

**Actual Test****02**

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. With the help of one of the IT technicians, the missing accounting files have been \_\_\_\_\_.  
 (A) recover  
 (B) recovers  
 (C) recovering  
 (D) recovered
102. A private reception for gallery donors will be \_\_\_\_\_ on March 5, prior to the grand opening of the exhibit.  
 (A) held  
 (B) faced  
 (C) claimed  
 (D) made
103. Aurora Furnishings is finding it difficult to make a profit in its \_\_\_\_\_ competitive market.  
 (A) increases  
 (B) increased  
 (C) increasingly  
 (D) increase
104. A minor electrical malfunction was discovered by the pilot \_\_\_\_\_ before the plane took off.  
 (A) barely  
 (B) shortly  
 (C) absolutely  
 (D) exclusively
105. We will make a final decision about changing the landscaping of the property after reviewing the \_\_\_\_\_ costs.  
 (A) estimation  
 (B) estimate  
 (C) estimated  
 (D) estimating
106. MyHealth Co. has produced a wide range of vitamin supplements for \_\_\_\_\_ two decades.  
 (A) along  
 (B) during  
 (C) over  
 (D) when

## TOEIC-SPEAKING MS NGOC

107. The April edition of *Fishing and More* magazine looks \_\_\_\_\_ different from previous issues because of the new art editor.
- (A) completed  
(B) complete  
(C) completely  
(D) completing
108. The customer's order \_\_\_\_\_ will be sent by e-mail within twenty-four hours.
- (A) confirmation  
(B) confirms  
(C) confirmed  
(D) confirm
109. The maintenance team's repair requests should be \_\_\_\_\_ in groups according to the urgency.
- (A) organizing  
(B) organize  
(C) organized  
(D) organizes
110. Following Ms. Rivera's \_\_\_\_\_ statement, the official awards ceremony for Plex Industries will commence.
- (A) brief  
(B) straight  
(C) former  
(D) steep
111. Due to the high volume of foot traffic, the shop must polish its floors more \_\_\_\_\_ than usual during the peak season.
- (A) frequent  
(B) frequented  
(C) frequency  
(D) frequently
112. The Master Gardeners Club had to \_\_\_\_\_ its monthly meeting because the community center's conference room was double-booked.
- (A) prepare  
(B) oppose  
(C) postpone  
(D) extend
113. Financial advisors report that older investors tend to be \_\_\_\_\_ than their younger counterparts.
- (A) cautious  
(B) cautioned  
(C) more cautious  
(D) caution
114. Mr. Albrecht's \_\_\_\_\_ in replying to the HR director's e-mail demonstrated that he was highly interested in the position.
- (A) promptness  
(B) prompted  
(C) prompt  
(D) promptly
115. The soccer players usually practice on the main field at Waterbury Park, but they sometimes practice \_\_\_\_\_.
- (A) everybody  
(B) twice  
(C) yet  
(D) elsewhere
116. The accountants were unable to produce a full report by the deadline but promised that \_\_\_\_\_ would give a summary of the important points.
- (A) their  
(B) themselves  
(C) they  
(D) theirs

## TOEIC-SPEAKING MS NGOC

117. Despite having some problems with the sound system during the performance, the concert was an \_\_\_\_\_ experience for everyone.
- (A) enjoyable  
(B) enjoyment  
(C) enjoys  
(D) enjoyably
118. \_\_\_\_\_ the building has an excellent location and a modern interior, it is popular among visitors.
- (A) In view of  
(B) Provided that  
(C) Other than  
(D) Seeing that
119. The Parks and Recreation Department offers \_\_\_\_\_ opportunities for volunteers to improve the community.
- (A) reward  
(B) rewards  
(C) rewarded  
(D) rewarding
120. The vacant rooms on the inn's second floor have \_\_\_\_\_ been cleaned.
- (A) most  
(B) every  
(C) some  
(D) all
121. The short story cannot be reprinted \_\_\_\_\_ explicit permission from the writer.
- (A) without  
(B) regarding  
(C) among  
(D) unlike
122. The restaurant has a \_\_\_\_\_ decorated room that is perfect for hosting children's parties.
- (A) cheerful  
(B) cheerfully  
(C) cheerfulness  
(D) cheer
123. A wildlife expert is scheduled to give a talk on the \_\_\_\_\_ that the factory has had on the surrounding forest.
- (A) components  
(B) degree  
(C) requirements  
(D) impact
124. The landlord raised the monthly rent for the first time in several years, and \_\_\_\_\_ so.
- (A) reasonable  
(B) reasonably  
(C) reason  
(D) reasons
125. As long as there are no further delays, the factory will be fully \_\_\_\_\_ by June 18.
- (A) operational  
(B) operate  
(C) operates  
(D) operation
126. Thanks to his experience, Mr. Warren is \_\_\_\_\_ capable of completing the job on his own.
- (A) certainly  
(B) certain  
(C) certainty  
(D) certify

## TOEIC-SPEAKING MS NGOC

127. Because of \_\_\_\_\_ fuel costs, some people are choosing to stay home for the summer vacation rather than drive to tourist sites.

- (A) rising
- (B) above
- (C) dependable
- (D) lengthy

128. The green light on the side of the water purifier lights up \_\_\_\_\_ the filter needs to be replaced.

- (A) likewise
- (B) whenever
- (C) therefore
- (D) whereas

129. Two items in Ms. Burke's order were out of stock, so her invoice was adjusted \_\_\_\_\_.

- (A) continuously
- (B) accordingly
- (C) immeasurably
- (D) recognizably

130. The notice indicated that a first-aid training course will be provided free of charge to \_\_\_\_\_ next month.

- (A) residents
- (B) residence
- (C) residential
- (D) resides

**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.

### Employee Spring Training

Lawrence Paper is dedicated to helping all of its employees fulfill their potential. That is why we have once again organized 2 days of spring training. Human Resources has put together a wide range of topics for this year's workshops, \_\_\_\_\_ sales techniques, computer skills, communication strategies, and goal setting. We still have two workshop time slots available, so if there is something you've been dying to learn about, please let us know. It's quite possible we \_\_\_\_\_ it into this year's spring training. \_\_\_\_\_ Feel free to \_\_\_\_\_ any ideas you might have to Nancy Kensington in the human resources department.

NLKensington@lawrencepaper.com

131. (A) distributing  
 (B) locating  
 (C) including  
 (D) advancing

132. (A) were incorporating  
 (B) should incorporate  
 (C) are incorporating  
 (D) could incorporate

(NEW)

133. (A) If we get many suggestions, we could also hold a workshop on the following weekend, December 4th.  
 (B) We'll be finalizing our choices by the end of the week.  
 (C) A large amount of time and energy has gone into organizing this conference.  
 (D) Inviting friends and family to these events is always encouraged.

134. (A) create  
 (B) request  
 (C) submit  
 (D) transfer

## TOEIC-SPEAKING MS NGOC

Questions 135–138 refer to the following advertisement.

### Vander Properties

Vander Properties has been serving Houston for over 29 years. It is through our commitment to providing the highest degree of expertise market knowledge and \_\_\_\_\_ service that we are recognized as an industry leader. **135.**

We specialize in \_\_\_\_\_ and corporate real estate here in the Denver area. \_\_\_\_\_ you are **136.** looking to buy a new home or start a new business, we are the people you should be talking with. With our office centrally located downtown, we have our eyes on the whole city.

Browse our site for listing, or give us a call today. **137.** **138.**

[www.vanderproperties.com](http://www.vanderproperties.com)

Phone: (313) 782-9919

Address: 834 Walton St.

- 135.** (A) personalize  
(B) personalizes  
(C) personalizing  
(D) personalized

- 136.** (A) productive  
(B) promoted  
(C) relevant  
(D) residential

- 137.** (A) Whether  
(B) Even if  
(C) Even though  
(D) Whenever

- 138.** (A) Take a drive out of town and come see us today.  
(B) We appreciate your assistance.  
(C) Of course, drop-ins are always welcome.  
(D) Our kitchen is open from eight to five daily.



GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

Questions 139–142 refer to the following notice.

### Pizza Chef Wanted

Papa Gino's is hiring, and all \_\_\_\_\_ applicants will be considered. \_\_\_\_\_ Even if you have no  
experience, training will be provided if you meet our requirements. To meet our requirements,  
you must have a \_\_\_\_\_ health card, reliable transportation, and be able to work evenings  
and weekends. Please apply in person at Papa Gino's on State and Pine. \_\_\_\_\_ look forward  
to meeting you.

139. (A) qualify  
(B) qualifying  
(C) qualified  
(D) to qualify

140. (A) We are looking for candidates that have  
some experience in Italian food.  
(B) We are looking for candidates that have  
experience fishing.  
(C) We are looking for people who can fish.  
(D) We are looking for people who want to  
practice.

141. (A) valid  
(B) working  
(C) effective  
(D) strong

142. (A) She  
(B) They  
(C) We  
(D) He

## TOEIC-SPEAKING MS NGOC

Questions 143–146 refer to the following letter.

November 11  
John Adams  
Tri-State, Apt 408  
New York, NY  
10873

Dear Mr. Adams,

I am pleased to inform you that you \_\_\_\_\_ as one of the finalists for the position of sales director at Goldie Saks. Over 100 applicants applied for the \_\_\_\_\_ but we have narrowed down our list to 8 candidates. You will be called in for an interview on November 15 from 1:00 P.M. to 6:00 P.M. \_\_\_\_\_ The location will be the company headquarters. Our assistant, Miss Lane, will meet you at the main lobby and take you to the interview room.

For the candidates that do well in these interviews, there will be a second interview. We will let you know as soon as possible whether you \_\_\_\_\_.

Please call us at 555-1234 if you have any further questions.

We hope to see you soon.

Sincerely,

Jennifer Law

Executive Manager



143. (A) were choosing  
(B) had chosen  
(C) have been chosen  
(D) chose

144. (A) position  
(B) location  
(C) career  
(D) appointment

145. (A) The building is easy to locate.  
(B) We would like you to come in at 1:00 P.M.  
(C) Our interviewers will ask you several questions.  
(D) You will be given a specific schedule.

146. (A) enable  
(B) approve  
(C) refuse  
(D) qualify

GO ON TO THE NEXT PAGE

**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 advertisement.

## This Amazing World Photography Competition

The monthly travel magazine *This Amazing World* is offering a discounted subscription rate for those who sign up during the month of November. *This Amazing World* has been in print for over 30 years and offers readers insider tips and expert know-how to help you plan the vacation of your dreams.

The magazine includes vacation package advertisements, reviews from travelers, and insightful essays to introduce you to various cultures, cuisines, and travel destinations.



Submit your travel photos to our This Amazing World Photography Competition for a chance to win a fantastic vacation to Scotland! The winner of the top prize will receive round-trip tickets and a \$2,000 travel voucher for a hotel stay for two people.

**147.** What is mentioned about the magazine?

- (A) It is a literary journal.
- (B) It includes a recipe book as a supplement.
- (C) It provides travel advice.
- (D) It has an online version.

**148.** What is suggested about the competition?

- (A) It is sponsored by professional photographers.
- (B) It awards a complimentary vacation to the winner.
- (C) It accepts digital photos only.
- (D) It features photos of Scotland.

## TOEIC-SPEAKING MS NGOC

Questions 149–151 refer to the following text message chain.

**Liz Bradley**

8:14

Sir, the arrangements have been made for your meeting with Mr. Johnson tomorrow afternoon. I've reserved a table for two at Sheraton Restaurant at 1:00 P.M.

**Bernie Gibbs**

8:17

Thank you. And have you compiled the reports that I'll need at the meeting?

**Liz Bradley**

8:18

Most of them, yes. I'm still waiting for Michael Steel's reports. He told me that he would have them ready for me sometime this morning.

**Bernie Gibbs**

8:20

Well, they should have been completed last night. Can you contact him and see what's going on?

(Michael Steel has been added to the conversation 8:26)

**Liz Bradley**

8:27

Michael, Mr. Gibbs wants to know where the reports are. Are you finished with them?

**Michael Steel**

8:28

I apologize for the delay. Our intern accidentally deleted some files. I had to scour the database to locate the backup material. It was a bit of a headache sorting through the files that I needed but I think I have everything organized and I'm printing them out now.

**Liz Bradley**

8:29

Can you bring them to me as soon as you're done?

**Michael Steel**

8:30

Of course. I'll be there in 10 minutes.

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING\_MS NGOC

(NEW)

149. Who most likely is Liz Bradley?

- (A) An intern
- (B) A receptionist
- (C) A business partner
- (D) An executive

150. Why was Michael Steel added to the conversation?

- (A) To have him give an update about the missing reports
- (B) To inform him about the upcoming meeting
- (C) To let him know about the deadline
- (D) To scold him for his lack of punctuality

151. What does Michael imply when he says he “had to scour the database to locate the backup material”?

- (A) He took his time writing the report.
- (B) He had to back up all the information first.
- (C) He needed time to find the missing data.
- (D) The computer was out of order.

http://toeicspeakingmsngoc.com/

## TOEIC-SPEAKING MS NGOC

Questions 152–153 refer to the following web page.

The screenshot shows a web browser window with the URL "www.turnerandco.com" in the address bar. The page content includes the company name "Turner & Co." in a large, bold, serif font at the top center. Below it is an address: "158 Baskin Road, Redwood Bay, UK" and a phone number: "Phone: 243-555-1541". A horizontal navigation menu bar contains five items: "HOME", "ABOUT US", "PRODUCTS", "REPLACEMENT", and "CONTACT US". The "ABOUT US" item is highlighted with a light gray background. A large paragraph of text describes the company's history and mission, mentioning its founding in 1949, its commitment to quality and environmental protection, and recognition by the EPA. A watermark with the URL "http://toeicspeakingmsngoc.com/" is diagonally overlaid across the page content. On the right side of the browser window, there is a vertical grey sidebar with the text "Actual Test 02".

Turner & Co.

158 Baskin Road, Redwood Bay, UK  
Phone: 243-555-1541

HOME    ABOUT US    PRODUCTS    REPLACEMENT    CONTACT US

Turner & Co. has produced beautiful, energy-efficient windows that meet the taste and expectations of our customers since its founding in 1949. When you choose Turner & Co., you are buying more than just a window. You will be receiving the excellent services of our professionals who have been performing superb work for decades. We are passionate about helping you choose a quality window that exactly fits the specifications of your home. Additionally, we are fully committed to environmental protection and have recently been recognized for our sustainable business practices by the Environmental Protection Agency (EPA).

Actual Test 02

152. What is being advertised?

- (A) An insurance company
- (B) A window manufacturer
- (C) A landscaping company
- (D) A window cleaning service provider

153. What is indicated about Turner & Co.?

- (A) It is a family-run business.
- (B) Its branches are located nationwide.
- (C) It is an eco-friendly company.
- (D) It has recently hired experienced employees.

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

Questions 154–155 refer to the following text message.



154. Why was the message sent?

- (A) To ask for a favor
- (B) To postpone a deadline
- (C) To cancel a meeting
- (D) To request a document

155. What is indicated about Mr. Bell?

- (A) He is unable to attend a meeting.
- (B) He expects profits to increase.
- (C) He is trying to meet a deadline.
- (D) He was recently hired.

## TOEIC-SPEAKING MS NGOC

Questions 156–158 refer to the following article.

SEOUL (July 19) – Breamin's Group opened the doors to its first B&G clothing shop on the famed Abgujeong Rodeo street in South Korea to long lines of frantic shoppers. – [1] – The frenzy was over the limited edition line designed by Marichio Bucci in partnership with B&G. Within just a couple of hours of opening the doors, most of the Bucci design items were sold out. Similar reports of chaos and empty shelves which once held items from the Bucci line were echoed in major cities around the world including New York, London, Tokyo, and

Milan. – [2] – Although B&G has released limited edition collaborations with other famous designers, this is the first time that B&G shops have reported a complete depletion of items within hours of its release. The Bucci and B&G collaboration is the most successful to date and, already, talks are in progress over future collaborations for more clothing lines. – [3] – Meanwhile in Seoul, shoppers who were unable to purchase from the Bucci line were disappointed but excited to have the popular retailer open in Korea. – [4] –

156. What is indicated about B&G?

- (A) They have stores around the world.
- (B) They only sell items designed by Bucci.
- (C) The company has a few branches in Korea.
- (D) Their products usually sell out within hours.

157. What is reported about the Bucci and B&G collaboration?

- (A) It took years to put together.
- (B) It was only sold in select stores.
- (C) It's one of the most profitable collaborations for the company.
- (D) It will only be a one-time event.

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

“This is a first for the company since all previous limited designer edition lines were simply a one-time partnership.”

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

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

Questions 159–161 refer to the following memo.

### MEMO

**To:** All Staff  
**From:** Elizabeth Paine  
**Date:** January 24  
**Subject:** Sick Leave

Attention employees,

We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days and instead increasing the number of paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees on this matter. Please e-mail Tony Nugent at [tonynugent@zimnet.com](mailto:tonynugent@zimnet.com). He will be collecting and analyzing your responses. Afterward, Management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.

Sincerely,

Elizabeth Paine

**159.** What is the purpose of the memo?

- (A) To suggest a budget proposal
- (B) To solicit feedback
- (C) To revise incorrect information
- (D) To announce survey results

**160.** Who most likely is Mr. Nugent?

- (A) A medical doctor
- (B) A product developer
- (C) An investment analyst
- (D) A personnel employee

**161.** According to the memo, what will Ms.

Paine probably do soon after February 24?

- (A) Announce a merger
- (B) Hire a medical specialist
- (C) Participate in a tour
- (D) Schedule a meeting

## TOEIC-SPEAKING MS NGOC

Questions 162–165 refer to the following text message chain.

**Penny Jones**

3:27

I just got a call from Martin that his client Mr. Patrick would like to have his order two weeks earlier than originally planned. So, by next week Monday essentially. Do you think this is possible? I'd like your input.

**Karen Norman**

3:28

There's no problem on our end. Most of the leather has already been cut. We've already sent many of the pieces to be sewn. The rest of the work should take a couple of hours.

**Neil Park**

3:29

The handles are complete and about half the bags are near completion. I'll get them to Lauren soon. I think we should be able to finish sewing the bags by tomorrow evening.

**Penny Jones**

3:30

I'm glad to hear that most of the handbags are almost finished. Lauren, how long will it take to get the hardware attached or sewn in?

**Lauren Nichols**

3:31

We're currently working on the Jenk and Cenk twin's orders...

**Penny Jones**

3:32

We have more than enough time to complete the twin's orders so I can authorize your workers to put aside that project for now. How long will Mr. Patrick's order take?

**Lauren Nichols**

3:33

The zippers need to be sewn in but the studs will be glued, which makes the work easier. I think we need about a day.

**Kevin Harding**

3:34

It'll take us only a couple of hours to have the order packaged safely to be shipped.

**Penny Jones**

3:35

Thank you so much. I'll let our client know.

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

(NEW)

162. What kind of business does the client most likely own?

- (A) A clothing shop
- (B) A furniture company
- (C) A shoe store
- (D) A handbag business

163. According to the conversation, whose department must complete the work first?

- (A) Karen Norman's
- (B) Neil Park's
- (C) Lauren Nichols'
- (D) Kevin Harding's

164. At 3:31, why does Lauren Nichols say "We're currently working on the Jenk and Cenk twin's orders"?

- (A) To inform everyone that they have their own clients
- (B) To explain why they refuse to help
- (C) To imply that they are busy with another project
- (D) To make everyone speed up their work

165. What will Penny Jones most likely tell Mr. Patrick?

- (A) That his order will be finished two weeks later
- (B) That his request can be fulfilled
- (C) That his order will cost him extra money
- (D) That there may be a delay to his order

# TOEIC-SPEAKING MS NGOC

Questions 166–168 refer to the following notice.

## Business Hours in Early March

| Monday                  | Tuesday                 | Wednesday               | Thursday                | Friday                  | Saturday                 | Sunday                  |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|-------------------------|
| 2:00 P.M.–<br>9:00 P.M. | 2:00 P.M.–<br>8:00 P.M. | 3:00 P.M.–<br>9:00 P.M. | 4:00 P.M.–<br>9:00 P.M. | 2:00 P.M.–<br>9:00 P.M. | 2:00 P.M.–<br>10:00 P.M. | 9:00 A.M.–<br>6:00 P.M. |

Due to the current construction on Shilling Street, we have been forced to revise our business hours for the first week in March (see the chart above.) During the morning hours, the construction makes it difficult for customers to reach our location by car. We will be extending our evening hours to accommodate this change. Additionally, due to the construction, our parking lot is also currently inaccessible. Therefore, during this period, customers are asked to utilize public parking spaces available on Patch Street. We apologize for this inconvenience and strive to be back to normal soon.

166. What is being announced?

- (A) A renovation project
- (B) A store expansion
- (C) A change in operating hours
- (D) A work schedule

167. When most likely is the construction NOT being performed?

- (A) On Monday
- (B) On Wednesday
- (C) On Saturday
- (D) On Sunday

168. Why are customers asked to go to Patch Street?

- (A) To find a place to park
- (B) To visit a new store location
- (C) To take part in a promotional event
- (D) To receive a sample

GO ON TO THE NEXT PAGE

Questions 169–171 refer to the following advertisement.

## For Sale by Owner

### Palmer Standard Cabin Yacht

Asking price: \$45,000 or best offer

#### Basic Specifications:

This boat was built four years ago. It is 12 feet wide by 36 feet long. The hull is made of fiberglass, making it light yet strong. The boat includes 2 double bedrooms as well as a sleeper sofa, kitchen, and bathroom.

#### Features:

This boat is very stable and offers a spacious deck. It is perfect for large families and social gatherings. It includes an eight-speaker sound system with USB connectivity. It also has a lockable storage compartment where personal belongings can be kept.

#### Additional Information:

I have owned and operated this boat for three and a half years. The boat comes with a five-year warranty that still has one and a half years remaining. The warranty is transferable to the buyer upon purchase.

If you would like to see or test-ride the boat, contact Gary Thompson at 654-555-8715.

**169.** What is indicated about the Palmer Standard Cabin Yacht?

- (A) It is a fishing boat.
- (B) Its original paint color has been changed.
- (C) It can accommodate a group of people.
- (D) It is currently being repaired.

**170.** What is NOT mentioned as a feature of the Palmer Standard Cabin Yacht?

- (A) Capability to play music
- (B) A lightweight construction material
- (C) Ample sleeping accommodations
- (D) A fuel-efficient engine

**171.** What most likely is true about Mr. Thompson?

- (A) He will give a boat tour to a potential buyer.
- (B) He has young children.
- (C) He works at a shipyard.
- (D) He wants to sell the warranty separately.

## TOEIC-SPEAKING MS NGOC

Questions 172–175 refer to the following letter.

### Travel & Recreation

123 Gilmore Street  
Orange County, CA 48857

November 15  
Mr. Peter Kang  
3820 Rivervalley Heights  
Seattle, WA 19387

Dear Mr. Kang,

We at Travel & Recreation thank you for your subscription to our magazine. As you have been a long time subscriber, I am excited to inform you about our new subscription plan for our VIP members. – [1] – As a member, you will continue to receive monthly editions of our magazine and access to our new online e-magazine services. You can simply download a digital version of the print magazine to any mobile device at no extra cost. – [2] – Furthermore, you can access background information about our authors, journalists, and guest writers, as well as detailed information about the locations and places that are covered in the magazine. In addition, you can access the recipes to the most popular restaurants around the world and, most exciting of all, we will hold an exclusive competition for our VIP members with a chance to win a trip for two to Hawaii. – [3] – Our regular subscribers, as well as VIP members, will have a chance to win a dining experience at 5-star restaurant Bellisimo.

Again we thank you for your continued support and we hope you enjoy the many changes we have made to our services as we strive to entertain and educate our loyal subscribers. – [4] – Please fill out the application form that is attached to this letter. Please check which subscription plan you wish to join. If you send in a \$100 fee, you will receive the regular subscription plan. If you send in a \$200 fee, you will become a VIP member.

We appreciate your support and hope to hear from you soon.

Sincerely,  
Victoria Adams

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

172. Why was a letter sent to Mr. Kang?
- (A) To remind him to send in his travel journals
  - (B) To explain about a new subscription plan
  - (C) To inquire about his travel plans
  - (D) To determine his qualifications for a position
173. What did Ms. Adams send with the letter?
- (A) A travel itinerary
  - (B) A new contract
  - (C) An application form
  - (D) A revised schedule

174. In the middle of the first paragraph of the letter, the term “at no extra cost” is closest in meaning to:
- (A) For a small fee
  - (B) With a donation
  - (C) Quite easily
  - (D) For free
175. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?  
“Your subscription expires next month, but we invite you to consider joining our VIP membership.”
- (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 e-mail.

## Taylor Fabrics

### Invoice

Ordered by: Tammy Fleck

Order date: August 11

Delivery address: 628 Green Circle Drive, Austin, TX 78701

E-mail: tfleck@capnet.com

Order taken by: Craig Dell

Estimated delivery date: August 14–16

Mobile phone: (512) 555-9782

| Quantity | Item      | Description       | Price    |
|----------|-----------|-------------------|----------|
| 4 yards  | Fabric 10 | Solid white       | \$28.00  |
| 5 yards  | Fabric 38 | Floral pattern    | \$50.00  |
| 6 yards  | Fabric 41 | Checkered pattern | \$48.00  |
| 2 yards  | Fabric 48 | Leopard pattern   | \$30.00  |
|          |           | Tax               | \$15.60  |
|          |           | Shipping          | \$12.00  |
|          |           | Total             | \$183.60 |

Payment method: Billed to credit card account ending in 4680

If you have questions about your order, please e-mail us at customerservice@taylorfabrics.com.

All of our packages sent within the United States are guaranteed to arrive within 10 days of order confirmation. If they don't arrive on time, we promise to reimburse you for 30% of your total purchase.

To: customerservice@taylorfabrics.com  
From: Tammy Fleck <tfleck@capnet.com>  
Date: August 25  
Subject: Delivery Delay

Dear Customer Service,

I received my order from Taylor Fabrics yesterday that I placed two weeks ago. Not only was the package delivered later than promised, but one of my orders was incorrectly shipped. The invoice correctly reflects my wish to receive 5 yards of the floral pattern fabric, but only 2 yards of it were delivered. Because of this error, I won't be able to complete the dress I was making for my friend's birthday. I am very disappointed.

Once this issue has been resolved and the additional fabric has been sent, please send a text message to my mobile phone.

Thank you,

Tammy Fleck

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

**176.** Who most likely is Mr. Dell?

- (A) A designer
- (B) A salesperson
- (C) A customer
- (D) A manufacturer

**177.** What is implied about Ms. Fleck?

- (A) She is a long-term customer of Taylor Fabrics.
- (B) She is a professional fashion designer.
- (C) She is a former employee of Taylor Fabrics.
- (D) She will be partially paid back for her purchase.

**178.** Why did Ms. Fleck send the e-mail?

- (A) Her credit card was incorrectly charged.
- (B) She wants to return an item.
- (C) She received the incorrect quantity of an item.
- (D) One of her orders had the wrong pattern.

**179.** Which fabric will Ms. Fleck need more of to make a dress?

- (A) Fabric 10
- (B) Fabric 38
- (C) Fabric 41
- (D) Fabric 48

**180.** How should Taylor Fabrics customer service contact Ms. Fleck?

- (A) By text message
- (B) By voice mail
- (C) By e-mail
- (D) By letter

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## TOEIC-SPEAKING MS NGOC

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

### Next Month at the Belmont Historical Society

**Documentary Film Night: "Exploring the Arctic"**

May 5, Spruce Theater

**Photo Exhibition: "America in the 20th Century"**

Opening Night, May 9, Linda Cameron Art Gallery

**Author Talk: Glen Campbell, "The Culture of Early America"**

May 14, Chris Charlton Auditorium

**Musical Performance: "American Folk Masters"**

May 22, Spruce Theater

Children and seniors are allowed free entry to all events. Additionally, if you pay the registration fee and become a member of the Belmont Historical Society on our website, you can attend any event free of charge.

For questions about booking group visits, contact David Smith at [dsmith@belmonthistoricalsociety.com](mailto:dsmith@belmonthistoricalsociety.com). For more details regarding upcoming events and venue locations, or to rent one of our venues, visit us at [www.belmonthistoricalsociety.com](http://www.belmonthistoricalsociety.com).

**To:** David Smith <[dsmith@belmonthistoricalsociety.com](mailto:dsmith@belmonthistoricalsociety.com)>  
**From:** Jared Tate <[jtate@clarkuniversity.com](mailto:jtate@clarkuniversity.com)>  
**Date:** April 22  
**Subject:** Group Visit

Dear Mr. Smith,

Hello, my name is Jared Tate and I am a professor in the History Department at Clark University in downtown Maryville.

I am teaching an introductory history course for freshmen this semester, and I thought it would be helpful to attend the event featuring Mr. Campbell. His talk is very pertinent to the subjects we are currently covering in class.

I was also wondering if it would be possible to arrange a question-and-answer session between Mr. Campbell and my group of about 50 students. Please tell him that we are looking forward to seeing him.

I appreciate your reading my e-mail and I hope to hear back from you soon.

Jared Tate

History Department, Clark University

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

- 181.** What is indicated about the Belmont Historical Society?  
(A) It does not allow children into some events.  
(B) It is run by the city of Belmont.  
(C) It was founded by Linda Cameron.  
(D) It will hold its events at several places.
- 182.** What most likely is Mr. Tate currently teaching?  
(A) Environmental conditions of the Arctic  
(B) Early American history  
(C) American folk music  
(D) Modern photography
- 183.** What is NOT mentioned as being available on the Belmont Historical Society website?  
(A) Information about scheduled events  
(B) Member registration  
(C) Rental details  
(D) Descriptions of previous events
- 184.** In the e-mail, the word “introductory” in paragraph 2, line 1, is closest in meaning to  
(A) basic  
(B) required  
(C) profound  
(D) optional
- 185.** What does Mr. Tate request?  
(A) A signed copy of a book  
(B) A detailed survey  
(C) A chance to meet a speaker  
(D) A group discount

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# TOEIC-SPEAKING MS NGOC

(NEW) Questions 186–190 refer to the following schedule and e-mails.

## Newton Library

### April Program and Events Schedule

| Date and Time          | Event                                     | Location                      | Additional Notes   |
|------------------------|---|-------------------------------|--|
| April 2<br>7:00 P.M.   | A Trip to the Past:<br>Silent Film Series | Decker Hall                   | Join us for a viewing of several films showcasing early American film history.   |
| April 5<br>3:00 P.M.   | Youth Creative<br>Writing Workshop        | Youth Wing,<br>Room 304       | Open to all students in high school who want to improve their writing skills.  |
| April 10<br>11:00 A.M. | Beginner English<br>Conversation Club     | Education Center,<br>Room 102 | Join other adults who are learning to speak English. This class is free.   |
| April 16<br>5:00 P.M.  | Never Too Late to<br>Learn                | Media Lab, Room<br>202        | Learning to use a computer is not just for young people. Join us as we explore the sea of information, using computers.<br>(For senior citizens) |
| April 29<br>10:00 A.M. | Story Play                                | Youth Wing,<br>Room 301       | Play with toys and hear a story.<br>(For ages 0–5)   |

We would like to thank all of you who made financial donations that allowed for the purchase of new laptops and the construction of the Media Lab.

Actual Test 02

To: Richard White <rwhite@newtonlibrary.edu>  
From: Linda Carter <lcarter121@seprus.com>  
Date: April 1  
Subject: Beginner English Conversation Club

Hi Mr. White,

My name is Linda Carter and I am the instructor for the Beginner English Conversation Club to be held on April 10. I noticed that the library recently built the Media Lab with funds raised by library patrons. I was hoping to change classrooms in order to use my new educational resources by integrating computers into my English conversation class. Could you please reschedule my class to be provided in the same classroom as Never Too Late to Learn instead of the Education Center? I think my students will appreciate the practical English skills they can learn on computers. Also, could you please send an e-mail to all of the students who have signed up for the class? They will need to be informed about the room change.

Thank you in advance for your assistance,

Linda Carter

## TOEIC-SPEAKING MS NGOC

To: Richard White <rwhite@newtonlibrary.edu>  
From: Linda Carter <lcarter121@seprus.com>  
Date: April 2  
Subject: Room Change

Dear Ms. Carter,

I would be happy to move your Beginners English Conversation course to the classroom with the updated media lab; for your reference, this is room 3A. Unfortunately, I do not have the emails for all of the students who signed up for your course. Many students only provided their names. I could post a sign at the entrance to the library advertising your course and make a note of the room change, if that would be acceptable for you. Please let me know if you would like me to do this.

Thank you and all the best,

Richard White  
Library Projects Coordinator

186. What is suggested about Newton Library?
- (A) It recently renovated its facilities.
  - (B) It will hold a fundraising event soon.
  - (C) It offers educational activities for various ages.
  - (D) It is closed on Mondays.
187. What event is most suited for film students?
- (A) Story Play
  - (B) Youth Creative Writing Workshop
  - (C) A Trip to the Past
  - (D) Never Too Late to Learn
188. In the first e-mail, the word “held” in paragraph 1, line 2, is closest in meaning to
- (A) carried
  - (B) attended
  - (C) delayed
  - (D) conducted
189. Why can’t Richard White send Linda’s students an e-mail?
- (A) He doesn’t have their e-mails.
  - (B) It is not his job.
  - (C) He does not have the time.
  - (D) The library is not equipped with that kind of technology.
190. What is Richard White’s solution to the problem of informing Linda’s students about the room change?
- (A) He can e-mail them.
  - (B) He can direct them to the right room when they enter.
  - (C) He will post a sign.
  - (D) He will draw them a map with directions.

## TOEIC-SPEAKING MS NGOC

**NEW** Questions 191–195 refer to the following e-mail, article and sign-up sheet.

**To:** Tony Walker <[twalker@icmcorp.com](mailto:twalker@icmcorp.com)>  
**From:** Suzie Mason <[smason@icmcorp.com](mailto:smason@icmcorp.com)>  
**Date:** May 4  
**Subject:** Summer Calendar  
**Attachment:** budget.doc

Dear Mr. Walker,

I am finalizing the calendar of summer events for our company. Because we went over budget last year on employee appreciation events, I think it would be wise to find more affordable recreational activities. Attached is a breakdown of projected expenses for summer events that I have planned.

July 6: Anchorage Flower Festival

July 22: Art in the Park at Lawrence Park

August 6: Bicycle Tours of the Anchorage Countryside

August 19: Horseback Riding at Sweet Meadow Ranch

I have scheduled fewer outdoor activities this year compared to last year. This year I would like to take advantage of a new outdoor recreational opportunity that I read about on the Anchorage Reporter website. You can read the article by clicking on this link:  
[www.anchoragereporter.com/new\\_trails](http://www.anchoragereporter.com/new_trails).

Please let me know your opinion,

Suzie Mason

Human Resources Manager

### Anchorage Reporter

Bike Tours of the Anchorage Countryside to Start August 6



May 2—The Anchorage Bike Club will be hosting an annual bike riding event this summer, beginning on August 6 and running through August 7. The event will start at 10:00 A.M. on both days at the Anchorage Community Center. If you are driving a vehicle to the starting point, it would be better to use the parking lot behind the community center.

Anchorage Bike Club President Jean Frost stated, “The rides will range from 5 to 20 miles and will take bikers through scenic areas in Anchorage. Overall, the bike tours will go ahead at a leisurely pace so that bikers of all skill levels can participate. However, local bikers with ample experience might lead a faster-paced group.”

Bikers in the tours will learn about riding techniques, bicycle maintenance, and proper nutrition half an hour before the event starts. All participants must have biking helmets on. They are also encouraged to bring their own water to prevent dehydration while biking.

GO ON TO THE NEXT PAGE

## BICYCLE TOUR SIGN-UP SHEET

If you intend to participate in the August 6 bicycle tour, please write down your name, department, and level of experience or fitness. If we have enough people sign up as advanced, we can coordinate two separate tours. If there are not enough for two tours, we would like to encourage all riders to stay together so that everyone can join in the team building exercises we have planned. Thank you for your participation and we look forward to seeing everyone at the event!

| Name            | Department | Fitness/experience |
|-----------------|------------|--------------------|
| Tom Cruz        | Sales      | Beginner           |
| Vin Jones       | Inventory  | Beginner           |
| Sally Jenkins   | Inventory  | Beginner           |
| Barbara Blaster | Reception  | Advanced           |
| Hope Kinski     | Sales      | Beginner           |

http://toeicspeakingmsngoc.com/

## TOEIC-SPEAKING MS NGOC

191. What does Ms. Mason suggest doing?
- (A) Keeping within a budget for recreational activities
  - (B) Appointing a new manager of human resources
  - (C) Increasing the number of temporary employees
  - (D) Scheduling more outdoor activities compared to last year
192. What date does Ms. Mason suggest for this year's new activity?
- (A) July 6
  - (B) July 22
  - (C) August 6
  - (D) August 19
193. In what section of the website would the article most likely appear?
- (A) Economy
  - (B) Leisure
  - (C) Entertainment
  - (D) Politics
194. Based upon the Bicycle Tour Sign-up Sheet, what can we infer about the upcoming bicycle tour?
- (A) It will be cancelled.
  - (B) There will be two groups, one for beginners, one for advanced.
  - (C) There will be only one group.
  - (D) They will stop along the way for a group meal and photo.
195. What will Barbara Blaster most likely do on the bicycle tour?
- (A) She will become bored and quit the tour.
  - (B) She will complain that more people should sign up as advanced.
  - (C) She will join a faster-paced group of more experienced bikers.
  - (D) She will stay with the group to participate in group activities.

GO ON TO THE NEXT PAGE

## TOEIC-SPEAKING MS NGOC

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

### Four Seasons Apparel Outlet

All returns must be sent back to Four Seasons Apparel Outlet within 7 days of delivery. They can be exchanged for a different item or returned for a refund. If you choose a refund, we will credit the card used for purchase.

Individuals with official memberships can utilize our delivery tracking service and receive frequent shopper discounts.

**Return shipment(s) to:**

Four Seasons Apparel Outlet, 144 Fenton Rd., Denver, CO 80725 (303-555-4387)

**Check the option that best describes your problem:**

Product contained a defect or damage       Product did not match expectations  
 Wrong item was delivered      Other \_\_\_\_\_

**Personal Information:**

Name: Sally Nelson      Order Number: 2245      Phone: 432-555-6729  
Address: 2154 Oak St, Denver, CO 80725      E-mail: snelson@clandon.net

Exchange       Refund

I ordered a medium-sized Snowy Christmas Sweater from your online store on April 22, but I mistakenly received a small-sized one. I would like to exchange it for the correct one.

**From:** Debra Clarke <debraclarke@fourseasons.com>  
**To:** Sally Nelson <snelson@clandon.net>  
**Date:** April 30  
**Subject:** Exchange

Dear Ms. Nelson,

We have received your request to exchange the sweater you purchased. We sincerely apologize for this mistake. We shipped the correct item immediately as per your request. Your shipment can be tracked on our website using the following tracking number: 447H57J.

Because this was our mistake, we have returned \$7 to your credit card in order to reimburse you for the return shipping costs. Please check your balance to confirm this.

If you experience any future problems with this order, you may call me at 303-555-4387. I will help you solve any problem that may arise.

Debra Clarke

## TOEIC-SPEAKING MS NGOC

**To:** Sally Nelson <snelson@clandon.net>  
**From:** Debra Clarke <debraclarke@fourseasons.com>  
**Date:** May 4  
**Subject:** Return Error

Dear Ms. Clarke,

I was glad to receive your email regarding my return and am thankful that Four Seasons was thoughtful enough to refund my shipping cost.

That being said, I checked my account and have received the promised refund. Additionally, the new sweater that was sent to me was the right size, but I had ordered the Snowy Christmas design. What I received was Winter Festival. They are both nice sweaters, but my husband really liked Snowy Christmas better. Could you please send the design that I originally ordered? I will send the Winter Festival sweater back after I receive the correct order and my shipping refund.

Thank you!

Sally Nelson

196. What problem with the original shipment does Ms. Nelson report?

- (A) It was damaged.
- (B) It does not fit.
- (C) It arrived late.
- (D) It has not reached its destination.

197. In the e-mail from Debra Clarke, the phrase "as per" in paragraph 1, line 2, is closest in meaning to

- (A) regardless of
- (B) except for
- (C) rather than
- (D) according to

198. What is indicated about Ms. Nelson?

- (A) She recently moved to Denver.
- (B) She ordered a gift for a friend.
- (C) She has a Four Seasons Apparel Outlet membership.
- (D) She waited too long to request a refund.

199. What problem with the replacement shipment does Ms. Nelson report?

- (A) The size was incorrect.
- (B) The design was incorrect.
- (C) The size and design were incorrect.
- (D) Too much money was refunded to her from her original purchase.

200. When will Ms. Nelson return her Winter Festival sweater?

- (A) When she receives her correct order and the shipping refund.
- (B) When she has time.
- (C) When her husband is happy with his sweater.
- (D) When Four Seasons apologizes for her inconvenience.

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.