will be served?
- (A) All meats
  - (B) A mixture of meat and vegetarian
  - (C) Only vegetarian
  - (D) Only appetizers
- 189.** In the first e-mail, what was a big concern about the food?
- (A) The flavor
  - (B) The type of sides
  - (C) The dietary restrictions of some of the employees
  - (D) Where the buffet will be located
- 190.** What is indicated about A Taste of Class?
- (A) They are busy this holiday season.
  - (B) They have lots of free teams for the 20th.
  - (C) They would prefer to cater on another date.
  - (D) They are too busy to work Johnson Home Furnishing's party.

<http://toeicspeakingmsngoc.com/>

## TOEIC-SPEAKING MS NGOC

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

**To:** Raquel Jenkins <cservice@starproducts.com>  
**From:** Jose Ramos <jramos.zipnet.com>  
**Date:** October 14  
**Subject:** Defective Hose

Dear Ms. Jenkins,

Recently, I purchased 5,000 yards of XP100 industrial hosing from your company, Star Products. The hosing was listed as capable of handling up to 1,000 pounds of pressure per square inch (psi). My company, Advanced Dynamic Cleaning, refitted all of our pressure washers with your hosing at considerable cost and time. Every single one of our pressure washers failed somewhere along the hosing from the joint of the gun to the compressor. Our compressors only create 500 psi, so I have to conclude that there is some defect in the design of your hose. I would like to get a refund of my purchase or a replacement of my order with hosing that meets industry standards. I have included my purchase order and a copy of the invoice.

Sincerely,

Jose Ramos

**To:** Jose Ramos <jramos.zipnet.com>  
**From:** Raquel Jenkins <cservice@starproducts.com>  
**Date:** October 16  
**Subject:** Defective Hose

Dear Mr. Ramos,

We have received your report of a defective hose and reviewed the attached documents. We really value your business and hate that you went through such a waste of time and energy with our hosing. However, I am afraid to say that the mistake may be on your end. In looking over your purchase, you clearly ordered XP100 hosing x 5,000 yards. If you look at the specs for that hosing, it is only rated at appropriate for 100 psi. This could explain why all of your hosing failed. What I can offer you is an exchange of the remaining XP100 hosing in your inventory for a hosing more appropriate to your needs. We will do this at no charge and pay for the shipping as a show of our appreciation for your business. Please fill out the purchase order that I have attached and include it with the XP100 hosing when you ship it back to us for exchange.

Thank you,

Raquel Jenkins

### Star Products Purchase Order Form

Product name	PSI	Length required	Price per yard	Applicable discount
XP1000	1000	2,500 yards	\$.50	Total discount as per agreed upon exchange with product XP100

191. Why did Jose Ramos write to Star Products?

- (A) To exchange hosing
- (B) To order new hosing
- (C) To report a malfunction of hosing
- (D) To compliment the hosing

192. What is indicated about the hosing that Jose Ramos ordered?

- (A) It was not rated for the right PSI for his use.
- (B) It was defective.
- (C) It was installed incorrectly.
- (D) They were delivered to the wrong address.

193. According to the purchase order form, how much XP100 hosing is Jose Ramos returning?

- (A) 1,000 yards
- (B) 2,000 yards
- (C) 2,500 yards
- (D) 5,000 yards

194. What is indicated in the e-mail from Star Products?

- (A) Star Products does not value Jose Ramos' business.
- (B) Star Products appreciates Jose Ramos' patronage.
- (C) Star Products doesn't need any more business.
- (D) Star Products wants to expand their business.

195. What job does Raquel Jenkins likely have?

- (A) CEO
- (B) CFO
- (C) Customer service
- (D) Sales

## TOEIC-SPEAKING MS NGOC

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

**To:** Jason Roberts <jroberts@robertsparties.com>  
**From:** Leroy Jenkins <ljenkins@smope.com>  
**Date:** Sept. 24  
**Subject:** Fall Party

Dear Mr. Roberts,

My name is Leroy Jenkins and I am planning a family reunion for the first weekend of October. I have heard from some friends that your parties are absolutely the best. I really want to make a good impression with my sister's new in-laws; it will be the first time that they join our family for our annual reunion. I just have a few questions for you. First, I need to know how much you would charge for a party for 25 people. I can afford \$25 per person, not including alcohol. My family is also a little bit picky with the food they like, so if it is possible for you to send a list of the foods that you provide and the cost per person, I would like to go through it and create my own menu. The last question I have for you is staffing. I really don't want to be cleaning up and doing dishes during the party. Do you provide staff, and if so, how much do you charge for their service? Please write me back so we can get this party planned!

All the best,  
Leroy Jenkins

## TOEIC-SPEAKING MS NGOC

**To:** Leroy Jenkins <ljenkins@smope.com>  
**From:** Jason Roberts <jroberts@robertsparties.com>  
**Date:** Sept. 25  
**Subject:** Fall Party

Dear Mr. Jenkins,

So glad to hear that our parties have been such a success. We do have a catering menu for you to choose items from, and feel free to mix and match based on your own budget and tastes. I have included a menu as well as a staffing guide. I recommend hiring the Banquet Captain if you have nerves about the event. Our Banquet Captains are trained to engage and charm the guests at the parties we host, hence our strong reputation.

I look forward to making your party a success!

Jason Roberts

### ROBERT'S PARTIES CATERING LIST

Appetizer	Entree	Salad	Dessert
Chips and Dip .1.00	Steak 2.50*	Caesar 1.00	Cake .50*
Pastry Bites 1.00	Chicken 1.50*	Cobb 2.00*	Pie .50*
Onion Rings 1.00*	Pork 1.50	Wild Greens 2.00*	Ice Cream .50

### ROBERT'S PARTIES STAFFING PRICES

Chef	\$5.00 per hour
Wait Staff	\$2.50 per hour
Banquet Captain	\$3.50 per hour

\*recommended items

## TOEIC-SPEAKING MS NGOC

196. Who most likely is Jason Roberts?

- (A) A chef
- (B) The owner
- (C) A Banquet Captain
- (D) The receptionist

197. Who is Leroy Jenkins worrying about impressing?

- (A) His boss
- (B) His brother
- (C) His sister's husband's family
- (D) His parents

198. According to the information provided, what does Jason Roberts recommend that Leroy Jenkins include for his event?

- (A) An extra chef
- (B) A Banquet Captain
- (C) A vegetarian option
- (D) Extra waiters

199. What is indicated about Leroy Jenkins' budget?

- (A) He cannot afford Robert's Parties.
- (B) He needs to choose a very small menu.
- (C) He can hire everything that Robert's Parties recommends.
- (D) He will have to cut out the appetizers.

200. How many people will be at Leroy Jenkins' reunion?

- (A) His sister's in-laws
- (B) 25
- (C) The members that live in town
- (D) Every member will be there.

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.