

Actual Test**08**

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. Our spokesperson will explain an _____ opportunity for property investors.
 (A) excitedly
 (B) excitement
 (C) excited
 (D) exciting
102. Some of the leather used in this handbag must _____ from Italy.
 (A) will import
 (B) be imported
 (C) to import
 (D) have imported
103. Rockwell Bank's automated teller machines are _____ located in various sections of the city.
 (A) abruptly
 (B) conveniently
 (C) fluently
 (D) periodically
104. As soon as both sides reach _____ terms, the licensing contract will be signed.
 (A) agreeable
 (B) agree
 (C) agreement
 (D) agreed
105. Anyone who cannot _____ one of the safety training workshops before September 1 should inform a manager.
 (A) impress
 (B) employ
 (C) attend
 (D) reply
106. _____ for using the hotel's spa and dining services have appeared on the final invoice.
 (A) Charge
 (B) Charges
 (C) Charging
 (D) Charged

TOEIC-SPEAKING MS NGOC

107. Members of the security team have been instructed to report _____ unattended bag to the local police department.
- (A) any
(B) much
(C) most
(D) all
108. The head chef has the restaurant manager _____ the order for the ingredients every evening.
- (A) authoritative
(B) authority
(C) authorities
(D) authorize
109. The automotive company _____ pursued technologies that would improve the efficiency of its engines.
- (A) aggressive
(B) aggressiveness
(C) aggressively
(D) aggression
110. On the first day of the painting course, students should provide the teacher with proof of _____.
- (A) registration
(B) proposal
(C) accumulation
(D) copyright
111. The furniture in this apartment is not _____ but belongs to the landlord and must be returned at the end of the lease.
- (A) ours
(B) we
(C) our
(D) us
112. The driver _____ Mr. Dwight is expected to arrive at the conference venue 20 minutes prior to the ending time.
- (A) until
(B) in
(C) for
(D) among
113. Three of the new chemists, who _____ developed the material, will be recognized by the CEO at Saturday's ceremony.
- (A) collaborating
(B) collaborate
(C) collaboratively
(D) collaborative
114. The goal of the program is to make health services readily available to those in both rural and urban _____.
- (A) purposes
(B) settings
(C) monuments
(D) standards
115. Please send a check in the amount of £550 _____ the document that needs to be checked by our agency.
- (A) despite
(B) while
(C) with
(D) through
116. Using a fingerprint system is generally _____ as the primary means of security at laboratories in this country.
- (A) to accept
(B) accept
(C) accepting
(D) accepted

TOEIC-SPEAKING MS NGOC

- 117.** Living further from the city center will _____ your rental costs, but it affects your commute.
- (A) shorten
(B) misplace
(C) lower
(D) collapse
- 118.** FryMate brand cookware can be purchased directly from the company's website or at a retailer _____ you.
- (A) against
(B) to
(C) along
(D) near
- 119.** Weekly _____ of the facility help to ensure that minor maintenance issues are discovered and resolved early.
- (A) investigations
(B) investigated
(C) investigative
(D) investigates
- 120.** Patients should call the emergency line immediately if they experience _____ changes in temperature.
- (A) sudden
(B) contemporary
(C) ideal
(D) reasonable
- 121.** Participants who are taking part in the half-day historical tour should be at the meeting point _____ than 7:45 A.M.
- (A) as for
(B) particularly
(C) whenever
(D) no later
- 122.** The supervisor allowed Mr. Martin to take three additional vacation days because of his _____ achievement.
- (A) unlimited
(B) noteworthy
(C) identical
(D) satisfied
- 123.** Ms. Stevens _____ acknowledged that she was unable to complete the task in the specified time frame.
- (A) regrettfully
(B) regret
(C) regrets
(D) regretful
- 124.** The customer's steak was _____ undercooked, so he requested that it be sent back to the kitchen.
- (A) rather
(B) such
(C) many
(D) rarely
- 125.** The contact details provided on this survey are for in-house purposes and will not be _____ to a third party.
- (A) suspended
(B) responded
(C) equipped
(D) released
- 126.** Mr. Brannon can assemble the shelves for the booth _____ as long as he has a set of tools.
- (A) his
(B) himself
(C) him
(D) his own

TOEIC-SPEAKING MS NGOC

127. Ms. Stevenson contacted the real estate

agent _____ name and phone number
appeared on the advertisement.

- (A) what
- (B) which
- (C) whose
- (D) who

128. The home's sale becomes _____ when the
official document is recorded at the county
office.

- (A) finally
- (B) finalize
- (C) finals
- (D) final

129. The main activity performed at the
workshop required team members to
_____ with each other.

- (A) cooperate
- (B) oversee
- (C) shrink
- (D) encounter

130. According to the physician, Ms. Oliver's
pain _____ within two hours of taking the
medication.

- (A) alleviated
- (B) will be alleviated
- (C) is alleviating
- (D) should alleviate

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.

International Goods Fair

If you want _____ your packaged goods to an international audience, join the 8th annual **131.** International Goods Fair. The fair runs from March 5 to March 7 at the Galaxy Convention in downtown New York. With over 200 booths _____ by companies from all over the world, **132.** you can make business connections while promoting your own products to interested customers and businesses. The products should be mainly packaged foods ranging **133.** desserts and snacks to canned meats and dried jerky. **134.** Spots are limited and going fast.

131. (A) promotion
 (B) promoting
 (C) to promote
 (D) have promoted

132. (A) represented
 (B) expressed
 (C) delivered
 (D) revealed

133. (A) to
 (B) for
 (C) from
 (D) with

(NEW)

134. (A) Ice creams will not be allowed on the premises.
 (B) You can sample items as you browse.
 (C) You'll have a chance to promote your food of choice.
 (D) Apply for a booth now before they're all taken.

TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following notice.

From: Vice President Jordan Smith
To: K Group Employees
Subject: Company Renovations
Date: February 26

To all employees,

This weekend the renovations to our second-floor offices _____. We ask that you take home
135. all important documents and file away any loose materials on your desks. All electronic
devices should be turned off and unplugged. ____, all cabinets and drawers should be
136. locked.

The renovations will take approximately 5 days. ____ If you have any meetings scheduled
137. with clients next week, please schedule to meet them outside the company premises due to
the noise. We apologize for the inconvenience but we ask for your _____. Thank you.
138.

135. (A) has began
(B) will begin
(C) beginning
(D) begun

136. (A) Furthermore
(B) As a consequence
(C) Because
(D) Therefore

NEW

137. (A) If it takes longer, we will notify you.
(B) All business will be suspended until the
renovations end.
(C) During this time, your temporary
workspace will be the first-floor
conference room.
(D) Your office space will look new and
improved after the renovations.

138. (A) service
(B) association
(C) connection
(D) cooperation

Questions 139–142 refer to the following notice.

Attorney Opening

Johnson, Johnson, and Kindness PLC have an immediate position available for a contract attorney. The ideal candidate would have at least three years of experience _____ with complex business transactions. _____ The types of contract work that we _____ at Johnson, Johnson, and Kindness deal exclusively with business relationships between private companies and the government. If _____ feel that you would be qualified to join our team, please e-mail our HR manager at JJC@law.com.

139. (A) working
(B) work
(C) to work
(D) worked

140. (A) Government experience would also be a plus.
(B) Working with children would help your resume.
(C) Experience with animals is essential.
(D) Working with disabled people is a bonus.

141. (A) perform
(B) achieve
(C) allow
(D) transform

142. (A) you
(B) I
(C) us
(D) they

TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following e-mail.

To: bobsaget@Bob'sJob's.com
From: HarrisonG@gmail.com
Date: September 20
Subject: Business Proposal

Dear Mr. Saget,

My name is Harrison Goodbody. I am _____ in response to the advertisement you placed
143.
in the Times about a new human resources manager. I have five year's _____ working in a
144.
fast-paced corporate environment. I understand that your firm employs upwards of 300
employees and many of them are Spanish speaking. _____ I have attached my resume and
145.
would be happy _____ provide excellent references should you request them. Thank you for
146.
your time.

Sincerely,

Harrison Goodbody

- 143.** (A) message
(B) to write
(C) writing
(D) looking

- 144.** (A) experience
(B) knowledge
(C) working
(D) knowing

- 145.** (A) I am a certified level-5 speaker of
Spanish.
(B) Spanish people can be hard to work
with.
(C) I don't know any Spanish, but I could
study.
(D) Spanish speakers are good workers.

- 146.** (A) in
(B) to
(C) for
(D) will

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 information.

The new Sen sonic Curved Television is now on sale at the shockingly low price of just \$1,999. Enjoy your favorite television shows, movies, and games on a 55-inch screen that offers ultra-high definition images! Best of all, you don't have to struggle with a complicated instruction manual. Once you take the television home and install it, it begins working with your preferences immediately without annoying adjustments.

147. Where would the information most likely appear?

- (A) In an instruction manual
- (B) On a product receipt
- (C) In a promotional flyer
- (D) In a telephone directory

148. What is mentioned as a convenient feature of the product?

- (A) Its simple set-up procedure
- (B) Its long warranty period
- (C) Its compatibility with other devices
- (D) Its detailed instructions

TOEIC-SPEAKING MS NGOC

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



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149. What is suggested about Mr. Hewitt?

- (A) He is late for a lunch appointment.
- (B) He has accepted a new position.
- (C) He is in a taxi.
- (D) He is on his way to a presentation.

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150. At 12:14, what does Mr. Hewitt mean when he writes, “Exactly!”?

- (A) He would like to know where they're having lunch.
- (B) He is looking forward to meeting Anderson & Wright.
- (C) He is on his way back to the office.
- (D) He would also like Anderson & Wright to join the project.

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TOEIC-SPEAKING MS NGOC

Questions 151–152 refer to the following article.

The buzz at New York's premier book fair is all about the upcoming book from poet-turned-novelist Harry S. Tepper. *The Nightingales of Fall* is the eagerly awaited sequel to his best-selling debut novel, *The Swallows of Spring*. The book follows the journey of Sally Harknett through the weird world of Underfell, mixing social commentary with sharp wit and just a dash of magic and mystery. Tepper burst onto the scene over a decade ago with the acclaimed poetry collection, *King Harmon's Castle*, and the expectation for this latest novel is another chart-topping success. Later this week, the first editions will be made available in a prize drawing at the New York Book Fair, with the official launch at major bookstores next month.

151. How would Mr. Tepper's latest book most likely be classified?

- (A) Romance
- (B) Historical fiction
- (C) Fantasy
- (D) Poetry

152. Where are copies available this week?

- (A) At all major bookstores
- (B) On a website
- (C) At a literary event
- (D) In select public libraries

TOEIC-SPEAKING MS NGOC

Questions 153–154 refer to the following e-mail.

To: All Subscribers
From: Customer Support <customersupport@stylefashionmz.com>
Date: June 5
Subject: New Edition

Dear loyal subscribers,

Style & Fashion Magazine is excited to announce the launch of the new digital edition of our monthly magazine this summer. Although the print and digital editions are nearly identical, the digital edition will contain some longer content and more images that won't appear in the print edition.

Current subscribers to the print edition of our magazine will automatically receive a code that will allow access to the digital edition. Your code will be included with next month's print magazine that is delivered to your house.

153. What is the purpose of the e-mail?

- (A) To offer a discounted subscription rate
- (B) To advertise a new online shopping mall
- (C) To introduce a digital publication
- (D) To remind some subscribers to renew their subscription

154. What can subscribers find in a paper edition in July?

- (A) A discount coupon
- (B) A special supplement
- (C) An exclusive interview
- (D) An access code

Questions 155–158 refer to the following article.

More Buses During the Holidays

November 28 – [1] – Although the holiday season signals a nice week-long vacation for many, bus drivers will work longer hours and straight into the holidays to accommodate the many tourists that are flooding the city this time of year and the shoppers that are busy buying those last-minute gifts. – [2] – The city announced new bus schedules for the next few weeks which included some routes where the buses would run all day and all night. While most buses stop running by 1:00 A.M., some parts of downtown will see buses running all night. The Bingham shopping district will also see buses running until 3:00 A.M. “This is when we have the most tourists and out-of-town folks coming to visit,” explained Mayor Bill Nate. “We felt it was important to provide the necessary services during this time.” – [3] –

When the bus drivers' union leader, Nathan Reiner, was asked about the new schedules he responded, “We worked out a payment that is agreeable on both sides and have enough drivers that can work in shifts so that there is no danger of overworking or exhaustion. Many of us will still get some time off during the holidays with our families.” – [4] –

155. What is the purpose of the article?

- (A) To report changes in public transportation
- (B) To describe the city during the holidays
- (C) To inform the public about traffic delays
- (D) To advertise new shopping centers

156. What is suggested about Mr. Reiner?

- (A) He is happy with the mayor.
- (B) He may stage a protest.
- (C) He seems satisfied with the working conditions.
- (D) He would like some time off for the holidays.

157. What is stated about the city during the holiday season?

- (A) It closes down for the holidays.
- (B) Many visitors come from out of town.
- (C) More taxi drivers lose their business.
- (D) The citizens travel to other cities.

NEW

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

“Overall, the city seems prepared for the influx of tourists and holiday shoppers as Christmas draws near.”

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

TOEIC-SPEAKING MS NGOC

Questions 159–161 refer to the following schedule.

Channel 19 Program Schedule

March 3

6:00 A.M.–7:00 A.M. <i>Life in Alaska</i> Follow the life of Ken Ruskin, a fisherman living in the remote Alaskan tundra.	10:30 A.M.–11:00 A.M. <i>Rocky</i> Host Dan Reed demonstrates how to survive the extreme conditions of the Canadian outdoors in winter.
7:00 A.M.–9:00 A.M. <i>Amazing Sights of Africa</i> Learn about the diverse animals and plants in the African savanna.	11:00 A.M.–1:00 P.M. <i>Natural Phenomenon</i> Host Julia Fromm investigates the most mysterious naturally occurring phenomena on Earth.
9:00 A.M.–10:30 A.M. <i>Anatomy of a Dinosaur</i> In this episode, paleontologist Dr. Kerry Peterson tells you everything you wanted to know about the tyrannosaurus.	1:00 P.M.–2:00 P.M. <i>Blue Ocean</i> Travel with us to the ocean waters around Australia, where diver Pat Russell finds dolphins, sharks, seals, and much more.

159. What is the focus of the channel?

- (A) Food
- (B) Sports
- (C) Nature
- (D) Children

160. According to the schedule, who is a scientist?

- (A) Pat Russell
- (B) Dan Reed
- (C) Kerry Peterson
- (D) Ken Ruskin

161. Which program will teach viewers about survival skills?

- (A) *Anatomy of a Dinosaur*
- (B) *Amazing Sights of Africa*
- (C) *Blue Ocean*
- (D) *Rocky*

Questions 162–165 refer to the following online chat discussion.

J&R International Group Discussion

Sunny Rhee	[5:37]	Is anyone unable to make it to Friday's office party?
Kevin King	[5:38]	I can be there for the first hour, but I need to leave early for a family get-together.
Patrick Stone	[5:39]	I have a business trip to Hong Kong the next day so I'm going to take a pass this year.
Sunny Rhee	[5:42]	Is that everyone then? I just want to make sure that we have enough snacks. Eva, did you contact the caterers yet?
Eva Sanderson	[5:43]	I called a couple of different places, but only Four-Leaf Catering offers vegan options.
Sunny Rhee	[5:44]	Why don't we give them a try then? I think a couple of people here are vegans.
Holly Johnson	[5:45]	I don't normally like to advertise my eating preferences, but I would love to have vegan options this time.
Eva Sanderson	[5:46]	I agree. I think it would make everything more interesting. I'm thinking of trying to go vegan myself and this would be a good first step for me.
Holly Johnson	[5:47]	Well, it's not easy but I'll be there to support you.
Eva Sanderson	[5:47]	Thanks. I'll order our platters from the caterers then.
Angelo Smith	[5:48]	But make sure there are some meat dishes for us meat-lovers.
Eva Sanderson	[5:49]	Of course. I e-mailed everyone our tentative menu and most of you seemed to like the choices.
Sunny Rhee	[5:50]	Don't forget to e-mail the caterers about the security clearance they'll need to enter the building.
Eva Sanderson	[5:51]	I'll work on that now.

162. What is the discussion mainly about?

- (A) Those who can't attend a party
- (B) The best caterers
- (C) Becoming vegan
- (D) Ordering food for a party

163. At 5:39, what does Patrick Stone mean by "I'm going to take a pass this year"?

- (A) He'll stop by for a short time.
- (B) He'll decline this time.
- (C) He can't make it.
- (D) He wants to get a free pass.

164. What is mentioned about Four-Leaf Catering?

- (A) It offers vegan food.
- (B) It has only vegan options.
- (C) It has catered previous office parties.
- (D) It specializes in special orders.

165. What will Eva Sanderson most likely do next?

- (A) Work on the menu
- (B) Contact the caterers
- (C) Confirm a meeting
- (D) Order some lunch

TOEIC-SPEAKING MS NGOC

Questions 166–168 refer to the following contract.

Midas Touch Internet Provider

Contract Summary

Date: March 22

Customer: Ms. Tanya Sullivan
Address: 345 Oak Street, Parsons, WY 54055
Purchase Date: March 13

Services Purchased:

Item	Price
Midas Internet multimedia package	\$40.00/month
– Download speeds of 100 Mbps	
– 32 free movie channels	
– Video streaming services of the 5 latest movies every month	
Security Guard virus protection	\$5.00/month
Modem and router rental service	\$3.00/month
Subtotal	\$48.00/month
Tax	\$3.45/month
Total	\$51.45/month

Just call us 341-555-6487 and our technician will come to your house to take care of everything that you need to connect to the Internet via the modem and router.

166. What did Ms. Sullivan do on March 13?

- (A) Purchased a home security system
- (B) Returned a product
- (C) Signed up for Internet service
- (D) Made an appointment

167. What is suggested about Ms. Sullivan?

- (A) She teaches a computer training class.
- (B) She had trouble installing some software.
- (C) She will have access to watching movies.
- (D) She has recently moved in.

168. What is indicated about Midas Touch Internet Provider?

- (A) It dispatches its employees for installation work.
- (B) It sells computer accessories.
- (C) Its headquarters are located in Parsons.
- (D) It offers website developing services.

Questions 169–171 refer to the following article.

April 2—Repairs will begin next Friday on the historic Marion Hall in downtown Marion. In its heyday, Marion Hall was a popular downtown destination for residents to dance, enjoy live music, and watch movies. However, it has lost its popularity gradually since the multiplex building was completed on Henson Street 4 years ago.

After all of the necessary repairs are made on Marion Hall, city officials will strive to invite various performers including famous theater companies, musicians, comedians, and speakers to the newly renovated theater. “We hope Marion Hall can serve as a new center for culture here in Marion,” said Marion City Mayor Greg Fields.

The revitalization of Marion Hall is part of a larger project to enhance the public facilities in Marion. On April 29, the Marion Children’s Park, which features a baseball field as well as several playgrounds, is scheduled to have its grand reopening.

169. What is suggested about Marion?

- (A) It will restore an old building soon.
- (B) It has closed a park for repairs.
- (C) It is planning a music festival.
- (D) Its population is decreasing.

170. What is the purpose of Marion Hall?

- (A) To serve as a play center for children
- (B) To hold city council meetings
- (C) To offer public education classes
- (D) To provide cultural events

171. What will happen in April?

- (A) A famous speaker will give a presentation.
- (B) A new mayor will be elected.
- (C) Some public facilities will be improved.
- (D) A new play will be performed.

TOEIC-SPEAKING MS NGOC

Questions 172–175 refer to the following article from a company newsletter.

As I'm sure you're aware, this week we must decide if we want to continue working with CC Wheel Delivery. After yesterday's meeting, it's clear that they are being sued for the accident that happened last week. – [1] – We all agreed that the whole company shouldn't be liable for the mistakes of a few careless workers. But, that was a conversation we had before we had really thought about the ramifications of our decision. – [2] – Unfortunately, the situation is escalating and there is about to be a lot of bad press. – [3] – It's true that many of them are our friends. But, we must protect our company. We can't handle anything that could alter our sales. For the last four months, we've been operating with a very thin margin for error. If our sales drop even the slightest, it could be detrimental. So, I'm suggesting that, as a means of protecting ourselves from any negative backlash, we cut our ties with CC Wheel Delivery. Maybe later, if they're able to rehabilitate their name, we'll work with them again. – [4] – I propose we vote one more time on whether or not to work with them.

172. What is true about CC Wheel Delivery?

- (A) A contract of theirs has just been canceled.
- (B) Legal action is being taken against them.
- (C) The president of CC Wheel Delivery has stepped down.
- (D) Two of their trucks were in an accident.

173. What is indicated about the company that the speaker works for?

- (A) It is financially insecure.
- (B) It has recently been created.
- (C) It will be closing.
- (D) It is a delivery company.

174. Why does the man wish to stop working with CC Wheel Delivery?

- (A) To protect his company from financial damage
- (B) To cut production costs over the next four months
- (C) To lower the price of an individual product
- (D) To avoid legal trouble in the future

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

“Yes, we've worked with them for a long time.”

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

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

September 21—What is the secret to delicious home-cooked meals? Kimberly Lee, host of the *My Home Cooking* television show and owner of her own restaurant chain, seems to know all the secrets. Her show has been on the air for over two years, and now she has a devoted group of followers around the country. When she sat down for an interview with us, she said that fresh vegetables and local produce are the key to cooking healthy and tasty food.

Ms. Lee is scheduled to publish her very first cookbook near the end of the month. The book is entitled *Kimberly Lee's My*

Home Cooking, and it provides easy-to-follow recipes that can be made in less than 30 minutes. Over 40,000 copies have already been pre-ordered so far.

Ms. Lee says that the final page of the book will include a detachable fan club membership form. Those who fill the form out and send it in to the provided address will receive a monthly newsletter and exclusive recipes available only to those in the fan club. Fan club members will also receive a password that allows access to a fan club website.

To: Kimberly Lee <kimberlylee@kimberlylee.com>
From: Suzie Sanders <suziesanders@kimberlylee.com>
Date: October 12
Subject: Update

Dear Ms. Lee,

Great news! I'm happy to report that not only has your book been selling well, but the number of new members joining the fan club has been increasing drastically since it was published. I'm certain that the article in the newspaper helped generate considerable publicity for your book.

Also, we have received a lot of feedback from new members expressing a desire for more recipes for cakes, cookies, and candies to be featured in next month's newsletter. I think it would be a good idea to meet their needs this time.

Sincerely,

Suzie Sanders
 Publicity Coordinator

TOEIC-SPEAKING MS NGOC

- 176.** What is the main purpose of the article?
- (A) To publicize an upcoming book
 - (B) To provide advice for professional chefs
 - (C) To advertise a new restaurant
 - (D) To describe a television show
- 177.** According to Ms. Lee, what is the secret to successful cooking?
- (A) Following a recipe book
 - (B) Using quality ingredients
 - (C) Balancing all the flavors
 - (D) Choosing the correct spices
- 178.** What is the first thing to do in order to become a fan club member?
- (A) Access a website
 - (B) Call a hotline
 - (C) Visit Ms. Lee's restaurant
 - (D) Purchase a book
- 179.** In the e-mail, what does Suzie Sanders say about the article?
- (A) It was written by a famous journalist.
 - (B) It was featured on a popular cooking website.
 - (C) It helped increase fan club membership.
 - (D) It contained excerpts from Ms. Lee's book.
- 180.** What is suggested about next month's newsletter?
- (A) It will be mailed behind schedule.
 - (B) It will feature a column about healthy eating habits.
 - (C) It will contain an article on desserts.
 - (D) It will include a copy of Ms. Lee's book.

TOEIC-SPEAKING MS NGOC

Questions 181–185 refer to the following e-mails.

From: Stacey Watkins <staceywatkins@titus.com>
To: Ann Rose <annrose@putkincomp.com>
Subject: Conference of Bank Managers
Date: February 12

Dear Ms. Rose,

You recently contacted us about using our conference center again this year to host your Annual Conference of Bank Managers. This year we have updated our conference room with new projectors and more comfortable seating. We will be providing shuttle busses from the airport and a premium buffet in the dining hall as well as an Internet café where guests can use computers or print documents at no cost. For your convenience, we will also be providing useful supplies such as flip charts, 10-foot whiteboards, and projector screens.

Once you decide on a date, we ask that you please make a down payment of \$1,000 after we see if it is available. The remaining balance should be paid upon your arrival. Also, we ask that as the organizer of the event, you arrive at the conference center a day before the conference begins. This way, any unforeseen circumstances can be taken care of beforehand.

We appreciate your business with the Titus Conference Center again. We are looking forward to providing you with the best service possible.

Stacey Watkins,

Director

From: Ann Rose <annrose@putkincomp.com>
To: Stacey Watkins <staceywatkins@titus.com>
Subject: RE: Conference of Bank Managers
Date: February 16

Dear Mr. Watkins,

I am also pleased to be working with you again this year. We would like to reserve your conference space for the weekend of August 15 to 16. Additionally, the down payment will be handled by our financial department. I will have one of the employees contact you soon.

There is one thing that I would like to tell you. Actually, last year, some of our attendees were disappointed because the dining hall didn't offer a variety of vegetarian options. I hope this inconvenience will be dealt with in advance this year.

Thank you,

Ann Rose
Organizer, Annual Conference of Bank Managers

TOEIC-SPEAKING MS NGOC

- 181.** What is indicated about the Titus Conference Center?
- (A) It recently improved its facilities.
 - (B) It demands full payment at the time of reservation.
 - (C) It is located next to an international airport.
 - (D) It currently has no vacancies for the month.
- 182.** What is NOT mentioned as a benefit of using the Titus Conference Center?
- (A) Convenient transportation
 - (B) Complimentary meals
 - (C) A printing service
 - (D) Presentation supplies
- 183.** When will Ms. Rose most likely arrive at the Titus Conference Center?
- (A) On August 7
 - (B) On August 14
 - (C) On August 15
 - (D) On August 16
- 184.** What is the main purpose of the second e-mail?
- (A) To reserve tickets for an upcoming conference
 - (B) To request help in making a payment
 - (C) To confirm a reservation
 - (D) To inquire about payment options
- 185.** What does Ms. Rose suggest about the Titus Conference Center?
- (A) It will be their first time working together.
 - (B) It will relocate in August.
 - (C) It has several locations in the country.
 - (D) It failed to satisfy some guests last year.

TOEIC-SPEAKING MS NGOC

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

To: John Masterson <jmasterson@masterstrokeindustries.com>
From: Carl Ennens <cennens@gmail.com>
Date: December 30
Subject: Internship

Dear Mr. Masterson,

My name is Carl Ennens and I am entering my final year at Evergreen State College. I am majoring in industrial engineering here, and my liquid dynamics professor, Dr. Alcobar, recommended Master Stroke Industries as a possible internship opportunity. Your company is recognized as a leader in flow research. If you would be willing to accept an intern for the coming spring semester, I could give you up to 15 hours per week of work, provided that you are able to write some performance evaluations that I could turn in to Dr. Alcobar for credit. Thank you for your consideration, and if you would like to see my transcript, I would be happy to forward it to you.

All the best,

Carl Ennens

To: Carl Ennens <cennens@gmail.com>
From: John Masterson <jmasterson@masterstrokeindustries.com>
Date: December 31
Subject: Internship

Dear Carl Ennens,

I appreciate your interest in interning with us here at Master Stroke Industries. We have not accepted a lot of interns in the past, but I know Dr. Alcobar personally, and if he recommended that you contact us, he must have faith in your ability. I think we should set up an interview at our headquarters downtown on Holly Street. We can get to know each other a bit over some coffee and I will show you around our facilities. Don't worry about your transcripts; like I said, if Dr. Alcobar thinks you'll be a good fit, I'll trust his judgment. How about this coming Friday at 10 A.M.?

Look forward to meeting you Carl,

John Masterson

CEO, Master Stroke Industries

Memorandum To Master Stroke Industry Employees

This spring, at Master Stroke Industries, we will have an intern assisting us with everything from making coffee to solving complex equations. Carl Ennens is a student here at the University and has kindly offered his services in exchange for a piece of our operational knowledge. Please treat him with respect and don't be afraid to use him for an extra pair of hands, eyes, or opinion should you need it. And I did hear he makes a good cup of coffee!

186. What is indicated about Carl Ennens?

- (A) He is a senior in high school.
- (B) He is a junior in college.
- (C) He will graduate in two years.
- (D) He is a senior in college.

187. What is indicated about Dr. Alcobar?

- (A) Nobody knows who he is.
- (B) People do not appreciate his opinion.
- (C) He is respected by John Masterson.
- (D) He has done a lot of prominent research.

188. In the second e-mail, the term "headquarters" in the fourth line is closest in meaning to

- (A) base
- (B) main office
- (C) warehouse
- (D) distribution center

189. According to the memorandum, what will Carl Ennens be expected to do?

- (A) Fluid dynamic research
- (B) Cook
- (C) Help wherever is needed
- (D) Watch and learn

190. What position does John Masterson have in the company?

- (A) Chief Executive Officer
- (B) Chief Financial Officer
- (C) Sales Executive
- (D) Owner

 Questions 191–195 refer to the following article, advertisement and e-mail.

Brand-X Coming to Town

March 9 – Popular Danish skincare company Brand-X is finally launching their best-selling line in America. The 88-year-old company has been Denmark's leading skincare brand and the top selling cream, Xtreme 7, has been Europe's most popular facial cream for over 10 years. Though Americans may not have had access to these creams before, the brand is already generating much excitement. Dermatologist Dr. Francis Keenan explains, "Tests have shown that Xtreme 7 dramatically reduces the fine lines around the eye area and laugh lines after only 30 days of use, but the price of the cream is only a fraction of what department store

brands sell for. I'll definitely recommend this cream to my clients."

"People have been asking about Xtreme 7 but the products haven't even arrived yet!" added Susan Chan, an employee at a beauty counter. "People are already calling in to pre-order."

A spokesperson for the company explained that Brand-X is making moves to expand into the North American and Asian markets. For now, only the best-selling line will be available sometime next month, outside of Europe, but within a year, more products will be available.

Brand-X Positions at American Headquarters in Westminster, California

Don't miss your chance to work in an exciting career in skincare and beauty with Brand-X. 80 administrative and customer service positions will be available regardless of experience. Applicants need to have good communication skills, bilingual ability in both English and Spanish is preferred but not necessary, and knowledge in computer use is a must. Applicants with experience in cosmetics, dermatology, or marketing will get a chance to work in several management positions for Brand-X. Please visit our website at www.brandx.com/jobs for more information. You can fill out the application forms and send them in before March 20th. Interviews will take place at Hillway Building on 143 Garden Road. Be sure to bring your resumes and reference letters.

TOEIC-SPEAKING MS NGOC

To Professor David Mills
From Jacqueline O'Hare
Date March 28
Subject Job

Dear Professor Mills,

Thank you so much for the reference letter you supplied me with. I was recently hired by Brand-X and I begin my orientations next week Wednesday at 10:00 A.M. However, we have our statistics test at that time. Is there any way that I can take a make-up test at a different time or hand in another assignment as a replacement for the test? I would hate to miss the orientations which are mandatory and I don't want to disappoint my new employers. The job should not have any other impact on my school work otherwise. I kindly appreciate your consideration in this.

Sincerely,
Jacqueline O'Hare

191. What does Dr. Keenan suggest about Xtreme 7?

- (A) It is the most effective cream on the market.
- (B) It is worth the high price tag.
- (C) It is both effective and cheap.
- (D) It is the only cream that doctors would recommend.

192. What is suggested about Brand-X?

- (A) Products are currently only available in Europe.
- (B) It is Europe's most popular brand.
- (C) It is a luxury skincare company.
- (D) The company was first launched 10 years ago.

193. According to the article, what does Brand-X plan to do?

- (A) Sell more products in Europe
- (B) Expand outside of Europe
- (C) Develop a makeup line
- (D) Build a factory in America

194. What is indicated in the advertisement?

- (A) All positions don't require previous work experience.
- (B) Applicants must be bilingual.
- (C) Experience in certain fields can lead to management positions.
- (D) The available positions are only temporary.

195. For what position was Jacqueline most likely hired?

- (A) Management
- (B) Dermatology
- (C) Marketing
- (D) Customer Service

TOEIC-SPEAKING MS NGOC

 Questions 196–200 refer to the following e-mails and schedule.

To: Bill Johnson <bj@action.net>
From: Laurie Wheeler <lwheeler@zipnet.com>
Date: October 11
Subject: Reservation Info

Dear Mr. Johnson,

I am writing you on behalf of the company I work for, Competitive Excellence. We work with productivity and efficiency training for corporations and small businesses. Lately, our staff has been suffering from low morale, and while searching the Internet for solutions, I came across your website www.action.net. I am interested in hearing more about the motivational speaking that you do. Specifically, could you tell me if your speeches are religious in nature? We have a diverse staff and I am looking for something that is secular. Please write me back with an overview of what you do and what your rates are for a presentation.

Laurie Wheeler,

Managing Director, Competitive Excellence

To: Laurie Wheeler <lwheeler@zipnet.com> Bill
From: Johnson <bj@action.net>
Date: October 13
Subject: Reservation Info

Dear Ms. Wheeler,

Thank you so much for your interest in Action. I am happy to answer your questions and provide you with a full breakdown of what we can do for you, your team, and your company. To begin with, all of our talks are secular, though not necessarily free from the concept of spirituality. Our professional speakers seek to motivate people to look internally to find their own spirit and help it rise. Morale, after all, is an intangible but essential aspect of an effective team. Please refer to the topic list and pricing guide I have attached to this e-mail. Once you have found a theme, speaker, and chosen the appropriate class size for your company, please send me a follow-up e-mail to schedule your event.

Bill Johnson,

Action Coordinator

STARGATE CONVENTION CENTER SCHEDULE OF EVENTS

Theme	Location	Speaker	Class Size	Duration	Price
Stay in the Moment!	On Site	Jim Grey	15–20	3 hours	\$450
New You Everyday	Off Site	Darlene Woodward	20–25	3 hours	\$400
Stay Positive for the Team!	Off Site	Jeff Boxer	15–30	3 hours	\$400
Blessed are We All	Off Site	John Brown	20–30	4 hours	\$500

196. How did Laurie Wheeler learn about Action?

- (A) From a friend
- (B) Through a client
- (C) In a newspaper
- (D) From searching the Internet

197. What is indicated about Action?

- (A) They do not promote a religion.
- (B) They are Christian.
- (C) They are just building their brand.
- (D) They are moving to a new location.

198. According to the graphic, what is NOT mentioned as an option for customers?

- (A) Off-site courses
- (B) Classes for 10
- (C) A 4-hour course
- (D) Courses to build positivity

199. What course will Laurie Wheeler likely sign up for?

- (A) Stay in the Moment!
- (B) New You Everyday
- (C) Stay Positive for the Team!
- (D) Blessed are We All

200. What is indicated about Competitive Excellence?

- (A) They are struggling with employee sales.
- (B) The mood in the office is not good.
- (C) They are having a booming year of sales.
- (D) They want to try to change their business focus.

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.