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GRAMMAR

PART 5 & 6

UNIT 1: DANH TỪ (NOUN)

I. LUYỆN TẬP TRÊN LỚP

01. Please remember to include your _____ at the bottom of the order form.

- (A) signing
- (B) signed
- (C) signature
- (D) to sign

02. Please review the _____ for new safety procedures, and add your comments.

- (A) proposing
- (B) propose
- (C) proposes
- (D) proposal

03. Department store managers have asked _____ not to bring food or beverages into the store.

- (A) shoppers
- (B) shopping
- (C) to shop
- (D) shopper

04. Fred's superb _____ to detail is his best attribute as a graphic artist.

- (A) attends
- (B) attended
- (C) attendant
- (D) attention

05. All _____ to the auto production plant must register at the security checkpoint before entering.

- (A) visit
- (B) visitation
- (C) visitors
- (D) visiting

06. According to Star Watch magazine, singer-songwriter Kylie Norton has announced her upcoming _____ in a charity concert.

- (A) participate
- (B) participated
- (C) participating
- (D) participation

07. Applicants for the position of store manager must have at least five years of experience in _____ sales.

- (A) retailing
- (B) retailer
- (C) retailed
- (D) retail

08. Polabian Bank signed an _____ for the financing of the A2 highway connecting Bistrica and Nove Pola.

- (A) agrees
- (B) agreement
- (C) agreements
- (D) agreed

09. The GSX offers exceptional _____ while still achieving a fuel efficiency rating better than that of most other vehicles in its class.

- (A) performing
- (B) performed
- (C) performer
- (D) performance

10. For reasons of _____, anyone entering the construction area must wear a hard hat.

- (A) safety
- (B) safe
- (C) safely
- (D) safer

II. BÀI TẬP VỀ NHÀ

11. A key _____ still missing from the upcoming presentation to the client is an estimate of the total project cost.

- (A) elementary
- (B) element
- (C) elements
- (D) elemental

12. Unfortunately, the newly manufactured electronic components do not meet the quality _____ of Gem Associates.

- (A) requires
- (B) requirements
- (C) require
- (D) requiring

13. Mr. Shmidov hired two lawyers to help with future contract _____.

- (A) negotiates
- (B) negotiations
- (C) negotiator
- (D) negotiable

14. The Manila Wellness Center has part-time and temporary employment _____ for certified nursing attendants in our Makati branch.

- (A) opens
- (B) openings
- (C) openness
- (D) opener

15. Mr. Garcia called earlier today for _____ that the package he sent on Monday had been received.

- (A) confirm
- (B) confirming
- (C) confirmation
- (D) confirmed

16. Our service department has received numerous _____ about the new TZ-2000 processor overheating.

- (A) complain
- (B) complaining
- (C) complainer
- (D) complaints

17. The _____ to Eland Motors' new compact car has been positive.

- (A) response
- (B) respond
- (C) responds
- (D) responded

18. These copy machines are the property of Dittel Manufacturing and are intended for business _____ only.

- (A) use
- (B) useful
- (C) used
- (D) usefully

19. D & Y Beauty Corporation plans to add at least one _____ overseas in the next year.

- (A) locations
- (B) location
- (C) locates
- (D) locating

20. Kumiko Sekine will give a _____ on watercolor techniques at Denville Art Center on May 3.

- (A) demonstration
- (B) demonstrating
- (C) demonstrated
- (D) demonstrators

LE QUOC BAO – TOEIC Reading Comprehension

21. Market Solutions is one of Europe's leading international business magazines, with _____ in over 50 countries.

- (A) subscribers
- (B) spectators
- (C) witnesses
- (D) participants

22. Sending a letter of thanks immediately after a job interview is a highly recommended _____.

- (A) reference
- (B) plot
- (C) resource
- (D) practice

23. Retail properties in the downtown area generally stay on the _____ for periods of three to six weeks before they are sold.

- (A) sale
- (B) place
- (C) market
- (D) advertisement

24. Customers unhappy with the performance of their stereo equipment have two months to request a refund or _____.

- (A) complaint
- (B) receipt
- (C) replacement
- (D) promotion

25. Patients who wish to reschedule their _____ must give at least 24 hours advance notice.

- (A) appointments
- (B) positions
- (C) assignments
- (D) subscriptions

26. In an effort to reduce _____, Barsom Cosmetics has halved its advertising budget.

- (A) values
- (B) expenses
- (C) customs
- (D) refunds

27. According to the commerce report released today, retail sales in apparel declined in August after a significant _____ in July.

- (A) increase
- (B) impression
- (C) access
- (D) accent

28. The new graphic design software program has improved the quality of the designers' work as well as their _____.

- (A) economies
- (B) harvest
- (C) measures
- (D) productivity

29. Our _____ is not to offer refunds to customers unless they return the item, accompanied by a receipt, within 30 days of the purchase date.

- (A) policy
- (B) adoption
- (C) exhibit
- (D) regard

30. The fax machine is out of service, and an experienced _____ has been called in to see if it can be repaired.

- (A) technician
- (B) factory
- (C) certificate
- (D) generator

UNIT 2: TÍNH TỪ (ADJECTIVE)

I. LUYỆN TẬP TRÊN LỚP

01. Employees on international assignment with Daniel Windmere Corporation receive _____ financial support when finding a place to live.

- (A) extend
- (B) extent
- (C) extensive
- (D) extending

02. In keeping with Barrett International's effort to provide a comfortable work environment, the company's new buildings are _____ and well lit.

- (A) spacious
- (B) spacing
- (C) spaciousness
- (D) spaces

03. The division manager revised the report because the language in it was too _____.

- (A) repetitive
- (B) repeating
- (C) repetition
- (D) repeat

04. The decision to hire _____ help was based largely on the concerns expressed by the employees.

- (A) addition
- (B) additions
- (C) additional
- (D) additionally

05. The advertising team made an _____ recovery from a late start to finish the project a week ahead of schedule.

- (A) amaze
- (B) amazing
- (C) amazement
- (D) amazingly

06. Staff members who work with chemicals should remember to be _____ and always wear protective gear in the lab.

- (A) cautious
- (B) caution
- (C) cautiously
- (D) cautiousness

07. Hatfield Sporting Goods returned the _____ merchandise to the manufacturer.

- (A) defect
- (B) defective
- (C) defects
- (D) defectively

08. Mr. Matthews, a reporter for the *International Daily* newspaper, will be on _____ assignment until further notice.

- (A) special
- (B) specialize
- (C) specially
- (D) specializing

09. Financial experts note that the mild weather in the last few years has had a _____ effect on agricultural productivity.

- (A) clear
- (B) clearly
- (C) clearing
- (D) clearness

10. Although the two computer processors differ in price, they are _____ in terms of their quality.

- (A) compares
- (B) comparing
- (C) comparison
- (D) comparable

II. BÀI TẬP VỀ NHÀ

11. Ms. Chu was extremely _____ to receive the award for outstanding sales performance.

- (A) happier
- (B) happily
- (C) happiest
- (D) happy

12. We have been given _____ instructions on how Ms. Crane wants this task to be completed.

- (A) specific
- (B) specifics
- (C) specify
- (D) specifying

13. Passengers should have all _____ boarding documents ready to present to airline personnel.

- (A) necessary
- (B) necessarily
- (C) necessity
- (D) necessitating

14. While remaining _____ to customers who have supported it for decades, McGill Electronics will diversify in all areas of its business.

- (A) loyalty
- (B) loyalties
- (C) loyally
- (D) loyal

15. In response to customer complaints, Lanemore Transit will provide _____ bus services during morning and evening hours.

- (A) adding
- (B) addition
- (C) additional
- (D) additionally

16. Given the complexity of the production process, two defects per one thousand items is a _____ expectation.

- (A) reasonable
- (B) reasoning
- (C) reasonably
- (D) reasons

17. Most survey participants had _____ opinions about Virtanen's new line of hair care products.

- (A) positivity
- (B) positive
- (C) positives
- (D) positively

18. To make sure that the canal is _____ year-round, measures will be taken to raise the water level.

- (A) navigator
- (B) navigation
- (C) navigate
- (D) navigable

19. Farmers are predicting good crop harvests in the Kenashaw area as a result of recent _____ weather conditions.

- (A) favors
- (B) favorable
- (C) favor
- (D) favoring

20. _____ order that comes to our department is processed with the utmost care and attention.

- (A) Many
- (B) All
- (C) Every
- (D) Most

LE QUOC BAO – TOEIC Reading Comprehension

21. The jacket you ordered is currently _____ in the color you requested, but we will send the rest of your order promptly.

- (A) related
- (B) stylish
- (C) disinterested
- (D) unavailable

22. When the copying process is _____, a small “Done” window appears on the computer screen.

- (A) total
- (B) entire
- (C) complete
- (D) whole

23. The sales representatives consider the size of the space before recommending an _____ air-conditioning system.

- (A) enlisted
- (B) opportune
- (C) intentional
- (D) appropriate

24. Because this document contains confidential information, please keep it in a _____ location.

- (A) cautious
- (B) secure
- (C) distinguished
- (D) strict

25. Sinna Motors’ sales figures this year were nearly _____ to those recorded in the company’s most successful period five years ago.

- (A) equal
- (B) uniform
- (C) even
- (D) fair

26. Because our supplies are _____, we can only make this offer to the first fifty customers who come to the store.

- (A) limited
- (B) speedy
- (C) available
- (D) presentable

27. Baxter Consulting intends to combine information from various sources in order to provide a single _____ directory of local businesses.

- (A) variable
- (B) apparent
- (C) redundant
- (D) comprehensive

28. Because it covers nearly every aspect of French cooking, the Bleu School Guide is considered the _____ resource for preparing authentic French cuisine.

- (A) selective
- (B) expressive
- (C) definitive
- (D) competitive

29. Falco Brand engine parts are put through a _____ inspection process.

- (A) dependent
- (B) withheld
- (C) stringent
- (D) founded

30. Please accept our _____ thanks for the fine work you are doing in our sales department.

- (A) original
- (B) estimated
- (C) sincere
- (D) completed

UNIT 3: TRẠNG TỪ (ADVERB)

I. LUYỆN TẬP TRÊN LỚP

01. The newscaster _____ mispronounced the name of the Tolberg Book Prize winner on television last night.

- (A) accident
- (B) accidental
- (C) accidents
- (D) accidentally

02. All Seneca area residents are requested to clean the recycling bins _____ with hot, soapy water.

- (A) periodic
- (B) periodically
- (C) periodical
- (D) period

03. Mr. Lopez travels _____ for business and uses the corporate accounts at hotels as well as car rental agencies.

- (A) regular
- (B) regularly
- (C) regularity
- (D) regulate

04. The president of Tennom Advertising _____ announces the cancellation of plans to open an office in Toronto.

- (A) regretful
- (B) regretfully
- (C) regretting
- (D) regretted

05. The display panel has been designed to ensure that the warning lights are _____ visible.

- (A) clearness
- (B) clear
- (C) clearly
- (D) clearest

06. The students enrolled in the painting course at the Model Art School have worked _____ hard over the past year.

- (A) exceptionally
- (B) exception
- (C) exceptional
- (D) except

07. Employment applications must be filled out _____ before being submitted to J&J Enterprises.

- (A) complete
- (B) completes
- (C) completed
- (D) completely

08. The executive board sent out a reminder to division heads that all contracts must be _____ reviewed by the legal department before they are signed.

- (A) rigor
- (B) rigors
- (C) rigorous
- (D) rigorously

09. Judges for the science competition stated that choosing a winner from the finalists was a _____ impossible task.

- (A) nears
- (B) nearing
- (C) nearly
- (D) neared

10. Before the situation was explained to him, Franco _____ believed that the automobile prototype was the finished product.

- (A) wrong
- (B) wronging
- (C) wrongly
- (D) wronged

II. BÀI TẬP VỀ NHÀ

11. All loose objects, such as bags and laptop computers, must be placed _____ in the overhead bins prior to takeoff.

- (A) secure
- (B) more secure
- (C) securely
- (D) security

12. The financial briefing for our investors will begin _____ at 9:30 A.M. on Thursday.

- (A) precisely
- (B) preciseness
- (C) precise
- (D) precision

13. Any changes in your tax status should be reported to the payroll division _____ so that corrections can be made in a timely fashion.

- (A) prompt
- (B) promptly
- (C) prompted
- (D) prompting

14. Residents argue that another new shopping center in the heart of the city is not _____ sound.

- (A) finance
- (B) finances
- (C) financial
- (D) financially

15. Mr. Perlmutter has assured the management team that the prototype will be _____ functional by June 9.

- (A) complete
- (B) completing
- (C) completely
- (D) completion

16. The quality of the furniture designed at Oak Valley Company has remained _____ consistent for the 100 years that the firm has operated.

- (A) remarks
- (B) remarkably
- (C) remarkable
- (D) remarked

17. Aria Fletcher will discuss the advertising budget with the board of directors when they meet _____ next month.

- (A) formal
- (B) formalize
- (C) formally
- (D) formalities

18. The Hirota Computer Store is _____ located on Shijo Street in downtown Kyoto.

- (A) center
- (B) centers
- (C) centralize
- (D) centrally

19. The Yuja Deluxe Grill must be cleaned _____ in order to function well.

- (A) regular
- (B) regularly
- (C) regularity
- (D) regularize

20. Although pay is _____ distributed in the form of electronic bank deposits, staff may request that a check be issued instead.

- (A) generalize
- (B) generalization
- (C) generally
- (D) general

LE QUOC BAO – TOEIC Reading Comprehension

21. According to the *Cosmopolitan News*, Gemstone Records will soon be opening a store _____ located on Grand Avenue.

- (A) conveniently
- (B) correctly
- (C) greatly
- (D) widely

22. Fordham Stationers recently decided to switch suppliers because Valley Paper has been _____ late in shipping their orders.

- (A) steadily
- (B) sensibly
- (C) exactly
- (D) consistently

23. We at TPG Financial Planning welcome the opportunity to assist you in your business and look forward to a _____ beneficial relationship.

- (A) mutually
- (B) punctually
- (C) respectively
- (D) precisely

24. Ms. Rivera made it clear that _____ the landowner may authorize improvements to the property.

- (A) only
- (B) easily
- (C) simply
- (D) merely

25. Our company believes that employees should always work hard, yet they must _____ have time for their families.

- (A) altogether
- (B) also
- (C) alone
- (D) almost

26. Due to technical problems, Nelson's Electronic Auctions is _____ not accepting any picture submissions via e-mail.

- (A) quickly
- (B) currently
- (C) precisely
- (D) temperately

27. After three years of intense negotiation, Megali Corporation and Liggman Industries have _____ agreed on the terms of their merger.

- (A) since
- (B) soon
- (C) yet
- (D) finally

28. The training class on Internet security begins _____ at 8:00 A.M. and ends at 5:00 P.M., with a one-hour break for lunch.

- (A) promptly
- (B) vocally
- (C) openly
- (D) neutrally

29. We are _____ seeking volunteers to participate in an upcoming consumer research study for Mayfee Marketing.

- (A) significantly
- (B) currently
- (C) completely
- (D) slightly

30. Hua Husing's achievements in biochemistry were remarkable, _____ considering that he was only twenty-six at the time.

- (A) greatly
- (B) unusually
- (C) especially
- (D) positively

UNIT 4: SO SÁNH, GIỚI TỪ & LIÊN TỪ (COMPARISON, PREPOSITION & CONJUNCTION)

I. LUYỆN TẬP TRÊN LỚP

01. Tough stains can be removed more _____ with Pearl Glow's extra-strength laundry detergent.

- (A) ease
- (B) easier
- (C) easiest
- (D) easily

02. Please distribute the agenda as _____ as possible so that participants will have time to review it.

- (A) quicker
- (B) quickest
- (C) quicken
- (D) quickly

03. The Tillmore Performance Center offers a _____ variety of programs than the Drewton Theater.

- (A) greatest ,
- (B) greater
- (C) greatly .
- (D) great

04. Recently, Jongno Art Museum has produced several _____ praised award-winning exhibitions.

- (A) height
- (B) highest
- (C) highly
- (D) high

05. Although Brawley Manufacturing is struggling domestically, its international ventures have become _____.

- (A) success
- (B) more successful
- (C) successfulness
- (D) most successfully

06. Successful candidates will be posted to either New York _____ Paris.

- (A) or
- (B) neither
- (C) nor
- (D) both

07. _____ the change-of-address form had been submitted to the billing department, the invoices began arriving at the proper location.

- (A) Like
- (B) Once
- (C) Unless
- (D) Despite

08. Margaret Nelson was hired to lead the company _____ the complicated process of organizational restructuring.

- (A) behind
- (B) above
- (C) except
- (D) through

09. JHB Bank cannot process a loan application _____ the proper documentation.

- (A) upon
- (B) until
- (C) without
- (D) along

10. If you experience difficulties with the installation process, technical support is available _____ the day.

- (A) from
- (B) about
- (C) between
- (D) throughout

II. BÀI TẬP VỀ NHÀ

11. A 20 percent increase in revenue makes this the _____ year yet for the Sorvine Hotel Group.

- (A) more profitable
- (B) most profitable
- (C) profiting
- (D) profitably

12. Seats will be assigned on a first-come, first-served basis, so it would be best to arrive no _____ than 11 :00 A.M.

- (A) later
- (B) latest
- (C) lateness
- (D) late

13. Mr. Lee takes his job _____ than his predecessor did.

- (A) serious
- (B) seriously
- (C) more seriously
- (D) most seriously

14. Candidates for positions at Pereira Consulting should answer the questions on the application form as _____ as possible.

- (A) accurate
- (B) accuracy
- (C) accuracies
- (D) accurately

15. Researchers at Firmatek Synthetics are working on a new material that will be twice as _____ as ordinary concrete.

- (A) durably
- (B) durable
- (C) dur:ability
- (D) durableness

16. Dr. Suzuki arrived for the awards ceremony on time _____ her train had left twenty minutes late.

- (A) as if
- (B) even though
- (C) while
- (D) because

17. Please indicate on the envelope whether you would prefer regular _____ deluxe photo processing for your film .

- (A) so
- (B) nor
- (C) and
- (D) or

18. Each month, we will select five outstanding employees to be honored _____ their exceptional contributions to the company's performance.

- (A) for
- (B) at
- (C) across
- (D) over

19. Customers who cannot call the service department during normal business hours may leave a message _____ our answering service.

- (A) with
- (B) off
- (C) from
- (D) by

20. Neither taking photographs _____ eating is allowed in the theater.

- (A) or
- (B) nor
- (C) and
- (D) neither

LE QUOC BAO – TOEIC Reading Comprehension

21. Super Discounts, Inc., reserves the _____ to limit quantities of certain sale items purchased by each customer.

- (A) importance
- (B) right
- (C) goal
- (D) selection

22. Research grant proposals must be submitted by next Friday and should include a budget and a one-page _____.

- (A) meaning
- (B) belief
- (C) excursion
- (D) abstract

23. Ms. Kushida's managers feel that she deserves special _____ for her performance in the last sales campaign.

- (A) recognition
- (B) accomplishment
- (C) capability
- (D) balance

24. The *Cornwall Times* is published weekly by OYC Newspapers, Inc., a _____ of Woodbridge Media Holdings.

- (A) division
- (B) category
- (C) selection
- (D) separation

25. The _____ of the new inventory process has had a significant impact on our management of resources.

- (A) habit
- (B) adoption
- (C) trade
- (D) reservation

26. Genter Electronics has always followed the _____ that the risk involved in developing new technology is one that is worth taking.

- (A) conduct
- (B) principle
- (C) character
- (D) order

27. All resumes submitted to our human resources department will remain on record for one year from the date of _____.

- (A) receipt
- (B) admission
- (C) ownership
- (D) membership

28. Tower Apartments plans to add a recreation complex that will accommodate a swimming pool and other _____.

- (A) facilities
- (B) qualities
- (C) conventions
- (D) categories

29. Companies need to provide year-round training to technical support staff due to _____ improvements in technology.

- (A) continuous
- (B) prosperous
- (C) mature
- (D) straight

30. *Metropolitan Herald*, the city's leading newspaper, is offering new customers a twenty percent _____.

- (A) economy
- (B) retail
- (C) market
- (D) discount

UNIT 5: ĐẠI TỪ (PRONOUN)

I. LUYỆN TẬP TRÊN LỚP

01. Ms. Jackson said she would prefer to work on the report by _____ before submitting a draft for the committee's approval.

- (A) her
- (B) hers
- (C) herself
- (D) she

02. Although multiple studies were conducted by market research groups, it is still uncertain whether customers are ready to purchase _____ groceries on the Internet.

- (A) ours
- (B) theirs
- (C) their
- (D) ourselves

03. All shipments arrive at the receiving dock, where a warehouse worker checks _____ tracking labels.

- (A) theirs
- (B) they
- (C) them
- (D) their

04. We will have to inform Mr. Yamamoto that _____ application cannot be accepted at this time.

- (A) he
- (B) himself
- (C) his
- (D) him

05. In order for Mr. Song's group to complete the data collection project on time, _____ will need even more administrative support.

- (A) us
- (B) we
- (C) our
- (D) ourselves

06. With _____ new building and expanded hours, First Bank of Stubenville is once again ahead of the competition.

- (A) them
- (B) they
- (C) its
- (D) itself

07. Mr. Adams will not be able to complete the report by himself and would appreciate it if someone would volunteer to help _____.

- (A) he
- (B) him
- (C) himself
- (D) his

08. Drivers are asked to park _____ cars within the white lines.

- (A) their
- (B) theirs
- (C) they
- (D) themselves

09. The younger staff look up to Ms. Ltoh because of _____ years of experience in the field of multimedia and graphic design.

- (A) she
- (B) her
- (C) hers
- (D) herself

10. Mr. Shin updated the company's Web site by _____ because the other programmer had a problem with her password.

- (A) itself
- (B) herself
- (C) themselves
- (D) himself

II. BÀI TẬP VỀ NHÀ

11. Answering customer questions is sometimes difficult to do on _____, so we have created a list of frequently asked questions.

- (A) yours
- (B) yourself
- (C) your own
- (D) you

12. Mr. Kato left the hotel's telephone number with the airport staff so they could notify _____ when the luggage is found.

- (A) him
- (B) himself
- (C) he
- (D) his

13. The mechanics became more efficient as _____ began using the new technology.

- (A) themselves
- (B) them
- (C) their
- (D) they

14. After her retirement, Lillian will certainly be missed by the numerous colleagues who have benefited from _____ steady judgment in the field of finance.

- (A) she
- (B) her
- (C) hers
- (D) herself

15. Staff who need to replace _____ equipment must submit an upgrade request form.

- (A) them
- (B) their
- (C) themselves
- (D) theirs

16. The user's manual explains all the controls and functions of _____ Pictor Series V television.

- (A) you
- (B) your
- (C) yours
- (D) yourself

17. If the discontinued printers are not sold by Friday, Ainley Electronics will offer _____ at 50 percent off.

- (A) they
- (B) their
- (C) them
- (D) themselves

18. While he is away from the office, we can reach Mr. Cho by calling _____ home phone number.

- (A) himself
- (B) him
- (C) he
- (D) his

19. The author of this guidebook has researched the hotels that he recommends and has also stayed at all of them _____.

- (A) his own
- (B) him
- (C) himself
- (D) his

20. Although the assistant manager will be transferred next week, the personnel office has not yet found a replacement for _____.

- (A) she
- (B) herself
- (C) her
- (D) hers

LE QUOC BAO – TOEIC Reading Comprehension

21. Although our employees did not write the correct address on the shipping form, the machine parts arrived at the dairy farm on _____.

- (A) schedule
- (B) appointment
- (C) authority
- (D) condition

22. Advertisements placed by merchants in *The Weekly Roundup* do not _____ imply endorsement by the management of the newspaper.

- (A) barely
- (B) highly
- (C) gradually
- (D) necessarily

23. Sanford Electronics recently installed a new data management system to keep better _____ of customers' orders.

- (A) states
- (B) marks
- (C) points
- (D) records

24. The Gallo Museum's display of Mexican silver crafts will remain open for a _____ time only.

- (A) minor
- (B) lower
- (C) partial
- (D) limited

25. Gryphon Solutions is a growing computer support company _____ to expand its business in East Asia.

- (A) simple
- (B) frequent
- (C) common
- (D) eager

26. Mr. Ortega has received an _____ to attend the awards ceremony in Brussels next month.

- (A) honor
- (B) ovation
- (C) expression
- (D) invitation

27. As of October 1, all books borrowed from the Queenstown Library will be _____ three weeks from the checkout date.

- (A) owing
- (B) due
- (C) payable
- (D) mature

28. To take _____ of the company's free software-upgrade program, customers should mail a copy of their receipt to the address provided.

- (A) merit
- (B) service
- (C) advantage
- (D) improvement

29. The environmental commission concluded that there is a _____ for immediate funding to repair the dam.

- (A) control
- (B) center
- (C) look
- (D) need

30. On Thursday, Ms. Cornado should receive the _____ of the recent survey conducted by the research and development department.

- (A) chances
- (B) results
- (C) matters
- (D) events

UNIT 6: ĐỘNG TỪ & THÌ (VERB & TENSE)

I. LUYỆN TẬP TRÊN LỚP

01. First City Bank assured its customers that it _____ exceptional service in spite of the ongoing renovations in several branches.

- (A) maintaining
- (B) maintain
- (C) will maintain
- (D) to maintain

02. The plant supervisor, Mr. Lee, recently _____ a tour of the company's main production facility for our clients.

- (A) conduct
- (B) conducted
- (C) to conduct
- (D) will conduct

03. After the current model year, the automobile manufacturer CFG _____ three older models and introduce two new ones.

- (A) to discontinue
- (B) will discontinue
- (C) discontinued
- (D) have discontinued

04. After thoroughly reviewing all of the resumes, we will _____ which candidates to interview.

- (A) determine
- (B) determines
- (C) determining
- (D) determination

05. Sylvia Cho _____ her training at Frio County Animal Hospital last week and will begin working as a veterinary technician.

- (A) will conclude
- (B) to conclude
- (C) concludes
- (D) concluded

06. I look forward to hearing from you as soon as you _____ from your vacation.

- (A) had returned
- (B) return
- (C) returned
- (D) will return

07. During the busy tourist season, you should _____ hotel reservations several weeks ahead of time.

- (A) make
- (B) makes
- (C) making
- (D) made

08. Last year, the Hansford Automobile catalog _____ air-conditioning and digital radios as standard features in all automobiles.

- (A) listed
- (B) list
- (C) listing
- (D) to list

09. Today, Wichner Industries announced that it _____ opening an office in Kuala Lumpur to coordinate its overseas operations.

- (A) be
- (B) will be
- (C) is being
- (D) been

10. By the time Ms. Okada _____ in Incheon for the sales meeting, she had already completed preliminary negotiations by telephone.

- (A) arrives
- (B) arrived
- (C) has arrived
- (D) will arrive

II. BÀI TẬP VỀ NHÀ

11. Rising gas prices are cutting into our profits, so we _____ to look for alternative delivery methods.

- (A) must
- (B) should
- (C) need
- (D) could

12. Next year Khosun Industries will _____ several employees to work in the new factory in Kuala Lumpur.

- (A) sent
- (B) send
- (C) sends
- (D) sending

13. Daily guided tours of the warehouse _____ at 10:00 A.M. in the reception area on the first floor.

- (A) begin
- (B) begins
- (C) to begin
- (D) beginning

14. Magnum Plus cameras _____ very popular right now because they are so easy to use.

- (A) became
- (B) are becoming
- (C) to become
- (D) becomes

15. Please _____ the bottom portion for your records.

- (A) retain
- (B) retaining
- (C) retains
- (D) retained

16. Topics at the business communication workshop _____ defending an argument, synthesizing information, and writing precisely and concisely.

- (A) include
- (B) includes
- (C) including
- (D) inclusion

17. By the time the magazine article on home security devices _____ on the newsstands, the pricing information was already outdated.

- (A) appears
- (B) appeared
- (C) will appear
- (D) appearing

18. Although she has been transferred to Mexico City, Ms. Baxter and her former colleagues at the New York branch _____ in contact.

- (A) remain
- (B) remains
- (C) remaining
- (D) has remained

19. The technician _____ repairs on the machinery, so production of the X220 will resume when she has finished.

- (A) making
- (B) had made
- (C) will have been made
- (D) has been making

20. At the end of next month, executive chef Tracy Nakagawa _____ the kitchen at the Hokulea Cafe for ten years.

- (A) has supervised
- (B) will have supervised
- (C) had been supervising
- (D) is supervising

LE QUOC BAO – TOEIC Reading Comprehension

21. Every two years, the board of directors _____ a new financial officer to oversee the company's domestic operations.

- (A) deposits
- (B) appoints
- (C) predicts
- (D) operates

22. Some fans lined up outside the box office for as long as fourteen hours to _____ tickets for the concert.

- (A) support
- (B) purchase
- (C) achieve
- (D) replace

23. Neblus, Inc., will have to add staff if it expects to _____ all of the orders by the end of the year.

- (A) affect
- (B) contain
- (C) fulfill
- (D) mention

24. National Bank officials announced that they have taken the necessary steps to _____ another computer system failure.

- (A) upgrade
- (B) ignore
- (C) prevent
- (D) improve

25. If you would like to be considered for a position in our advertising division, please _____ an application to the director of human resources.

- (A) comply
- (B) submit
- (C) urge
- (D) advise

26. If you require additional information about our products, please do not _____ to contact the customer service department.

- (A) provide
- (B) qualify
- (C) hesitate
- (D) compete

27. The International Society of Economists will _____ leadership to develop and launch a collection of electronic journals.

- (A) remain
- (B) serve
- (C) grant
- (D) provide

28. To avoid leaving anyone behind, the tour operator _____ all the visitors to be in the front lobby by 7 A.M.

- (A) recalled
- (B) memorized
- (C) reminded
- (D) identified

29. We require all visitors to _____ photo identification prior to entering the building.

- (A) notify
- (B) assign
- (C) permit
- (D) present

30. The August shipment has just _____ from Busan and is waiting in the receiving dock.

- (A) sent
- (B) arrived
- (C) delayed
- (D) examined

LE QUOC BAO – TOEIC Reading Comprehension

Questions 31-33 refer to the following letter.

B. Gowling
784 Quail Court
Seattle, WA 98101

Dear Mr. Gowling,

Greetings, fellow book lover! The Seattle Book Enthusiast's Club thanks you for _____ your

31. (A) renewing
(B) enrolling
(C) offering
(D) removing

membership!

Enclosed you will find a new membership card and a copy of your contact information as it currently appears in your membership record. Please take a moment to review the information to make sure that both are correct.

To make changes to your membership record, simply indicate the changes on the enclosed form and return it to us in the envelope provided. Once we receive it, your record will be updated accordingly. These changes may _____ be made at the Member Resources section

32. (A) also
(B) lately
(C) only
(D) then

of our Web site. To do this, you will need the username and password listed below.

We thank you for your membership in the club, and we hope you _____ to enjoy Seattle's

33. (A) continued
(B) have continued
(C) will have continued
(D) continue

oldest book club for many years to come!

Username: bgowling
Password: gh78fds9

Sincerely,

Bethany Applebaum
President, SBEC

LE QUOC BAO – TOEIC Reading Comprehension

Questions 34-36 refer to the following article.

Tokyo, March 4-The Japan Classical Music Society announced yesterday that it will hold its twenty-fifth annual Modern Classics Festival at the Kizuno Center for Performing Arts in Tokyo, June 15- 22. The announcement _____ by Nobu Watanabe, the society's president.

34. (A) made
(B) will be made
(C) was made
(D) had made

This year's festival will feature a performance by renowned violinist Siaw Ling Tan, who will be accompanied _____ the Shanghai Orchestra. The featured conductor will be Madeleine

35. (A) following
(B) by
(C) beyond
(D) into

DuPre, who will lead her Osaka Chamber Orchestra in the closing "Night at the Pops" concert.

Tickets for all events can be purchased online at www.mc_festival.org. Buying tickets early is _____, since many of last year's performances were sold out before the festival opened.

36. (A) advice
(B) advising
(C) advisable
(D) advisor

UNIT 7: CHỦ ĐỘNG, BỊ ĐỘNG & PHÂN TỪ (ACTIVE, PASSIVE & PARTICIPLE)

I. LUYỆN TẬP TRÊN LỚP

01. Mr. Lee's conciliatory comments appear to have been _____ by some of his readers.

- (A) misinterpret
- (B) misinterpreted
- (C) misinterpretation
- (D) misinterpreting

02. Critics of the recent movie with Michelle Zhao have called the plot too _____.

- (A) predicting
- (B) predicted
- (C) predictable
- (D) predictably

03. All orders for office supplies must be _____ to Ms. Reaton by Thursday at noon.

- (A) submitting
- (B) submit
- (C) submitted
- (D) submission

04. Please accept the _____ coupon book as thanks for opening your personal savings account with South Branch Bank.

- (A) enclose
- (B) enclosed
- (C) enclosing
- (D) enclosure

05. The advertisement said that 20 percent would be _____ from the regular price at the time of purchase.

- (A) deduct
- (B) deducted
- (C) deduction
- (D) deducting

06. Our office secretary had made a backup of the computer files, so the information was _____ successfully after the power failure.

- (A) recovered
- (B) recover
- (C) recovering
- (D) recovery

07. Due to new restrictions on international travelers, certain types of plants cannot _____ into most countries without a permit.

- (A) bring
- (B) be brought
- (C) brought
- (D) bringing

08. It is _____ to hear that our sales department has started to pursue overseas markets aggressively.

- (A) encourage
- (B) encourages
- (C) encouraged
- (D) encouraging

09. We are pleased to announce that Ms. Vieri _____ her new position as market analyst on September 30.

- (A) has been starting
- (B) will be starting
- (C) was started
- (D) is being started

10. After _____ requests by local residents, the private library was opened to the public.

- (A) repeated
- (B) repeating
- (C) repetition
- (D) repeatedly

II. BÀI TẬP VỀ NHÀ

11. Checks or money orders in support of the Theater for All project _____ payable to Alio Actors Organization.

- (A) to make
- (B) are making
- (C) should be made
- (D) will have made

12. Everyone at the concert was _____ by Ms. Vincenzi's outstanding performance.

- (A) impressive
- (B) impressionist
- (C) impressed
- (D) impressing

13. Unless she is in a meeting and cannot be interrupted, the director would like to _____ when an important client arrives.

- (A) notifying
- (B) have notified
- (C) notify
- (D) be notified

14. The Franklin Health Clinic is _____ to offer extended weekend hours to accommodate the needs of all patients.

- (A) please
- (B) pleasure
- (C) pleased
- (D) pleasing

15. A boost in wheat production was to the region's _____ benefit, lowering the local cost of food.

- (A) finance
- (B) financing
- (C) financed
- (D) financial

16. The Hong Kong office of Huang Associates will be closed temporarily while renovations _____.

- (A) will be complete
- (B) are completed
- (C) being completed
- (D) completing

17. Because the boardroom is being painted, the meeting this afternoon will _____ in the conference room on the fourth floor.

- (A) have held
- (B) be holding
- (C) hold
- (D) be held

18. Many problems with locks _____ by a simple repair or adjustment.

- (A) solved
- (B) could solve
- (C) can solve
- (D) can be solved

19. Working so many hours of overtime to meet the deadline has left the design staff feeling _____.

- (A) exhaust
- (B) exhausted
- (C) exhausting
- (D) exhaustive

20. In March, the Grand Symphony Orchestra will present an _____ opera by talented newcomer Maria Cruz.

- (A) excite
- (B) excites
- (C) excited
- (D) exciting

LE QUOC BAO – TOEIC Reading Comprehension

21. Tomorrow's training is _____ for employees who have been with the company for less than one year.

- (A) based
- (B) intended
- (C) agreed
- (D) invited

22. When Howland Bakery first began using larger trucks for delivery, all of them were _____ white and brown.

- (A) changed
- (B) painted
- (C) alternated
- (D) transferred

23. Workshop participants may choose any seat in the auditorium except those in the front row, which are _____ for the presenters.

- (A) chaired
- (B) reserved
- (C) substituted
- (D) performed

24. While the accounting department is closed, all billing questions will be _____ by the customer service department.

- (A) expired
- (B) handled
- (C) replied
- (D) attended

25. LTD Enterprises is currently seeking an _____ individual to replace the current director, who will be retiring at the end of the month.

- (A) accomplished
- (B) illustrated
- (C) observed
- (D) influenced

26. Complaints about the telephone service must be _____ to the department manager.

- (A) answered
- (B) questioned
- (C) directed
- (D) informed

27. Passengers are _____ to fill out a customs declaration form before leaving the plane.

- (A) appealed
- (B) instructed
- (C) remarked
- (D) described

28. The proposal for a new courtyard at Pendlemeyer Apartments should be carefully _____ before being submitted for approval.

- (A) appealed
- (B) preoccupied
- (C) analyzed
- (D) consented

29. All receipts for travel expenses should be _____ to Mr. Franconi for processing before the end of the month.

- (A) substituted
- (B) subtracted
- (C) subjected
- (D) submitted

30. According to the proposal, a large block of rooms in the east wing of the new building will be _____ for storage.

- (A) designated
- (B) detained
- (C) reciprocated
- (D) signified

LE QUOC BAO – TOEIC Reading Comprehension

Questions 31-33 refer to the following letter.

Dear Mr. Geremi,

We are very pleased that you have accepted a summer position with us as a computer technician. The work will begin on June 28 and end on August 15. The _____ will be \$850

31. (A) charge
(B) estimate
(C) cost
(D) pay

per week.

On your first day of work, please _____ to bring a valid form of identification and the

32. (A) remembering
(B) to remember
(C) remember
(D) are remembered

completed tax forms we sent you earlier this month. After you have submitted these forms and your identification has been copied for our records, there will be a reception in the Wooley Building to welcome all interns. Following the reception, the specific details of your job responsibilities will be _____.

33. (A) requested
(B) provided
(C) retrieved
(D) informed

We look forward to seeing you on June 28.

Warm regards,

Bill Bella
Coordinator, Summer Work Program
Chadwick Chemical Corporation

LE QUOC BAO – TOEIC Reading Comprehension

Questions 34-36 refer to the following article.

Wholesale food stores are becoming increasingly popular among thrifty shoppers. Unlike _____ supermarkets, which have always relied on marketing departments to advertise

34. (A) recent
(B) traditional
(C) successful
(D) convenient

products, wholesale stores sell directly to the consumer. This distribution method can result in considerably lower prices.

Wholesale stores typically offer little personalized assistance and in the past have served only specialty shops and restaurants. However, due to a concerted effort in recent years by these stores to attract _____ shoppers, this is slowly changing. _____, many consumers are now

35. (A) individual
(B) individualize
(C) individually
(D) individuals

36. (A) Because
(B) In fact
(C) On the other hand
(D) Despite

quite happy to shop at wholesale stores as well as supermarkets.

UNIT 8: ĐỘNG TỪ NGUYÊN MẪU CÓ TO & DANH ĐỘNG TỪ (TO-V & GERUND)

I. LUYỆN TẬP TRÊN LỚP

01. Mr. Riyadh, a successful local businessman, made his fortune by _____ in real estate.

- (A) invests
- (B) investing
- (C) invested
- (D) invest

02. Mr. Osaki would like the entire staff _____ together and complete the task by the deadline.

- (A) works
- (B) be working
- (C) to work
- (D) will work

03. The management of Eurosan Enterprises is in the process of _____ a new set of guidelines for customer service.

- (A) establish
- (B) establishes
- (C) established
- (D) establishing

04. In addition to _____ recent phone numbers, the new IF20 mobile phone shows the temperature, the time, and the user's location on a map.

- (A) displayed
- (B) displaying
- (C) display
- (D) displays

05. In order to _____ overseas clients, the Majeski Group will open offices in both Europe and Asia.

- (A) accommodation
- (B) accommodates
- (C) accommodate
- (D) accommodating

06. _____ to Lotus Restaurant have nearly doubled the size of the seating area.

- (A) Improved
- (B) Improvement
- (C) Improvements
- (D) Improving

07. Anisk Pharmaceuticals makes every effort _____ the confidentiality of all participants in the clinical study.

- (A) to maintain
- (B) maintains
- (C) will maintain
- (D) is maintaining

08. Jean Perets has been singled out as the ideal choice _____ Azoulay Pharmaceuticals once CEO Raviv Dayag retires in December.

- (A) will lead
- (B) to have led
- (C) to lead
- (D) having led

09. Some officials still need _____ of the importance of separate playing fields for young football and baseball players.

- (A) convince
- (B) to be convinced
- (C) be convincing
- (D) have convinced

10. The Rio Blue jacket comes with a specially shaped pocket that prevents loose coins from _____ out.

- (A) drop
- (B) drops
- (C) dropped
- (D) dropping

II. BÀI TẬP VỀ NHÀ

11. Mr. Uemura declined to _____ on rumors about how many medicines the drug manufacturer had in development.

- (A) commenting
- (B) commentary
- (C) comment
- (D) comments

12. Researchers at Gasnite Company have developed an improved method of _____ fuel from industrial waste materials.

- (A) extraction
- (B) extracts
- (C) extracted
- (D) extracting

13. Thank you for taking the time to meet with me, and I look forward to _____ from you soon.

- (A) hear
- (B) hears
- (C) heard
- (D) hearing

14. The company-sponsored five-kilometer run will be held on October 15, and all employees _____ to participate.

- (A) to invite
- (B) invite
- (C) inviting
- (D) are invited

15. Funds raised by the local preservation society have helped _____ the historic Jasenville train station.

- (A) restoring
- (B) to restore
- (C) restored
- (D) is restored

16. Despite the move of several new restaurants to the area, Vitella's Restaurant is still attracting enough customers _____ in business.

- (A) stay
- (B) to stay
- (C) stayed
- (D) staying

17. The Ashford Chamber of Commerce invites visitors _____ the restaurants, and theaters on the city's waterfront.

- (A) patronize
- (B) patronized
- (C) to patronize
- (D) be patronizing

18. You will find the manual very helpful _____ any problems you encounter when you first use the software.

- (A) must solve
- (B) be solved
- (C) will solve
- (D) in solving

19. Today Tenopy Tech announced its plans _____ with Shaffly Energy Systems to manufacture solar panels in Quito and Caracas.

- (A) to partner
- (B) be partnering
- (C) is partnered
- (D) will partner

20. _____ the range of articles in our publication has undoubtedly helped attract new readers.

- (A) Diversity
- (B) Diversifying
- (C) Diversify
- (D) Diversification

LE QUOC BAO – TOEIC Reading Comprehension

21. Please remember to _____ your account number and signature on all payment checks.

- (A) describe
- (B) include
- (C) contain
- (D) involve

22. All commercial catering businesses refrigerate perishable food to _____ it from spoiling.

- (A) remove
- (B) oppose
- (C) prevent
- (D) forbid

23. I do not _____ that the shipment schedule will change when our factories relocate, but if it does, I will notify you immediately.

- (A) regard
- (B) appear
- (C) follow
- (D) anticipate

24. In order to _____ a table for the luncheon, we need to call the cafe by noon.

- (A) respond
- (B) appoint
- (C) reserve
- (D) connect

25. Beginning August 1, Carla Frist will _____ the company as its attorney in all dealings with the local government.

- (A) attend
- (B) perform
- (C) express
- (D) represent

26. Please check in with Ms. Nakamura's assistant when you arrive so he can _____ her of your arrival.

- (A) speak
- (B) notify
- (C) report
- (D) attend

27. As of January 1, all managers will be required to _____ at least three professional development seminars per year.

- (A) decide
- (B) continue
- (C) attend
- (D) regard

28. The new science museum is expected to _____ many tourists to the city.

- (A) attract
- (B) value
- (C) capture
- (D) observe

29. Ms. Ishimura generously offered to _____ the invitation in person rather than send it through the mail.

- (A) respond
- (B) benefit
- (C) commute
- (D) deliver

30. Swabian Motors will _____ its current name even after it merges with a rival company.

- (A) receive
- (B) inquire
- (C) grant
- (D) retain

LE QUOC BAO – TOEIC Reading Comprehension

Questions 31-33 refer to the following article.

Higher Gasoline Prices Are Everyone's Business

The retail price of fuel continues its steady rise for the tenth week in a row, and experts say there is no immediate end in sight.

Preston Okura, director of Henson Oil & Gas, Inc., made a _____ observation.

31. (A) contrasting
(B) promising
(C) similar
(D) false

Attributing the sharp increase in fuel prices to higher crude oil prices, he expects prices to continue _____ for another month.

32. (A) rise
(B) rising
(C) be rising
(D) have risen

While businesses like trucking and shipping companies are feeling the direct impact of these high prices, the _____ on the general public may be less evident. "Every item that ends up in

33. (A) effect
(B) effecting
(C) effected
(D) effective

the store has a freight cost built into it," said Okura. "These transport companies have no choice but to charge higher fees and to pass on the cost to their customers."

LE QUOC BAO – TOEIC Reading Comprehension

Questions 34-36 refer to the following letter.

News from De Medici Opera
End of Season 5, May 31

Dear Friends of De Medici Opera:

Thank you very much for your financial support over the past year! De Medici Opera has just completed our most successful season yet. We are pleased to report that your generous _____ made it possible for us to produce four operas instead of the usual three. We are also

34. (A) acquisitions
(B) contributions
(C) additions
(D) benefits

thrilled to report that more shows sold out this past season than in any of our previous years! You made these exciting developments possible in our fifth season.

Now, won't you please take the time to support us with a donation for the _____ season?

35. (A) prior
(B) current
(C) upcoming
(D) first

Please take a moment to fill out the enclosed donation form and mail it to us. Remember, our sixth season will begin on August 30.

_____ De Medici Opera, thank you once again.

36. (A) On behalf of
(B) Due to
(C) Inasmuch as
(D) In spite of

Best wishes,

Irina Thomas
Director, De Medici Opera

READING PART 7

UNIT 13: CÂU HỎI TỔNG QUAN (OVERVIEW QUESTIONS)

Passage 01 (Question 181, Test 01, ETS 1200)

Date:	Thursday, 23 July 11:45:29
Subject:	Sid Zablonksi
From:	"Lewis Cucuk" <lcuck@komptex.com>
To:	jarvisw@komptex.com; sloanet@komptex.com; joanmac@komptex.com; giles@komptex.com

First of all, thank you all for a very productive meeting this morning. This message confirms our agreement on the main points of the media report Komptex will release to the press at 4 P.M. this afternoon.

The report will be brief and to the point. It will announce Sid Zablonksi's resignation and the appointment of his replacement. There will be no references to Mr. Zablonksi's reasons for resigning his position. Sid has asked us to respect his privacy, and we intend to do that. The media will be asked to contact the vice president of human resources with any follow-up questions.

Thank you for your cooperation and support.
Lewis Cucuk
President
Komptex, Inc.

181. What is the main purpose of Lewis Cucuk's e-mail?

- (A) To plan new collaborations with film studios
- (B) To confirm details of an announcement
- (C) To request employee feedback on a report
- (D) To announce new positions at the company

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Question 181, Test 02, ETS 1200)

Date:	January 25
From:	Tori Ray <tray@alvertonfinancecorp.com>
To:	Paul Han <phan@nj.universaltechsoftware.com>
Subject:	Update on the workshop on Friday, February 3

Hi Paul,

Thank you for agreeing to conduct a workshop for us at Alverton Finance Corporation. We are excited to hear about your new software program, which may be a beneficial tool for our business.

In my previous e-mail, I said the workshop would be held in room 135, but it has been changed to room 455. Please stop at the security desk when you get here, and give the security guard that room number. The guard will issue you a guest pass and escort you to the room.

If you have any handouts that you want us to copy before the workshop, my assistant, Hilary Rigby, can make them. If you send her your handouts electronically by Wednesday, February 1, she will have the copies ready for you. Her e-mail address is hrigby@alvertonfinancecorp.com.

If you have any questions, please let me know. I look forward to seeing you at the workshop.

Tori Ray

181. What is the purpose of Ms. Ray's e-mail?

- (A) To confirm the details of a presentation
- (B) To place an order for computer software
- (C) To explain the changes in a security policy
- (D) To change the date of a workshop

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Question 153, Test 04, ETS 1200)

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 AM

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to “My Account” on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Burnes
President
Worldstore.com

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

- (A) To postpone travel plans
- (B) To introduce a company Web site
- (C) To request the latest flight schedule
- (D) To give information about shipping delays

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Question 174, Test 04, ETS 1200)

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,
Roger

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

- (A) To discuss an upcoming visit
- (B) To review the employee dress code
- (C) To notify employees of a customer service award
- (D) To announce the retirement of the bank's president

Passage 05 (Question 178, Test 04, ETS 1200)

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company.

Sincerely,

178. What is the purpose of this letter?

- (A) To ask for a salary increase
- (B) To announce a promotion
- (C) To discuss a temporary assignment
- (D) To request a transfer to Hong Kong

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Question 188, Test 04, ETS 1200)

E-mail Message	
From: rsilva@nysmail.com To: info@zenopublications.com Subject: your travel guides	Sent: September 16
<p>I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation. When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.</p> <p>Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.</p> <p>Sincerely, Raquel Silva</p>	

188. What is the purpose of Raquel Silva's e-mail?

- (A) To request some travel guides
- (B) To praise Zeno Publications
- (C) To express concern about an order
- (D) To recommend Zeno Publications to a friend

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 173, Test 05, ETS 1200)

From:	Bill Withers (president@HQRenterps.org)
To:	All department heads
Sent:	8.15 A.M., Monday, March 4
Subject:	Conference program

Hello everyone,

This is a quick update on the program for Friday's conference at the Houghton Landmark Hotel. Registration will begin at 8:45 in Conference Room A. You can pick up your name tag there. I will make some opening remarks and introduce the main speaker at 9:00 in the Grand Ballroom. We are pleased to announce that Sanjay Varma has confirmed that he will be able to attend. He will deliver the keynote address following my remarks.

For the remainder of the day, participants will disperse and attend separate sessions in designated rooms. The executive officers will meet in room 85 starting at 10:30. The management team will divide into two groups: department heads and group leaders. They will attend workshops in room 124 and 101, respectively. Closing remarks will be given in the ballroom at 4:00.

I look forward to seeing you all there.

Bill Withers
President

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

- (A) To confirm a hotel reservation
- (B) To provide a schedule of events
- (C) To inform employees of an updated policy
- (D) To invite managers to a conference next month

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 172, Test 01, ETS 5 Tests)

4 April
Charles Tang
350 Lady Jane Way
Melbourne VIC 3004
Australia

Dear Mr. Tang:

Thank you for stopping by our booth at the International Fibre Optics Trade Conference in Sydney last month. I enjoyed speaking to you about your career interests.

As I mentioned when we spoke, our company is currently in the process of launching operations in South America through our soon-to-open Buenos Aires bureau. We are thus very interested in individuals with Spanish-language skills such as yours. If we were to offer you employment, we would first invite you to our headquarters in New Delhi for a three-week training course to familiarize you with our company's products and business model.

If you would like to pursue this opportunity, please send me your resume at your earliest convenience. I will then send it on to one of the division managers to arrange an interview. If you have any questions, please do not hesitate to contact me.

Sincerely,
Nandita Rajawat
Nandita Rajawat
Human Resources
Telefibro Systems Ltd.

172. What is the purpose of the letter?

- (A) To revise the terms of a contract
- (B) To request information about a company
- (C) To recruit a new employee
- (D) To announce an upcoming talk

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 196, Test 01, ETS 5 Tests)

From:	Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>
To:	Priya Kulkarni <pkulkarni@multiconnect.com.hk>
Subject:	Multiconnect Communications
Date:	10 October

Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.

I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.

Sincerely,

Hitomi Suzuki
Wattle Financial

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

- (A) To supply information about Internet providers
- (B) To request further information on phone packages
- (C) To describe a new phone package being offered
- (D) To offer a discount on communications technology

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10 (Question 159, Test 03, ETS 5 Tests)

From:	Tom Gough <tomgough@versatileware.com>
To:	Marc Hammond <marchammond@versatileware.com>
Date:	Thursday, June 13, 4:12 P.M.
Subject:	Ride tomorrow?

Hi Marc,

I'm writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I'm hoping it won't be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he'll have the car running again by Saturday, so I shouldn't need a ride on Monday.

Thanks,
Tom

159. What is the purpose of the message?

- (A) To arrange transportation
- (B) To recommend an auto repair shop
- (C) To request time off from work
- (D) To advertise a car for sale

LE QUOC BAO – TOEIC Reading Comprehension

Passage 11 (Question 168, Test 04, ETS 5 Tests)

The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

168. What is the article mainly about?

- (A) A hiring procedure
- (B) A learning program
- (C) A national examination
- (D) A new school

LE QUOC BAO – TOEIC Reading Comprehension

Passage 12 (Question 160, Test 05, ETS 5 Tests)

Hamelmann Corporation

Jill K. Anders
Garden Square Hotel
Goodridge Road
Cardiff CF10 3AL, United Kingdom

Dear Ms. Anders,

As a client who has bought paper products from Hamelmann Corporation in the past, you may like to know that as of May 30, we will begin offering a line of products made only from recycled paper. You can browse these and other Hamelmann products on our recently redesigned Web site, www.hamelmanncorp.de/ENG. I have enclosed a brochure featuring some of the products that have been designed especially for our customers in the hotel industry.

We look forward to continuing to supply your business with the finest paper products.

Very truly yours,

Ulrich Hamelmann

Ulrich Hamelmann

enclosure

160. What is the purpose of the letter?

- (A) To introduce a company's new product line
- (B) To announce the relocation of a company
- (C) To request information about hotels in Cardiff
- (D) To inform a customer that a product is no longer available

UNIT 14: CÂU HỎI THÔNG TIN (INFORMATION QUESTIONS)

Passage 01 (Question 163, Test 03, ETS 1200)

You are invited to a special party celebrating the grand opening of Musienko's Furniture Store on October 2. Please come and preview our large selection of beautiful, handcrafted furniture. We carry everything from sofas and cabinets to bedroom sets.

From 7 P.M. to 10 P.M. the store will be open only to invited guests. This is your opportunity to purchase any of the fine furniture we carry at a ten percent discount before the store opens to the general public on October 3.

In addition, all guests who return the enclosed reply card will be entered in a contest to win a brand-new set of dining-room chairs. Appetizers and soft drinks will be served.

To attend this exclusive event and be entered in the drawing, please return the reply card by September 25. The drawing will take place on September 30, and I will announce the winner at the party.

We hope to see you there!

163. What will happen on October 2?

- (A) The winner of a prize will be announced.
- (B) A new business will open to the general public.
- (C) There will be a furniture-making demonstration.
- (D) Invitations to a celebration will be mailed out.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Question 154, Test 04, ETS 1200)

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 AM

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to “My Account” on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,
Michael Burnes
President
Worldstore.com

154. What does Mr. Burnes suggest Mr. Pitts do?

- (A) Respond to the e-mail for free shipping
- (B) Contact the carrier service immediately
- (C) Visit a Web site for more information
- (D) Call a company representative

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Questions 175 & 177, Test 04, ETS 1200)

Coleman Bank

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,
Roger

175. Who is Sylvia Langley?

- (A) The president of the bank
- (B) Mr. Smithwick's assistant
- (C) A bank customer
- (D) The Randolph branch manager

177. What is the significance of July 25?

- (A) It is the date the new president was installed.
- (B) It is the date the company president will inspect the Randolph branch.
- (C) It is the deadline for scheduling a meeting with the bank president.
- (D) It is the deadline for organizing employee work spaces.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Question 181, Test 04, ETS 1200)

From: Zuravsky, Anne <azuravsky@acc-ciz.com>
Sent: Wednesday, March 10
To: Torres, Cynthia
Subject: Re: accounting position (Correspondence #98798)

Dear Ms. Torres,

This is to confirm receipt of your e-mail of March 10. Thank you for inquiring about the full-time position in our accounting department and for sending your employment history. The opening is still available but all applications must be submitted by March 14. A copy of the appropriate application form can be found on the ACC-CIZ Web site. Please note that resumes should list job positions starting with the one you held the longest.

On March 28, we will be contacting the candidates we wish to interview. All interviews will take place on April 4. Regarding your question about compensation, I am not authorized to provide an estimate of the salary associated with this opening.

If you have any other questions, do not hesitate to contact me. Please use the number in the subject line of this message in any further e-mails you send concerning the application process.

Regards,
Anne Zuravsky, Manager
Human Resources

181. When are applications for the accounting position due?

- (A) On March 10
- (B) On March 14
- (C) On March 28
- (D) On April 4

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Questions 174-175, Test 05, ETS 1200)

From:	Bill Withers (president@HQRenterps.org)
To:	All department heads
Sent:	8.15 A.M., Monday, March 4
Subject:	Conference program

Hello everyone,

This is a quick update on the program for Friday's conference at the Houghton Landmark Hotel. Registration will begin at 8:45 in Conference Room A. You can pick up your name tag there. I will make some opening remarks and introduce the main speaker at 9:00 in the Grand Ballroom. We are pleased to announce that Sanjay Varma has confirmed that he will be able to attend. He will deliver the keynote address following my remarks.

For the remainder of the day, participants will disperse and attend separate sessions in designated rooms. The executive officers will meet in room 85 starting at 10:30. The management team will divide into two groups: department heads and group leaders. They will attend workshops in room 124 and 101, respectively. Closing remarks will be given in the ballroom at 4:00.

I look forward to seeing you all there.

Bill Withers
President

174. Where will the workshops for group leaders be held?

- (A) In room A
- (B) In room 85
- (C) In room 101
- (D) In room 124

175. What will Sanjay Varma do?

- (A) Give a formal speech
- (B) Lead a workshop for managers
- (C) Introduce a speaker
- (D) Supervise participant registration

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Questions 153-154, Test 06, ETS 1200)

September 30

Dear Mr. Fernandez,

Wagner Art Museum cordially invites you, as one of its generous donors, to a reception to celebrate its 10th anniversary. The reception will be held in the main hall of the museum on the evening of Friday, October 22, from 7:30 P.M. to 9:00 P.M. We are pleased to present Professor Natasha Grabowski, from the art history department at Orem State University, as our speaker at the reception.

Attendance at this reception is open only to our invited guests. Please note that preregistration is required for the reception. If you plan to attend the reception, please check the appropriate box at the bottom of the enclosed registration sheet. A return envelope is provided for your convenience; we must receive your reply no later than October 10. We look forward to seeing you at the reception.

Sincerely,

Matthew Ameriks

Matthew Ameriks

Chief Public Relations Officer
Wagner Art Museum

153. What is Ms. Grabowski scheduled to do at the reception?

- (A) Give a talk
- (B) Present an award
- (C) Introduce Mr. Ameriks
- (D) Donate some artwork

154. According to the letter, what is a requirement for attending the reception?

- (A) Payment of a fee
- (B) Prompt arrival
- (C) A reply to the invitation
- (D) Formal attire

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Questions 167-168, Test 06, ETS 1200)

Linda Bradshaw
YTF Construction Ltd.
252 Maclean Ave.
Hackensbury, Nova Scotia
B6A4V4

July 28

Dear Ms. Bradshaw:

This letter is to confirm the prices we discussed on July 20. In our conversation, we determined that the sound-screen acoustical partitions Pacol Corporation produces will suit your construction needs well. As you will be ordering a large quantity, we are prepared to offer you the partitions at a substantially reduced price. These prices will remain in effect through December 31; however, if you wish to receive these items before November 1 as you mentioned, your order must be placed by September 15.

Partitions	Regular Price Each	Discounted Price
Style A	\$ 122.75	\$ 92.07
Style B	\$ 132.00	\$ 99.00
Style C	\$ 152.75	\$ 114.56
Style D	\$ 191.00	\$ 143.25

The clear, anodized aluminum frames that you were interested in would cost an additional \$15.00 per unit. The hardware—end legs, top caps, and decorative handles that match the frames—usually cost \$5.00 per unit but will be provided at no extra charge.

Thank you for your interest in our products. We look forward to hearing from you soon.

Sincerely,

Rheal Gauthier

Rheal Gauthier

Sales Representative

167. Why is Ms. Bradshaw offered a discount?

- (A) She is a loyal customer.
- (B) She is placing a large order.
- (C) She was not satisfied with the quality of her previous order.
- (D) Her previous order did not arrive on time.

168. How much does a style D partition cost with the discount?

- (A) \$92.07
- (B) \$132.00
- (C) \$143.25
- (D) \$191.00

Passage 08 (Question 187, Test 06, ETS 1200)

DLC

AUTOMOTIVE

**830 North Ward Road
Toronto, ON L3R0N9**

July 15

Dear Mr. Jensen,

Congratulations on your purchase from the DLC auto dealership. We at DLC know you have a choice of dealers when you buy a car, and we sincerely appreciate that you've chosen to do business with us. In this spirit, be assured that our staff will do everything we can to ensure you are completely satisfied with your vehicle.

During the year, we will send you in the mail periodic reminders of upcoming service needs. You will also receive our monthly newsletter, *Drive Time*, in which you will find car safety and maintenance tips, as well as coupons available only to our customers.

Enclosed please find two complimentary tickets to the Metropolitan Area Art Museum. Be our guest as you enjoy the paintings of local artists, sculpture gardens, and seasonal exhibits, and thank you again for your patronage.

Sincerely,
Rob Wood
Sales Manager
DLC Automotive

187. What service does Mr. Wood's business provide for customers?

- (A) Free transportation to a museum
- (B) Regular notification of recommended vehicle service
- (C) Automatic renewal of subscriptions
- (D) Prompt delivery within the Toronto area

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 191, Test 06, ETS 1200)

Job Listing 14523-Posted May 1:

The World Health Coalition (WHC) seeks a highly qualified individual for immediate employment on the HS-I Vaccination Program. The job provides the opportunity to collaborate with some of the leading researchers in vaccine production. This WHC facility is located in London. Position available from May 27.

Duties: Individual is responsible for compiling and storing research results and will assist in creating disease prevention workshops.

Requirements: Applicants must have a degree in statistics and at least four years experience working in a research facility . Knowledge of PZB software is a must, as is a team-oriented approach to working. Fluency in English is required; abilities in additional languages preferred.

Send resume along with cover letter to *jobs@whc.org.uk*. Include an e-mail address and telephone number. Deadline is May 10. Applicants will be notified of their status by May 17 . Applicants chosen for interviews will be responsible for their own transportation to London.

191. What is the last day to apply for the WHC position?

- (A) May 1
- (B) May10
- (C) May 17
- (D) May 27

Passage 10 (Questions 155-156, Test 01, ETS 5 Tests)

<p>May4</p> <p>Dr. Charles Somerville 1785 Taylor Street Allentown, PA 18102</p> <p>This is a friendly reminder that your next dental cleaning is scheduled for Friday, May 11, at 8:30 A.M. If you are unable to keep your appointment, please call us by 3:00 P.M. on Wednesday, May 9, during regular office hours. We can be reached from 8:00 A.M. to 5:00 P.M. Monday through Saturday, at 555-0119.</p> <p>Please note, we will be closed on Monday, May 28 for the holiday.</p>	<p>Mr. Steven Hines 15 Greenwood Way Bethlehem, PA 18018</p>
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LE QUOC BAO – TOEIC Reading Comprehension

155. When does Mr. Hines have an appointment?

- (A) On May 4
- (B) On May 9
- (C) On May 11
- (D) On May 28

156. According to the postcard, why would Mr. Hines call the dental office?

- (A) To confirm an appointment
- (B) To cancel an appointment
- (C) To make a payment
- (D) To request information

Passage 11 (Questions 166-167, Test 01, ETS 5 Tests)

From:	Klaus Wittern <kwittern@meisterkorp.de>
To:	Victoria Jonsen <victoria.jonsen@citymail.co.uk>
Date:	26 December
Subject:	Order #BK-23

Dear Ms. Jonsen:

Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.

As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for your patience.

Sincerely,

Klaus Wittern
Customer Service Representative
Meisterkolrp Products

166. When did Ms. Jonsen report a problem with her order?

- (A) On December 19
- (B) On December 23
- (C) On December 26
- (D) On December 29

167. How does Mr. Wittern propose to resolve the problem?

- (A) By sending a replacement product
- (B) By issuing a refund check
- (C) By giving a discount on a future order
- (D) By offering to repair a product for free

UNIT 15: CÂU HỎI NOT / TRUE (NOT /TRUE QUESTIONS)

Passage 01 (Question 160, Test 01, ETS 1200)

DNB Banking Online

The Closest DNB Bank Branch Is at Your Fingertips

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

Self-Service Features That Will Save You Time

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our Tools & Resources Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

Sign On Today!

You need only have an active DNB account to be eligible to access all these services.

160. What is NOT an advertised feature of DNB Banking Online?

- (A) Up-to-date account balances
- (B) Monthly online newsletters
- (C) Information on financial products
- (D) Tools to help with financial decisions

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Question 164, Test 03, ETS 1200)

You are invited to a special party celebrating the grand opening of Musienko's Furniture Store on October 2. Please come and preview our large selection of beautiful, handcrafted furniture. We carry everything from sofas and cabinets to bedroom sets.

From 7 P.M. to 10 P.M. the store will be open only to invited guests. This is your opportunity to purchase any of the fine furniture we carry at a ten percent discount before the store opens to the general public on October 3.

In addition, all guests who return the enclosed reply card will be entered in a contest to win a brand-new set of dining-room chairs. Appetizers and soft drinks will be served.

To attend this exclusive event and be entered in the drawing, please return the replay card by September 25. The drawing will take place on September 30, and I will announce the winner at the party.

We hope to see you there!

164. What does the invitation NOT offer to guests?

- (A) A discount on furniture
- (B) Refreshments
- (C) A chance to win products
- (D) Free delivery

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Question 176, Test 04, ETS 1200)

Coleman Bank

To: All Randolph branch employees
From: Roger Smithwick, Randolph branch manager
Re: Sylvia Langley
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,
Roger

176. What are employees NOT asked to do?

- (A) Organize their files
- (B) Review guidelines for appropriate clothing
- (C) Throw away unneeded material
- (D) Remind customers of bank policy

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Question 180, Test 04, ETS 1200)

KATER COMPANY

Mythenquai 44
8045 Zurich
Switzerland

June 5

Mr. Bernhardt Meyer
Mutschellenstrasse 69
8022 Zurich
Switzerland

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company. The corporate apartments in Hong Kong contain sufficient space for a family of four and are located within walking distance of the Kater offices. Finally, you will receive complimentary plane tickets to return to Switzerland three times during your year abroad. More details on these benefits will be available to you upon your September 1 arrival at the Hong Kong office. Your human resources contact in Hong Kong will be Ms. Shu Fang Tan.

Please let me know if you have any questions regarding your upcoming international assignment. I wish you the best of luck in Hong Kong.

Sincerely,

Olivia Leydenfrost

Olivia Leydenfrost
Human Resources
Kater Company

180. What benefit is NOT mentioned in the letter?

- (A) A corporate residence
- (B) Free trips home
- (C) Money for living expenses
- (D) Use of a company vehicle

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Question 169, Test 06, ETS 1200)

Linda Bradshaw
YTF Construction Ltd.
252 Maclean Ave.
Hackensbury, Nova Scotia
B6A4V4

July 28

Dear Ms. Bradshaw:

This letter is to confirm the prices we discussed on July 20. In our conversation, we determined that the sound-screen acoustical partitions Pacol Corporation produces will suit your construction needs well. As you will be ordering a large quantity, we are prepared to offer you the partitions at a substantially reduced price. These prices will remain in effect through December 31; however, if you wish to receive these items before November 1 as you mentioned, your order must be placed by September 15.

Partitions	Regular Price Each	Discounted Price
Style A	\$ 122.75	\$ 92.07
Style B	\$ 132.00	\$ 99.00
Style C	\$ 152.75	\$ 114.56
Style D	\$ 191.00	\$ 143.25

The clear, anodized aluminum frames that you were interested in would cost an additional \$15.00 per unit. The hardware—end legs, top caps, and decorative handles that match the frames—usually cost \$5.00 per unit but will be provided at no extra charge.

Thank you for your interest in our products. We look forward to hearing from you soon.

Sincerely,

Rheal Gauthier

Rheal Gauthier
Sales Representative

169. What will NOT be included free of charge?

- (A) End legs
- (B) Top caps
- (C) Decorative handles
- (D) Aluminum frames

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Question 171, Test 02, ETS 5 Tests)

Maier Menswear

68 Caldwell Street, Sydney NSW 2000

4 May

Dietrich Mackert
870 Cobb Lane
Sydney NSW 2000

Dear Mr. Mackert:

Since you are a valued Maier Menswear customer, I wanted you to be among the first to know about our new customer rewards card, an incentive program that rewards our frequent customers for purchases made at our stores. Once you have completed the enclosed membership enrollment form and returned it to the customer service department, they will mail you your rewards card. Then just bring your card with you and start reaping the benefits. Each time you use your rewards card at one of our stores, you will receive a 5 percent rebate on select purchases. I hope you will take advantage of this beneficial program and apply for membership today.

Maier's customer rewards card program will launch on 7 June with a customer appreciation hour at select stores, including free beverages, snacks, and door prizes from 7 P.M. to 8 P.M. If you have any questions about the rewards card program, please contact customer service at (02) 9452 2244 or e-mail rewards@maiersmenswear.com.au. You may also visit any Maier's store location to complete your enrollment or visit our Web site at www.maiermenswear.com.au for more information or to sign up online. Thank you again for being a valuable Maier Menswear customer!

Sincerely,
Danita Nachik
Danita Nachik
Public Relations

171. What is NOT indicated about Maier's customer rewards program?

- (A) It is a new program for the company.
- (B) It requires a membership to be utilized.
- (C) Discounts are available only on certain items.
- (D) Customers receive a monthly statement in the mail.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 175, Test 02, ETS 5 Tests)

Harper Fields Business News Online					<input type="text" value="Search"/>	
Home	About Us	Free Materials	Blogs	Contact	My Account	
<p>For 25 years, <i>Harper Fields Business News</i> (HFBN) has been a major resource for business professionals. In print and online, we offer professional coverage of business news, background analyses, and commentaries on the world of finance. Our Web site offers additional features that are available only to online subscribers. These include staff picks, press releases issued by major players in the business world, and various software applications that allow users to create sophisticated data charts.</p> <p>To those considering a subscription to our online service, we offer a 30-day free trial. You must be at least 18 years old and provide a valid credit card to subscribe. No money will be charged to your credit card during your trial period. Your card will only be used to automatically upgrade you to paid online subscriber status at the end of the trial period, at which time you will be charged an annual subscription fee of \$45.</p> <p>If you do not wish to become a paid online subscriber, you must cancel the service before the trial period expires. To do so, go to the My Account page on our Web site and select Do Not Upgrade. This action will prevent your credit card from being charged. You will, however, continue to enjoy our service for the remainder of the trial period.</p> <div><input type="button" value="Get started now!"/></div>						

175. What is NOT indicated about HFBN?

- (A) It offers online software tools.
- (B) It covers topics related to finance.
- (C) It has been in business for 25 years.
- (D) It has stopped publishing in a print format.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 180, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

180. What is mentioned about *Mintner Photography Magazine*?

- (A) It is read around the world.
- (B) It sponsors several contests each year.
- (C) It is a new publication.
- (D) It is published four times a year.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 163, Test 03, ETS 5 Tests)

<https://www.rkconway.com>

Welcome to RK Conway

RK Conway offers its customers an array of Web-based account services. Log in to your RK Conway online account to do the following.

- Review and print your monthly power bill
- Make a one-time payment using a credit or debit card*
- Schedule an in-home appointment with a system technician
- Monitor your power usage by checking kilowatt-hours used in previous months

Now offering paperless billing! If you no longer want a paper bill to be mailed to your home then enroll in paperless billing and receive your bill by e-mail. Enroll for free!

*Note: An additional \$1 fee applies to all electronic payments

163. What is mentioned as something customers can do online?

- (A) Ask a question
- (B) Close an account
- (C) Look at a bill
- (D) Enter a contest

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10 (Question 171, Test 04, ETS 5 Tests)

The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

171. What are NOT mentioned as part of STS?

- (A) Videos
- (B) Interviews
- (C) Individual assessments
- (D) Workbooks

UNIT 16: CÂU HỎI SUY LUẬN (REFERENCE QUESTIONS)

Passage 01 (Question 162, Test 01, ETS 1200)

DNB Banking Online

The Closest DNB Bank Branch Is at Your Fingertips

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

Self-Service Features That Will Save You Time

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our Tools & Resources Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

Sign On Today!

You need only have an active DNB account to be eligible to access all these services.

162. What is suggested as an important benefit of using online banking services?

- (A) Availability of special loan rates
- (B) Access to customer service representatives
- (C) Convenience of use
- (D) Reduced banking fees

Passage 02 (Question 180, Test 06, ETS 1200)

Slow Oil Production Spurs Increase in Gas Prices

Source: International News
Agency

Given the current rate of world oil production, fuel prices are expected to rise slightly next month, according to industry analysts.

Several of the world's largest oil companies are producing below capacity, even though some smaller oil companies are achieving relatively high rates of production. However, the overall gap between current production and the demand of previous months has caused some

economic analysts to predict a modest spike in gas prices in the coming weeks.

Industries that depend on fuel production are most likely to be affected. Sales of some of the larger automobile models, for example, may remain steady or experience a slight decrease – in contrast to the expanding market enjoyed by most car companies in recent months. Smaller car models, especially those with high fuel efficiency, could on the other hand see a rise in popularity.

180. What does the article suggest?

- (A) Car companies recently had high sales figures.
- (B) A surplus of oil has been created.
- (C) Gasoline prices rose steadily last year.
- (D) Analysts have noted changes in oil quality.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Question 165, Test 01, ETS 5 Tests)

From:	Klaus Wittern <kwittern@meisterkorp.de>
To:	Victoria Jonsen <victoria.jonsen@citymail.co.uk>
Date:	26 December
Subject:	Order #BK-23

Dear Ms. Jonsen:

Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.

As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for your patience.

Sincerely,

Klaus Wittern
Customer Service Representative
Meisterkolrp Products

165. For whom does Mr. Wittern most likely work?

- (A) A delivery service
- (B) A specialty foods retailer
- (C) A greeting card company
- (D) A manufacturer of packaging materials

Passage 04 (Question 167, Test 02, ETS 5 Tests)

Gharat Light Rail Commission - For immediate release

Gharat (November 5)-The Gharat Light Rail Commission announced today that the 3.4 kilometer long section of the Gharat Light Rail from Hanubad to Robini will open to the public on Monday. The first trains will depart from Hanubad Station at 6:00 A.M. The new section is an extension of the Blue line, which was first put into service eight years ago. The new line is expected to add more than 40,000 passengers to the system. Those living in Robini will now have access to commuter train service into the center of Gharat without having to travel by other means to Hanubad Station.

Making the Blue line fully operational marks the halfway point in the completion of the light rail system. While the Orange line was completed last summer, work continues on the Yellow and Green lines. The Yellow line extension from Nagar to Bankulu is set for completion late next month. The Green line extension connecting Sangau to Gallwa is scheduled to open in six months, just in time for the busy summer tourist season in the Gallwa area. Once the Green line is completed, commuters in all the suburban areas surrounding Gharat will have convenient access to the light rail system.

More information about train schedules, fares, station layouts, and new station parking facilities – as well as an interactive map of the Gharat Light Rail system – are available at our Web site www.gharatlightrail.org.

Contact Information:

Mariam Qadri
983 5977 45786
mediacontacts@gharatlightrail.org

167. What is suggested about Gharat Light Rail?

- (A) It has increased its fares.
- (B) It operates multiple train lines.
- (C) It has completed all scheduled construction.
- (D) It first opened one year ago.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Question 176, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

176. What is implied about Ms. Yi's photograph?

- (A) It is in black and white.
- (B) It has previously been published.
- (C) It has been purchased by a magazine.
- (D) It depicts a landscape scene.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Question 161, Test 03, ETS 5 Tests)

From:	Tom Gough <tomgough@versatileware.com>
To:	Marc Hammond <marchammond@versatileware.com>
Date:	Thursday, June 13, 4:12 P.M.
Subject:	Ride tomorrow?

Hi Marc,

I'm writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I'm hoping it won't be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he'll have the car running again by Saturday, so I shouldn't need a ride on Monday.

Thanks,
Tom

161. What is indicated about Mr. Gough?

- (A) His car is being repaired.
- (B) He lives near his workplace.
- (C) He works on Saturdays.
- (D) His office is being remodeled.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 169, Test 04, ETS 5 Tests)

The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

169. For whom is the current version of STS designed?

- (A) Supervisors
- (B) Security personnel
- (C) Store managers
- (D) Sales staff

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 156, Test 05, ETS 5 Tests)

OPENINGSONLINE.NET							
Openings Online Your next career should be your best career							
Home	Find a Job	Post your Resume	Apply	E-mail Job	Save Job	Print Job	Back to Job Search
<p>To apply for any job listed on openingsonline.net, please refer to the instructions provided in the description of each job.</p> <p>Job #17-4436 Delivery driver</p> <p>East Midlands Transport has an immediate opening for a delivery driver. Applicants must have a valid driving license and an excellent driving record. The driver will make deliveries of packages of up to 50 pounds from our three area warehouses. Deliveries will be made along a variety of routes throughout the Nottingham area; knowledge of streets in Nottingham and the surrounding area is a must. Complete an application in person at our main office, located inside our Marlton Street warehouse, between the hours of 8:00 A.M. and 4:00 P.M.</p> <p style="text-align: center;">East Midlands Transport 41 Marlton Street Nottingham, NG1 3PZ</p>							

156. What is indicated about East Midlands Transport?

- (A) It has one warehouse in the Nottingham area.
- (B) Its drivers make deliveries all around the country.
- (C) It will have an opening for a delivery driver next month.
- (D) Its main office is on Marlton Street.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 161, Test 05, ETS 5 Tests)

Hamelmann Corporation

Jill K. Anders
Garden Square Hotel
Goodridge Road
Cardiff CF10 3AL, United Kingdom

Dear Ms. Anders,

As a client who has bought paper products from Hamelmann Corporation in the past, you may like to know that as of May 30, we will begin offering a line of products made only from recycled paper. You can browse these and other Hamelmann products on our recently redesigned Web site, www.hamelmanncorp.de/ENG. I have enclosed a brochure featuring some of the products that have been designed especially for our customers in the hotel industry.

We look forward to continuing to supply your business with the finest paper products.

Very truly yours,

Ulrich Hamelmann

Ulrich Hamelmann

enclosure

161. What is indicated about Ms. Anders?

- (A) She prefers to use recycled paper.
- (B) She is not satisfied with the paper products her business now uses.
- (C) She has not done business with Hamelmann Corporation in the past.
- (D) She works in the hotel industry.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10 (Question 178, Test 05, ETS 5 Tests)

Meadlin Books

147 Woodland Ave.
Roanoke, VA 24016
Phone: (540) 555-0128 • Fax: (540) 555-0139
www.meadlinbooks.com

Hyun Sil Kim
451 Aspen Drive
Richmond, VA 23219

July 15

Dear Ms. Kim:

Thank you for becoming a preferred member of Meadlin Books. Your preferred member number is H2389X, and your membership is valid for one year.

Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at www.meadlinbooks.com.

You may continue to purchase books from us online, or you may use your membership card at our store in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.

Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.

Sincerely,

John Hewitt

John Hewitt
Member Services
Meadlin Books

Enclosure

178. What is indicated about Meadlin Books?

- (A) It holds promotional events in the store.
- (B) It offers discounts on magazines.
- (C) It contains a large selection of travel books.
- (D) It advertises in area newspapers.

UNIT 17: CÂU HỎI TỪ ĐỒNG NGHĨA (SYNONYM QUESTIONS)

Passage 01 (Question 184, Test 01, ETS 1200)

Change in Leadership at Komptex, Inc.

Press Release

July 23, 16:00

Komptex has just announced the resignation of its chief executive officer, Sid Zablonksi, effective immediately. Since taking over the leadership of Komptex eight years ago, Mr. Zablonksi has been instrumental in building relationships with major film companies and broadcast studios, including Komptex' recent collaborations with Hoorah Filmworks. Jarvis Wang, vice president of human resources at Komptex, said, "Sid led our company through some major advancements . We owe a lot of the company's current success to him, and we will be forever grateful for his insight and initiative."

Harriet Trudeau, the creative director of Camden Entertainment for the past five years, will assume the position vacated by Mr. Zablonksi. Prior to her position at Camden Entertainment, Ms. Trudeau was senior vice president of McNamus Brothers' marketing and advertising department. At Komptex, she will focus on expanding the company's television, news, finance, and children's media initiatives. A short biography of Ms. Trudeau and a list of her professional achievements can be found on the company Web site at www.komptex.com/bios.

184. In the press release, the word "assume" in paragraph 2, line 3 is closest in meaning to

- (A) take on
- (B) expect
- (C) apply for
- (D) understand

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Question 193, Test 02, ETS 1200)

E-mail Message
<p>From: Maria Quintana <mquintana@smith&jones.com> To: Alan P. Hall <aphall@smith&jones.com> Date: October 17 Re: Re: Difficulty with Web Access</p>
<p>Alan, I'm sorry for the inconvenience. Our technical support manager, Jack Harrison, usually handles Internet problems, but he is out of the office until Monday. The failure of access seems to be occurring randomly. Some employees still have full online access, but your workstation must be one of the ones that is experiencing connection problems today. To determine the cause of the problem and prevent it from happening again, I have forwarded your e-mail to our system administrators for investigation. We expect to have the situation resolved within the hour.</p> <p>In the meantime, please delete your temporary Internet files . These files may have become corrupted and could possibly be contributing to the problem. Instructions for deleting the files can be found in your employee manual.</p> <p>I will be leaving at 4:00 P.M. today, so if you need further assistance after that time, please call Ronald Chen, at extension 4092.</p> <p>Maria Quintana Technical support</p>

193. In the e-mail, the word “randomly” in paragraph 1, line 3, is closest in meaning to

- (A) irregularly
- (B) casually
- (C) carelessly
- (D) accidentally

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Question 188, Test 04, ETS 1200)

E-mail Message	
From: rsilva@nysmail.com To: info@zenopublications.com Subject: your travel guides	Sent: September 16
<p>I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation . When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.</p> <p>Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.</p> <p>Sincerely, Raquel Silva</p>	

190. In the e-mail, the word “cover” in paragraph 1, line 8, is closest in meaning to

- (A) omit
- (B) protect
- (C) hide
- (D) include

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Question 187, Test 05, ETS 1200)

To:	Technical Support Team
From:	Sanchez, Hanna <hsanchez@espicaos.com>
Sent:	Wednesday, July 10
Subject:	Business Technologies Seminar

This message is to finalize the organizational details for the technical support team for next Monday's Business Technologies Seminar. Attached you will find the schedule with the names of technical support specialists assigned to the various conference rooms.

Each session runs for two hours and is made up of four 30-minute presentations. Presenters have been asked to designate a timekeeper to ensure that they do not exceed their time limits. Note that there is a break between each session, which should allow you sufficient time to prepare for the next speaker.

Your job is to set up microphones, adjust lighting, and address any other needs of the speakers. Speakers will not be videotaped, but several have asked to be recorded, so please be sure the recording equipment is in place and functioning properly. Also, room 106 does not have a computer on-site, but the presentations in the third session will require one. Fortunately, this is not a big problem because neither of the laptop computers in rooms 104 and 108 will be in use at that time. The technician assigned to room 106 for that session must remember to bring the laptop from one of those other rooms to room 106 and set it up.

If you have any questions, feel free to contact me.
Hanna Sanchez

187. In the e-mail, the word “address” in paragraph 3, line 1, is closest in meaning to

- (A) give attention to
- (B) write to
- (C) look forward to
- (D) call by name

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Question 198, Test 01, ETS 5 Tests)

From:	Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>
To:	Priya Kulkarni <pkulkarni@multiconnect.com.hk>
Subject:	Multiconnect Communications
Date:	10 October

Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.

I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.

Sincerely,

Hitomi Suzuki
Wattle Financial

198. In the e-mail, the word “consideration” in paragraph 1, line 6, is closest in meaning to

- (A) payment
- (B) deliberation
- (C) application
- (D) commitment

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Question 177, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

177. The word "conveys" in paragraph 1, line 4, is closest in meaning to

- (A) expresses
- (B) supports
- (C) retains
- (D) transports

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 183, Test 02, ETS 5 Tests)

Front Force Designs

10 Townsend Lane
Dublin 2

29 May

Dear Business Owner,

For ten years my company, Front Force Designs, has created window displays and decoration for Dublin's most fashionable shops, including Bassett Music Company, O'Leary Shoes, Trumont Clothiers, and Gallagher's Department Store. Front Force Designs is a full-service design studio dedicated to giving local shops a competitive edge with original, eye-catching displays. I offer reasonable rates and professional, personalized service. I work with a team of two other designers but am involved in every aspect of each project, from concept to completion.

To see examples of our designs and read what our customers are saying, visit our Web site at www.frontforcedesigns.ie.

If you would like to schedule a free consultation, I can be reached at +353 1 555 0188.

Sincerely,

Eabha Madigan

Eabha Madigan, M.F.A.
Owner, Front Force Designs

183. In the letter, the word “edge” in paragraph 1, line 5, is closest in meaning to

- (A) advantage
- (B) border
- (C) force
- (D) quality

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 179, Test 05, ETS 5 Tests)

Meadlin Books

147 Woodland Ave.
Roanoke, VA 24016
Phone: (540) 555-0128 • Fax: (540) 555-0139
www.meadlinbooks.com

Hyun Sil Kim
451 Aspen Drive
Richmond, VA 23219

July 15

Dear Ms. Kim:

Thank you for becoming a preferred member of Meadlin Books. Your preferred member number is H2389X, and your membership is valid for one year.

Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at www.meadlinbooks.com.

You may continue to purchase books from us online, or you may use your membership card at our store in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.

Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.

Sincerely,

John Hewitt

John Hewitt
Member Services
Meadlin Books

Enclosure

179. The word “savings” in paragraph 4, line 3, is closest in meaning to

- (A) account
- (B) rescue
- (C) supply
- (D) discount

Passage 09 (Question 197, Test 05, ETS 5 Tests)

The Trevisore Hotel

Our hotel is located in the heart of Rome, close to most major tourist attractions and just minutes away from several bus and train stations. The hotel's unique combination of old-world charm and modern amenities make it perfect for business travelers and tourists alike. Not only do we have spacious, air-conditioned guest rooms and suites, we also have two dining areas that afford panoramic views of the city. For those who need to work during their stay, we have a business center with fax and copy machines. We also offer Internet access in every room. Our state-of-the-art fitness center is open to all guests, and for those who wish to relax in the comfort of their rooms, we recommend taking advantage of our twenty-four-hour room service.

Right now, we are offering our special "Autumn in Rome" package. Simply make your reservation before September 10 and enjoy 25 percent off the cost of any single-or double-occupancy room between September 20 and November 1. This package also includes free breakfast every morning.

For more information, call us at +39 06 5555 0292 or visit us online at www.trevisorerome.it.

197. In the advertisement, the word "afford" in paragraph 1, line 5, is closest in meaning to

- (A) manage
- (B) provide
- (C) regard
- (D) notice

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10 (Question 182, Test 01, Economy 03)

Dear Ms. Blamires,

Bestest Fitness has been providing our members the best environment for more than 15 years. Now, we have approximately 60,000 members all over Australia and we are very proud to say that our program is perfectly designed to fulfill our members' needs on a daily basis.

Our experienced and qualified instructors can give you advice on the best fitness program by having a counseling session. And if you want to lose weight in a healthy manner, we are willing to help you find the best way to work out and slim down. We have also arranged excellent and safe exercise programs for kids and the disabled.

For more details, please see the enclosed brochure. If you have any questions, leave us an e-mail message at information@bestest.com at any time, or you can contact us toll-free call (1-800-551-7790) during our business hours.

Sincerely,

Richards Grant

Richards Grant

Manager

Bestest Fitness

182. In the letter, the word “arranged” in paragraph 2, line 4, is closest in meaning to

- (A) settled
- (B) run
- (C) installed
- (D) inaugurated