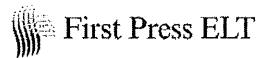


PASS THE TOEIC® TEST

Intermediate Course

MILES CRAVEN



NHÀ XUẤT BẢN TỔNG HỢP TP. HỒ CHÍ MINH

PASS THE TOEIC TEST – Intermediate Course

Written by **Miles Craven**

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PASS THE TOEIC TEST – Intermediate Course

Tác giả: **Miles Craven**

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Introduction

About the Course

Pass the TOEIC® Test is a comprehensive preparation course for the TOEIC test. There are three levels to choose from: *Pass the TOEIC Test Introductory Course*, *Pass the TOEIC Test Intermediate Course*, and *Pass the TOEIC Test Advanced Course*. The level you choose depends on the score you think you can realistically aim to achieve. The exercises used throughout each level of the course are designed to help you reach your full potential on the test. They practice exactly the language, skills, and strategies you need when you take the test. By working your way through these exercises, you will be able to do your best in the test. Work hard, and you should be able to achieve the highest possible TOEIC score that reflects your ability.

A companion website offers a wide range of additional information and exercises to help you prepare for the test. Visit www.pass-the-toeic-test.com to access free resources, and try the authentic, full-length online Practice Tests to develop your test-taking skills.

An Answer Key and Audioscript are supplied in a separate book. They are available on the website if you do not have a printed copy.

How to Use this Book

You can use the course in class with a teacher, or on your own for self-study.

The course is flexible, so you don't need to work your way through the book from beginning to end. However, it is recommended that you choose either the Listening section or the Reading section, and then cover all the parts within that section before you move on. This will enable you to focus your skills and practice effectively.

When approaching the Listening section, it can be useful to start with *Understanding Spoken English*. Similarly, when approaching the Reading section, you might want to start with *Grammar* and *Vocabulary*. These two sections are designed to prepare you for what is to come.

Whether you use the course in class or alone, try to identify the areas you are weakest in and regularly visit www.pass-the-toeic-test.com for extra practice.

Your Score on the TOEIC Test

People of all abilities take the TOEIC test. Don't expect to score a maximum 990! Your target should be to reach the highest score that you personally are able to achieve. This is *Pass the TOEIC Test Intermediate Course*. This means that after completing the book you should be able to score around 700 on the TOEIC test. Of course, if you study hard your score may be a lot higher than 700!

Don't panic if you find the exercises difficult, or if you don't score highly in the Practice Tests. Be realistic with your aims. Keep studying, do all the exercises and try to overcome your weaknesses. In this way, you will achieve your best score on the test.

How Pass the TOEIC Test Intermediate Course will Help You

Pass the TOEIC Test Intermediate Course is carefully structured to give you the best opportunity to improve your TOEIC score. The exercises in this book provide authentic, up-to-date language practice and skills development for each part of the TOEIC test. Here is a summary of the approach and activities, highlighting the main benefits.

Each part is organized in a similar way

Try It Out	This opening section gives you a preview of what to expect in the test.
Improve Your Performance	Here you practice the language and skills you need to do well in each part. This material forms the basis of your preparation. Work through these exercises and you will improve your score. Identify any weaknesses you may have and work hard to overcome them.
Steps to Success	This section helps you develop your test-taking skills, giving you detailed guidance on how to attempt each type of question.
Strategy Review and Tips	This reviews the best strategies to use for each part of the test, and gives you some advice other test-takers have found useful.
Review Test	This final section is a complete test for each part. Your performance on this test will help you assess your progress.

Test, tests, tests!

As well as the *Try It Out* preview test at the start of each part and the complete *Review Test* at the end, *Pass the TOEIC Test* includes other tests to help boost your score.

Mini Tests	Regular Mini Tests give you authentic test practice specific to each language point or skill.
Listening Comprehension Test	A complete Listening Comprehension Test assesses your ability on the Listening section of the test.
Reading Test	A complete Reading Test assesses your ability on the Reading section of the test.
Practice Tests	Two full-length Practice Tests at the back of the book evaluate your performance across both the Listening and Reading sections of the test. You can use the <i>Score Conversion Chart</i> to get an approximate indication of your TOEIC score..

Additional features

Grammar and Vocabulary	These handy sections focus on the grammar and vocabulary you need to progress successfully through this level.
Essential Vocabulary	This is a comprehensive list of words and phrases used in this level.
Understanding Spoken English	This provides practice recognizing the various accents used in the test, and understanding features of connected speech. This will help to improve your listening comprehension.

Online Support

You will find a lot of additional TOEIC preparation exercises and activities on the website that accompanies this course. Go to www.pass-the-toeic-test.com to:

- find out more about *Pass the TOEIC Test*
- get information and advice on taking the TOEIC test
- read useful *Study Tips* for ideas on how to improve your Listening and Reading skills
- download the *Audio Program*
- download the *Answer Key* and *Audioscript*
- see a *Word List* of the most common words and phrases used in the book
- try the useful *Worksheets*, giving you further practice in the language and skills you need to succeed in the TOEIC test.

To access the full range of *Worksheets*:

1. Go to www.pass-the-toeic-test.com.
2. Click **FREE ACTIVITIES**.
3. Choose a Worksheet.

Online TOEIC Practice Tests

Go to www.practice-the-toeic-test.com for authentic TOEIC test practice. Each full-length Practice Test follows the format of the TOEIC test and gives you authentic practice that will help you:

- improve your timing
- develop your test-taking skills and strategies
- boost your confidence
- identify areas for improvement
- increase your TOEIC score.

After each test, you will see an estimated TOEIC score. You can review your answers, listen again, and see full explanations.

At the front of this book you have a unique registration code that allows you to take two online TOEIC Practice Tests *absolutely free*. Simply follow the instructions to claim your free tests.

Brief Guide to the TOEIC Test

TOEIC stands for Test of English for International Communication. The TOEIC test is a standardized test that aims to assess your ability to understand English in a business context. It is designed by the Educational Testing Service (ETS) in Princeton, New Jersey, USA.

The TOEIC test measures your listening and reading skills across a wide range of daily work situations and activities, such as General business (sales, marketing, presentations, negotiations, etc.), Office (meetings, telephone, work procedures, etc.), Eating out (restaurants, making reservations, etc.), Health (hospitals, visiting doctors, etc.), Travel (schedules, transport, announcements, etc.), Entertainment (music, art, museums, etc.) and many more.

TOEIC Test Format

The test is divided into two main sections: *Listening Comprehension* and *Reading*. There are 100 items in each section. All items are multiple choice. The test takes about two hours to complete.

Listening Comprehension	Part 1: Photographs	10 questions	45m
	Part 2: Question-Response	30 questions	
	Part 3: Short Conversations	30 questions	
	Part 4: Short Talks	30 questions	
Total 100			
Reading	Part 5: Incomplete Sentences	40 questions	75m
	Part 6: Text Completion	12 questions	
	Part 7: Reading Comprehension	48 questions	
Total 100			

You mark your answers on a special Answer Sheet using a pencil.

Your TOEIC Score

You cannot fail the TOEIC test. It measures your ability, and you are given a score of between 5 and 495 per section. Your “raw” scores from each section are converted into a test score, giving a total TOEIC score of between 10 and 990. Your TOEIC score is valid for two years.

More Information

You can find out more about the TOEIC test at www.pass-the-toeic-test.com. There is also a TOEIC Speaking and Writing test, which is a separate and optional test that you can take via the internet. To find out more, go to the ETS website for the test www.toeic.com.

Benefits of the TOEIC Test

Over six million people take the TOEIC test every year. It is an increasingly popular way to assess English proficiency in the world of work. More than 10,000 corporations and institutions in 120 countries throughout the world use the TOEIC test.

The language and situations covered in the TOEIC test are useful across a wide range of business, travel, and work scenarios.

The TOEIC test can help you to:

Communicate at work

The language covers real-life work situations, useful for people working in international business, trade, commerce, hotels, banks, restaurants, convention centers, hospitals, sporting events, airlines, the travel industry and government organizations. If you are preparing to enter the workplace, or already in work, then the TOEIC test can help you communicate more effectively in English when the need arises.

Develop your career

Many governments, large companies, and international organizations ask their employees to take the TOEIC test as a mark of their English language ability. Do well, and you might open up the chance of overseas trips and assignments, and even promotion.

Graduate from college

Many academic institutions also use the test for placement, assessment, and accreditation purposes. In some cases, you may have to achieve a minimum TOEIC score in order to graduate.

Improve your résumé

Many individuals take the TOEIC test to improve their job prospects. Employers use your score on the test to determine what responsibilities and tasks you are capable of. A good TOEIC score could get you the job you want.

Assess your English level

Many individuals take the test to check their English ability. You can set goals and use the test as a measure of your progress.

LISTENING COMPREHENSION

Guide to the Listening Test

The first section of the TOEIC® test is Listening Comprehension. In this section, the test focuses on how well you understand spoken English. There are four parts in this section.

Part 1: Photographs	10 questions
Part 2: Question-Response	30 questions
Part 3: Short Conversations	30 questions
Part 4: Short Talks	30 questions

You will have 45 minutes to complete this section of the TOEIC test.

Directions are given for each part. You need to mark your answers on the separate Answer Sheet provided.

QUICK CHECK

How many parts are there in the Listening Comprehension section of the TOEIC test?

How many questions are there?

How much time do you have to complete the Listening Comprehension section?

Where do you mark your answers?

Guide to this section of *Pass the TOEIC Test*

The Listening Comprehension section of *Pass the TOEIC Test* is divided into the same four parts as the TOEIC test. Each part begins with a *Try It Out* preview test, which shows you exactly what to expect. This will also help you identify your strengths and weaknesses. You then study important skills and useful language in *Improve Your Performance*. In *Steps to Success* you practice special strategies for taking each part of the test, before *Strategy Review and Tips* summarizes key guidance and gives useful advice. Finally, you put everything into practice in a *Review Test*.

For all *Examples*, the gender and accent of each speaker is given using these abbreviations:

[M-Am]	American man	[F-Am]	American woman
[M-Br]	British man	[F-Br]	British woman
[M-Au]	Australian man	[F-Au]	Australian woman
[M-Cn]	Canadian man	[F-Cn]	Canadian woman

The gender and accent of every speaker for every recording is given in the *Audioscript*.

PART 1 PHOTOGRAPHS

This part of the TOEIC® test consists of ten black-and-white photographs. You will hear four short statements describing each photograph. You must choose the statement that best describes what you see. The statements are spoken only once, and are not written in your test book. There is a short pause between each question, but there are no pauses between the statements you hear that describe each photograph.

Most photographs involve one or more people, but some are pictures of a scene or an object. The statements are short and tend to use simple grammatical structures. Statements often relate to the general context and the more obvious features of the photograph, but some statements focus on smaller details or things in the background.

Quick Check

- How many photographs are there in this part of the TOEIC test?
- How many statements are there for each photograph?
- Is there a pause between statements?
- How many times do you hear each statement?
- As well as photographs of people, what other types of photographs are there?
- What do most of the statements tend to focus on?

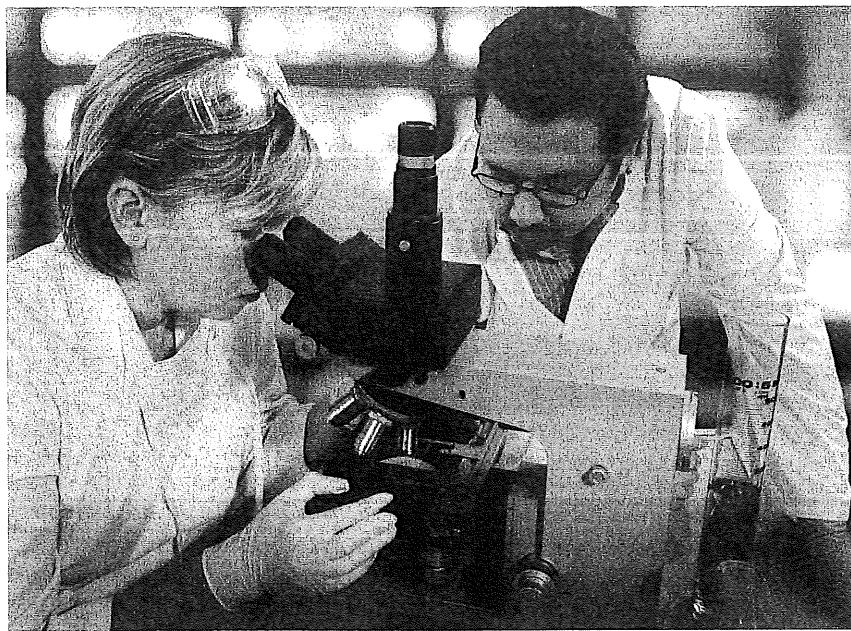
TRY IT OUT

1 Directions

For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer. You will hear the statements only once.

Look at the photograph and listen to the four statements.

EXAMPLE



[F-Am]

- (A) The people are examining their documentation.
- (B) The scientists are carrying equipment into a laboratory.
- (C) The woman is wearing safety glasses on her head.
- (D) The man is standing close to a large microphone.

A B C D

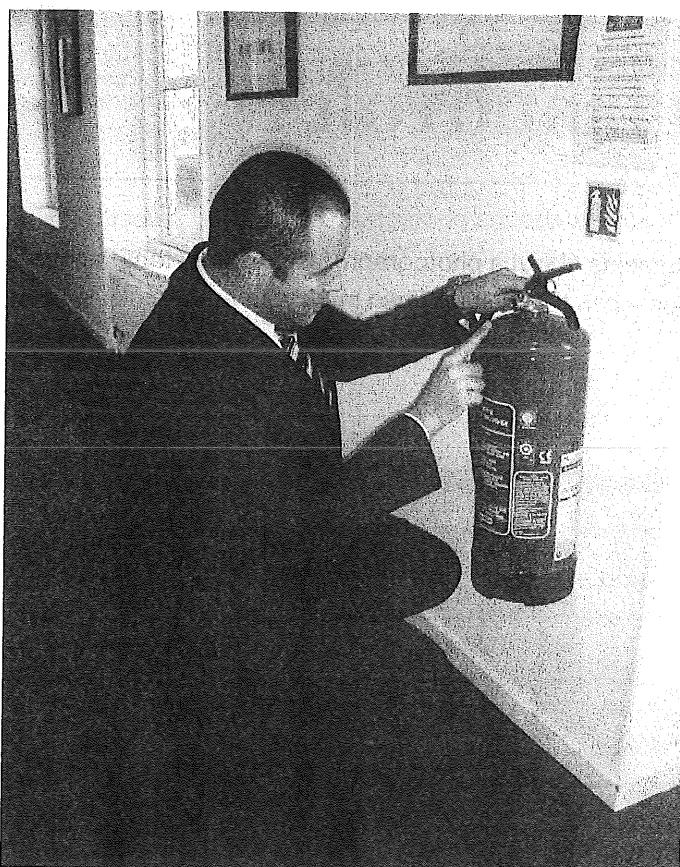
The best description of the picture is statement (C), “The woman is wearing safety glasses on her head.” You should mark answer choice (C).

Answer choice (A) is partly true. The people are examining something, but it is not documentation. Answer choice (B) incorrectly interprets the situation. We can see some equipment, and they might be scientists in a laboratory, but they are not carrying the equipment into the room. Answer choice (D) uses a word that sounds similar to something you can see in the photograph. The man is standing close to a *microscope*, not a *microphone*.

REMEMBER

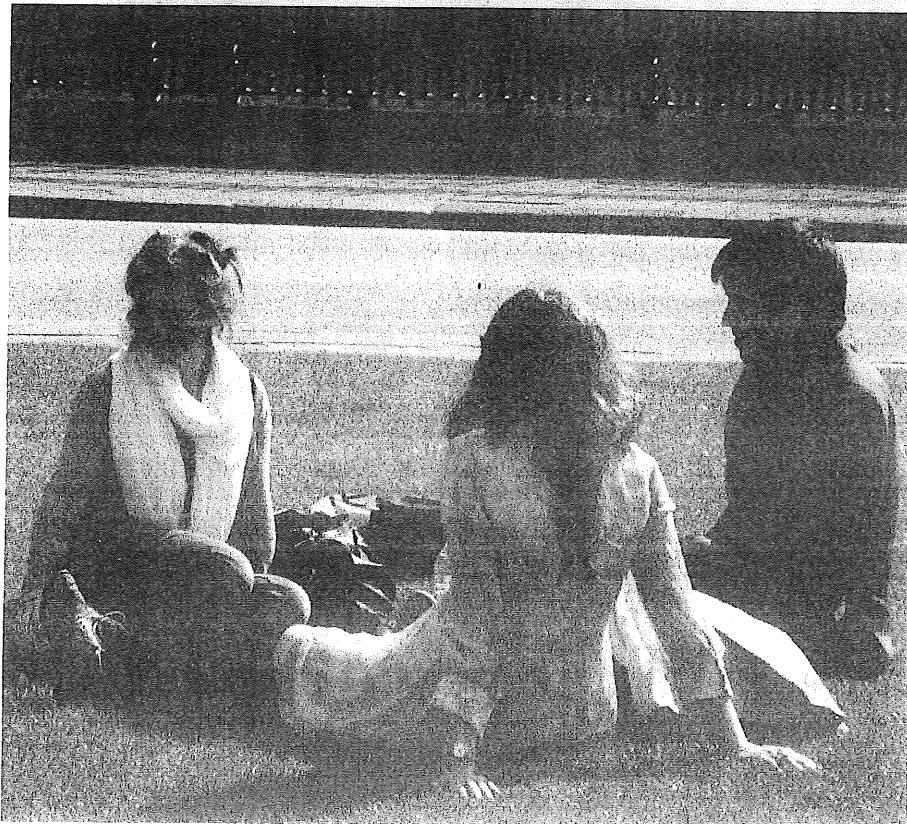
On the actual test, you will hear but NOT see the four answer choices.

1.



(A) (B) (C) (D)

2.



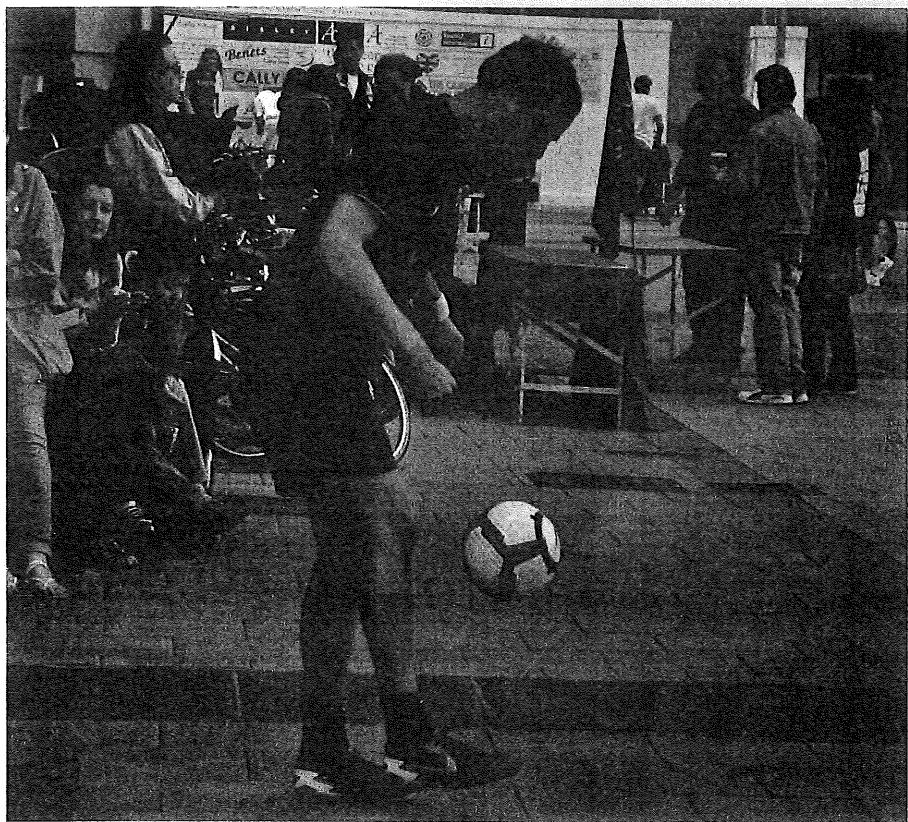
(A) (B) (C) (D)

3.



(A) (B) (C) (D)

4.



(A) (B) (C) (D)

5.



- (A) (B) (C) (D)

6.



- (A) (B) (C) (D) Score /6

IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 1 of the TOEIC® test.

These are the exercises you will cover:

Similar-Sounding Words

discriminating between words and phrases that sound alike

Partially True Statements

identifying incorrect key words in statements that are otherwise accurate

Incorrect Interpretations

discounting statements that incorrectly describe the context

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Similar-sounding Words

Statements that describe photographs sometimes include a word or phrase that sounds similar to something you can see in the photograph. For example, a photograph shows a man sailing a boat on the sea, but the statement you hear says "The man is selling a boot." The words *sailing* and *selling* sound similar, as do the words *boat* and *boot*. You need to listen carefully to discriminate between these similar-sounding words.

Exercise A Listen to these words. Number the words in each group in the order you hear them.

- | | | | |
|----------------------|---------------------|--------------------|--------------------|
| 1. <u>2</u> table | <u>4</u> label | <u>1</u> cable | <u>3</u> stable |
| 2. <u>—</u> walk | <u>—</u> work | <u>—</u> talk | <u>—</u> chalk |
| 3. <u>—</u> curator | <u>—</u> waiter | <u>—</u> skater | <u>—</u> freighter |
| 4. <u>—</u> commuter | <u>—</u> computer | <u>—</u> recruiter | <u>—</u> polluter |
| 5. <u>—</u> meeting | <u>—</u> eating | <u>—</u> seating | <u>—</u> heating |
| 6. <u>—</u> caller | <u>—</u> trawler | <u>—</u> taller | <u>—</u> smaller |
| 7. <u>—</u> install | <u>—</u> appall | <u>—</u> enthrall | <u>—</u> crawl |
| 8. <u>—</u> inflated | <u>—</u> translated | <u>—</u> debated | <u>—</u> awaited |

Exercise B Listen and check (✓) the phrase you hear.

- | | | | | | |
|---|--------------------------|---|--------------------------|--|--------------------------|
| 1. a blue jacket
a new packet | <input type="checkbox"/> | 4. somewhere to meet
something to eat | <input type="checkbox"/> | 7. a copy in the drawer
a coffee on the floor | <input type="checkbox"/> |
| 2. a couple and daughter
a cup of water | <input type="checkbox"/> | 5. the hall is clean
the ball is green | <input type="checkbox"/> | 8. plane is landing
train is standing | <input type="checkbox"/> |
| 3. walking in the park
working in the dark | <input type="checkbox"/> | 6. blown on the shore
alone in the store | <input type="checkbox"/> | | |

Exercise C Listen to these statements. Are they the same or different? Circle your answers.

- | | | | | | |
|---------|-----------|---------|-----------|---------|-----------|
| 1. Same | Different | 4. Same | Different | 7. Same | Different |
| 2. Same | Different | 5. Same | Different | 8. Same | Different |
| 3. Same | Different | 6. Same | Different | | |

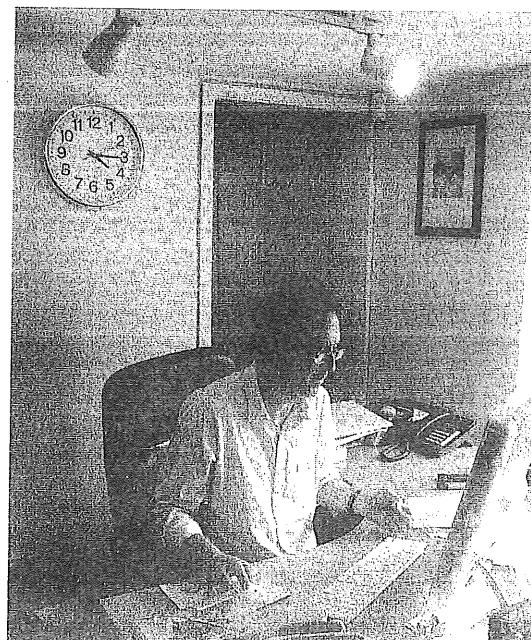
Exercise D Look at this photograph. You will hear six statements. Listen carefully and check (✓) Correct or Incorrect for each statement.

EXAMPLE

You hear: 1. The man is weighing glasses.

This is incorrect. The words *weighing* and *wearing* sound similar.

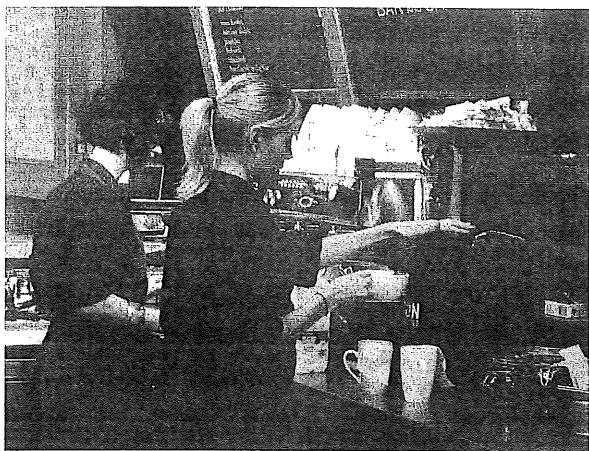
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect



MINI TEST Similar-sounding Words

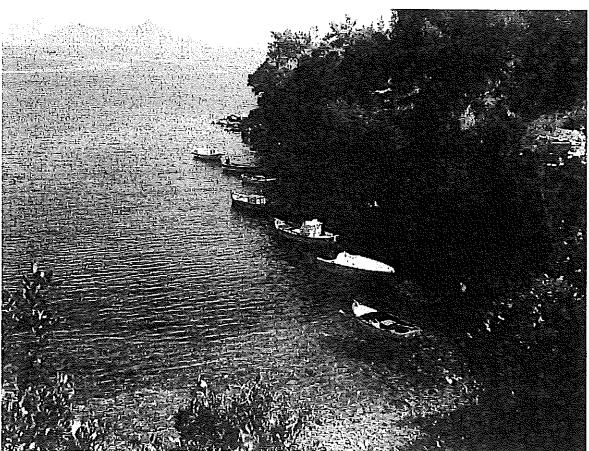
6 For each photograph, you will hear four statements. Listen and choose the correct statement: (A), (B), (C), or (D). Do not be distracted by words that sound similar to what you see in the photographs.

1.



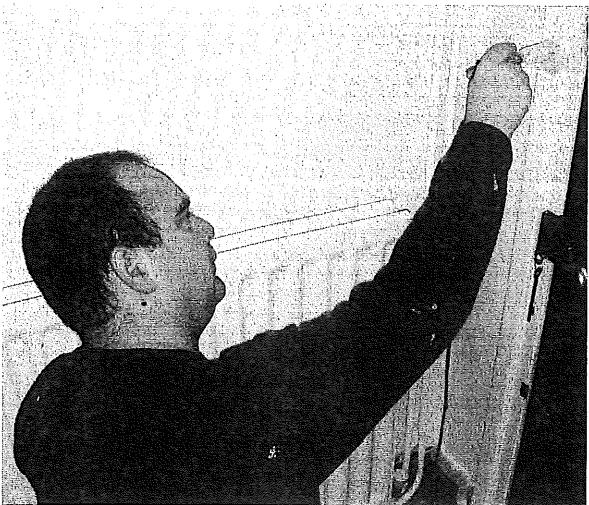
(A) (B) (C) (D)

2.



(A) (B) (C) (D)

3.



(A) (B) (C) (D)

Score /3

Partially True Statements

Statements that describe photographs sometimes include just one piece of incorrect information. The key word or phrase that is incorrect is often the subject, a verb, an adjective, or a noun. For example, a photograph shows a woman holding a large suitcase, but the statement you hear says:

- The man is holding a suitcase. (Incorrect subject. The photograph shows a *woman*.)
The woman is opening a suitcase. (Incorrect verb. The woman is *holding* a suitcase.)
The woman is holding a small suitcase. (Incorrect adjective. The suitcase is *large*.)
The woman is holding a vase. (Incorrect noun. She is holding a *suitcase*. Note that “vase” sounds a little like “case” in American English.)

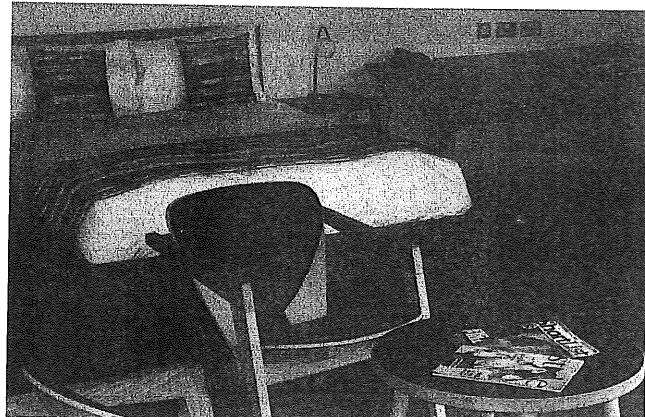
Occasionally, a statement may include a preposition that incorrectly describes the location of an object. For example, a photograph shows a suitcase on a chair, but the statement you hear says “There’s a suitcase under the chair.” The preposition is incorrect.

Exercise A  Look at this photograph. You will hear six statements. Listen carefully to make sure that the key words you hear accurately describe the photograph. Check (✓) True or False for each statement.

EXAMPLE

You hear: 1. There are two cushions on the floor.
This is false. The cusions are on the bed.

1. True False
2. True False
3. True False
4. True False
5. True False
6. True False

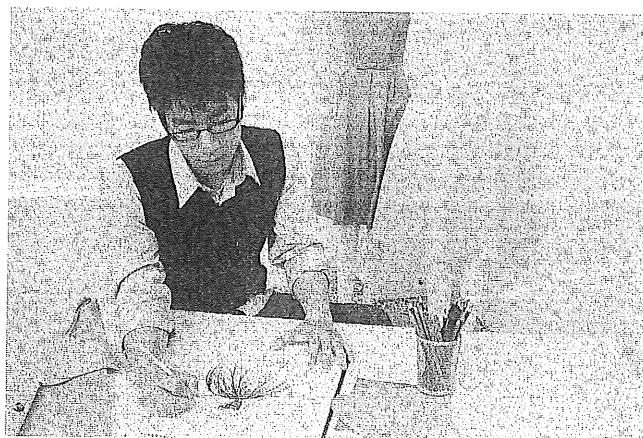


Exercise B  Look at this photograph. You will hear six statements. Listen carefully to make sure that the key words you hear accurately describe the photograph. Check (✓) True or False for each statement.

EXAMPLE

You hear: 1. The man is sitting on the desk.
This is false. He is sitting *at* the desk.

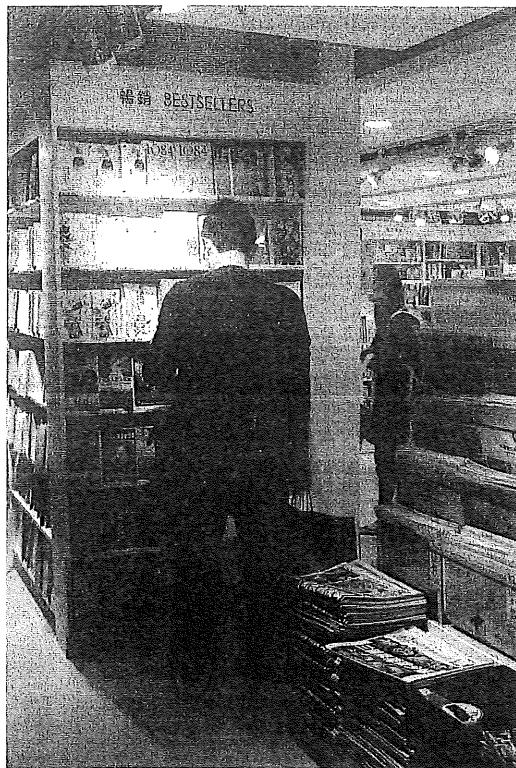
1. True False
2. True False
3. True False
4. True False
5. True False
6. True False



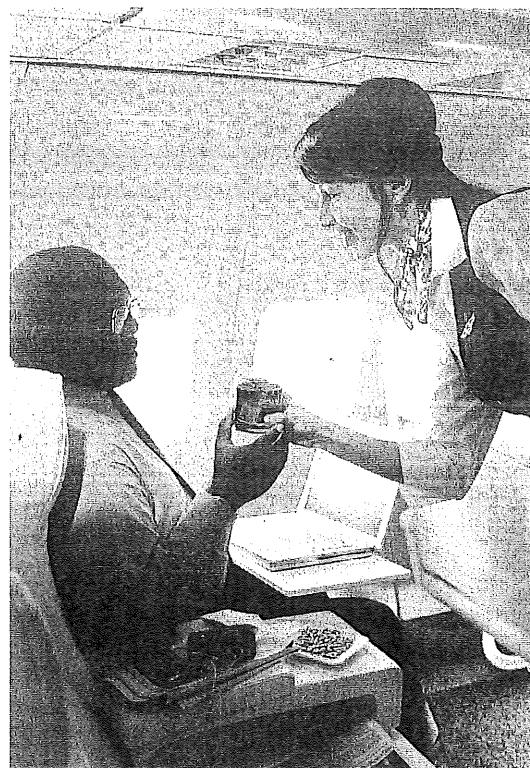
MINI TEST Partially True Statements

- For each photograph, you will hear four statements. Listen and choose the statement: (A), (B), (C), or (D), that best describes the photograph. Listen carefully for any incorrect key words.

1.



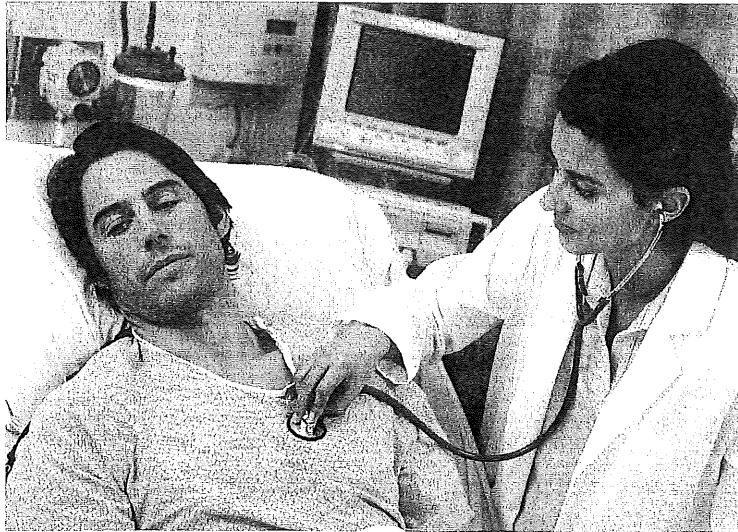
2.



(A) (B) (C) (D)

(A) (B) (C) (D)

3.



(A) (B) (C) (D)

Score /3

Incorrect Interpretations

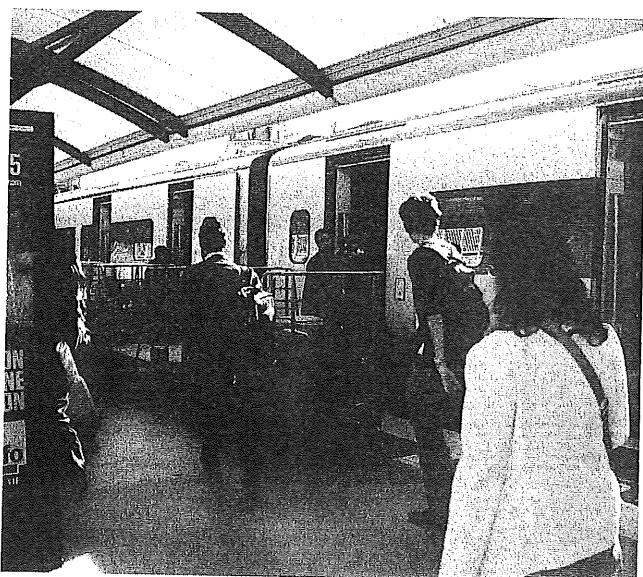
Some statements that describe photographs attempt to mislead you by including one or two words about things you can see, or that you expect to hear that relate to the photograph. However, such statements incorrectly describe the context, and give a false interpretation. For example, a photograph shows two people eating in a restaurant, but the statement you hear says "The waiter is taking their order." In this context, you may expect to hear the words *waiter* and *order*, but in fact the description does not accurately match what you see in the photograph.

Exercise A 10 Look at this photograph. You will hear six statements. Listen carefully and check whether the description matches what you can see. Check (✓) True or False for each statement.

EXAMPLE

You hear: 1. The train is departing the platform.
This is false. We can see a train, and a platform, but the train is not in the process of leaving.

1. True False
2. True False
3. True False
4. True False
5. True False
6. True False



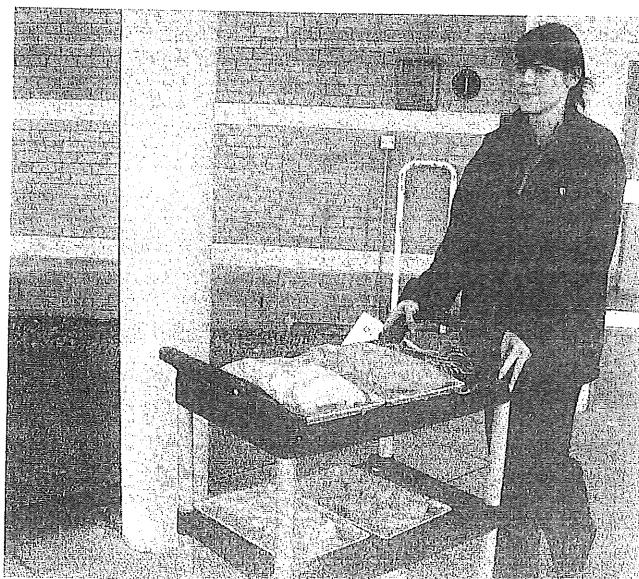
Exercise B 11 Look at this photograph. You will hear six statements. Listen carefully and check whether the description matches what you can see. Check (✓) True or False for each statement.

EXAMPLE

You hear: 1. The woman is handing out sandwiches.

This is false. There is a woman, and we can see sandwiches, but she is not handing out sandwiches.

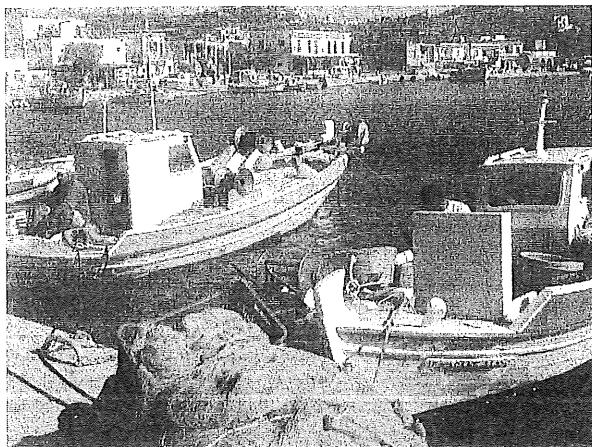
1. True False
2. True False
3. True False
4. True False
5. True False
6. True False



MINI TEST Incorrect Interpretations

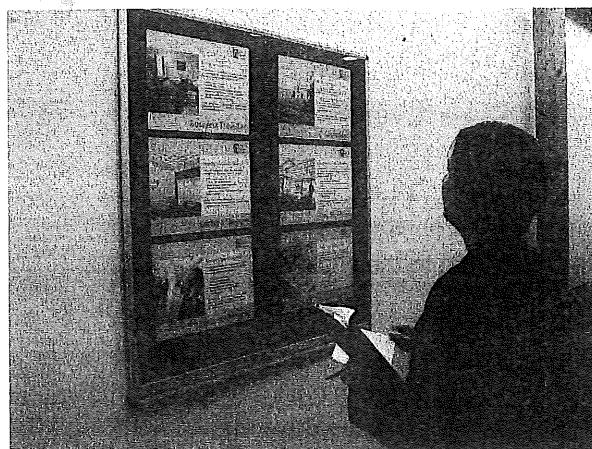
- 12 For each photograph, you will hear four statements. Listen and choose the statement: (A), (B), (C), or (D), that best describes the photograph. Do not be misled by false interpretations.

1.



- (A) (B) (C) (D)

2.



- (A) (B) (C) (D)

3.



- (A) (B) (C) (D)

Score /3



STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 1 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1

Ask yourself...

Where is this?

in a park, at a bus station, in an office, at a hotel reception

What is happening?

carrying equipment, buying a ticket, having a meeting, paying a bill

Who are these people, and what is their relationship to each other?

supervisor-workers, ticket clerk-passenger, speaker-audience, reception clerk-hotel guest

How do they feel?

tired, stressed, interested, relaxed

2

Look more closely and identify any significant objects you see. What are they, and where are they positioned? How do they relate to the situation?

3

Listen carefully to *all four* statements. As you listen, eliminate any statements you are sure are incorrect. To help you eliminate incorrect statements:

- be careful of words that sound alike
- identify the key words you hear that relate to the photograph
- do not be misled by incorrect interpretations.

Mark your answer.

Previewing

Step 1 and Step 2 involve previewing. Here, that means looking quickly at the photograph to find out as much information as you can before you listen. Your goal is to get a general idea of the context. If possible, try to predict statements you might hear. Get used to previewing Part 1 photographs in this way, and you will improve your TOEIC score.

Key Skill for Part 1



STEP 1 Preview the photograph. Quickly answer these questions.

- Where is this?
- What is happening?
- Who can you see?
- What is their relationship?
- How do you think they feel?

STEP 2 Look more closely at the photograph. Add some words and phrases to the list below.

- Objects: ...bowls, jacket.....
- Actions: ...looking at the food, using chopsticks.....
- Positions: ...the dishes are on the table.....

STEP 3 Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider
(D) [] eliminate [] consider

STEP 4 Select the one statement that best describes what you see in the photograph.

Mark your answer. (A) (B) (C) (D)

Practice 2



Preview the photograph. Quickly answer these questions.

- Where is this?
- What is happening?
- Who can you see?
- What is their relationship?
- How do you think they feel?

Look more closely at the photograph. Add some words and phrases to the list below.

- Objects:lights, picture frames....
- Actions:looking at the products....
- Positions:equipment is on the table....

14 Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider
(D) [] eliminate [] consider

Select the one statement that best describes what you see in the photograph.

Mark your answer. (A) (B) (C) (D)

Practice 3



STEP 1 Preview the photograph. Quickly answer these questions.

Where is this?

What is happening?

Who can you see?

What is their relationship?

How do you think they feel?

STEP 2 Look more closely at the photograph. Add some words and phrases to the list below.

Objects: ...*flipchart, notepads*.....

Actions: ...*sitting on chairs*.....

Positions: ...*a bottle is on the table*.....

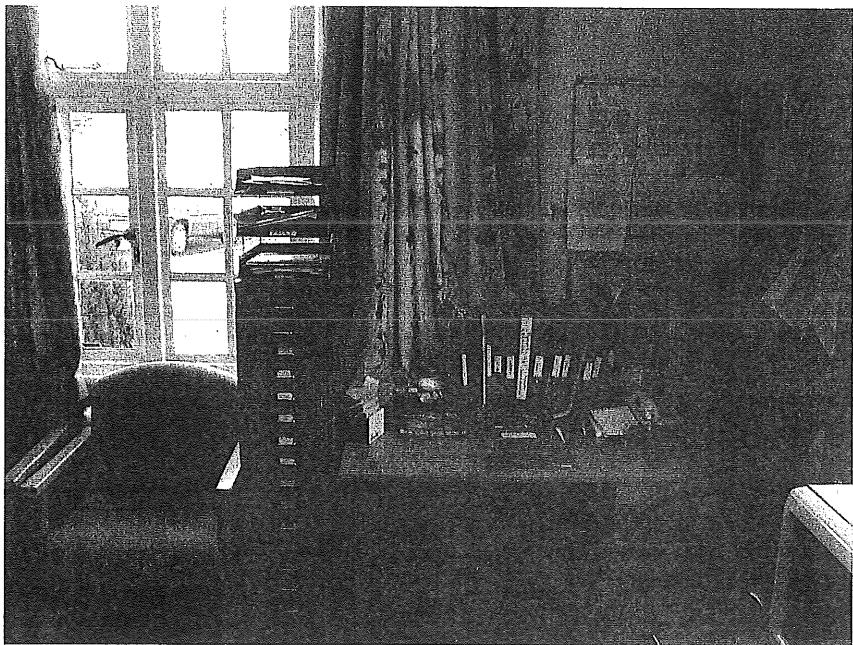
STEP 3 Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

- (A) [] eliminate [] consider
- (B) [] eliminate [] consider
- (C) [] eliminate [] consider
- (D) [] eliminate [] consider

STEP 4 Select the one statement that best describes what you see in the photograph.

Mark your answer. (A) (B) (C) (D)

Practice 4



▶ Preview the photograph. Quickly answer these questions.

Where is this?

What is happening?

What can you see?

▶ Look more closely at the photograph. Add some words and phrases to the list below.

Objects:curtains, filing cabinet.....

Positions: ...a chair is in front of the window.....

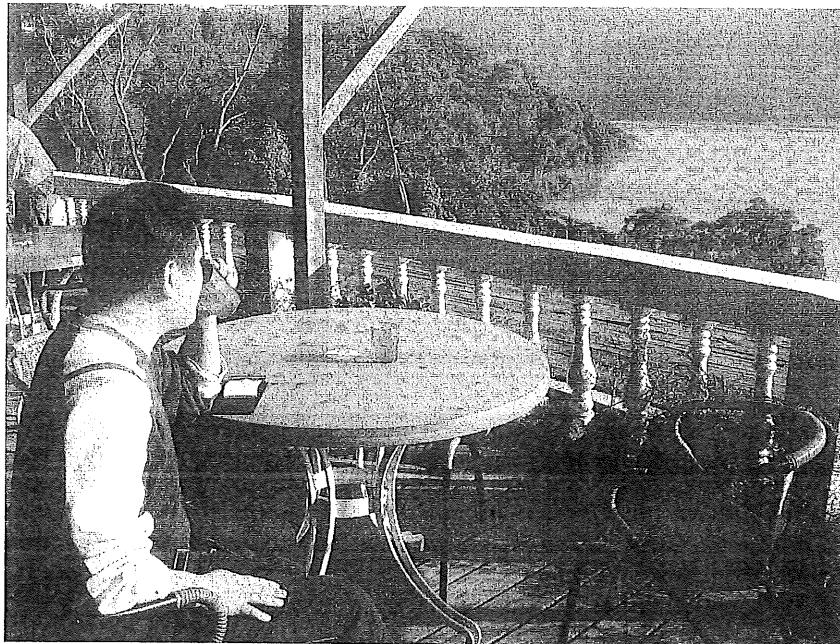
16 Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

- (A) [] eliminate [] consider
- (B) [] eliminate [] consider
- (C) [] eliminate [] consider
- (D) [] eliminate [] consider

▶ Select the one statement that best describes what you see in the photograph.

Mark your answer. (A) (B) (C) (D)

PART 1 STEPS TO SUCCESS Practice 5



STEP 1 Preview the photograph. Quickly answer these questions.

Where is this?

What is happening?

Who can you see?

How do you think he feels?

STEP 2 Look more closely at the photograph. Add some words and phrases to the list below.

Objects: ...table, railing.....

Actions: ...looking at the scenery.....

Positions: ...the lake is in the background.....

STEP 3 Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider
(D) [] eliminate [] consider

STEP 4 Select the one statement that best describes what you see in the photograph.

Mark your answer. A B C D



STRATEGY REVIEW AND TIPS

Strategy Review Listening Test – Part 1

Remember, in the test...

Quickly preview each photograph before you hear the statements. Ask yourself where it is and what is happening. If there are people, ask yourself who they are and what their relationship is. Look for and identify any important details.

Listen carefully to all four statements before marking your answer.

While you listen, eliminate any answers that you are sure are wrong.

If you are not sure which answer choice is correct, decide quickly. Choose an answer from the remaining possible choices, and move on.

As soon as you answer, preview the next photograph.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

“The longer you get to preview the photographs, the better. At the start, look at the first few photographs instead of reading the directions. After marking your answer, don’t worry about it. Use the time to look at the next photograph.”

Dong Lee

“As you listen to the statements, keep reminding yourself of the general context. Don’t be confused by words that are related to the photograph but don’t describe it accurately.”

Jeffy Lin

“In my experience, at least one statement will describe an object or some small detail in the background.”

Kazuo Abe

“The correct answer choices are always straightforward. If a statement sounds a little strange, it is probably wrong. Just eliminate it.”

Stefan Lambert

Review Test

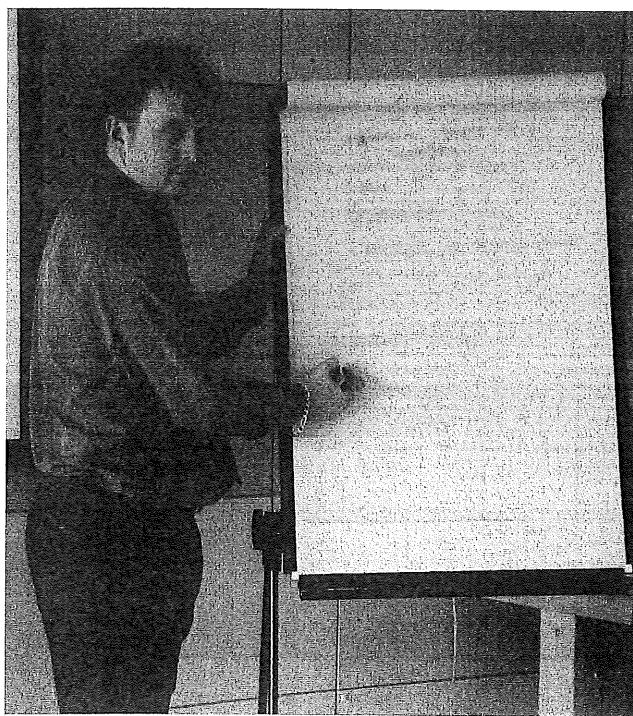
18 Directions: For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer. You will hear the statements only once.

1.



- (A) (B) (C) (D)

2.



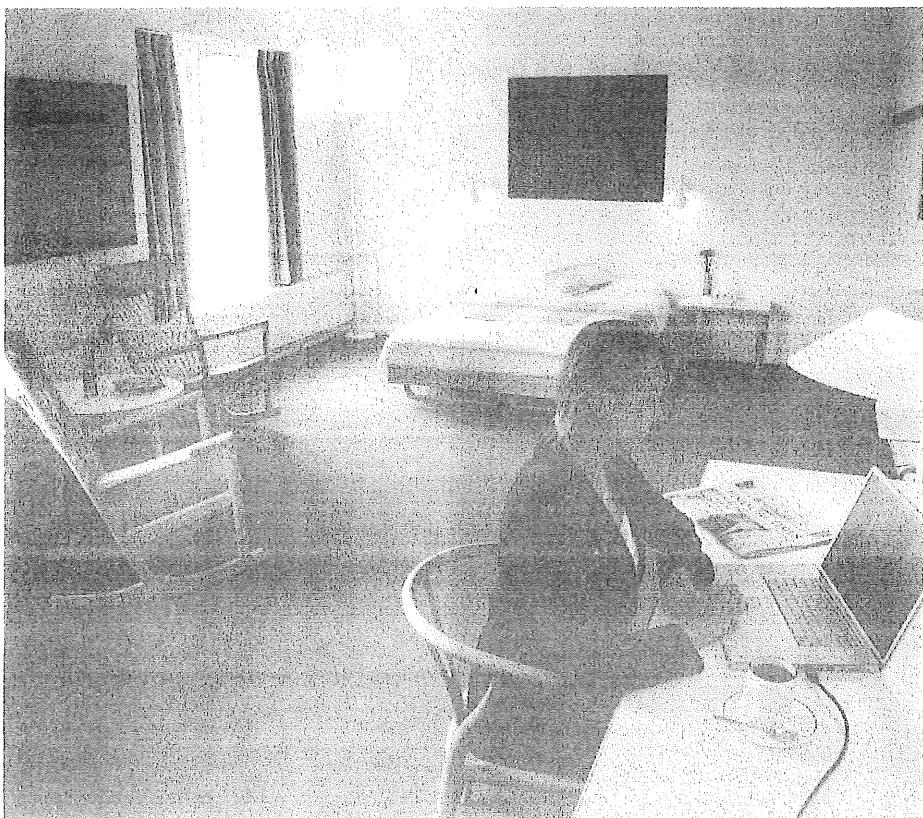
- (A) (B) (C) (D)

3.



(A) (B) (C) (D)

4.



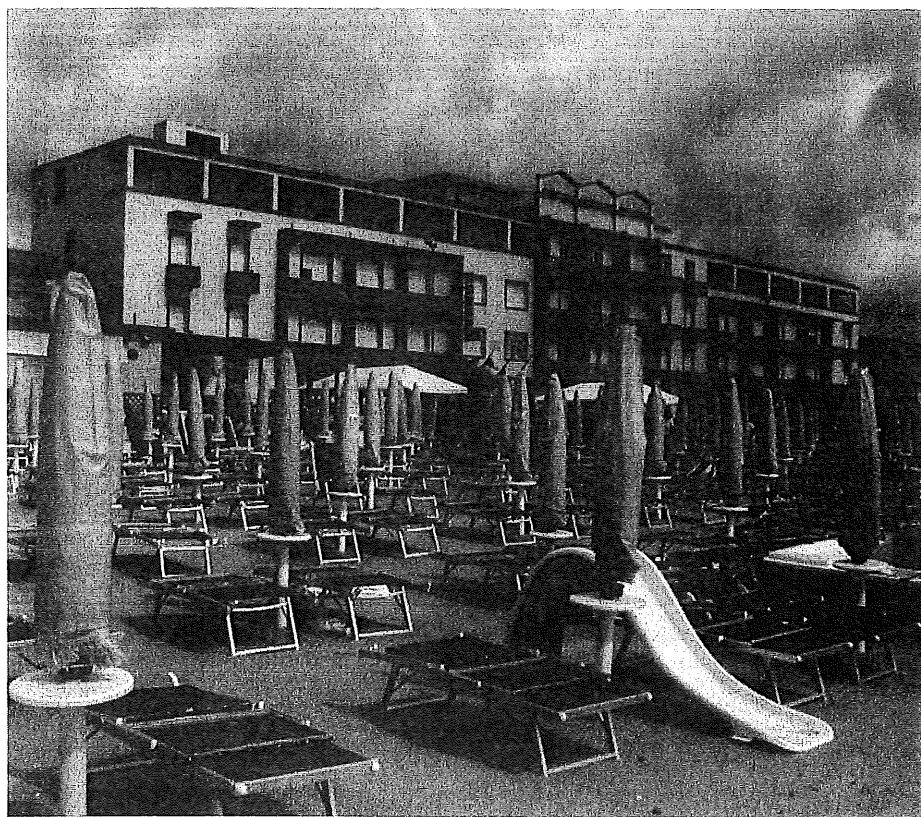
(A) (B) (C) (D)

5.



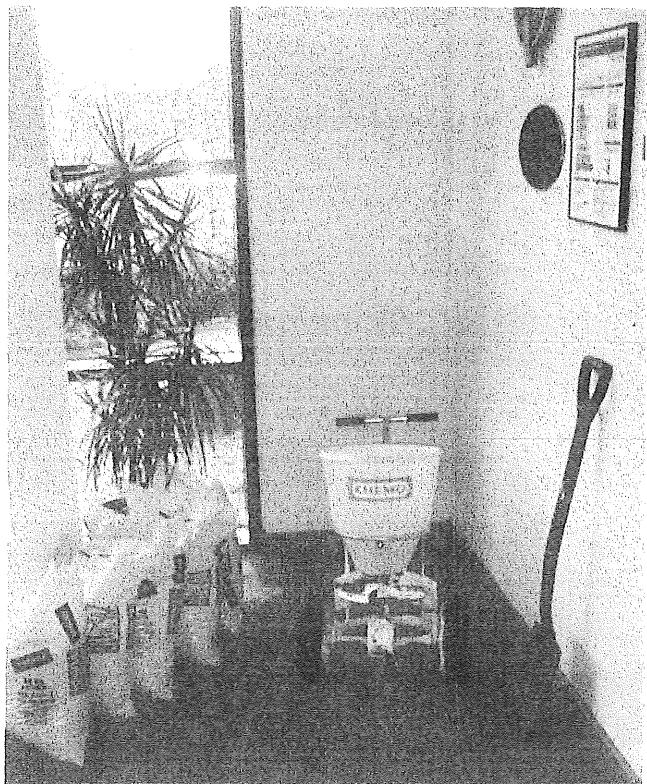
(A) (B) (C) (D)

6.



(A) (B) (C) (D)

7.



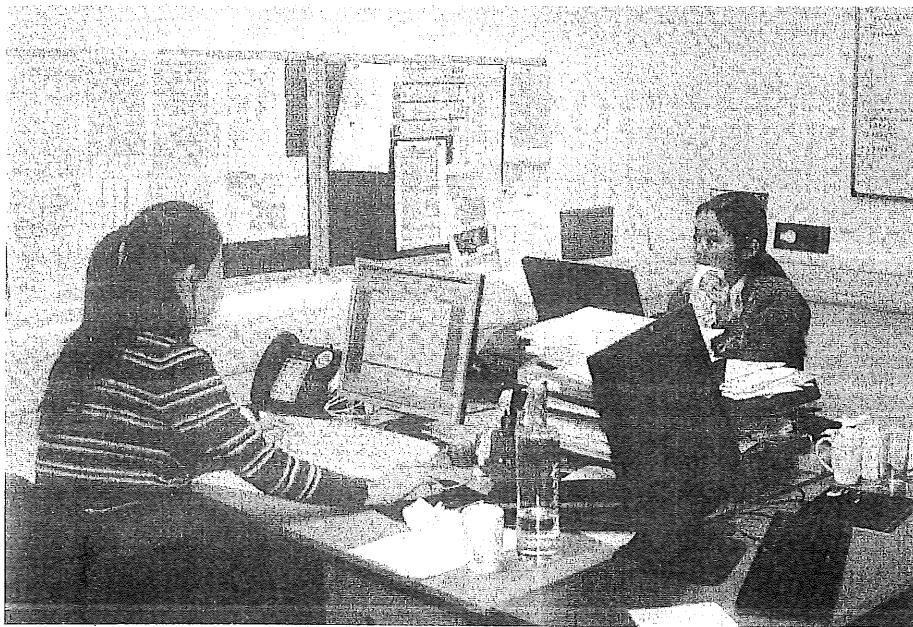
(A) (B) (C) (D)

8.



(A) (B) (C) (D)

9.



(A) (B) (C) (D)

10.



(A) (B) (C) (D)

Score /10

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for advice and useful exercises to help improve your score on Part 1 of the TOEIC test.

- Similar-sounding Words
- Identifying Details
- Recognizing Context

PART **2** QUESTION-RESPONSE

This part of the TOEIC® test consists of 30 short questions or statements, each followed by three responses. You must listen and choose the most appropriate response. The questions or statements are spoken only once, and are not written in your test book. There is a short pause between each item, but there are no pauses between the responses you hear that follow each question or statement.

This part of the test is a “pure” listening challenge, because there are no photographs to look at or answer choices to preview. Everything is contained on the audio.

► **QUICK CHECK**

- How many items are in this part of the TOEIC test?
- Do all the items start with a question?
- How many responses are there for each item?
- How many times do you hear each item?
- When is there a short pause?
- Why is this part called a “pure” listening challenge?

TRY IT OUT

19 Directions

Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer. You will hear each question or statement, and the responses, only once.

EXAMPLE

You hear: [F-Am] Did you check if the price was right?

You then hear: [M-Cn] (A) The check's right here.

(B) I didn't have time.

(C) No, I don't like rice.

(A) (B) (C)

The best response to the question "Did you check if the price was right?" is answer choice (B), "I didn't have time." You should mark answer choice (B).

Answer choice (A) repeats two words that appear in the question, but both *check* and *right* have different meanings. Answer choice (C) uses a word that sounds similar to a word in the question (*rice* sounds similar to *price*).

REMEMBER

On the actual test, you will hear but NOT see the question or statement and the three answer choices.

- | | | | |
|----------------------|---|-----------------------|---|
| 1. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 10. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 2. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 11. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 3. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 12. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 4. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 13. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 5. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 14. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 6. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 15. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 7. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 16. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 8. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 17. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |
| 9. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> | 18. Mark your answer. | (A) <input type="radio"/> (B) <input type="radio"/> (C) <input type="radio"/> |

Score /18

IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 2 of the TOEIC® test.

These are the exercises you will cover:

Question Types

recognizing *Wh-* questions, Yes/No questions, choice questions, tag questions, negative questions, embedded questions, and statements

Words with Multiple Meanings

choosing the correct meaning for words that have more than one meaning

Similar-sounding Words

listening carefully to differentiate words that sound alike

Homophones

listening for words that sound the same but have different spellings and meanings

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Question Types

Most of the questions you will hear in Part 2 of the TOEIC test are *Wh-* questions. These questions begin with the words *What*, *When*, *Where*, *Who*, *Whose*, *Why*, *Which*, and *How*. Other types of questions include Yes/No questions, choice questions, tag questions, negative questions, and embedded questions (questions contained within a question).

Exercise A Complete each question using a word or phrase from the box.

What	When	Haven't	Where	Who	Whose	Why
Do	Which	How	Would	Could	has it	

1. did you see at the conference last week?
2. didn't anyone tell me the factory was closing?
3. I interest you in our extended warranty?
4. responsibility is it to repair the ceiling?
5. did Ang say he put the copy paper?
6. The mail hasn't been delivered yet,
7. of these chairs do you prefer?
8. are your thoughts on the new proposal?
9. you like to take a break now or work longer?
10. are we going to get this stain off the carpet?
11. you know where I can park my car?
12. they decided to invest in KC Chemicals?
13. is the soonest you can send this consignment?

You may also hear statements, in place of questions, for some items.

Responses can be short or long. A response can be a word, a short phrase, or a complete sentence. Occasionally, responses are questions.

Exercise B Match each question above (1–13) with the correct response (a–m).

- | | |
|--|---|
| a. Let's try scrubbing it with detergent. | h. Ms. Carter from CSG Associates was there. |
| b. How much is it to extend coverage for five years? | i. You need to contact the landlord. |
| c. I'm not that happy with it, to be honest. | j. It won't be before the fourth, I'm afraid. |
| d. The black leather one is far more comfortable. | k. We didn't want to cause you any concern. |
| e. I want to keep going and finish this. | l. No, they'll make a decision on Friday. |
| f. In the closet on the fourth floor, I think. | m. Yes, it arrived one hour ago. |
| g. There should be a space around the back. | |

1. 3. 5. 7. 9. 11. 13.

2. 4. 6. 8. 10. 12.

Questions with *What*

Exercise A  Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) I'll have a large coffee, thanks.
(B) There should be various sizes.
(C) Yes, it is a surprise.
2. (A) It wasn't particularly old.
(B) We just couldn't agree.
(C) There was nothing wrong with it.
3. (A) Anytime is fine with me.
(B) I returned those four books yesterday.
(C) I forgot to make a reservation.
4. (A) I'm going to stay home and relax.
(B) Those aren't the plans we agreed to.
(C) I'll send them right away.
5. (A) Just a coffee, thanks.
(B) I'm glad you like it.
(C) I didn't say I would.
6. (A) I've been there for four years already.
(B) It's very kind of you to offer.
(C) A job in pharmaceuticals would be good.
7. (A) No, I think he went to Beijing.
(B) It's a great time of year to visit.
(C) The springs are made of metal.
8. (A) It's not that large, actually.
(B) I prefer to work alone.
(C) There's a bucket in the truck.

Exercise B  Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. What caused the printing press to stop working? (A) (B) (C)
2. What discount can you offer for a trade account? (A) (B) (C)
3. What is that temp agency called? (A) (B) (C)
4. What book are you reading now? (A) (B) (C)
5. What would you recommend we do? (A) (B) (C)
6. What will we use all these boxes for? (A) (B) (C)
7. What's the best way to get to the airport? (A) (B) (C)
8. What did our engineer do to resolve the problem? (A) (B) (C)

MINI TEST Questions with *What*

22 You will hear ten questions that begin with *What*. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

- | | |
|----------------|-----------------|
| 1. (A) (B) (C) | 6. (A) (B) (C) |
| 2. (A) (B) (C) | 7. (A) (B) (C) |
| 3. (A) (B) (C) | 8. (A) (B) (C) |
| 4. (A) (B) (C) | 9. (A) (B) (C) |
| 5. (A) (B) (C) | 10. (A) (B) (C) |

Score /10

Questions with *When* or *Where*

Exercise A ²³ Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) It's something I always wanted to do.
(B) I own several start-up businesses.
(C) I'll provide everything necessary.
2. (A) They were here last week.
(B) Yes, they're thinking of driving.
(C) In around 20 minutes.
3. (A) She advised me the position would be vacant.
(B) It should be in all the local papers.
(C) Good luck finding a new role.
4. (A) We need directions to the market.
(B) After the chairman's introduction.
(C) He often talks to his family.
5. (A) Next Monday at ten.
(B) I expect her to be here soon.
(C) She thinks it went very well.
6. (A) It was shut when I arrived.
(B) At a new place down the road.
(C) The hairdresser only charged \$10.
7. (A) Yes, it went by ship.
(B) The same place as always.
(C) They sent the equipment on time.
8. (A) The convention center has a hotel.
(B) I'll mention it when I see him.
(C) It's on the corner over there.

Exercise B ²⁴ Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. When are they going to place the order? (A) (B) (C)
2. Where is that blue file I gave you? (A) (B) (C)
3. Where should I put my shoes? (A) (B) (C)
4. When did Mrs. Suzuki call? (A) (B) (C)
5. When do you anticipate getting the test results? (A) (B) (C)
6. Where did you go this afternoon? (A) (B) (C)
7. Where do you want me to send the revised quote? (A) (B) (C)
8. When do you think you'll get to the hotel? (A) (B) (C)

MINI TEST Questions with *When* or *Where*

²⁵ You will hear ten questions that begin with *When* or *Where*. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Questions with *Who*, *Whose*, *Why*, or *Which*

Exercise A Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) I won't tell anyone about it.
(B) Rob may have said something.
(C) I didn't hear about your survey.
2. (A) The clothing department is too small.
(B) It's due to shut down in September.
(C) Apparently, it's not making a profit.
3. (A) I didn't know you were so hungry.
(B) James recommended the place to us.
(C) That's a great idea.
4. (A) I think I'm flying British Airways.
(B) The latest deadline is in June.
(C) I'm going to get my pilot's license there.
5. (A) I can't read them clearly from here.
(B) I guess it'll be me, as usual.
(C) They arrived today from New York.
6. (A) The ones we have are fine.
(B) Because I don't like blue office chairs.
(C) I don't think the stairs need replacing.
7. (A) Hasn't yours been thrown away?
(B) I think they're very close now.
(C) I have no idea, but it wasn't me.
8. (A) The company's web developer has resigned.
(B) They're called InterWeb Direct.
(C) We didn't lose the website designs.

Exercise B Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. Which way do we turn at the end of this street? (A) (B) (C)
2. Why aren't you coming to the office party tonight? (A) (B) (C)
3. Who forgot to order more ink cartridges? (A) (B) (C)
4. Whose sandwich is that on the desk? (A) (B) (C)
5. Who gave you the key to the safe? (A) (B) (C)
6. Why isn't the heat on in this room? (A) (B) (C)
7. Which floor is their office on? (A) (B) (C)
8. Why didn't you tell them you studied marketing? (A) (B) (C)

MINI TEST Questions with *Who*, *Whose*, *Why*, or *Which*

You will hear ten questions that begin with *Who*, *Whose*, *Why*, or *Which*. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Questions with *How*

Exercise A ²⁹ Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) Yes, it's a very old organization.
(B) The company was founded back in 1966.
(C) I had just graduated from college.
2. (A) I'll report it right away.
(B) You should have it by Friday.
(C) Yes, it's all in English.
3. (A) I was only there two nights.
(B) Less than you might think.
(C) It was a fantastic hotel.
4. (A) I started skating when I was 12.
(B) It's about three feet in length.
(C) Around ten minutes, that's all.
5. (A) Sorry, but they can't have my seat.
(B) There are ten tables.
(C) The place was absolutely packed.
6. (A) It takes me five minutes by bicycle.
(B) I've never been to that place before.
(C) I work out three times a week.
7. (A) I saw an ad in the paper.
(B) He was most grateful.
(C) Sorry, I couldn't find it anywhere.
8. (A) I go there very often.
(B) The quickest way is by plane.
(C) Only once or twice a year.

Exercise B ³⁰ Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. How can we prevent the merger from taking place? (A) (B) (C)
2. How much will the total package cost? (A) (B) (C)
3. How do we know this quantity will be sufficient? (A) (B) (C)
4. How about going to a musical while we're in New York? (A) (B) (C)
5. How have you been? (A) (B) (C)
6. How late do the trains run in England? (A) (B) (C)
7. How does this new fax machine work? (A) (B) (C)
8. How many songs are on that CD? (A) (B) (C)

MINI TEST Questions with *How*

³¹ You will hear ten questions that begin with *How*. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Yes/No Questions

Exercise A 32 Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) No, this one is fine.
(B) Is someone sitting below?
(C) This seat is free.
2. (A) I'll do it tomorrow.
(B) It doesn't suit me.
(C) They checked it already.
3. (A) Yes, it was very brief, wasn't it?
(B) The screen looks OK to me.
(C) It's on that chair in the corner.
4. (A) No, he's coming from Spain.
(B) I think that's what he said.
(C) He's been driving the whole day.
5. (A) I can't wait to go there.
(B) It should leave on time.
(C) Yes, most of our trade is with France.
6. (A) A cup of tea would be good.
(B) I think the food is fantastic.
(C) Is that really the way you feel?
7. (A) I'll be able to help you later.
(B) My hat's over there.
(C) I think I can manage.
8. (A) She's not as tall as you.
(B) Sure. I'll get on it right away.
(C) I don't know what that's called.

Exercise B 33 Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. Did you hear the alarm go off? (A) (B) (C)
2. Can you recommend a good restaurant near here? (A) (B) (C)
3. Are you going to hire more staff? (A) (B) (C)
4. Have they finished repairing the roof yet? (A) (B) (C)
5. Would you like me to make a reservation? (A) (B) (C)
6. Does Mr. Chang want to take a tour of the city? (A) (B) (C)
7. Has the health inspector checked the new kitchens yet? (A) (B) (C)
8. Is the factory now running at full production? (A) (B) (C)

MINI TEST Yes/No Questions

34 You will hear ten Yes/No questions. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Choice Questions

Exercise A 35 Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) Cash would be better, thank you.
(B) I put it on the card like you told me.
(C) They wouldn't credit my account.
2. (A) I think that's right.
(B) They go tomorrow.
(C) Yes, they have.
3. (A) I'm tired of walking.
(B) That's exactly what I'd like.
(C) I think I need a break.
4. (A) I'll be there the whole weekend.
(B) There's not enough room.
(C) Sunday is too soon.
5. (A) I'd like to introduce you to my associate.
(B) Please talk to them yourself.
(C) No, the price is way too high.
6. (A) Yes, that's correct.
(B) I saw it there yesterday.
(C) I have it on my desk.
7. (A) I always travel by train.
(B) She got to the station on time.
(C) There's a stop on the corner.
8. (A) I don't know how many there are.
(B) We said they shouldn't be late.
(C) Well, they told us around seven.

Exercise B 36 Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. Do you want to have the green salad or the fish cakes? (A) (B) (C)
2. Will the meeting take place before lunch or in the afternoon? (A) (B) (C)
3. Are you going to print this report in black and white or in color? (A) (B) (C)
4. Would you like me to open the window or turn on the air conditioning? (A) (B) (C)
5. Is this letter supposed to go by regular mail or Priority Mail? (A) (B) (C)
6. Should we continue to rent these offices or would it be better to buy? (A) (B) (C)
7. Did you send the registration documents by fax or e-mail? (A) (B) (C)
8. Have you decided to drive to the airport or to take the express train? (A) (B) (C)

MINI TEST Choice Questions

37 You will hear ten *Choice* questions. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

- | | |
|----------------|-----------------|
| 1. (A) (B) (C) | 6. (A) (B) (C) |
| 2. (A) (B) (C) | 7. (A) (B) (C) |
| 3. (A) (B) (C) | 8. (A) (B) (C) |
| 4. (A) (B) (C) | 9. (A) (B) (C) |
| 5. (A) (B) (C) | 10. (A) (B) (C) |

Score /10

Tag Questions

Exercise A Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) No, I think he's from China.
(B) I didn't know he voted.
(C) Yes, and he's only worked here a year.
2. (A) He's been in that department for years.
(B) Sometimes he's really annoying.
(C) We'll get more resources if we need to.
3. (A) I've been here a couple of weeks.
(B) It was very moving indeed.
(C) I don't know if I will.
4. (A) This heating makes me feel tired.
(B) It was OK in the end.
(C) I'm afraid it's on Friday.
5. (A) It depends on your point of view.
(B) No, the concert will start at seven.
(C) Not as far as I know.
6. (A) To be honest, we'll be lucky to survive.
(B) It's not a profession I would have chosen.
(C) The opportunity shouldn't be missed.
7. (A) This is the best-quality leather we have.
(B) I don't want a drink, thanks.
(C) I certainly hope so.
8. (A) It's not really my style.
(B) Yes, that's the one.
(C) If you could, that would be great.

Exercise B Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. You haven't seen the storeroom key anywhere, have you? (A) (B) (C)
2. The bus to the airport leaves in twenty minutes, doesn't it? (A) (B) (C)
3. That meal wasn't as expensive as we thought, was it? (A) (B) (C)
4. They won't accept responsibility for the losses, will they? (A) (B) (C)
5. Ms. Hernandez has ordered some new supplies, hasn't she? (A) (B) (C)
6. The supervisor didn't see me come in late, did he? (A) (B) (C)
7. These statistics have been checked, haven't they? (A) (B) (C)
8. You can't give me a hand carrying these books, can you? (A) (B) (C)

MINI TEST Tag Questions

40 You will hear ten *Tag* questions. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Negative Questions and Embedded Questions

Exercise A 41 Listen to each question and choose the correct response: (A), (B), or (C).

1. (A) My daughter will be here soon.
(B) I don't think it's that serious.
(C) Yes, I think he's the one I saw.
2. (A) I can't account for it either.
(B) I don't know when they were done.
(C) They should be in Alan's filing cabinet.
3. (A) I'd be surprised if they did.
(B) Their proposal arrived this morning.
(C) Please don't tell anyone just yet.
4. (A) I don't think we've met.
(B) It's difficult to compare.
(C) Let's wait and see what happens.
5. (A) I think they probably would.
(B) No, they'd like the older version.
(C) Didn't it download already?
6. (A) You should get in immediately.
(B) It won't be long now.
(C) The plane leaves at ten.
7. (A) Yes, that was our final offer.
(B) We can't discount any possibility.
(C) They knocked ten percent off.
8. (A) It's not that far, is it?
(B) No, I've never seen it before.
(C) I'll park it there myself.

Exercise B 42 Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. Hasn't anyone come to repair the copy machine yet? (A) (B) (C)
2. Could you tell me why the website keeps crashing? (A) (B) (C)
3. Did someone explain how to operate the new equipment? (A) (B) (C)
4. Wasn't it lucky that the hotel still had room available? (A) (B) (C)
5. I wonder if you could call me when Mr. Tanaka arrives? (A) (B) (C)
6. Didn't you complete your engineering degree? (A) (B) (C)
7. Wouldn't you prefer to work for yourself? (A) (B) (C)
8. Do you know where the main entrance is? (A) (B) (C)

MINI TEST Negative Questions and Embedded Questions

43 You will hear ten Negative questions and Embedded questions. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)

6. (A) (B) (C)
7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)

Score /10

Statements

Sometimes in Part 2 of the TOEIC test you will hear a statement instead of a question. There are many different types of statements, and a wide variety of responses are possible.

Exercise A 44 For each statement you will hear six responses. Listen carefully and check (✓) *Correct* or *Incorrect* for each response.

1. I left the books you ordered at the front desk.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
5. I'd appreciate any help you can give me.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
2. If you need anything else, please call me.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
6. I thought that your presentation went really well.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
3. Let's put an ad in the paper for an office assistant.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
7. Please tell Mrs. Klinsky that I'm leaving now.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
4. It's way too hot in here!
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect
8. What a shame they postponed the gala dinner.
1. Correct Incorrect
2. Correct Incorrect
3. Correct Incorrect
4. Correct Incorrect
5. Correct Incorrect
6. Correct Incorrect

Exercise B 45 Listen to each statement and choose the correct response: (A), (B), or (C).

1. (A) You should do it anyway.
(B) I can't print those files either.
(C) Do you want me to give you a hand?
2. (A) Hmm. Maybe Lenny's Bistro is open.
(B) I'll take them back to the office later.
(C) Don't interrupt your meal on my account.
3. (A) What's wrong with the equipment?
(B) Her cruise finishes next week.
(C) OK. I'll pass on the message.
4. (A) I know. This coffee tastes terrible.
(B) I'm seeing a doctor tomorrow.
(C) I thought you'd like it.
5. (A) Let's not be late.
(B) I thought it went well.
(C) I'll have one, too.
6. (A) It was my pleasure.
(B) Well, sales have been worse.
(C) Of course. I'd be delighted.
7. (A) I'll be away for two weeks.
(B) Yes, emigration to Europe did go up.
(C) When are you leaving?
8. (A) I thought you'd planned the rest.
(B) Why don't we try out both of them?
(C) The highest bidder gave the assessment.

Exercise C 46 Read each statement and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

1. I really think the food here is the best in town. A B C
2. We have improved our quality control procedures. A B C
3. Thomas has accepted a job in our Frankfurt office. A B C
4. The flight to Vancouver takes over 12 hours. A B C
5. The feedback from our customers has been very positive. A B C
6. I like that red tie you're wearing. A B C
7. What great weather we're having! A B C
8. Let's find out how much we can borrow before we plan any expansion. A B C

MINI TEST Statements

47 You will hear twelve Statements. Each statement is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

- | | |
|--|---|
| 1. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 7. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |
| 2. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 8. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |
| 3. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 9. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |
| 4. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 10. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |
| 5. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 11. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |
| 6. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C | 12. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C |

Score /12

Words with Multiple Meanings

In the TOEIC test, words that have multiple meanings are often used in order to mislead you. For example, you hear the statement "Let's fix a time to meet next week," followed by the response "I can repair it on Tuesday." The word *fix* is used for two different meanings: *fix* (set up) and *fix* (repair). In Part 2 of the TOEIC test you will hear many words that have multiple meanings.

Exercise A ⁴⁸ Listen to these questions and statements. Choose the correct meaning of the underlined word you hear.

Example

You hear: 1. Do you see what I'm trying to say?

- | | | | | | |
|-----------------|-------------|----------------------|-------------------|---------------|-------------------|
| 1. <u>see</u> | a. visit | b. <u>understand</u> | 6. <u>appear</u> | a. seem | b. become visible |
| 2. <u>funny</u> | a. amusing | b. strange | 7. <u>support</u> | a. agree with | b. take care of |
| 3. <u>last</u> | a. previous | b. final | 8. <u>duty</u> | a. tax | b. obligation |
| 4. <u>close</u> | a. complete | b. shut | 9. <u>vision</u> | a. dream | b. eyesight |
| 5. <u>good</u> | a. kind | b. high-quality | 10. <u>safe</u> | a. harmless | b. protected |

Exercise B Complete each pair of sentences with the same word.

- | | |
|--|--|
| 1. Could you check that this <u>bill</u> is correct?
Where did you find that \$20 <u>bill</u> ? | 6. Where's the for this container?
What does it take to reach the ? |
| 2. Why don't we discuss this at a later ?
This style won't too quickly, will it? | 7. Make sure the surface is perfectly
It looks like you have a tire. |
| 3. The third of the play was the best.
In business, you need to decisively. | 8. It's been a month of sales.
Don't forget to that program tonight. |
| 4. There's a from Ms. Ling on line 1.
What should we the new project? | 9. Were you treated by the bank staff?
Tim felt tired after the long meeting. |
| 5. What exactly do you by that?
The losses will more staff cuts. | 10. How can we more funds?
Please that issue at the meeting. |

MINI TEST Words with Multiple Meanings

⁴⁹ You will hear twelve questions or statements, each followed by three responses. Listen carefully for words with multiple meanings, and choose the correct response: (A), (B), or (C).

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)

7. (A) (B) (C)
8. (A) (B) (C)
9. (A) (B) (C)
10. (A) (B) (C)
11. (A) (B) (C)
12. (A) (B) (C)

Score /12

Similar-sounding Words

As in Part 1, incorrect answer choices can include words that sound similar to key words in the question or statement. For example, you hear the question “Does Mr. Garcia approve of the plan?” followed by the response “He’ll move it tomorrow.” The words *approve* and *move* sound similar. You need to listen carefully to distinguish these similar-sounding words.

Exercise A  Listen to these words. Number the words in each group in the order you hear them.

- | | | | |
|--------------------|----------------|-----------------|----------------|
| 1. ... distress | 2. ... address | 3. ... express | 4. ... assess |
| 2. weekly | deeply | uniquely | cheaply |
| 3. depend | pretend | offend | intend |
| 4. propose | clothes | goes | chose |
| 5. appear | cashier | career | sincere |
| 6. delay | bouquet | display | convey |
| 7. exchange | change | arrange | strange |
| 8. decrease | piece | lease | police |
| 9. location | donation | inflation | vacation |
| 10. postpone | unknown | condone | outgrown |

Exercise B Read these questions and responses. Underline the words that sound similar. Then identify the correct response for each question.

1. Would you mind leaving that door open?
(A) What kind do you want?
(B) I signed it already.
(C) **No, not at all.**
2. Did the landlord come to collect the rent?
(A) It all looks correct to me.
(B) She came around two.
(C) I checked it yesterday.
3. Isn’t this my cup of coffee?
(A) Maybe in a couple of minutes.
(B) There’s a copy on your desk.
(C) No, that one’s Jason’s.
4. Do you know the time of arrival?
(A) It’s a question of survival.
(B) I think we get in around one.
(C) The crime occurred at four thirty.
5. I’d like you to meet my associate, Mr. Chang.
(A) Let’s complete this and negotiate.
(B) It’s not appropriate to eat right now.
(C) It would be my pleasure.
6. Engineering is a very competitive field, isn’t it?
(A) Yes, it’s very repetitive right now.
(B) The yield is actually not that high.
(C) Only the best and brightest can succeed.
7. How did the award ceremony turn out?
(A) It was completely restored.
(B) I loved every moment.
(C) We remained loyal throughout.
8. A seasoned tour guide will escort you.
(A) It’s a short ride to the station.
(B) That’s good to know.
(C) I’m not looking for a refund.

MINI TEST Similar-sounding Words

 You will hear eight questions or statements, each followed by three responses. Listen and choose the correct response: (A), (B), or (C). Do not be misled by words that sound alike.

- | | | | |
|----------------|----------------|----------------|-------------------------------|
| 1. (A) (B) (C) | 3. (A) (B) (C) | 5. (A) (B) (C) | 7. (A) (B) (C) |
| 2. (A) (B) (C) | 4. (A) (B) (C) | 6. (A) (B) (C) | 8. (A) (B) (C) Score /8 |

Homophones

Words that sound the same but have different spellings and meanings are called homophones. For example, you hear the question “Have you read the document yet?” followed by the response “Yes, the document is red.” Both *read* and *red* sound the same. Sometimes homophones are used in order to try to mislead you in this part of the TOEIC test.

Exercise A Listen to these questions and statements. Choose the correct homophone you hear.

Example

You hear: 1. I'm not sure I see what you mean.

- | | | | |
|------------------|------------|----------------|----------|
| 1. a. <u>see</u> | b. sea | 6. a. piece | b. peace |
| 2. a. whether | b. weather | 7. a. storey | b. story |
| 3. a. hole | b. whole | 8. a. find | b. fined |
| 4. a. fair | b. fare | 9. a. bye | b. buy |
| 5. a. weigh | b. way | 10. a. guessed | b. guest |

Exercise B Read these questions and responses. Underline two words that sound the same. Then identify the correct response for each question.

- | | |
|--|---|
| 1. How about taking a ten-minute <u>break</u> ? | 5. Who did you say has the flu? |
| (A) Only <u>brake</u> if you're going too fast. | (A) Yes, I think they've said that. |
| (B) I didn't take it anywhere. | (B) Lisa flew there this morning. |
| (C) <u>Not until I've completed this.</u> | (C) Two people in my department. |
| 2. Could you pour me a glass of juice? | 6. How high is that tower over there? |
| (A) How much would you like? | (A) It was built in 2010. |
| (B) I've had enough, thank you. | (B) I'm not sure, to be honest. |
| (C) This fruit is poor quality. | (C) Hi. I'm here to help. |
| 3. Have you seen where I put my camera? | 7. Is there a way to cut back on waste? |
| (A) It's not anywhere in here. | (A) We need to recycle more. |
| (B) That's a beautiful <u>scene</u> . | (B) OK, I'll put it around my waist. |
| (C) The photos have been printed. | (C) I lost the scissors a while ago. |
| 4. I'd like to sum up briefly before we move on. | 8. What professional exams have you passed? |
| (A) There's some up there. | (A) That's all in the past. |
| (B) We've made no plans. | (B) Here are my qualifications. |
| (C) Yes, please go ahead. | (C) The college is back there. |

MINI TEST Homophones

53 You will hear eight questions or statements, each followed by three responses. Listen and choose the correct response: (A), (B), or (C). Do not be misled by words that sound the same.

- | | | | |
|----------------|----------------|----------------|-------------------------------|
| 1. (A) (B) (C) | 3. (A) (B) (C) | 5. (A) (B) (C) | 7. (A) (B) (C) |
| 2. (A) (B) (C) | 4. (A) (B) (C) | 6. (A) (B) (C) | 8. (A) (B) (C) Score /8 |



STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 2 of the TOEIC® test. The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1

Listen carefully to the first word or phrase. Identify the type of question (*Wh-*, Yes/No, etc.) and listen for any key words that follow.

2

Think of some possible responses. Ask yourself what kind of response you need to listen for.

Questions beginning with...	May ask about...
What?	an activity (<i>a meeting</i>)
When?	a date/time, etc. (<i>on the 24th/at four o'clock</i>)
Where?	a location or place (<i>on my desk/at the airport</i>)
Who?	a person/occupation (<i>Mr. Saito/a surgeon</i>)
Whose?	a possession (<i>That's mine</i>)
Why?	a reason (<i>because I was sick</i>)
Which?	an alternative (<i>the new one</i>)

Questions beginning with...	May ask about...
How?	a method (<i>How did you get here?</i>) quality (<i>How is your hotel?</i>)
How long?	duration (<i>How long was the flight?</i>)
How big/small/high?	size (<i>How big is that file?</i>)
How far/near/close?	distance (<i>How far is your office from the station?</i>)
How often?	frequency (<i>How often do you visit clients?</i>)
How much?	price (<i>How much is it?</i>) amount (<i>How much gas do we need?</i>)
How many?	number (<i>How many people work here?</i>)
How about?	a suggestion (<i>How about taking a short break?</i>)
How come?	a reason (<i>How come my computer won't work?</i>)

3

Listen carefully to all three answer choices and eliminate any responses you are sure are incorrect. Check that the response matches the question type (i.e., it does not answer a different question), and do not be misled by distractors.

4

Mark your answer.

Practice 1

Warm-up

STEP 1 54 Listen to this question. Write down the first word or phrase you hear. Then add any more key words you remember.

first word/phrase What time + key words meet lunch

STEP 2 Predict one or two possible responses. Refer to the type of question and note your ideas.

at one o'clock

after the presentation

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [✓] eliminate [] consider
(B) [✓] eliminate [] consider
(C) [] eliminate [✓] consider

STEP 4 Select the most appropriate response and mark your answer. (A) (B) (C)

Practice

STEP 1 55 Listen to this question. Pay particular attention to the beginning. Try also to identify some key words that follow.

STEP 2 Quickly think of one or two possible responses.

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4 Mark your answer. (A) (B) (C)

PART 2 STEPS TO SUCCESS Practice 2

Warm-up

STEP 1 **56** Listen to this question. Write down the first word or phrase you hear. Then add any more key words you remember.

first word/phrase + key words

STEP 2 Predict one or two possible responses. Refer to the type of question and note your ideas.

.....
.....

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
- (B) [] eliminate [] consider
- (C) [] eliminate [] consider

STEP 4 Select the most appropriate response and mark your answer. (A) (B) (C)

Practice

STEP 1 **57** Listen to this question. Pay particular attention to the beginning. Try also to identify some key words that follow.

STEP 2 Quickly think of one or two possible responses.

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
- (B) [] eliminate [] consider
- (C) [] eliminate [] consider

STEP 4 Mark your answer. (A) (B) (C)

Warm-up

STEP 1 58 Listen to this question. Write down the first word or phrase you hear. Then add any more key words you remember.

first word/phrase + key words

STEP 2 Predict one or two possible responses. Refer to the type of question and note your ideas.

.....
.....

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4 Select the most appropriate response and mark your answer. (A) (B) (C)

Practice

STEP 1 59 Listen to this question. Pay particular attention to the beginning. Try also to identify some key words that follow.

STEP 2 Quickly think of one or two possible responses.

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4 Mark your answer. (A) (B) (C)

Warm-up

STEP 1  **60** Listen to this question. Write down the first word or phrase you hear. Then add any more key words you remember.

first word/phrase + key words

STEP 2  Predict one or two possible responses. Refer to the type of question and note your ideas.

.....
.....

STEP 3  Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4  Select the most appropriate response and mark your answer. **(A)** **(B)** **(C)**

Practice

STEP 1  **61** Listen to this question. Pay particular attention to the beginning. Try also to identify some key words that follow.

STEP 2  Quickly think of one or two possible responses.

STEP 3  Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4  Mark your answer. **(A)** **(B)** **(C)**

Warm-up

STEP 1 62 Listen to this statement. Write down the first word or phrase you hear. Then add any more key words you remember.

first word/phrase + key words

STEP 2 Predict one or two possible responses. Refer to the type of question and note your ideas.

.....
.....

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4 Select the most appropriate response and mark your answer. (A) (B) (C)

Practice

STEP 1 63 Listen to this statement. Pay particular attention to the beginning. Try also to identify some key words that follow.

STEP 2 Quickly think of one or two possible responses.

STEP 3 Listen to the responses. Eliminate any you are sure are incorrect.

- (A) [] eliminate [] consider
(B) [] eliminate [] consider
(C) [] eliminate [] consider

STEP 4 Mark your answer. (A) (B) (C)

STRATEGY REVIEW AND TIPS

Strategy Review Listening Test – Part 2

Remember, in the test...

Concentration is vital. Focus all your attention on the audio. Listen especially closely to the beginning of each question or statement, and try to identify any key words or phrases that follow.

As you listen to each question or statement, think about possible responses.

Listen carefully to all three responses before making your decision.

Eliminate any answers that you are sure are wrong.

If you are not sure which answer is correct, don't waste time. Decide quickly! There is only a short pause of a few seconds between each question.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

"For each item, start by holding your pencil over (A). If you think you hear the correct response, keep your pencil over (A). If you think the response is incorrect, move your pencil along to (B) and repeat the tactic. After you have heard all three responses, mark the letter your pencil is over. This will help you keep up with the recording and focus on the right answer."

Cesar Alvarez

"I noticed that some correct responses do not answer the question directly. They might give additional explanation or details."

Fang Wu

"A correct response sometimes uses a different tense to the verb tense used in the question. For example, the question might be *Are you going to mail the report on Friday?* and the response is *I already mailed it.*"

Rin Takahashi

"Whenever the same word is used in the question and in the response, I think this is to confuse you so it's probably the wrong answer."

In-Su Kwang

"Never take your eyes off the answer sheet. Look at (A), (B), and (C) the entire time. You have to concentrate completely on the audio."

Ha Pham

Review Test

64 Directions: Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer. You will hear each question or statement, and the responses, only once.

- | | |
|-----------------------------------|-----------------------------------|
| 1. Mark your answer. (A) (B) (C) | 16. Mark your answer. (A) (B) (C) |
| 2. Mark your answer. (A) (B) (C) | 17. Mark your answer. (A) (B) (C) |
| 3. Mark your answer. (A) (B) (C) | 18. Mark your answer. (A) (B) (C) |
| 4. Mark your answer. (A) (B) (C) | 19. Mark your answer. (A) (B) (C) |
| 5. Mark your answer. (A) (B) (C) | 20. Mark your answer. (A) (B) (C) |
| 6. Mark your answer. (A) (B) (C) | 21. Mark your answer. (A) (B) (C) |
| 7. Mark your answer. (A) (B) (C) | 22. Mark your answer. (A) (B) (C) |
| 8. Mark your answer. (A) (B) (C) | 23. Mark your answer. (A) (B) (C) |
| 9. Mark your answer. (A) (B) (C) | 24. Mark your answer. (A) (B) (C) |
| 10. Mark your answer. (A) (B) (C) | 25. Mark your answer. (A) (B) (C) |
| 11. Mark your answer. (A) (B) (C) | 26. Mark your answer. (A) (B) (C) |
| 12. Mark your answer. (A) (B) (C) | 27. Mark your answer. (A) (B) (C) |
| 13. Mark your answer. (A) (B) (C) | 28. Mark your answer. (A) (B) (C) |
| 14. Mark your answer. (A) (B) (C) | 29. Mark your answer. (A) (B) (C) |
| 15. Mark your answer. (A) (B) (C) | 30. Mark your answer. (A) (B) (C) |

Score /30

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for advice and useful exercises to help improve your score on Part 2 of the TOEIC test.

- Identifying Question Types
- Question Words
- Statements and Responses

PART

3

SHORT CONVERSATIONS

This part of the TOEIC® test consists of ten short conversations. Each conversation has three questions, and there are four answer choices for each question. You must choose the correct answer from the four choices. You can read the questions and the answer choices, but not the conversations. You will hear each conversation only once.

The conversations are all between two people. Usually, they are between a man and a woman, but occasionally conversations are between two men or two women. There are three or four “turns” in each conversation, with each person speaking just once or twice. The conversations cover a mix of wide-ranging workplace and general situations, both formal and informal.

After each conversation, you will hear three questions. There is a pause of eight seconds after each question.

QUICK CHECK

How many conversations are there in this part of the TOEIC test?

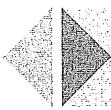
How many speakers are there in each conversation?

How many questions are there for each conversation?

Are most conversations between speakers of the same sex?

How many answer choices are there for each question?

How many times do you hear each conversation?



TRY IT OUT

65 Directions

You will hear four conversations between two people. For each conversation, read the three questions and the four answer choices. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer. You will hear each conversation only once.

EXAMPLE

[M-Am] Hello. I'm looking for some information on what business courses you have.

[F-Cn] Oh, we have a lot. It depends on what you're interested in, when you want to study, that kind of thing. The brochures on the wall over there have the full range of classes.

[M-Am] I see. OK, I'll take one of those. I can only come after work, though.

[F-Cn] No problem. We have evening classes starting from the beginning of next month. But you'll need to register soon. Spaces are limited.

1. Where does the conversation take place?
(A) In a fitness center
(B) In a college
(C) In a bookstore
(D) In a travel agency

2. What does the man ask about?
(A) Applying for a job
(B) Printing some brochures
(C) Enrolling in a course
(D) Renting an apartment

3. What does the woman suggest the man do?
(A) Come back next month
(B) Take action quickly
(C) Ask for more space
(D) Wait until the evening

The best answer to this question is answer choice (B), "In a college." The woman refers to *brochures on the wall* and mentions *study and evening classes*. You should mark answer choice (B).

The best answer to this question is answer choice (C), "Enrolling in a course." The man asks about *business courses*. He is interested in taking a course. You should mark answer choice (C).

The best answer to this question is answer choice (B), "Take action quickly." The woman says he should *register soon* and adds *Spaces are limited*. You should mark answer choice (B).

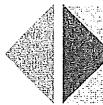
REMEMBER

On the actual test, you will hear but NOT see each conversation.

1. When is George going to retire?
(A) Tomorrow
(B) Next month
(C) On Friday
(D) In a week
2. What does the woman hope will happen?
(A) She will be promoted.
(B) George will stay longer.
(C) She can retire, too.
(D) Someone will replace George soon.
3. Why are the speakers unhappy?
(A) They may need to work harder.
(B) They do not like a new coworker.
(C) They lost an important deal.
(D) They have to find a replacement.
-
4. Where does this conversation take place?
(A) In a train station
(B) In the woman's office
(C) In a restaurant
(D) In a computer store
5. How often does the man go there?
(A) Every lunchtime
(B) Once a week
(C) Twice a month
(D) Occasionally
6. What does the man suggest they do?
(A) Meet regularly
(B) Discuss the prices
(C) Have a sandwich
(D) Ask for a discount
7. Where are the speakers?
(A) In a school
(B) In a store
(C) In an office
(D) In a hotel
8. What are the speakers talking about?
(A) A newspaper report
(B) A recent sporting event
(C) A special sale
(D) An insurance policy
9. What does the woman offer to do?
(A) Complete some documents
(B) Find more information
(C) Give a demonstration
(D) Open an account
-
10. What are the man and woman discussing?
(A) Vacancies for construction workers
(B) Renovations to an office building
(C) Changes to a travel schedule
(D) Preparations for a training event
11. Who most likely are the speakers?
(A) New employees
(B) Customers
(C) Job candidates
(D) Coworkers
12. What does the woman suggest the man do?
(A) Work in a different room
(B) Go to the next meeting
(C) Apply for another job
(D) Consider moving home

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

Score /12



IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 3 of the TOEIC® test.

These are the exercises you will cover:

- | | |
|--|--|
| Key Skills | listening for main ideas; listening for details;
making inferences |
| Topics | identifying the subject of conversations |
| People | identifying who is speaking; determining
occupations and relationships |
| Activities | listening for actions in progress, actions in the
past, future plans, and suggestions |
| Locations | identifying where conversations take place and
where the speakers work; listening for positions
of people and things |
| Times, Reasons, and
Feelings | listening for times, days, and dates; listening for
causes, explanations, and identifying purpose;
inferring how the speakers feel |
| Requests/Offers, Advice,
and Opinions | listening for requests and offers; listening for
advice; listening for opinions |

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Key Skills – Part 3

TIPS

Listening for Main Ideas

In Part 3, you need to demonstrate that you have a good overall understanding of the conversations you listen to. Questions that ask about main ideas in a conversation focus on the *topic, people, activities/plans, and location*.

- Common questions include *What are the speakers talking about? Who is the man talking to? What is the woman going to do? Where are the speakers?*
- As you listen, ask yourself: *What are they talking about? Who is speaking? What are they doing? Where are they?*
- Remember, you do not need to understand every single word in a conversation in order to understand the main ideas.

TIPS

Listening for Details

You also need to show that you can identify and understand important points in the conversations you listen to. Questions that test your ability to understand details in a conversation may ask about *time, reasons, feelings, requests/offers, advice/suggestions, and opinions*.

- Common questions often begin with *What, When, Why, and How*.
- Before you listen, make sure you know what information you need to listen for.
- As you listen, identify any key words or phrases related to the information you need.
- Focus on the information you need to answer each question.

TIPS

Making Inferences

Sometimes you need to show that you can understand things that are not directly stated in the conversations you hear. Questions that test your ability to make inferences may ask about the speaker's *attitude*, or ask you to make *deductions* based on what you hear.

- Common questions include *How does the woman probably feel? What does the man imply about...? What is probably true about...?*
- As you listen, consider how the speaker feels about a situation or event. Listening carefully for stress and intonation can help you detect the speaker's mood.
- Try also to think "behind" the words and draw conclusions from what you hear.
- Always listen to the whole conversation before making any inferences.

In the following exercises you will practice all these important skills.

Topics

Questions about the topic ask you to identify the subject of the conversation. Common questions include:

What are the speakers discussing? What is the subject of the conversation? What problem are the speakers discussing? What is the woman talking about? What are the people mainly discussing?

To answer questions about the topic, it is important to recognize words and phrases connected to a wide range of work-related topics.

Exercise A1 Write each topic next to the correct set of words.

Purchasing	Office	Personnel
Entertainment	Dining Out	Internet/Computing
General Business	Health	Finance/Banking
Travel	Transportation	Technical/Manufacturing

1. cancellation, visa, ticket, itinerary, trip, excursion, reservation, delay, vacation, vaccination, abroad, journey, souvenir
2. keyboard, delete, cursor, spam, software, hard disk, mouse, monitor, desktop, install, laptop, memory, online, e-mail, download, attachment, crash
3. budget, funding, investment, tax, balance, borrow, mortgage, dividend, debt, profit, turnover, audit, account, calculate, transaction, forecast, credit
4. shuttle, car rental, ferry, terminal, coach, bus, bay, train, platform, subway, transfer, round-trip, bus, book, check-in, board, divert, taxi
5. banquet, dessert, reservation, menu, appetizer, main course, order, tip, bill, service, undercooked, rare
6. order, estimate, discount, refund, shipping, charge, invoice, bargain, merchandise, cost, receipt, catalog, billing, deposit
7. storage closet, board meeting, committee, letter, memo, telephone, fax, message, courier, stationery, agenda, desk
8. contract, negotiate, merger, marketing, sales, warranty, conference, agreement, strategy
9. electronics, technology, laboratory, specifications, experiment, expertise, machinery, tools, construction, assembly line, quality control, regulations, research
10. recruit, hire, interview, retire, salary, promotion, application, pension, award, reject, qualifications, candidate, references, résumé, training, raise
11. perform, plot, rehearse, play, review, theater, music, art, exhibition, museum, media, concert, act
12. medical insurance, benefits, doctor's office, dentist's clinic, hospital, appointment, diagnose, filling, policy, prescription

Exercise A2 Choose a different topic and make a set of words.

Exercise B Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. What are the speakers discussing? (A) (B) (C) (D)
(A) A play
(B) A movie
(C) A presentation
(D) A concert
2. What is the woman talking about? (A) (B) (C) (D)
(A) A set of cutlery
(B) A pair of shoes
(C) A bouquet of flowers
(D) An oil painting
3. What is the subject of the conversation? (A) (B) (C) (D)
(A) A sales campaign
(B) A company merger
(C) A marketing report
(D) A job vacancy
4. What are the speakers mainly discussing? (A) (B) (C) (D)
(A) Flight times
(B) Ticket prices
(C) Travel plans
(D) Hotel reservations
5. What is the man's problem? (A) (B) (C) (D)
(A) He cannot use his computer properly.
(B) He cannot complete his work in time.
(C) He took the wrong turn.
(D) He lost some important files.

Exercise C Listen again to each conversation. Write down the key words and phrases that help you identify the topic.

1.
2.
3.
4.
5.

People

Questions about people ask about relationships, positions within a company, or occupations.

Common questions include:

Who most likely are the speakers? Who is the man talking to? Who is the woman?

What is the man's occupation? What is the woman's position in the company?

To answer questions about people, it is useful if you know words and phrases that are connected to these themes.

Exercise A1 Match the relationships.

- | | |
|-------------------|----------------------|
| 1. bank manager | employee |
| 2. doctor | teacher |
| 3. student | client |
| 4. employer | customer |
| 5. tour guide | patient |
| 6. waiter | criminal |
| 7. commuter | tourist |
| 8. police officer | toll collector |

Exercise A2 Write each job next to the correct set of words.

auto mechanic
police officer
hairstylist
chef

dentist
reporter
carpenter
flight attendant

decorator
waiter
politician
taxi driver

plumber
librarian
architect
vet

- | | |
|---|--|
| 1. ride, passenger, fare, catch | 9. cook, recipe, pot, chop |
| 2. print, news, interview, newspaper | 10. nail, wood, build, hammer |
| 3. table, serve, order, reserve | 11. shelves, lend, novel, reference |
| 4. duty-free, aisle seat, cabin | 12. law, arrest, crime, patrol |
| 5. oil, engine, service, repair, garage | 13. design, blueprint, building, draw |
| 6. vote, election, campaign, debate | 14. sick, heal, animal, health |
| 7. checkup, cavity, drill, polish | 15. salon, shampoo, trim, style |
| 8. paint, wallpaper, brush, can, roller, cloth | 16. leak, pipe, sink, repair |

Exercise A3 Choose three different jobs and make a set of words for each one.

Exercise B Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. Who most likely is the man?
(A) A furniture salesman
(B) An exercise instructor
(C) A vet
(D) A decorator Ⓐ Ⓑ Ⓒ Ⓓ
2. Who is the woman speaking to?
(A) A gallery attendant
(B) A pharmacist
(C) A customs officer
(D) A librarian Ⓐ Ⓑ Ⓒ Ⓓ
3. What is the man's occupation?
(A) Insurance salesman
(B) Plumber
(C) Police officer
(D) Chef Ⓐ Ⓑ Ⓒ Ⓓ
4. What is the woman's position in the company?
(A) Regional manager
(B) Office manager
(C) Shift supervisor
(D) Store manager Ⓐ Ⓑ Ⓒ Ⓓ
5. Who is the woman?
(A) A waitress
(B) A flight attendant
(C) A store clerk
(D) A sales representative Ⓐ Ⓑ Ⓒ Ⓓ

Exercise C Listen again to each conversation. Write down the key words and phrases that help you identify the relationship, position, or occupation.

1.
2.
3.
4.
5.

Activities

Questions about activities ask about actions in progress, actions in the past, future plans, and suggestions. Common questions include:

What are the speakers doing? What will the woman do next? How does the man plan to spend the afternoon? What does the woman suggest the man do? What does the man ask the woman to do?

To answer questions about activities, it is useful if you are familiar with common collocations. Collocations are words that are often used together.

Exercise A1 Write each verb next to the correct set of words.

work	check	rent	extend	send
reserve	give	look	make	get
visit	take	call	change	leave
apply	do	prepare	go	pay

1. for a job, in writing, for a grant, pressure
2. an office, a movie, a car, an apartment
3. clothes, your mind, jobs, a tire
4. by car, on strike, sightseeing, on an interview
5. an e-mail, out some brochures, back a product, in a form
6. some work, the laundry, the dishes, the chores
7. dinner, a presentation, to leave, for the launch
8. on a report, in publishing, out the cost, toward a goal
9. a warranty, your stay, an offer, a deadline
10. approval, home, a promotion, on a plane
11. a message, work, in five minutes, the company
12. some figures, the time, your e-mail, if something works
13. permission, a presentation, directions, a demonstration
14. for a job, at your watch, around a factory, into a complaint
15. a seat, a table, judgment, the right
16. a bill, attention, cash, off a loan
17. a cup of tea, an appointment, a decision, notes
18. the office, a meeting, collect, in sick
19. a break, the subway, a vacation, a risk
20. a client, New York, our website

Exercise A2 Choose three different verbs and make a set of words for each one.

Exercise B 68 Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. What happened to the woman last week? (A) She went to a concert. (B) She attended a convention. (C) She moved home. (D) She won an award. (A) (B) (C) (D)
2. What are the speakers doing? (A) Checking the time (B) Looking for a sign (C) Traveling by car (D) Waiting for a bus (A) (B) (C) (D)
3. What does the man decide to do? (A) Go on another interview (B) Wait a little longer (C) Contact the company (D) Try to be more positive (A) (B) (C) (D)
4. What does the woman suggest the man do? (A) Stop playing sports (B) See his doctor (C) Take medication (D) Ask for sick leave (A) (B) (C) (D)
5. What will the woman most likely do next? (A) Pay her hotel bill (B) Move to a different room (C) Speak to the manager (D) Leave a message (A) (B) (C) (D)

Exercise C 68 Listen again to each conversation. Write down the key words and phrases that help you identify the activity.

1.
2.
3.
4.
5.

Locations

Questions about locations ask you to identify where the conversation takes place, where the speakers work, or specific places. Common questions include:

Where does this conversation take place? Where are the speakers? Where does the man probably work? What type of company do the speakers probably work for? Where did the woman go last week?

To answer questions about locations, it is useful to recognize words and phrases connected to a wide range of everyday places.

Exercise A1 Write each location next to the correct set of words.

airport	clothes store	fitness center	park
apartment	coffee shop	gas station	post office
art gallery	concert hall	hotel	train station
bank	courtroom	jewelry store	travel agency
car rental agency	department store	movie theater	stadium

1. fill up, gas, self-service, pump, fuel, diesel
2. gate, baggage carousel, boarding pass, customs, passport, security, terminal
3. judge, case, hearing, trial, jury, law, verdict, guilty, innocent
4. studio, lounge, sofa, block, high-rise, move in, rent
5. currency, exchange rate, account, loan, savings, statement, withdraw
6. insurance, terms, mileage, vehicle, economy, luxury, pick up, drop off
7. designer, fitting room, try on, suit, button, zipper, alteration
8. mug, snack, café, light meal, specialty tea
9. musician, orchestra, perform, seating, recital, live, symphony, stage, interval
10. five-star, family-run, check in, suite, lobby, housekeeping, room service, wake-up call
11. counter, package, mail, postage, card, stamps, scale, envelope, parcel
12. display, entrance fee, exhibition, collection, curator, painting, souvenir, artist
13. platform, line, waiting room, timetable, conductor, car, commuter train
14. seaside, brochure, view, visa, package tour, stay, travel documents
15. electronics department, customer services, escalator, floor, help desk
16. box office, show, feature, screen, popcorn, trailer, 3D, schedule, matinee
17. locker room, weights, gymnasium, hall, treadmill, court, member
18. spectators, indoor, season, game, packed, pitch, field, ballpark
19. try on, bracelet, pendant, diamond, silver, pearls, earrings
20. bench, lake, recreational area, flower beds, path, fountain, pond

Exercise A2 Choose a different location and make a set of words.

Exercise B 69 Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. Where does the conversation take place? (A) In a garage (B) In a car showroom (C) In a car rental agency (D) In a gas station
2. Where are the speakers? (A) In an art museum (B) In a travel agency (C) In a bus station (D) In a department store
3. Where is the man going? (A) To a shopping mall (B) To a sports stadium (C) To a department store (D) To a golf course
4. Where does the woman most likely work? (A) At an airport (B) At a concert hall (C) At a movie theater (D) At a train station
5. Where do the speakers probably work? (A) At a farm (B) At a factory (C) At a clothes store (D) At a university

Exercise C 69 Listen again to each conversation. Write down the key words and phrases that help you identify the location.

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

MINI TEST Topics, People, Activities, and Locations

70 Practice listening to identify topics, people, activities, and locations. Listen to these conversations and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What are the speakers talking about?
(A) A conference program
(B) A business trip
(C) A retirement party
(D) A restaurant booking
2. What is the man's position in the company?
(A) President
(B) Office manager
(C) Chief accountant
(D) Vice president
3. What does the woman suggest the man do?
(A) Have something to eat
(B) Come back at 5:30
(C) Give a short speech
(D) Go shopping

4. Where most likely are the speakers?
(A) In a conference center
(B) In a department store
(C) In a concert hall
(D) In an apartment
5. What is the woman concerned about?
(A) Her work schedule
(B) Her clothes
(C) The room size
(D) The number of signs
6. What will the man do next?
(A) Try to find a new map
(B) Print out another program
(C) Move somewhere bigger
(D) Consult a colleague

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)

3. (A) (B) (C) (D)
4. (A) (B) (C) (D)

5. (A) (B) (C) (D)
6. (A) (B) (C) (D)

7. What are the speakers discussing?

- (A) A client in Japan
- (B) A job application
- (C) A recent shipment
- (D) A financial transaction

8. Who most likely is the woman?

- (A) A bank employee
- (B) A postal worker
- (C) A delivery clerk
- (D) A service engineer

9. What does the man plan to do next?

- (A) Fax an important document
- (B) Go to a repair shop
- (C) Change his contact details
- (D) Ask for a full refund

10. Who is the woman speaking to?

- (A) A reporter
- (B) A client
- (C) A delivery driver
- (D) An office worker

11. What problem does she mention?

- (A) Her phone is not working properly.
- (B) She needs some information urgently.
- (C) An important account is missing.
- (D) The bill she has received is wrong.

12. What does the woman want the man to do?

- (A) Answer some questions
- (B) Call for a taxi
- (C) Give someone a message
- (D) Prepare some accounts

7. (A) (B) (C) (D)

8. (A) (B) (C) (D)

9. (A) (B) (C) (D)

10. (A) (B) (C) (D)

11. (A) (B) (C) (D)

12. (A) (B) (C) (D)

Score /12

Times, Reasons, and Feelings

In Part 3, questions about conversations can ask when or why something happens, or how someone may feel.

Times

Questions about time may begin with *When*, *What time*, *How often*, *How soon*, or *How long*.

When will Mrs. Jarvis leave the company?

How soon will the report be finished?

What time does the concert begin?

How long did the seminar last?

How often are the taxis serviced?

Exercise A1 Complete these sentences using the correct preposition of time.

1. Let's meet at two P.M. on Monday.
2. The game starts ten minutes, so don't be late.
3. I have to finish this six o'clock at the latest.
4. I'll be out of the office three four P.M.
5. Please stay here Mr. Lee calls.
6. The company was founded 2011.
7. I've worked here three years.
8. We've been waiting ten this morning.
9. Our sales always go up the summer.
10. See you the morning.

Reasons

Questions about reasons usually begin with *Why*, but may also begin with *What*.

Why was the package delivered later than expected?

Why didn't the hotel provide breakfast yesterday?

What is the purpose of Helen's visit?

Exercise A2 Match each question (1–5) with a reason (a–e).

1. Why did you arrive late for work?
a. Sales have fallen over 20 percent.
 2. Why did Jim decide to quit his job?
b. She wants to reschedule a meeting.
 3. What is the purpose of Nicole's call?
c. The vegetables were overcooked.
 4. Why is the company in trouble?
d. The train was delayed.
 5. Why weren't they happy with their meal?
e. The stress was too much for him.
-

Feelings

Questions about feelings usually begin with *How*.

How does Julie feel about the latest layoffs?

How does the man probably feel?

Exercise A3 Write P (Positive) or N (Negative) next to each adjective.

..... afraid alarmed amazed amused angry
..... anxious appreciative confident delighted disappointed
..... doubtful eager embarrassed excited frustrated
..... impressed jealous miserable nervous pleased
..... proud relaxed satisfied shocked sick
..... thankful unhappy unwell upset worried

Exercise B Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. When will the meeting with Mr. Bartelles probably finish? (A) 2:00 P.M. (B) 3:00 P.M. (C) 4:00 P.M. (D) 5:00 P.M.
2. Why do the speakers want to talk to Ms. Wilson? (A) They need her signature on some documents. (B) They have a problem with their phone system. (C) They think the ad campaign has been compromised. (D) They are waiting for some important information.
3. How does the man probably feel about the situation? (A) Doubtful (B) Embarrassed (C) Disappointed (D) Satisfied
4. Why did the woman try to call Mr. Bashir? (A) To confirm an appointment (B) To request a meeting (C) To report a problem (D) To update details
5. How long has Julia been on sick leave? (A) Two weeks (B) Four weeks (C) Six weeks (D) Eight weeks

Exercise C Listen again to each conversation. Write down the key words and phrases that help you identify the time, reason, or feeling.

1.
2.
3.
4.
5.

MINI TEST Times, Reasons, and Feelings

72 Practice listening to identify times, reasons, and feelings. Listen to these conversations and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. Why does the woman have to give a presentation?
(A) She needs to announce a sale.
(B) She recently took over a new position.
(C) She works in construction.
(D) She has returned from a vacation.

2. How does Stacey feel about the production meeting?
(A) Excited
(B) Upset
(C) Disappointed
(D) Nervous

3. What time will the meeting end?
(A) In a few minutes
(B) At noon
(C) Around 1:00 P.M.
(D) Before 2:30 P.M.

4. Why does the woman want to talk to Mrs. Franklin?
(A) To discuss a project
(B) To pass on a message
(C) To report on a tour
(D) To resign from the company

5. Why is Mrs. Franklin not available?
(A) She is taking another call.
(B) She is away on vacation.
(C) She is out of the office.
(D) She is in a meeting.

6. When is the woman advised to call back?
(A) In the morning
(B) At lunchtime
(C) Later that afternoon
(D) The following day

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

4. (A) (B) (C) (D)

5. (A) (B) (C) (D)

6. (A) (B) (C) (D)

7. Why have the packages not been mailed yet?

- (A) They are waiting to be picked up.
- (B) The man has not had time to mail them.
- (C) They are not ready to be sent.
- (D) They are too heavy to carry.

8. Why is the woman unhappy about the situation?

- (A) Access to the office is more difficult.
- (B) The cost of repairs is very high.
- (C) It is expensive to store the packages.
- (D) The mail needs to be sent urgently.

9. When will the man mail the packages?

- (A) Right away
- (B) Later that morning
- (C) By the end of the day
- (D) At the beginning of next week

10. How long have the couple been in the restaurant?

- (A) A few minutes
- (B) 15 minutes
- (C) 30 minutes
- (D) Since one o'clock

11. When does the lecture start?

- (A) 1:30 P.M.
- (B) 2:30 P.M.
- (C) 3:00 P.M.
- (D) 4:00 P.M.

12. How do they most likely feel?

- (A) Excited about the lecture
- (B) Impressed by the food quality
- (C) Disappointed about the service
- (D) Shocked at the high prices

7. (A) (B) (C) (D)

8. (A) (B) (C) (D)

9. (A) (B) (C) (D)

10. (A) (B) (C) (D)

11. (A) (B) (C) (D)

12. (A) (B) (C) (D)

Score /12

Requests/Offers, Advice, and Opinions

In Part 3, questions about conversations can ask about things people ask for, offers they make, advice they give, and opinions they express.

Requests/Offers

Questions about requests and offers usually begin with *What*.

What does the man ask the woman to do?

What does the woman offer the man?

What does Sheila ask for?

Exercise A1 Write R (request) or O (offer) next to each sentence.

..... Would you mind if I left early?

..... Can I get you anything to drink?

..... I'll get the door for you.

..... Can you get me the sales report?

..... Could you meet me at five?

..... How can I be of assistance?

..... I could do the report, if you want.

..... Could I have a cup of tea, please?

..... Do you mind closing the door?

..... Would you please tell when Jim arrives?

Advice

Questions about advice can also include suggestions.

What advice does the woman give?

What does the woman think the man should do?

What does the man suggest?

Exercise A2 Match the phrases to complete these sentences.

1. Why don't you take the day off
2. How about meeting me
3. You should have complained
4. The train leaves in ten minutes, so
5. I wouldn't ask for a raise yet

- a. if I were you.
- b. you'd better hurry up.
- c. if the price was too high.
- d. in my office in ten minutes?
- e. if you're feeling sick?

Opinions

Questions about opinions usually begin with *What*.

What is the man's opinion of the meal?

What does the woman think of the floor plan?

Exercise A3 Write each phrase or sentence in the box next to the correct heading.

What do you think?

Do you agree?

If you ask me,...

Maybe you're right.

I think...

Do you think that...?

No, definitely not.

In my opinion,...

I think you're mistaken.

That's a good point.

Sorry, I don't agree.

I agree completely.

Asking for opinions

.....

Giving opinions

.....

Agreeing

.....

Disagreeing

.....

Exercise B 73 Listen to five conversations. Choose one statement: (A), (B), (C), or (D), that best answers each question.

1. What does the woman offer to do? (A) (B) (C) (D)
(A) Call back later
(B) Get more supplies
(C) Give a discount
(D) Confirm an order
2. What is the woman's opinion of the storage unit? (A) (B) (C) (D)
(A) It is a bargain for the money.
(B) It needs to be twice the size.
(C) It is only five years old.
(D) It is expensive to rent.
3. What does the woman advise the man to do? (A) (B) (C) (D)
(A) Move back to the old office
(B) Leave the lights on
(C) Reposition his desk
(D) Open a window
4. What does the man decide to ask the company? (A) (B) (C) (D)
(A) To increase his salary
(B) To give him more time to decide
(C) To provide more training
(D) To offer him a different job
5. What do the speakers think of the presentation? (A) (B) (C) (D)
(A) It covered a lot of areas.
(B) It was very useful.
(C) It was not long enough.
(D) It was quite repetitive.

Exercise C 73 Listen again to each conversation. Write down the key words and phrases that help you identify the request/offer, advice, or opinion.

1.
2.
3.
4.
5.

MINI TEST**Requests/Offer, Advice, and Opinions**

74 Practice listening to identify requests, offers, advice, and opinions. Listen to these conversations and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What does the woman ask the man to do?
(A) Contact a mechanic
(B) Call the main office
(C) Go straight to Bay 7
(D) Inspect a car
2. What is the man's opinion of the CK50?
(A) It is not easy to use.
(B) It is too slow.
(C) It is out of date.
(D) It is expensive to run.
3. What does the man advise the woman to do?
(A) Stop production for a few days
(B) Look for another packing machine
(C) Try to improve the quality
(D) Increase next year's budget

4. What does the woman think of the staff party?
(A) She is looking forward to it.
(B) She thinks too many people are going.
(C) She is sorry she cannot go.
(D) She would prefer to do something else.
5. What does the woman recommend that the man do?
(A) Go to reception soon
(B) Reserve a parking space
(C) Apply for a new sign
(D) Make room on his calendar
6. What does the man ask the woman to do?
(A) Check the time
(B) Help him tie up a package
(C) Tell him in the morning
(D) Add his name to a list
7. What does the woman offer to do for the man?
(A) Show him to his room
(B) Look after his luggage
(C) Give him directions
(D) Carry his shopping bags
8. What does the man ask for?
(A) A ticket to Montreal
(B) A ride to the airport
(C) A place to relax
(D) A drink of water
9. What does the woman advise the man to do?
(A) Go to the eighth floor
(B) Book a massage
(C) Provide more information
(D) Wait in the lobby

10. According to the woman, what should the man do?
(A) Make an insurance claim
(B) Apply for a tax refund
(C) Return his purchases
(D) Check that the receipt is correct
11. What does the man think of the advice?
(A) He cannot afford it.
(B) He is confused.
(C) He is pleased.
(D) He needs more details.
12. What does the man ask the woman to do?
(A) Give him more time
(B) Call a taxi
(C) Meet him at the terminal
(D) Process an application

1. (A) (B) (C) (D)

4. (A) (B) (C) (D)

7. (A) (B) (C) (D)

10. (A) (B) (C) (D)

2. (A) (B) (C) (D)

5. (A) (B) (C) (D)

8. (A) (B) (C) (D)

11. (A) (B) (C) (D)

3. (A) (B) (C) (D)

6. (A) (B) (C) (D)

9. (A) (B) (C) (D)

12. (A) (B) (C) (D)

Score /12



STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 3 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.



Quickly read the questions and answer choices. Use the key information to get a general idea of the context.

Ask yourself...

Where could this be?

in a restaurant, at a factory, in a doctor's office, at a conference, in an office, at a train station...

What might be happening?

a health consultation, a presentation, a meeting, a concert performance, a job interview...

Who might the people be?

office workers, safety inspectors, a doctor and patient, laboratory employees, customers...

2

Look at the beginning of each question and identify what information you need to listen for (e.g., *Where* – a place, *Why* – a reason, *When* – a time, etc.). If you have time, look at the answer choices again before you listen.

3

Listen carefully to the conversation. As you listen, study the questions and answer choices. Consider all the answer choices, and eliminate any you are sure are incorrect.

4

Mark your answers.

Previewing

Key Skill for Part 3

Step 1 and Step 2 involve previewing. Here, that means reading the questions and the answer choices quickly to get a general idea of what the conversation is about and what you need to listen for. Do not read every word – just focus on the key words. The better you can preview Part 3 questions and answer choices in this way, the higher your TOEIC score will be.

Practice 1

STEP 1 Quickly preview the questions and answer choices for this conversation. Look for key words and ask yourself what they tell you about the general context.

1. What are the speakers discussing?
 - (A) A retirement home
 - (B) An apartment
 - (C) An office building
 - (D) A conference venue
2. What is the man most concerned about?
 - (A) The amount of space
 - (B) The number of bathrooms
 - (C) The limited parking
 - (D) The rental cost
3. What does the man suggest?
 - (A) Making an offer
 - (B) Looking elsewhere
 - (C) Arranging a meeting
 - (D) Calling a coworker

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1	Key words:	What / discussing	
	Need to listen for:	[<input type="checkbox"/>] location	[<input checked="" type="checkbox"/>] topic
		[<input type="checkbox"/>] reason	[<input type="checkbox"/>] request
Question 2	Key words:		
	Need to listen for:	[<input type="checkbox"/>] time	[<input type="checkbox"/>] advice
		[<input type="checkbox"/>] problem	[<input type="checkbox"/>] inference
Question 3	Key words:		
	Need to listen for:	[<input type="checkbox"/>] opinion	[<input type="checkbox"/>] time
		[<input type="checkbox"/>] feeling	[<input type="checkbox"/>] suggestion

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

- 75** Listen to the conversation. As you listen, look at the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 3 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

STEP 1 Quickly preview the questions and answer choices for this conversation. Look for key words and ask yourself what they tell you about the general context.

1. Who most likely is the man?
 - (A) A job candidate
 - (B) A new employee
 - (C) An administrative assistant
 - (D) A potential customer
2. What does the man hope to do?
 - (A) Become a trainee
 - (B) Graduate from college
 - (C) Get a prospectus
 - (D) Increase his salary
3. What can be said about the man?
 - (A) He is very experienced.
 - (B) He is well qualified.
 - (C) He is enthusiastic.
 - (D) He is talented.

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

- | | | |
|-----------------------|---------------------------------------|--|
| Question 1 Key words: | | |
| Need to listen for: | [<input type="checkbox"/>] people | [<input type="checkbox"/>] location |
| | [<input type="checkbox"/>] topic | [<input type="checkbox"/>] reason |
| Question 2 Key words: | | |
| Need to listen for: | [<input type="checkbox"/>] problem | [<input type="checkbox"/>] activity |
| | [<input type="checkbox"/>] time | [<input type="checkbox"/>] feeling |
| Question 3 Key words: | | |
| Need to listen for: | [<input type="checkbox"/>] advice | [<input type="checkbox"/>] inference |
| | [<input type="checkbox"/>] location | [<input type="checkbox"/>] offer |

REMEMBER

*On the actual test, you cannot mark the test paper, or make notes.
You should quickly preview the questions and identify the key information silently to yourself.*

STEP 3 Listen to the conversation. As you listen, look at the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Practice 3

STEP 1 Quickly preview the questions and answer choices for this conversation. Look for key words and ask yourself what they tell you about the general context.

1. What does the woman ask the man to do?
 - (A) Visit an oil refinery
 - (B) Send some documents
 - (C) Call an important client
 - (D) Go to Perth next week

2. What does the man offer to do?
 - (A) Get ready immediately
 - (B) Leave on Monday morning
 - (C) Book a room at a hotel
 - (D) Work over the weekend

3. Why does the man recommend the Plaza Hotel?
 - (A) It is close to the factory.
 - (B) The price is reasonable.
 - (C) The rooms are large.
 - (D) The service is good.

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1	Key words:	
	Need to listen for:	[<input type="checkbox"/>] problem	[<input type="checkbox"/>] location
		[<input type="checkbox"/>] topic	[<input type="checkbox"/>] activity
Question 2	Key words:	
	Need to listen for:	[<input type="checkbox"/>] time	[<input type="checkbox"/>] reason
		[<input type="checkbox"/>] feeling	[<input type="checkbox"/>] offer
Question 3	Key words:	
	Need to listen for:	[<input type="checkbox"/>] advice	[<input type="checkbox"/>] topic
		[<input type="checkbox"/>] reason	[<input type="checkbox"/>] opinion

REMEMBER

*On the actual test, you cannot mark the test paper, or make notes.
You should quickly preview the questions and identify the key information silently to yourself.*

STEP 3 Listen to the conversation. As you listen, look at the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

STEP 1 Quickly preview the questions and answer choices for this conversation. Look for key words and ask yourself what they tell you about the general context.

1. Where are the speakers?
 (A) In a factory
 (B) In a bus
 (C) In a train
 (D) In a hospital
2. Why is the woman unhappy?
 (A) There has been a delay.
 (B) She has had an accident.
 (C) She cannot find her cell phone.
 (D) The man has stopped working.
3. What does the woman decide to do?
 (A) Go on vacation
 (B) Arrange a meeting
 (C) Contact a colleague
 (D) Make a complaint

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1 Key words:

Need to listen for:	<input type="checkbox"/> advice	<input type="checkbox"/> location
	<input type="checkbox"/> topic	<input type="checkbox"/> activity

Question 2 Key words:

Need to listen for:	<input type="checkbox"/> time	<input type="checkbox"/> reason
	<input type="checkbox"/> suggestion	<input type="checkbox"/> offer

Question 3 Key words:

Need to listen for:	<input type="checkbox"/> activity	<input type="checkbox"/> topic
	<input type="checkbox"/> advice	<input type="checkbox"/> opinion

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

STEP 3 Listen to the conversation. As you listen, look at the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Practice 5

STEP 1 Quickly preview the questions and answer choices for this conversation. Look for key words and ask yourself what they tell you about the general context.

1. Who most likely is the woman?
 - (A) A doctor
 - (B) A receptionist
 - (C) A patient
 - (D) A nurse
2. What does the man ask to do?
 - (A) Come back next month
 - (B) See a specialist immediately
 - (C) Make another appointment
 - (D) Look at his blood test results
3. What does the woman offer to do?
 - (A) Give a quote
 - (B) Write a letter
 - (C) Provide compensation
 - (D) Check availability

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1 Key words:

Need to listen for:	<input type="checkbox"/> suggestion	<input type="checkbox"/> location
	<input type="checkbox"/> topic	<input type="checkbox"/> occupation

Question 2 Key words:

Need to listen for:	<input type="checkbox"/> request	<input type="checkbox"/> reason
	<input type="checkbox"/> advice	<input type="checkbox"/> time

Question 3 Key words:

Need to listen for:	<input type="checkbox"/> opinion	<input type="checkbox"/> offer
	<input type="checkbox"/> relationship	<input type="checkbox"/> advice

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

STEP 3 Listen to the conversation. As you listen, look at the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Strategy Review and Tips

Strategy Review Listening Test – Part 3

Remember, in the test...

Quickly preview the questions and answer choices before you hear each conversation. To get a general idea of the context, ask yourself, *Where could this be? What is happening? Who are these people?*

Study each question and make sure you know what information you need to listen for.

As you listen, consider each answer choice and eliminate any you think are definitely wrong.

If you are not sure about the answer, don't waste time. Decide quickly! Then preview the questions for the next conversation.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

“I always mark my answers at the same time as I listen to the conversation. As soon as the conversation finishes, I move on and preview the questions and answer choices for the next conversation.”

Kiyoshi Tanaka

“Don't panic if the information you need to answer each question comes in a different order to the questions on the test paper. Just mark the answers as you hear them.”

Dominique DuPont

“If you aren't sure of the answer to a question, put a small mark next to any answer choices you think are possible. After the conversation finishes, quickly go back and choose from the answers you marked.”

An Gao

“Try to think of alternative ways of saying some of the answer choices. Often what you hear in the conversation will paraphrase one of the answer choices.”

Hao Nguyen

“Watch out for the usual distractors, such as words that sound alike, or words with multiple meanings. They sometimes pop up to confuse you.”

Carlos Sanchez

“Don't listen to the directions at the start. You should use the time to preview the first few questions and answer choices.”

Gregory Bencek

Review Test

80 Directions: You will hear ten conversations between two people. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer. You will hear each conversation only once.

1. Where does this conversation take place?
(A) At a travel agency
(B) At an airport
(C) At a department store
(D) At a shipping company
2. What does the woman plan to do?
(A) Start her own business
(B) Move to Shanghai
(C) Do some shopping
(D) Make an appointment
3. What can be implied about the woman?
(A) She is bored with her routine.
(B) She is worried about the time.
(C) She cannot finish her work.
(D) She cannot find her bag.

4. Where do the speakers probably work?
(A) At a factory
(B) At a store
(C) At a library
(D) At a restaurant
5. What is the man concerned about?
(A) The amount of lost income
(B) The cost of the construction work
(C) The number of tourists
(D) The weather conditions
6. What does the woman recommend that the man do?
(A) Buy more equipment
(B) Postpone their plans
(C) Advertise in the press
(D) Visit more regularly
7. What are the speakers discussing?
(A) An exam
(B) A sales presentation
(C) A training event
(D) An exercise class
8. What does the man find surprising?
(A) That the woman enjoyed herself
(B) That the cost was so high
(C) That so many people attended
(D) That the time passed so quickly
9. What does the woman say the man should do?
(A) Leave work early
(B) Take the same course
(C) Try to relax more
(D) Sign some documents

10. What are the speakers discussing?
(A) A presentation
(B) A workshop
(C) An exhibition
(D) A trade convention
11. What do the speakers plan to do?
(A) Take a day off work
(B) Visit a museum
(C) Open a store
(D) Attend a conference
12. What does the woman suggest?
(A) Changing their seats
(B) Reserving two tickets
(C) Going to a restaurant
(D) Finishing work early

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

4. (A) (B) (C) (D)
5. (A) (B) (C) (D)
6. (A) (B) (C) (D)

7. (A) (B) (C) (D)
8. (A) (B) (C) (D)
9. (A) (B) (C) (D)
10. (A) (B) (C) (D)
11. (A) (B) (C) (D)
12. (A) (B) (C) (D)

- 13.** Where does the woman probably work?
 (A) At a factory
 (B) At a bank
 (C) At a department store
 (D) At a travel agency
- 14.** What does the woman ask to see?
 (A) Proof of identity
 (B) Training certificates
 (C) Sales receipts
 (D) Financial records
- 15.** What does the woman offer to do?
 (A) Complete an application
 (B) Increase the man's credit limit
 (C) Copy some documents
 (D) Send a full report
-
- 16.** Where does the woman most likely work?
 (A) At a computer store
 (B) At a library
 (C) At a farm
 (D) At a hotel
- 17.** What is the problem?
 (A) The reservation has not been confirmed.
 (B) The numbers have been miscalculated.
 (C) The event has been canceled.
 (D) The replies have not been sent.
- 18.** What does the man tell the woman he will do?
 (A) Leave right away
 (B) Wait an hour
 (C) Look for the guarantee
 (D) Call her back soon
- 19.** Who most likely are the speakers?
 (A) Accountants
 (B) Travel agents
 (C) Sales representatives
 (D) Mechanics
- 20.** What are the speakers concerned about?
 (A) The extent of cutbacks
 (B) The quality of accommodations
 (C) The condition of the roads
 (D) The level of customer service
- 21.** Why does the woman want to talk to Mr. Emerson?
 (A) To arrange a business trip
 (B) To resign from her position
 (C) To ask for a vacation
 (D) To discuss a recent e-mail
-
- 22.** What are the man and woman discussing?
 (A) An office
 (B) A competition
 (C) A new book
 (D) A catalog
- 23.** How do they probably feel?
 (A) Surprised
 (B) Hopeful
 (C) Angry
 (D) Pessimistic
- 24.** What is the woman concerned about?
 (A) Increasing sales
 (B) Negotiating a discount
 (C) Reducing costs
 (D) Improving quality

- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| 13. (A) (B) (C) (D) | 16. (A) (B) (C) (D) | 19. (A) (B) (C) (D) | 22. (A) (B) (C) (D) |
| 14. (A) (B) (C) (D) | 17. (A) (B) (C) (D) | 20. (A) (B) (C) (D) | 23. (A) (B) (C) (D) |
| 15. (A) (B) (C) (D) | 18. (A) (B) (C) (D) | 21. (A) (B) (C) (D) | 24. (A) (B) (C) (D) |

25. Where does the man probably work?
(A) In a movie theater
(B) In a health club
(C) In a post office
(D) In a school
26. What problem does the woman mention?
(A) Someone has taken her bag.
(B) Her membership card is missing.
(C) She has lost her credit card.
(D) Her car has broken down.
27. What does the man offer to do?
(A) Go and get help
(B) Find out further details
(C) Call a taxi
(D) Prepare a replacement

28. What are the speakers discussing?
(A) A conference
(B) A travel schedule
(C) A lunch reservation
(D) A sports event
29. What is the problem?
(A) The organization is poor.
(B) The tickets are expensive.
(C) There are too many people.
(D) There is not enough time.
30. What does the man plan to do?
(A) Have lunch
(B) Make a complaint
(C) Leave early
(D) Ask for a refund

25. (A) (B) (C) (D) 28. (A) (B) (C) (D)
26. (A) (B) (C) (D) 29. (A) (B) (C) (D)
27. (A) (B) (C) (D) 30. (A) (B) (C) (D)

Score /30

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for advice and useful exercises to help improve your score on Part 3 of the TOEIC test.

- ▶ Odd One Out
- ▶ More Collocations
- ▶ Synonyms and Antonyms

PART **4** SHORT TALKS

This part of the TOEIC® test consists of ten short talks. Each short talk has three questions, and there are four answer choices for each question. You must choose the correct answer from the four choices. You can read the questions and the answer choices, but not the short talks. You will hear each short talk only once.

The short talks are all given by a single speaker, either a man or a woman. They are longer than the conversations you hear in Part 3. This means there is more information for you to process, so concentration is vital in this section. The talks cover a variety of different types, such as business talks, recorded announcements, advertisements, public announcements, news bulletins, weather forecasts, and traffic reports. Before each short talk begins, there is an introductory statement that specifies the type of talk.

After each conversation, you will hear three questions. There is a pause of eight seconds after each question.

QUICK CHECK

- How many short talks are there in this part of the TOEIC test?
- How many speakers are there in each short talk?
- How many questions are there for each short talk?
- How many answer choices are there for each question?
- How many times do you hear each short talk?
- How do these talks differ from the conversations in Part 3?

TRY IT OUT

81 Directions

You will hear four short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer. You will hear each short talk only once.

EXAMPLE

[M-Am] Welcome everyone, and thank you all for coming to Kraft Technologies Open Day. In a moment

I'll introduce you to Lisa Belling, our Head of Human Resources, who will take you through the day's events. Lisa has planned a very packed schedule for you, and it's her job to make sure that you all go away with a good understanding of who we are, what we do, and most importantly why you should come to join us after you finish your studies. Every year we run this event in order to attract the best and brightest young people to our company. Last year we recruited no fewer than twenty recent college graduates onto our Leadership program, and this year we will be offering even more places. First, though, I'd like to start by giving you a brief history of the company, and also tell you about our exciting plans for the future.

1. Who most likely are the listeners?

- (A) New employees
- (B) College students
- (C) Shift supervisors
- (D) Business leaders

(A) (B) (C) (D)

The best answer to this question is answer choice (B), "College students." The speaker mentions employment opportunities *after you finish your studies*, and refers to some *college graduates* recruited last year. You should mark answer choice (B).

2. What is suggested about the Leadership program?

- (A) It started recently.
- (B) It has few places.
- (C) It is growing in size.
- (D) It is very exciting.

(A) (B) (C) (D)

The best answer to this question is answer choice (C), "It is growing in size." The speaker mentions *this year we will be offering even more places* in the program. You should mark answer choice (C).

3. What will the audience hear about from the next speaker?

- (A) The company's future plans
- (B) The recruitment process
- (C) The history of the company
- (D) The schedule for the day

(A) (B) (C) (D)

The best answer to this question is answer choice (D), "The schedule for the day." At the beginning, the speaker mentions that he will be introducing a colleague, *Lisa Belling*, who *will take you through the day's events*. You should mark answer choice (D).

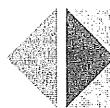
REMEMBER

On the actual test, you will hear but NOT see each short talk.

1. Why does Chuck expect to be late?
(A) He had an accident.
(B) He is in a traffic jam.
(C) His car has broken down.
(D) His meeting has not finished.
 2. What does he ask Sandy to do?
(A) Call a department meeting
(B) Complete a form
(C) Visit a client
(D) E-mail a report
 3. What time does he say he will be back at the office?
(A) Around four o'clock
(B) Later that afternoon
(C) The following day
(D) Early next week
-
4. When will the special guest interview start?
(A) 8:30 A.M.
(B) 9:00 A.M.
(C) 9:30 A.M.
(D) 10:00 A.M.
 5. Who will provide advice on savings and investments?
(A) Liz Jones
(B) Catherine Chong
(C) Diane Thomas
(D) Dick Franklin
 6. Which part of the show will happen next?
(A) A special guest interview
(B) Investor's Corner
(C) Mortgage Matters
(D) Super Savings
7. Where would this announcement most likely be heard?
(A) At a train station
(B) At a bus station
(C) At an airport
(D) At a ferry terminal
 8. What is the cause of the delay?
(A) An accident
(B) A bad storm
(C) A staff dispute
(D) A technical problem
 9. What should passengers do?
(A) Apply for a refund
(B) Move away from the platform edge
(C) Wait for a staff member
(D) Go online for more information
-
10. Who is the speaker most likely talking to?
(A) Travel agents
(B) Conference delegates
(C) The general public
(D) Sports enthusiasts
 11. What is the purpose of this talk?
(A) To open an outdoor event
(B) To explain a new policy
(C) To confirm a schedule
(D) To start a competition
 12. Who is the speaker?
(A) A winter sports athlete
(B) A news reporter
(C) A city official
(D) A local chef

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

Score /12



IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 4 of the TOEIC® test.

These are the exercises you will cover:

Key Skills

listening for main ideas, listening for details;
making inferences

Business Talks

listening to speeches, presentations, lectures,
and other talks made in a business setting

Recorded Announcements

listening to telephone menus, recorded
messages, voicemail messages, etc.

Advertisements

listening to commercial messages promoting
products and services on radio and television

Public Announcements

listening to announcements made in
department stores, airports, bus stations, etc.,
and at conferences and public events

News, Weather and Traffic Reports

listening to news bulletins, weather forecasts,
and road traffic reports

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Key Skills – Part 4

TIPS

Listening for Main Ideas

In Part 4, you need to show that you can understand the main ideas in the short talks you listen to. Questions that test your ability to understand main ideas in a short talk may ask about *the speaker, the topic, the audience, the location, and the purpose* of the talk.

- Common questions include *Who is the speaker? What is the message mainly about? Who is the audience for this talk? Where is this announcement being made? What is the purpose of this talk?*
- As you listen, ask yourself: *Who is the speaker? What is the speaker talking about? Who is the speaker talking to? Where is this taking place? What is the aim of the talk?*
- Don't worry about words you miss. You do not need to understand every single word in a short talk in order to understand the main ideas.

TIPS

Listening for Details

Listening for details is also an important skill that is tested in Part 4. You need to show that you can identify and understand important points in the short talks you listen to. Questions that test your ability to understand details in a short talk may ask about *numbers, dates, times, reasons, requests, people, places, problems, suggestions, plans, and sequences*.

- Look for *Wh-* questions (e.g., questions beginning with *What, When, Why, How*, etc.).
- Before you listen, make sure you know what information you need to listen for.
- Listen to the statement at the beginning of each short talk. This tells you what kind of short talk you will hear (an advertisement, an announcement, etc.).
- As you listen, identify any key words or phrases related to the information you need.
- Focus on the information you need to answer each question.

TIPS

Making Inferences

You also need to show that you can understand things that are not directly stated in the short talks you hear. Questions that test your ability to make inferences in a short talk may ask about the speaker's *attitude*, or ask you to make *deductions* based on what you hear.

- Look for questions such as *What does the speaker imply about...? Which of these statements is probably true? How does the woman probably feel about...?*
- As you listen, think about the speaker's attitude and notice the stress and intonation. The way a word or phrase is spoken can tell you a lot about the speaker's mood.
- Try also to think "behind" the words and draw conclusions from what you hear.
- Always listen to the whole conversation before making any inferences.

In the following exercises you will practice all these important skills.

Business Talks

Business talks generally cover opening or closing comments at meetings, remarks made at the start or end of speeches, presentations, lectures, etc., and extracts from talks made in a variety of wide-ranging business situations.

82 EXAMPLE

[M-Cn] OK, everyone. Now, before we get started, I'd like to introduce you all to Jessie Chung. Jessie is the latest addition to our team, and she's joining us as Senior Marketing Executive. Some of you may know that Jessie previously worked for DNP Advertising, and in fact has made a name for herself in the business, particularly for internet and viral marketing. We have great hopes that her dynamic and innovative style will help us here at Seagrave International to develop new markets, boost sales, and consolidate our position in what is an increasingly challenging market. I'm very pleased to have such a high-profile and experienced member on our team, and hope that you will all join me in making Jessie feel at home here. With that in mind, I'd like to ask each of you to take this opportunity to quickly say a little about yourself and your role here.

1. What is the main purpose of this talk?

- (A) To introduce a guest speaker
- (B) To welcome a new employee**
- (C) To nominate a new manager
- (D) To discuss marketing strategy

The best answer to this question is answer choice (B), "To welcome a new employee." The speaker mentions Ms. Chung is the latest addition to our team, and that she is joining us from another organization. You should mark answer choice (B).

2. What is suggested about Jessie Chung?

- (A) She has an advertising degree.
- (B) She is a website developer.
- (C) She is well known in her field.**
- (D) She has recently moved home.

The best answer to this question is answer choice (C), "She is well known in her field." The speaker mentions she has made a name for herself in the business and adds she is a high-profile member of the team. You should mark answer choice (C).

3. What does the speaker ask the audience to do?

- (A) Make up their minds
- (B) Choose different roles
- (C) Wait for another opportunity
- (D) Introduce themselves**

The best answer to this question is answer choice (D), "Introduce themselves." The speaker asks each member of the audience to say a little about yourself and your role in the company. You should mark answer choice (D).

REMEMBER

On the actual test, you will hear but NOT see each short talk.

Common themes

Beginning/ending a presentation, introducing a new employee, outlining a new development, demonstrating a product, opening/closing a meeting, announcing someone's retirement, beginning/ending a lecture, accepting/giving an award, opening/closing a conference, thanking people for coming to an event, giving a tour (of a factory, city, library, etc.), beginning/ending a seminar or class, addressing new employees, outlining a schedule of events, briefing staff before an event.

MINI TEST Business Talks

83 Practice listening to business talks. Listen and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What does the speaker say about the current copy machine?
 - (A) It was given as a gift.
 - (B) It does not work properly.
 - (C) It has just been sold.
 - (D) It uses too much toner.
2. When will the new copy machine arrive?
 - (A) Later that day
 - (B) Next week
 - (C) In two weeks
 - (D) The following month
3. What can be inferred about the new copy machine?
 - (A) It requires training to use.
 - (B) It is an expensive model.
 - (C) It needs regular maintenance.
 - (D) It should not be turned off.
4. Where is the group of people?
 - (A) In a garage
 - (B) In an office
 - (C) In a factory
 - (D) In a car showroom
5. What is implied about the products?
 - (A) They are all hand-made.
 - (B) They are very popular.
 - (C) They are mass-produced.
 - (D) They are well designed.
6. Who is the speaker probably addressing?
 - (A) Research scientists
 - (B) Post office workers
 - (C) Art students
 - (D) New employees
7. What is the purpose of this talk?
 - (A) To introduce some speakers
 - (B) To thank the audience
 - (C) To promote a training event
 - (D) To announce changes to a schedule
8. Where will the talk "Investment in Europe" take place?
 - (A) In Room 10
 - (B) In Room 13
 - (C) In Room 30
 - (D) In the Main Hall
9. Why should listeners sign their name on the bulletin board?
 - (A) To order a boxed lunch
 - (B) To qualify for a discount
 - (C) To register for a presentation
 - (D) To enter a competition
10. When did voting for the award begin?
 - (A) Last weekend
 - (B) Last week
 - (C) One month ago
 - (D) Three months ago
11. What does the speaker imply about the award?
 - (A) There were more votes than usual.
 - (B) The prizes are always very generous.
 - (C) Only certain employees are eligible.
 - (D) Some votes were not counted.
12. What can be said about the winner?
 - (A) She is a popular member of the staff.
 - (B) She has worked there for a year.
 - (C) She works at the main office.
 - (D) She won by a big margin.

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

Score /12

Recorded Announcements

Recorded announcements usually involve listening to automated telephone menus, recorded messages, and voicemail messages left on answering machines.

EXAMPLE

[F-Am] You have reached Blackwell Guardian Services. Our offices are currently closed. Our regular office hours are Monday through Friday, from 8:00 A.M. to 6:00 P.M., with an evening service from 8:00 P.M. to 2:00 A.M. on weekends. If you have an emergency, and are a member of our 24/7 on-call plan, call our emergency line at 555-3455. That's 555-3455 for immediate assistance. A uniformed officer will be dispatched immediately. To order a brochure detailing our products and services, please press 1. To make an appointment for a free consultation, please press 2. For a billing inquiry, please press 3. To check the route and current location of one of our security patrols, please press 4. To hear about our fantastic offers, including this month's 50 percent discount on all A1 alarms and infrared sensors for residential and commercial use, please press 5. To hear these options again, please press 6.

1. What type of business has been called?

- (A) A traffic report service
- (B) A security company**
- (C) An alarm manufacturer
- (D) An emergency medical service

The best answer to this question is answer choice (B), "A security company." The message mentions a *uniformed officer* will be sent if there is an emergency, and later refers to *security patrols*. You should mark answer choice (B).

2. Why would a caller press number 3?

- (A) To ask about an invoice**
- (B) To request a brochure
- (C) To arrange an appointment
- (D) To leave a telephone number

The best answer to this question is answer choice (A), "To ask about an invoice." The message says callers with a *billing inquiry* should press 3. You should mark answer choice (A).

3. What time does the office close on Saturdays?

- (A) 6:00 P.M.
- (B) 8:00 P.M.
- (C) 12:00 A.M.
- (D) 2:00 A.M.**

The best answer to this question is answer choice (D), "2:00 A.M." At the beginning of the message, the office hours are given as finishing at 2:00 A.M. on weekends. You should mark answer choice (D).

REMEMBER

On the actual test, you will hear but NOT see each short talk.

Common themes

An out-of-hours recorded message at a company, an office worker's personal voicemail message, a voicemail message at someone's home, an automated telephone menu, someone leaving a message on an answering machine.

MINI TEST Recorded Announcements

85 Practice listening to recorded announcements. Listen and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What is the message mainly about?
 - (A) A date for a conference
 - (B) A reservation for a room
 - (C) An item of lost property
 - (D) An upcoming appointment
2. What does the speaker say about the group from India?
 - (A) They just checked in.
 - (B) They want a brochure.
 - (C) They recently left.
 - (D) They have no identification.
3. In which department does Mr. Lake most likely work?
 - (A) Housekeeping
 - (B) Event Planning
 - (C) Reception
 - (D) Customer Service
4. Why would a caller hear this message?
 - (A) Nobody is available to take the call.
 - (B) The extension is incorrect.
 - (C) The company is not open yet.
 - (D) Staff are responding to an emergency.
5. What kind of company is EGB?
 - (A) A telecommunications company
 - (B) An energy supplier
 - (C) A mail order service
 - (D) An accounting firm
6. What should callers do if they want to ask how to view their account online?
 - (A) Press number 5
 - (B) E-mail their inquiry
 - (C) Leave a message
 - (D) Call back later
7. Who is the audience for this announcement?
 - (A) Professional actors
 - (B) Artistic directors
 - (C) Entertainment reporters
 - (D) Members of the public
8. What can be inferred from the message?
 - (A) The theater is open every day.
 - (B) Most performances are in the evening.
 - (C) Weekends shows are more expensive.
 - (D) Tickets can be booked online.
9. What are callers encouraged to do?
 - (A) Call back during business hours
 - (B) Leave their contact details and a message
 - (C) Visit the theater the following weekend
 - (D) Register for updates on the website
10. According to the message, how long will Dan be away from the office?
 - (A) One day
 - (B) One week
 - (C) Ten days
 - (D) Two weeks
11. What does Dan recommend callers do?
 - (A) E-mail the main office
 - (B) Call again after he returns
 - (C) Contact customer service
 - (D) Leave a message or send an e-mail
12. According to Dan, who should contact Tina Parker?
 - (A) Callers with an urgent inquiry
 - (B) Anyone without internet access
 - (C) Corporate account holders
 - (D) Customers requesting an extension

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

Score /12

Advertisements

Advertisements focus on commercial messages commonly featured on radio and television, such as those promoting products and services.

86 EXAMPLE

[M-Br] If you have suffered or sustained an injury at work within the last three months, then call Injury Advice 4 You and get help now. Call 08081 948653 to speak to an experienced advisor, who will evaluate your case and guide you through the whole process step-by-step. If the fault wasn't yours, then you could be eligible for a cash lump-sum payout. If your claim is successful you will receive 100 percent of any payment due, with no hidden costs to pay. So don't just sit there suffering as a result of your employer's negligence – call Injury Advice 4 You now. Just dial 08081 948653 and we will help you win the compensation that is rightfully yours. Making a claim is easy, and you should receive compensation in full within ten weeks. So call Injury Advice 4 You now. 08081 948653. That's 08081 948653.

1. Who is the advertisement most likely for?
(A) Students of law who have recently graduated
(B) **Staff who have had an accident at work**
(C) Employees working in the legal profession
(D) Employers worried about staff sickness

2. What are successful applicants promised?
(A) Low-cost advice
(B) A chance to win a prize
(C) 100 percent satisfaction
(D) **A fee-free service**

3. How long should it normally take to receive payment?
(A) Up to 4 weeks
(B) Around 8 weeks
(C) **Less than 10 weeks**
(D) No more than 12 weeks

The best answer to this question is answer choice (B), "Staff who have had an accident at work." The ad aims to attract anyone who has *sustained an injury at work*, and refers to *employer's negligence*. You should mark answer choice (B).

The best answer to this question is answer choice (D), "A fee-free service." The ad mentions those who are successful *will receive 100 percent of any payment due*, and that there are *no hidden costs*. You should mark answer choice (D).

The best answer to this question is answer choice (C), "Less than 10 weeks." The ad says compensation should be received *within ten weeks*. You should mark answer choice (C).

REMEMBER

On the actual test, you will hear but NOT see each short talk.

Common themes

Ads for products (electronic items, home goods, etc.), ads for various types of store (computer stores, supermarkets, etc.), ads giving details of job openings, ads for travel and transportation services, ads announcing new services or events (shows, sports events, etc.).

MINI TEST Advertisements

87 Practice listening to advertisements. Listen and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. Who is this advertisement directed at?

- (A) Food producers
- (B) Restaurant owners
- (C) Exhibition organizers
- (D) Food and drink retailers

2. What is being advertised?

- (A) A competition
- (B) A staff opening
- (C) A training program
- (D) An exhibition

3. How are listeners asked to respond?

- (A) By phone or online
- (B) Via the website only
- (C) By visiting in person
- (D) By sending a fax

4. What is the purpose of this advertisement?

- (A) To advertise for new employees
- (B) To promote bike safety
- (C) To reward existing customers
- (D) To attract new business

5. What is this month's special offer?

- (A) Half-price safety helmets
- (B) Free brake check
- (C) 50 percent off certain bikes
- (D) Discounted bike locks

6. How can you receive a free safety helmet?

- (A) By purchasing any bike
- (B) By visiting the store in person
- (C) By buying selected accessories
- (D) By registering online

7. What type of business is being advertised?

- (A) A ski resort
- (B) A tour company
- (C) A hotel chain
- (D) A travel agency

8. How long has the company been operating?

- (A) 1 year
- (B) 5 years
- (C) 10 years
- (D) 20 years

9. Which customers can get a discount?

- (A) Independent travelers
- (B) Children under ten years of age
- (C) Groups of at least ten people
- (D) Anyone booking online

10. Who is this advertisement trying to attract?

- (A) College students
- (B) Job seekers
- (C) University teachers
- (D) Administration workers

11. What is mentioned about the cost?

- (A) Most people will not need to pay.
- (B) It varies depending on age.
- (C) Financial support is available.
- (D) Generous discounts are possible.

12. What are listeners encouraged to do?

- (A) Attend an event
- (B) Purchase a property
- (C) Enjoy a weekend getaway
- (D) Enter a competition

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

4. (A) (B) (C) (D)

5. (A) (B) (C) (D)

6. (A) (B) (C) (D)

7. (A) (B) (C) (D)

8. (A) (B) (C) (D)

9. (A) (B) (C) (D)

10. (A) (B) (C) (D)

11. (A) (B) (C) (D)

12. (A) (B) (C) (D)

Score /12

Public Announcements

Public announcements include those made to small and large groups in public places, such as department stores, at airports, at bus stations, at conferences, and at public events.

EXAMPLE

[M-Am] Ladies and gentlemen, your attention please. This is an announcement for passengers on Air Express flight AE279 to Chicago. We regret to inform you that this flight is not ready for boarding yet, due to a technical problem with the aircraft. Our engineers are aware of this and are working to resolve the issue as soon as possible. We cannot say when boarding will commence, but the delay could be in the region of one to two hours. Will all passengers therefore please remain in the vicinity of Gate 21 at this time. We will make another announcement as soon as more information becomes available. Your patience is appreciated. Those passengers with connecting flights from Chicago, please go to the customer service desk where one of our ground crew will be happy to provide any assistance necessary. Should you wish to rebook your connecting flights, this can be done for you. Once again, thank you all for your patience. We apologize for the inconvenience.

1. What is the main purpose of this announcement?

- (A) To inform passengers of a delay
- (B) To ask passengers to begin boarding
- (C) To tell passengers to rebook their flights
- (D) To thank passengers for being patient

The best answer to this question is answer choice (A), "To inform passengers of a delay." The announcement says flight AE279 is *not ready for boarding yet*, and refers to a lengthy *delay*. You should mark answer choice (A).

2. What are passengers with flights from Chicago asked to do?

- (A) Go to Gate 21
- (B) Reschedule their flights
- (C) Contact customer service
- (D) Transfer to a different flight

The best answer to this question is answer choice (C), "Contact customer service." The speaker says passengers to Chicago should *go to the customer service desk* for assistance. You should mark answer choice (C).

3. When will another announcement be made?

- (A) In one to two hours' time
- (B) Once the ground crew are ready
- (C) At an unspecified time
- (D) After the flight is confirmed

The best answer to this question is answer choice (C), "At an unspecified time." The speaker simply says another announcement will be made as *soon as more information becomes available*. This could be at any time. You should mark answer choice (C).

REMEMBER

On the actual test, you will hear but NOT see each short talk.

Common themes

Passenger announcements made at airports, bus and train stations (routine schedules, changes to service, delays, etc.), in-flight announcements, public announcements at department stores (special promotions, lost property, etc.), public notices broadcast at conferences and large events, etc.

MINI TEST Public Announcements

89. Practice listening to public announcements. Listen and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. Where is this announcement most likely being made?
(A) At a supermarket
(B) At a farmer's market
(C) At a department store
(D) At a school event
2. Which items are discounted by 50 percent?
(A) Men's clothing
(B) Kitchen cookware
(C) Women's handbags
(D) Children's shoes
3. For how long will these offers be available?
(A) One day only
(B) Until the weekend
(C) Saturday and Sunday
(D) All week
4. Who is the speaker probably addressing?
(A) Exam entrants
(B) Job candidates
(C) Factory workers
(D) Store managers
5. What does the speaker say about identification cards?
(A) They are not needed.
(B) They will be provided.
(C) They must be visible.
(D) They are on the table.
6. What is stated in the announcement?
(A) Notes may be taken.
(B) No drinks are allowed.
(C) First aid will be provided.
(D) Some bags have been found.
7. What field do the listeners work in?
(A) Healthcare
(B) Transportation
(C) Manufacturing
(D) Retail
8. What is the purpose of the announcement?
(A) To announce a new schedule
(B) To promote safe working practices
(C) To ask for assistance
(D) To mention staff changes
9. What are employees encouraged to do?
(A) Work 30 minutes longer
(B) Wear formal clothes
(C) Make less noise
(D) Use protective equipment

10. Where is this announcement being made?
(A) At a fast-food restaurant
(B) At a stadium
(C) At a sports convention
(D) At a movie theater
11. What will take place in less than a week?
(A) The presentation of an award
(B) The launch of a new product
(C) The final of a gymnastics event
(D) The last game of the season
12. What should listeners do to get a free hot dog?
(A) Win a race
(B) Buy a ticket
(C) Fill out a questionnaire
(D) Enter a competition

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

Score /12

News, Weather, and Traffic Reports

These types of short talks cover news reports, public information bulletins, weather forecasts, and road traffic reports similar to those often heard on radio and television.

EXAMPLE

[F-Au] Welcome to Business Hour on SBF News, here in the heart of Sydney. I'm your host, Annie King. Let's start with our top story tonight, breaking news of a surprise takeover bid from Green International of US steelmaker Mitchell Betson. The bid values the steel giant at over \$45 billion, and could bring to an end the speculation over the future of one of the oldest and most respected steelmakers in the world. Sam Hopkins, Chief Executive at Green International, confirmed that the deal could go through within a month, assuming no rival companies also make a bid. Shares at Mitchell Betson were already showing a ten percent increase in late afternoon trading as investors rushed to buy stock. This comes after three straight years of declining profit due to increased competition in the steel industry, and represents a huge turnaround in fortunes for the company. The board of directors at Mitchell Betson are expected to gather early next week to approve the deal.

1. What is the news broadcast about?
(A) Declining profits in the steel industry
(B) **Plans to acquire a large company**
(C) Rising shares in a US steelmaker
(D) Rival bids for Green International

The best answer to this question is answer choice (B), "Plans to acquire a large company." The report mentions a *takeover bid* of a company called *Mitchell Betson*, which is valued at over *\$45 billion*. You should mark answer choice (B).

2. Who is Sam Hopkins?
(A) A business analyst
(B) A news reporter
(C) **A corporate executive**
(D) A large investor

The best answer to this question is answer choice (C), "A corporate executive." The report says Sam Hopkins is *Chief Executive at Green International*. You should mark answer choice (C).

3. What is scheduled to take place next week?
(A) A competition
(B) A presentation
(C) **A meeting**
(D) A conference

The best answer to this question is answer choice (C), "A meeting." The report says *The board of directors at Mitchell Betson are expected to gather early next week*. You should mark answer choice (C).

REMEMBER On the actual test, you will hear but NOT see each short talk.

Common themes

Business news reports, extracts from current affairs programs, special news bulletins, interviews with business experts, weather forecasts, live road traffic reports, etc.

MINI TEST News, Weather, and Traffic Reports

91 Practice listening to news, weather and traffic reports. Listen and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What is the purpose of this report?

- (A) To predict climate change
- (B) To report a power outage
- (C) To give travel advice
- (D) To warn of bad weather

2. What are listeners advised to do?

- (A) Leave the area immediately
- (B) Travel by public transportation
- (C) Collect essential supplies
- (D) Stay inside

3. According to the speaker, what may happen later in the day?

- (A) There may be power outages.
- (B) The situation will improve.
- (C) Wind speeds will drop.
- (D) Flights may be canceled.

4. What is the main topic of the talk?

- (A) The quality of life in Europe
- (B) The key to a relaxed lifestyle
- (C) The problems of city life
- (D) The results of a recent survey

5. Who is Judith Delea?

- (A) A radio announcer
- (B) A travel specialist
- (C) A research analyst
- (D) A tour operator

6. What does the speaker invite listeners to do?

- (A) Compare Zurich and Vienna
- (B) Share their views on Detroit
- (C) Go sightseeing in Vancouver
- (D) Travel from Vienna to Zurich

7. What is this announcement mainly about?

- (A) A manufacturing firm
- (B) A company merger
- (C) An industrial dispute
- (D) A statistical report

8. When did industrial production last increase?

- (A) One month ago
- (B) Two months ago
- (C) Six months ago
- (D) Over a year ago

9. What is scheduled to take place next week?

- (A) An international conference
- (B) A consumer demonstration
- (C) An economics examination
- (D) A press convention

10. When will the program be broadcast?

- (A) In the morning
- (B) Tomorrow evening
- (C) On the weekend
- (D) Every Sunday

11. Who is Laura Kennedy?

- (A) An actress
- (B) A property developer
- (C) A presenter
- (D) A reality TV star

12. What will Little Mo be talking about?

- (A) The latest TV shows
- (B) Life as a celebrity
- (C) How to make money
- (D) Recent movie releases

1. (A) (B) (C) (D)

4. (A) (B) (C) (D)

7. (A) (B) (C) (D)

10. (A) (B) (C) (D)

2. (A) (B) (C) (D)

5. (A) (B) (C) (D)

8. (A) (B) (C) (D)

11. (A) (B) (C) (D)

3. (A) (B) (C) (D)

6. (A) (B) (C) (D)

9. (A) (B) (C) (D)

12. (A) (B) (C) (D)

Score /12

► STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 4 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1

Quickly read the questions and answer choices to get a general idea of the context. Use the key information to help you understand the overall situation. Ask yourself *Who is speaking? What are they speaking about? Who are they speaking to?*

Ask yourself...

Who is speaking?

a conference organizer, a tour guide, a news reporter, an airline pilot, a corporate executive, a chef...

What is he/she speaking about?

a program of lectures, attractions in a city, a large chemical company, safety procedures...

Who is the audience?

conference delegates, tourists, radio listeners, airline passengers, new employees, wait staff...

Where are the audience?

in a hall, outside a museum, at home, in a plane...

What is the purpose of the talk?

to change lecture times, to give information, to report a business development, to discuss a merger, to warn passengers of turbulence...

2

Look at the beginning of each question and identify what information you need to listen for (e.g., *Where* – a place, *Why* – a reason, *When* – a time, etc.). If you have time, look again at the answer choices before you listen.

3

Listen carefully to the short talk. As you listen, study the questions and answer choices. Consider all the answer choices, and eliminate any you are sure are incorrect.

► Mark your answers.

Previewing

Step 1 and Step 2 involve previewing. Here, that means reading the questions and the answer choices quickly to get a general idea of what the short talk is about and what you need to listen for. Do not read every word – just focus on the key words. The better you can preview Part 4 questions and answer choices in this way, the higher your TOEIC score will be.

Key Skill for Part 4

STEP 1 Quickly preview the questions and answer choices for this telephone message. Identify the key words and use them to get a general idea of the context.

1. Why is the speaker calling?
 - (A) To respond to a complaint
 - (B) To report a travel schedule
 - (C) To discuss a job interview
 - (D) To announce a delay
2. Where does the caller probably work?
 - (A) At a travel agency
 - (B) At a rail company
 - (C) At a telephone company
 - (D) At an employment agency
3. What does the caller suggest Miss Clarkson do?
 - (A) Make an appointment
 - (B) Come for an interview
 - (C) Provide contact details
 - (D) Get in touch if necessary

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1	Key words:	Why.../calling.....
	Need to listen for:	[] audience	[] inference
		[] topic	✓ purpose
Question 2	Key words:
	Need to listen for:	[] problem	[] suggestion
		[] location	[] time
Question 3	Key words:
	Need to listen for:	[] suggestion	[] offer
		[] relationship	[] advice

REMEMBER

*On the actual test, you cannot mark the test paper, or make notes.
You should quickly preview the questions and identify the key information silently to yourself.*

STEP 3 Listen to the telephone message. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Practice 2

 Quickly preview the questions and answer choices for this news report. Identify the key words and use them to get a general idea of the context.

1. What is this report mainly about?
 - (A) Higher wages for coffee workers
 - (B) Vacancies in US retail stores
 - (C) One company's plans for growth
 - (D) Falling youth unemployment

2. How many stores are due to open?
 - (A) 25
 - (B) 120
 - (C) 200
 - (D) 320

3. What can be inferred from this announcement?
 - (A) Only young people will be able to benefit.
 - (B) The news was largely unexpected.
 - (C) Benny's is the biggest coffee chain in the US.
 - (D) The president of Benny's will retire soon.

 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1 Key words:

Need to listen for:	<input type="checkbox"/> suggestion	<input type="checkbox"/> location
	<input type="checkbox"/> problem	<input type="checkbox"/> topic

Question 2 Key words:

Need to listen for:	<input type="checkbox"/> reason	<input type="checkbox"/> time
	<input type="checkbox"/> number	<input type="checkbox"/> sequence

Question 3 Key words:

Need to listen for:	<input type="checkbox"/> suggestion	<input type="checkbox"/> inference
	<input type="checkbox"/> advice	<input type="checkbox"/> opinion

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

 Listen to the news report. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

 Mark your answers.

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

STEP 1 Quickly preview the questions and answer choices for this advertisement. Identify the key words and use them to get a general idea of the context.

1. What is mentioned about CJ's Driving School?
 (A) It is cheaper than its rivals.
 (B) It has recently won an award.
 (C) It has a very high passing rate.
 (D) It has a good safety record.
2. What will customers who book this week receive?
 (A) A 20 percent discount
 (B) A lesson at no cost
 (C) A free instruction book
 (D) A reduced test fee
3. Why are listeners directed to the company website?
 (A) To find special offers
 (B) To read customer reviews
 (C) To apply for a test
 (D) To book a lesson

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1 Key words:

Need to listen for:	<input type="checkbox"/> benefit	<input type="checkbox"/> location
	<input type="checkbox"/> problem	<input type="checkbox"/> topic

Question 2 Key words:

Need to listen for:	<input type="checkbox"/> special offer	<input type="checkbox"/> suggestion
	<input type="checkbox"/> time	<input type="checkbox"/> topic

Question 3 Key words:

Need to listen for:	<input type="checkbox"/> opinion	<input type="checkbox"/> inference
	<input type="checkbox"/> advice	<input type="checkbox"/> purpose

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

STEP 3 Listen to the advertisement. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Practice 4

STEP 1

Quickly preview the questions and answer choices for this announcement. Identify the key words and use them to get a general idea of the context.

1. Who is the speaker?
 (A) A flight attendant
 (B) A member of the ground crew
 (C) An airline pilot
 (D) A baggage handler
2. According to the speaker, what will soon take place?
 (A) The baggage will be loaded.
 (B) The plane will take off.
 (C) The safety check will end.
 (D) The passengers will disembark.
3. What are listeners advised to do?
 (A) Stay in their seats
 (B) Prepare to eat a meal
 (C) Show their boarding passes
 (D) Locate their baggage

STEP 2

For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1 Key words:	
Need to listen for:	<input type="checkbox"/> topic	<input type="checkbox"/> audience
	<input type="checkbox"/> time	<input type="checkbox"/> occupation
Question 2 Key words:	
Need to listen for:	<input type="checkbox"/> activity	<input type="checkbox"/> suggestion
	<input type="checkbox"/> advice	<input type="checkbox"/> opinion
Question 3 Key words:	
Need to listen for:	<input type="checkbox"/> inference	<input type="checkbox"/> problem
	<input type="checkbox"/> advice	<input type="checkbox"/> reason

REMEMBER

*On the actual test, you cannot mark the test paper, or make notes.
You should quickly preview the questions and identify the key information silently to yourself.*

- 95 Listen to the announcement. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

ANSWER Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)



STEP 1 Quickly preview the questions and answer choices for this short talk. Identify the key words and use them to get a general idea of the context.

1. When does this talk most likely take place?
 - (A) Before registration
 - (B) At the beginning of the event
 - (C) In the mid-morning
 - (D) Around lunchtime
2. What does the speaker ask some participants to do?
 - (A) Park in the blue zone
 - (B) Check the bus timetable
 - (C) Wait by the entrance
 - (D) Move their vehicles
3. According to the speaker, what should participants do with their valuables?
 - (A) Keep them on their person
 - (B) Be careful not to break them
 - (C) Give them to a member of staff
 - (D) Put them at the back of the room



STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

Question 1	Key words:
	Need to listen for:	[] location [] topic
		[] suggestion [] time
Question 2	Key words:
	Need to listen for:	[] reason [] opinion
		[] request [] problem
Question 3	Key words:
	Need to listen for:	[] inference [] advice
		[] audience [] time

REMEMBER

*On the actual test, you cannot mark the test paper, or make notes.
You should quickly preview the questions and identify the key information silently to yourself.*



STEP 3 Listen to the short talk. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.



STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Strategy Review and Tips

Strategy Review Listening Test – Part 4

Remember, in the test...

Quickly preview the questions and answer choices before you hear each short talk. To get a general idea of the context, ask yourself, *Who is speaking? What are they speaking about? Who are they speaking to? Where are they? What is the purpose of this talk?*

Study each question and make sure you know what information you need to listen for.

As you listen, consider each answer choice and eliminate any you think are definitely wrong.

If you are not sure about the answer, don't waste time. Decide quickly! Then preview the questions for the next short talk.

TIPS

*Here is some advice that people taking the TOEIC test have found useful for this part.
Choose the tips you like, and try to use them.*

"The information you need isn't always in the same order as the questions.
Sometimes you have to wait until the end of the short talk before you can answer
the first question."

Kiyoko Yamamoto

"These talks are longer than the conversations, so it is easy to lose concentration. You
have to really focus and keep up with the recording. Don't let your attention wander!"

Isra Taksin

"As you listen, immediately repeat everything you hear in your head. This is called
'shadowing.' When I do this, I imagine the words as if they are being printed on a white
sheet of paper. It helps me to keep up."

Chiyoko Higa

"Don't spend ages worrying if you are not sure. You don't get points deducted for a
wrong answer, so just make a quick guess."

Pedro Faioli

"I try to mark the answers on the answer sheet while I am listening. This means when
the recording finishes, I can quickly go on and preview the next short talk."

Liang Lin

Review Test

97 **Directions:** You will hear ten short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer. You will hear each short talk only once.

1. Who is the speaker addressing?
 - (A) Writers and artists
 - (B) Professional actors
 - (C) Movie enthusiasts
 - (D) Drama students
2. How long does the event last?
 - (A) One week
 - (B) Twenty days
 - (C) One month
 - (D) All summer
3. How much will tickets cost the listeners?
 - (A) \$5
 - (B) \$10
 - (C) \$15
 - (D) \$50

4. Where is this announcement being made?
 - (A) On a bus
 - (B) On a plane
 - (C) On a train
 - (D) On a ferry
5. What will passengers traveling to St. Albans have to do?
 - (A) Change means of transportation
 - (B) Contact a member of the staff
 - (C) Wait until further notice
 - (D) Reschedule their trip
6. What are all passengers encouraged to do?
 - (A) Ask about special offers
 - (B) Purchase food and drink
 - (C) Read safety leaflets
 - (D) Book tickets for continuing travel
7. What kind of business has been reached?
 - (A) An architectural firm
 - (B) A building materials supplier
 - (C) A real estate agency
 - (D) A property developer
8. Why would a caller hear the message?
 - (A) The phone number is incorrect.
 - (B) All the employees are busy.
 - (C) The business has stopped trading.
 - (D) The company has moved offices.
9. What are callers with an urgent inquiry asked to do?
 - (A) Visit the website
 - (B) Call a different number
 - (C) Wait on the line
 - (D) Contact the main office

10. Who is the speaker?
 - (A) A tour guide
 - (B) A security guard
 - (C) An artist
 - (D) A salesclerk
11. Where does the speaker probably work?
 - (A) At a concert hall
 - (B) At a museum
 - (C) At a souvenir stall
 - (D) At a post office
12. What does the speaker encourage listeners to do?
 - (A) Go shopping for gifts
 - (B) Attend a training course
 - (C) Come back in 90 minutes
 - (D) Purchase some tickets

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

13. What is the report about?
(A) Traffic and weather conditions
(B) Tourism in the Florida Keys
(C) Problems at construction sites
(D) Accidents at a racing event

14. Where exactly is the speaker?
(A) In a radio studio
(B) In a car
(C) On a street corner
(D) In an aircraft

15. Why does the speaker feel relieved?
(A) Nobody has been injured.
(B) Everything looks normal.
(C) He will return shortly.
(D) The delays are over.

-
16. Who is this advertisement aimed at?
(A) Local residents
(B) Business travelers
(C) Foreign tourists
(D) Hospitality providers

17. Which of these services do guests need to pay extra for?
(A) Internet access in their rooms
(B) Use of the Business Center
(C) Admission to the health club
(D) Access to the hotel spa

18. What can be said about the Star Hotel Kowloon?
(A) It is a small, independent hotel.
(B) It is located in the center of Hong Kong.
(C) It is part of a large group of hotels.
(D) It is famous for the quality of its food.

19. Who is the audience for this talk?
(A) University professors
(B) Energy conservationists
(C) Government officials
(D) Utility company managers

20. What is the talk mainly about?
(A) The need for more housing
(B) The problem of pollution
(C) The results of a research project
(D) The schedule for energy reform

21. What is scheduled to take place next week?
(A) A competition
(B) A demonstration
(C) An exhibition
(D) A meeting

-
22. What is the main purpose of this talk?
(A) To recognize an employee's success
(B) To explain a new work schedule
(C) To welcome a new staff member
(D) To review a job description

23. What type of business is DMW?
(A) A software developer
(B) An advertising agency
(C) An electronics manufacturer
(D) A printing company

24. What are listeners encouraged to do after the meeting?
(A) Speak to Mr. Heath
(B) Introduce the new team
(C) Prepare a presentation
(D) Use their time effectively

- | | | | |
|---------------------|---------------------|---------------------|---------------------|
| 13. (A) (B) (C) (D) | 16. (A) (B) (C) (D) | 19. (A) (B) (C) (D) | 22. (A) (B) (C) (D) |
| 14. (A) (B) (C) (D) | 17. (A) (B) (C) (D) | 20. (A) (B) (C) (D) | 23. (A) (B) (C) (D) |
| 15. (A) (B) (C) (D) | 18. (A) (B) (C) (D) | 21. (A) (B) (C) (D) | 24. (A) (B) (C) (D) |

25. What is the purpose of the telephone message?
(A) To suggest an urgent meeting
(B) To reschedule an appointment
(C) To warn of a possible delay
(D) To cancel a health treatment
26. Who most likely is the caller?
(A) A medical student
(B) A doctor
(C) A receptionist
(D) A pharmacist
27. What is Mrs. Kawasaki asked to do?
(A) Rest for a few days
(B) Try to stay calm
(C) Provide contact details
(D) Call back if necessary
28. What is the report about?
(A) Misleading advertising
(B) Customer complaints
(C) Rising prices
(D) Unhealthy food
29. Which type of stores does the report focus on?
(A) Outdoor markets
(B) Discount retailers
(C) Department stores
(D) Large supermarkets
30. What does the speaker promise to do?
(A) Conduct further research
(B) Alert the authorities
(C) Contact the police
(D) Demand an apology

25. (A) (B) (C) (D) 28. (A) (B) (C) (D)
26. (A) (B) (C) (D) 29. (A) (B) (C) (D)
27. (A) (B) (C) (D) 30. (A) (B) (C) (D)

Score /30

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for advice and useful exercises to help improve your score on Part 4 of the TOEIC test.

- ▶ Word Match
- ▶ Listening Links
- ▶ Word Groups



Listening Comprehension Test

This Listening Comprehension Test covers Parts 1, 2, 3, and 4 of the TOEIC® test. Allow 45 minutes to complete this test. Mark all your answers on the separate Listening Comprehension Test Answer Sheet provided on page 355.

Part 1

Directions

For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer on the Answer Sheet. You will hear the statements only once.

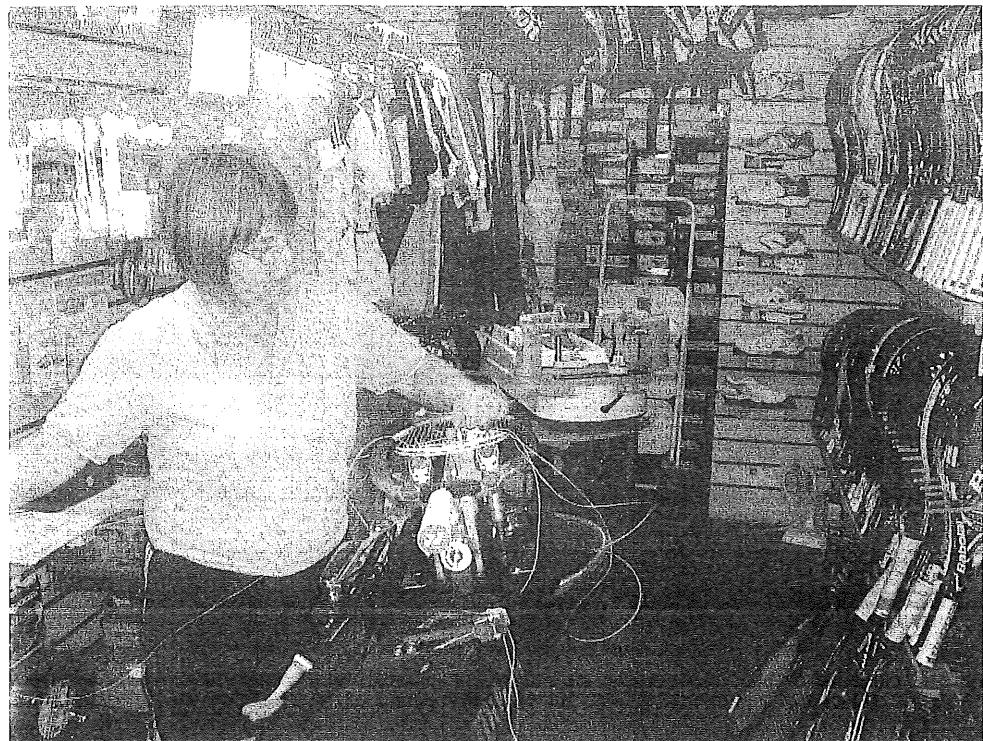
EXAMPLE



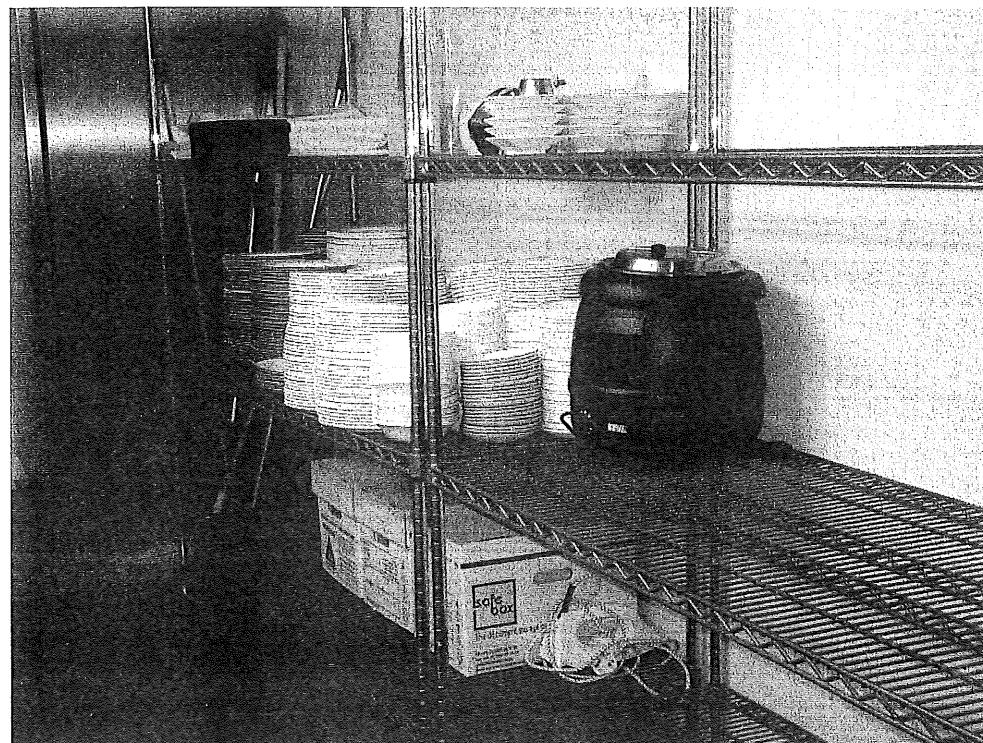
- (A) (B) (C) (D)

The best description of the picture is statement (C), "The woman is wearing safety glasses on her head." You should mark answer choice (C) on your Answer Sheet.

1.

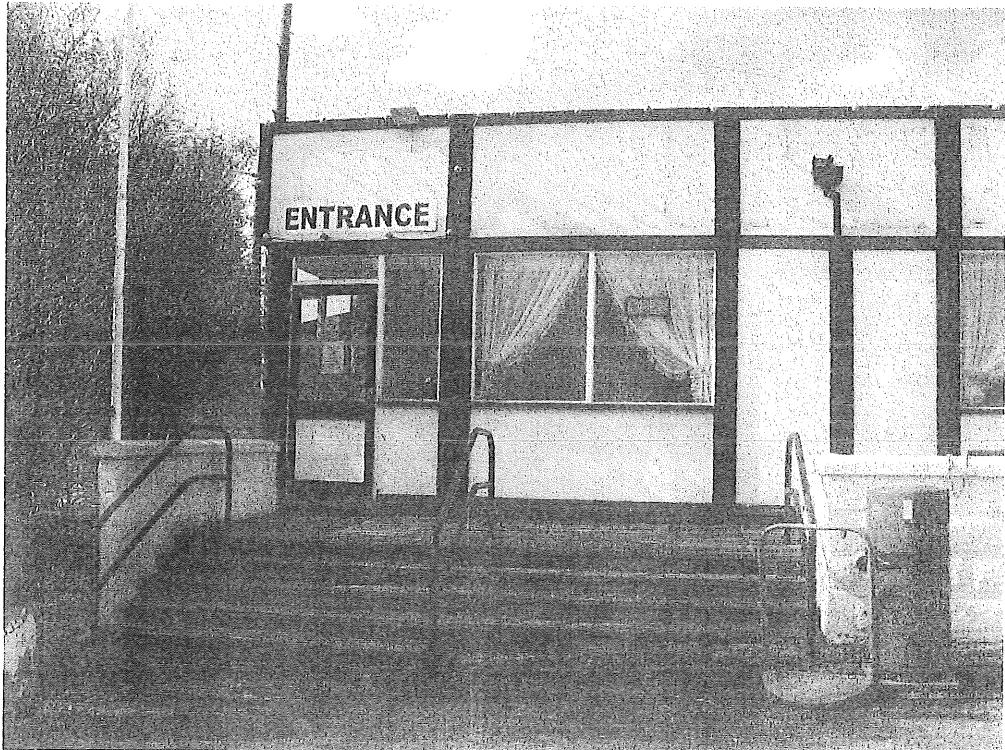


2.

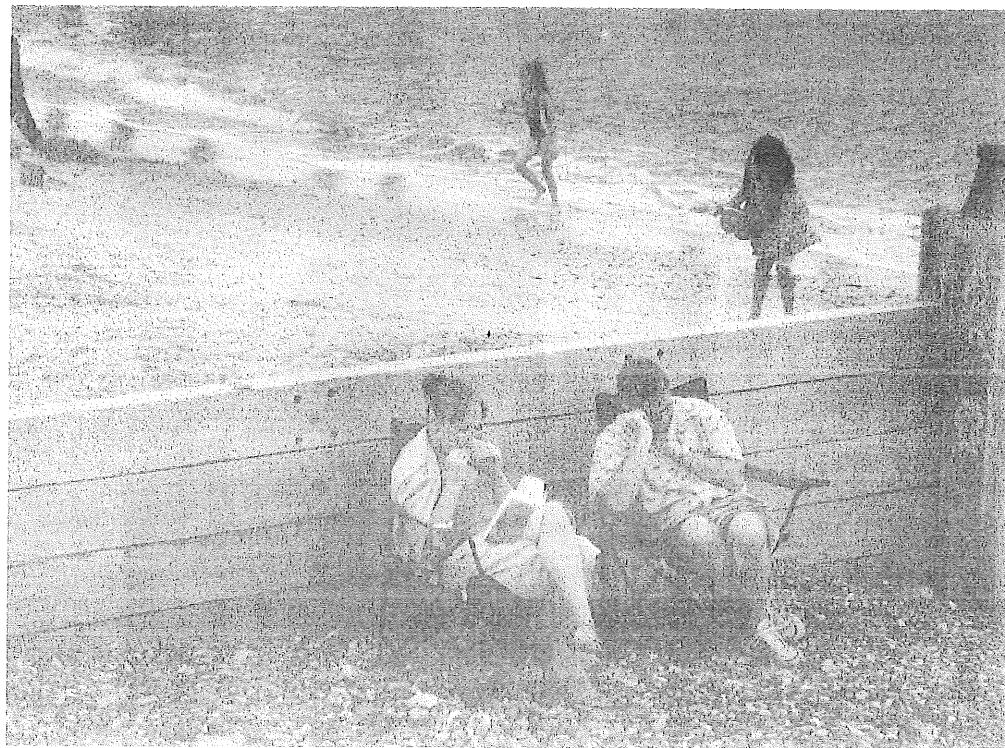


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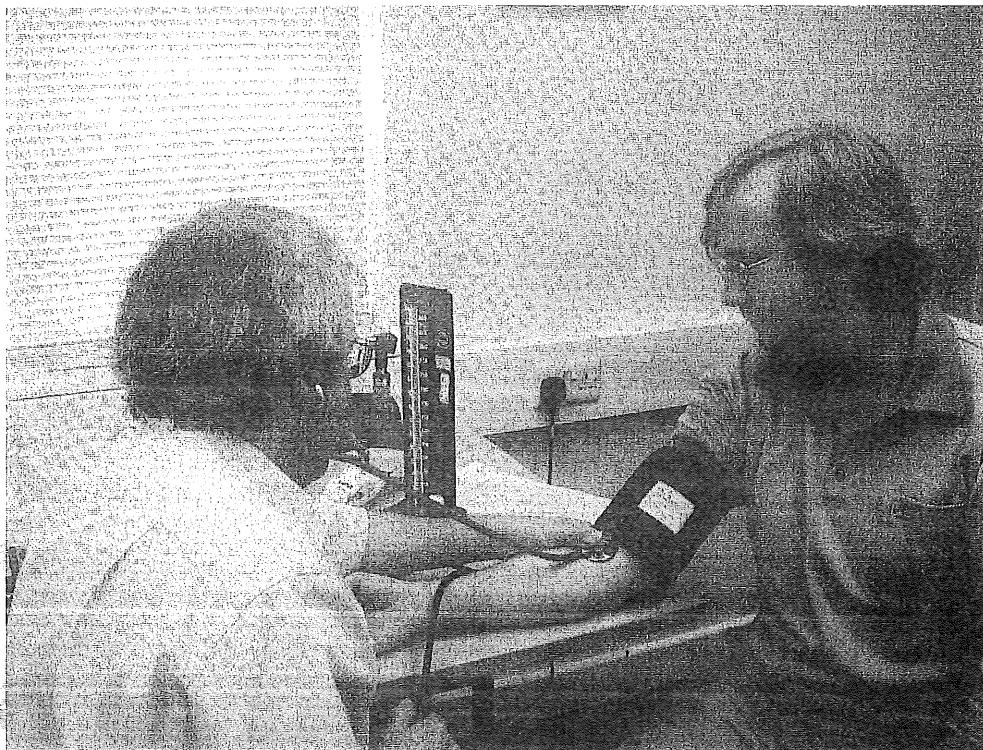
3.



4.



5.



6.

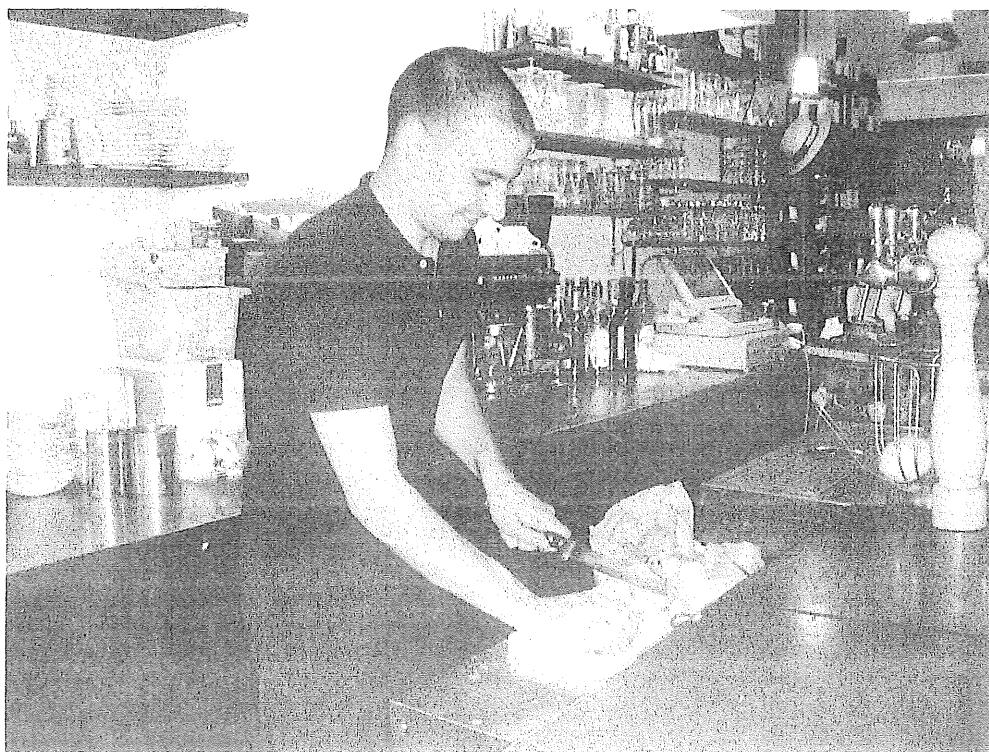


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7.



8.



9.



10.



GO ON TO THE NEXT PAGE ➔

Part 2

Directions

Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer on the Answer Sheet. You will hear each question or statement, and the responses, only once.

EXAMPLE

You hear: Did you check if price was right?

You then hear: (A) The check's right here.

(B) I didn't have time.

(C) No, I don't like rice.

(A) (B) (C)

The best response to the question “Did you check if the price was right?” is answer choice (B), “I didn’t have time.” You should mark answer choice (B) on your Answer Sheet.

11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.
13. Mark your answer on the Answer Sheet.
14. Mark your answer on the Answer Sheet.
15. Mark your answer on the Answer Sheet.
16. Mark your answer on the Answer Sheet.
17. Mark your answer on the Answer Sheet.
18. Mark your answer on the Answer Sheet.
19. Mark your answer on the Answer Sheet.
20. Mark your answer on the Answer Sheet.
21. Mark your answer on the Answer Sheet.
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23. Mark your answer on the Answer Sheet.
24. Mark your answer on the Answer Sheet.
25. Mark your answer on the Answer Sheet.
26. Mark your answer on the Answer Sheet.
27. Mark your answer on the Answer Sheet.
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30. Mark your answer on the Answer Sheet.
31. Mark your answer on the Answer Sheet.
32. Mark your answer on the Answer Sheet.
33. Mark your answer on the Answer Sheet.
34. Mark your answer on the Answer Sheet.
35. Mark your answer on the Answer Sheet.
36. Mark your answer on the Answer Sheet.
37. Mark your answer on the Answer Sheet.
38. Mark your answer on the Answer Sheet.
39. Mark your answer on the Answer Sheet.
40. Mark your answer on the Answer Sheet.

Part 3

100 Directions

You will hear ten conversations between two people. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each conversation only once.

41. When is the painting scheduled to be completed?

(A) Thursday afternoon
(B) Friday evening
(C) Sunday
(D) Next Monday

42. Who most likely is Tony Wagner?

(A) A receptionist
(B) A supervisor
(C) A translator
(D) A customer

43. What does the man suggest?

(A) Staying late on Friday
(B) Buying some furniture
(C) Canceling the project
(D) Coming in over the weekend

44. What are the speakers talking about?

(A) A training course
(B) A factory inspection
(C) A job opening
(D) A business proposal

45. What is the woman worried about?

(A) Her qualifications
(B) Her lack of experience
(C) The high expense
(D) An accounting error

46. How long has the woman worked at the company?

(A) A few months
(B) One year
(C) Five years
(D) Ten years

47. Why does the woman want to speak to Mr. Terry?

(A) To ask about a reservation
(B) To discuss a presentation
(C) To book a conference
(D) To question an invoice

48. What does the woman decide to do?

(A) Send an e-mail
(B) Wait one week
(C) Call back later
(D) Leave a message

49. When will Mr. Terry be back?

(A) At 11:00 A.M.
(B) Later that afternoon
(C) The next day
(D) Next week

50. What does the woman want to do?

(A) Join a fitness class
(B) Rent some equipment
(C) Take part in a bicycle race
(D) Renew her gym membership

51. Why does the woman feel disappointed?

(A) The cost is more than she expected.
(B) The delivery charge is high.
(C) The service plan is expensive.
(D) The payment options are limited.

52. What does the man ask the woman to do?

(A) Take an examination
(B) Give personal information
(C) Find a suitable machine
(D) Get in contact soon

GO ON TO THE NEXT PAGE ➔

- 53.** What is suggested about the meeting?
(A) The minutes have been lost.
(B) The venue has recently changed.
(C) Some people cannot attend.
(D) Sometimes people arrive late.
- 54.** What did the man do yesterday?
(A) He mailed a package.
(B) He signed a notice.
(C) He sent a reminder.
(D) He put up a poster.
- 55.** What does the woman suggest?
(A) Contacting a colleague
(B) Replacing the team leader
(C) E-mailing everyone
(D) Calling around later
-
- 56.** Where did the man go over the weekend?
(A) To a museum
(B) To a trade fair
(C) To a reunion
(D) To a presentation
- 57.** What kind of company did the man speak with?
(A) An advertising firm
(B) A shipping business
(C) A travel agency
(D) A printing company
- 58.** Why does the man say he might not go again?
(A) It was very exhausting.
(B) It was expensive.
(C) It was not very useful.
(D) It was too far away.
- 59.** Where do the speakers probably work?
(A) In a hotel
(B) In a university
(C) In a hospital
(D) In a post office
- 60.** How does the woman most likely feel?
(A) Happy
(B) Excited
(C) Stressed
(D) Surprised
- 61.** What does the woman plan to do in the afternoon?
(A) Chair a meeting
(B) Do some work
(C) Make an announcement
(D) Ask for more time
-
- 62.** What type of business does the man call?
(A) A building supplies firm
(B) An engineering firm
(C) A delivery company
(D) A waste collection service
- 63.** What are the speakers mainly discussing?
(A) Estimated costs
(B) Service guarantees
(C) Item availability
(D) Stock procedures
- 64.** What will the man probably do next?
(A) Give the product numbers
(B) Arrange to pick up the order
(C) Wait until tomorrow
(D) Visit his local store

- 65.** What are the speakers doing?
(A) Taking an art class
(B) Discussing a chair
(C) Assembling a car
(D) Designing clothes
- 66.** Who most likely is the man?
(A) An instructor
(B) A doctor
(C) A sales clerk
(D) A mechanic
- 67.** What does the man say he will do?
(A) Order some food
(B) Wait two weeks
(C) Give a discount
(D) Change the color
- 68.** Where does this conversation take place?
(A) At a doctor's office
(B) In a laboratory
(C) At a dental practice
(D) In an operating room
- 69.** What does the woman suggest the man do?
(A) Try to be more positive
(B) Consider optional treatments
(C) Look after himself better
(D) Undergo further tests
- 70.** What does the man imply?
(A) He agrees with the advice.
(B) He still feels some pain.
(C) He has changed his opinion.
(D) He is relieved that he can leave.

GO ON TO THE NEXT PAGE ➔

Part 4

Directions

You will hear ten short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each short talk only once.

71. How many years has the speaker known Doris?

- (A) 5
- (B) 10
- (C) 15
- (D) 20

72. What does Doris plan to do?

- (A) Get married in Australia
- (B) Travel around the world
- (C) Take early retirement
- (D) Celebrate the New Year

73. What are listeners asked to do?

- (A) Book tickets to Perth
- (B) Donate some money
- (C) Attend a farewell party
- (D) Give a presentation

74. What type of business has been reached?

- (A) An online bank
- (B) A phone company
- (C) A travel agency
- (D) A computer consulting firm

75. What are T3 customers encouraged to do?

- (A) Enter a competition
- (B) Subscribe to a special offer
- (C) Keep their account number
- (D) Apply for credit

76. How can customers check their balance?

- (A) By calling a different number
- (B) By visiting their nearest T3 store
- (C) By pressing 2
- (D) By going online

77. What is the purpose of this talk?

- (A) To encourage investment in bamboo
- (B) To promote renewable resources
- (C) To spread knowledge about bamboo
- (D) To sell shares in a bamboo farm

78. What does the speaker say about bamboo?

- (A) It has many different uses.
- (B) It has been rising in price.
- (C) It is displayed on verandas.
- (D) It is grown all over the world.

79. According to the talk, which of these statements is true?

- (A) Bamboo is a valuable commodity.
- (B) Bamboo is mostly sold in markets.
- (C) Steel is usually stronger than bamboo.
- (D) Most bamboo is green in color.

80. Who most likely is the speaker?

- (A) A food critic
- (B) A tour guide
- (C) A cooking teacher
- (D) A cafeteria manager

81. What will listeners do next?

- (A) Watch a presentation
- (B) Choose some gifts
- (C) Meet a staff member
- (D) Taste some samples

82. What are listeners asked to do?

- (A) Look for the warden
- (B) Meet at the entrance
- (C) Stay with the group
- (D) Return in one hour

- 83.** How many vacancies are currently advertised?
- (A) 80
 - (B) 5,000
 - (C) 37,000
 - (D) 50,000
- 84.** What does the advertisement encourage listeners to do?
- (A) Register for career advice
 - (B) Give personal information
 - (C) Write to the main office
 - (D) Share interview tips
- 85.** What will people who register before Friday the 28th receive?
- (A) An advice booklet
 - (B) An electronic device
 - (C) A computer magazine
 - (D) A résumé appraisal
-
- 86.** What is the news report about?
- (A) A recent awards ceremony
 - (B) An assessment strategy
 - (C) An upcoming competition
 - (D) A fundraising event
- 87.** Who is Naomi Eastment?
- (A) A research analyst
 - (B) A media expert
 - (C) A business executive
 - (D) A hotel owner
- 88.** How often does the event take place?
- (A) Every two weeks
 - (B) Monthly
 - (C) Twice a year
 - (D) Annually
- 89.** Why did Mrs. Packer contact the Passport Office?
- (A) To apply for a child's passport
 - (B) To get a new passport
 - (C) To renew her passport
 - (D) To report her passport stolen
- 90.** What problem does the speaker mention?
- (A) The passport has not been signed.
 - (B) The extension number is incorrect.
 - (C) Some documents are missing.
 - (D) The application fee has not been paid.
- 91.** What does the speaker recommend?
- (A) Checking the mail quickly
 - (B) Calling the Advice Line
 - (C) Taking the Premium service
 - (D) Asking for more credit
-
- 92.** Where would this announcement most likely be heard?
- (A) In a restaurant
 - (B) In a coffee shop
 - (C) In a boardroom
 - (D) At an exhibition stand
- 93.** How often do the kitchenware displays change?
- (A) Bi-monthly
 - (B) Every quarter
 - (C) Three times a year
 - (D) Annually
- 94.** What does the speaker imply?
- (A) Costs will continue to rise.
 - (B) The plan has been a success.
 - (C) More investment is needed.
 - (D) Some stores pay less tax.

GO ON TO THE NEXT PAGE →

95. Where does this announcement take place?
(A) At immigration control
(B) Onboard an airplane
(C) At the departure gate
(D) In a duty-free store
96. Who is the speaker?
(A) A flight engineer
(B) A flight attendant
(C) An airplane captain
(D) A security officer
97. What are listeners asked to do?
(A) Read a safety information card
(B) Prepare for takeoff
(C) Check their carry-on bags
(D) Purchase consumer goods
98. Who most likely is the speaker?
(A) A news announcer
(B) A union leader
(C) A transport official
(D) A commuter
99. When will the strike take place?
(A) At midnight
(B) Tomorrow night
(C) In 24 hours
(D) Next week
100. What are commuters asked to do?
(A) Work from home
(B) Share car journeys
(C) Use their bicycles
(D) Be patient

This is the end of the Listening Comprehension Test.

Reading

READING

Guide to the Reading Test

The second section of the TOEIC® test is Reading. In this section, the test focuses on how well you read and understand written English. There are three parts in this section.

Part 5: Incomplete Sentences	40 questions
Part 6: Text Completion	12 questions
Part 7: Reading Comprehension	48 questions

You will have 75 minutes to complete this section of the TOEIC test.

Directions are given for each part. You need to mark your answers on the separate Answer Sheet provided.

Part 5 and Part 6 focus on your knowledge and use of grammar and vocabulary. Part 5 requires you to choose the correct word or phrase to complete each sentence you read. In Part 6, you have to complete each short text you read by selecting the correct missing words. In Part 7, you are tested on your ability to understand the texts you read. There are between seven and ten single passages, and there are also four double passages. You need to answer a number of comprehension questions on each passage. Together, these three parts comprise the Reading section of the test.

QUICK CHECK

How many parts are there in the Reading section of the TOEIC test?

How many questions are there?

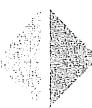
How much time do you have to complete the Reading section?

Where do you mark your answers?

Which part focuses mainly on your reading comprehension ability?

Guide to this section of *Pass the TOEIC Test*

The Reading section of *Pass the TOEIC Test* covers Parts 5, 6, and 7 of the TOEIC test. First, you study important Grammar and Vocabulary. This is because Part 5 and Part 6 share the same grammar and vocabulary testing points. Focusing on this language first allows for more complete preparation, and more authentic practice. Part 5 and Part 6 each begin with a *Try It Out* preview test which shows you exactly what to expect. This will also help you identify your strengths and weaknesses. In *Steps to Success* you practice special strategies for taking each part of the test, before *Strategy Review and Tips* summarizes key guidance and gives useful advice. Finally, you put everything into practice in a full-length *Review Test*. You then continue to Part 7, which is presented as an individual section.



GRAMMAR

In this section you will practice the grammar you need to improve your score on Part 5 and Part 6 of the TOEIC® test.

These are the exercises you will cover:

Word Choice

→ checking your knowledge of words that are often confused (*yet/still/anymore*, etc.)

Modal Verbs

→ choosing the correct modal verb (*should, may, have to*, etc.)

Relative Clauses

→ using relative clauses (*the company which, the manager who*, etc.)

Conditionals

→ practicing conditional forms (*zero, first, second, and third conditionals*)

Pronouns and Determiners

→ using pronouns (*they, herself, mine, etc.*) and determiners (*any, either, someone, etc.*)

Verb Forms and Tenses

→ choosing the correct form of the verb and the correct tense (*I've been waiting for hours.*)

Passives

→ using different forms of the passive (*was founded, has been trained*, etc.)

As you work through this *Grammar* section, try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Word Choice

Study these examples of grammar that can often be confused.

Have you **ever** met a famous entrepreneur?
I've **never** been on an overseas business trip.

Used in positive statements and questions.
Used in negative statements.

Have you finished that sales report **yet**?

Used in negative statements and questions for
until now.

Anne was **still** working at ten o'clock last night.

Used to indicate surprise.

Jenna has **already** left to go to the airport.
I don't want to work here **anymore**.

Used for *before now*.
Used for *from now*.

The theater was so crowded I could **hardly** move.
We **just** heard that the C.E.O. has resigned.

barely
very recently

I worked as a waiter **for** three years.
I have lived here **since** 2011.

Used for a *period of time*.
Used for a *point of time*.

I was **so** tired I fell asleep at my desk.
We were happy to receive **such** good feedback.

Used before an adjective (*so expensive, so busy*).
Used before an adjective + noun (*such a big company, such great weather*).

I ate **too** much at the restaurant last night.
We don't have **enough** income to hire more staff.

more than is necessary
sufficient

I'd like some **more** advice, if possible.
There is **less** time than I thought.

Used with uncountable nouns.

They will announce **more** job openings soon.
We accepted **fewer** applicants this year.

Used with countable nouns.

Please see me **after** the meeting.
Go to your meeting first and see me **afterward**.

a preposition used with an object
an adverb used in a time clause

Kim is **among** the very best in the business.
The trade dispute **between** China and the US was
soon forgotten.

one of a group (more than two)
Used to refer to two things.

MINI TEST Word Choice

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Two days before his business trip to China, Tony was worried because he had not received his travel documents.
(A) yet
(B) still
(C) already
(D) just
2. It is widely acknowledged that Huntington International has been at the forefront of the shipbuilding industry 2003.
(A) for
(B) in
(C) since
(D) ever
3. I have only been sitting at this desk for 20 minutes and I can feel my back beginning to ache.
(A) just
(B) between
(C) later
(D) already
4. Despite not having tools, the construction team was able to complete the project on time and under budget.
(A) enough
(B) all
(C) much
(D) too
5. The cruise ship had to turn back less than an hour after leaving port, as the storm was severe the captain was concerned for the safety of the passengers and crew.
(A) such
(B) still
(C) so
(D) ever
6. Mike was able to move the metal filing cabinet because it was full of large files and heavy books.
(A) just
(B) hardly
(C) almost
(D) already
7. Fortunately, the problems that used to exist Dr. Wilson and me have all been resolved, and we are now friends.
(A) among
(B) along
(C) between
(D) over
8. Should we wait until the award ceremony before we issue a statement to the press?
(A) after
(B) since
(C) later
(D) afterward
9. Do you remember how you felt the first time you gave a presentation at a conference?
(A) never
(B) ever
(C) yet
(D) still
10. City officials last night called for a cap on the number of taxis in Brooklyn after complaints of many taxis on the city's streets.
(A) such
(B) how
(C) too
(D) so

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

4. (A) (B) (C) (D)

5. (A) (B) (C) (D)

6. (A) (B) (C) (D)

7. (A) (B) (C) (D) 10. (A) (B) (C) (D)

8. (A) (B) (C) (D)

9. (A) (B) (C) (D)

Score /10

Modal Verbs

Study these examples of common modal verbs.

I think we **should** redesign our brochure.

If you ask me, Lisa **should have** accepted the job.

We **should not have** rejected their proposal.

They **should** be here before ten o'clock.

It is 10:30, so they **should have** arrived by now.

You **had better** leave now if you want to catch your train.

You'd **better not** be late for the interview.

If Jim is not in his office, you **might/could** try the cafeteria.

I **can** meet you after lunch, but I **cannot** stay long.

Lee **could** recognize me, but he **could not** remember my name.

We all **have to** work overtime this month.

It is a national holiday tomorrow, so I **do not have to** go to work.

The company **had to** close because of its debts.

You **must** be tired after the long trip.

Paula **must have** studied hard to get such good grades.

Liang has not replied yet, so she **must not have** seen my message.

I **must** finish this work today.

This product **may/might/could** become our bestseller.

The flight **might have been** delayed because of the bad weather.

That store **cannot** be very good because it is always empty.

Jim **cannot/could not have** taken the file because it is on my desk.

suggestion/advice/responsibility (also *ought to*)

An action in the past that was a good idea, but didn't happen.

An action in the past that was a bad idea, but happened.

prediction/expectation

It was expected, but didn't happen.

strong advice

mild advice/suggestion

ability

ability in the past

necessary

not necessary (also *do not need to*)

obligation in the past

deduction

deduction in the past

obligation

possibility

possibility in the past

unlikely

certainty in the past

MINI TEST Modal Verbs

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Mr. Chang agreed to the deal without checking with the head office first.
(A) might have been
(B) did not have to
(C) had better not
(D) should not have
2. There is not much time left, so we hurry if we want to complete the project as scheduled.
(A) had better
(B) might have
(C) must have
(D) have had to
3. The cables for the projector be in the car because I have looked everywhere else.
(A) can
(B) must
(C) cannot
(D) should not
4. Vicky said I to go to the monthly review meeting.
(A) did not have
(B) had not have
(C) could not have
(D) must not have
5. We offer delivery times that we cannot guarantee to keep.
(A) should have
(B) should not have
(C) should not
(D) should
6. Sorry I am late, but there was an accident so I take a detour.
(A) have to
(B) had to
(C) have had to
(D) did not have to
7. The sales figures for the last quarter were appalling, so the C.E.O. been disappointed.
(A) was not to have
(B) must have
(C) had not to have
(D) did not have to
8. If you hurry you be able to catch the 5:15 train to Osaka.
(A) could
(B) can
(C) might
(D) have to
9. When we arrived at the convention, we found that we not get in because nobody had remembered to bring our passes.
(A) would
(B) could
(C) should
(D) might
10. Mr. Burton called to say he visit this afternoon to discuss the contract if he has time.
(A) must
(B) may
(C) had to
(D) should

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|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Relative Clauses

Study these examples of relative clauses.

Defining relative clauses give essential information. The relative pronouns *who*, *whose*, *where*, *which*, and *that* introduce the relative clause.

Lisa is the woman **who/that** I met last month.

Is Mr. Lee the man **whose** résumé you saw?

The city **where** we located the factory is in the north.

Over there is the store **that/which** I told you about.

Is this the folder **that/which** you were looking for?

The man – you met was the vice president.

The presentation – Tina gave was amazing.

The scientist **who/that** won the award is Dr. Ng.

Stark Inc. is the firm **which/that** went bankrupt.

Use *who* (or *that*) for people.

Use *whose* for possessive.

Use *where* for places.

Use *that* (or *which*) + preposition for places.

In formal American English, *that* is preferred to *which*.

Use *that* (or *which*) for things.

It is possible to omit *who/which/that* if it is the object of the relative clause.

It is not possible to omit *who/which/that* if it is the subject of the relative clause.

Non-defining relative clauses give extra information. The relative pronouns *who*, *whose*, *where*, and *which* introduce the relative clause. There is always a comma before the relative pronoun, and a comma or period after.

Lisa, **who** I met last month, is a great speaker.

The report, **which** I finished last night, is very long.

My keys, **which** I lost last week, have been found.

Amanda was late for work, **which** was unusual.

It is not possible to use *that* in non-defining relative clauses.

It is not possible to omit the relative pronoun.

The clause can come at the end of a sentence.

Whom

The supervisor **whom** I saw was called Mr. Denton.

The man to **whom** you spoke was the vice president.

Whom can be used instead of *who* when it is the object of the relative clause.

Whom can also be used instead of *who* with a preposition.

What

I accept responsibility for **what** happened.

We can use *what* (meaning the thing/things that)

MINI TEST Relative Clauses

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. All the technical staff we employ are fully trained professionals.
(A) where
(B) who
(C) whose
(D) which
2. The processing factory, we visited only last month, has temporarily shut down due to a mechanical fault.
(A) where
(B) what
(C) which
(D) whose
3. The shift supervisor spoke to you is called Mr. Hughes.
(A) that
(B) which
(C) whose
(D) what
4. The customer soup was cold was offered a discount of 10 percent.
(A) which
(B) who
(C) that
(D) whose
5. Nobody could remember the name of the restaurant we had dined the previous evening.
(A) when
(B) what
(C) which
(D) where
6. The trainee with you will be working is inexperienced, but very enthusiastic.
(A) that
(B) who
(C) whom
(D) whose
7. We were rather surprised to find the report we received from the supplier was full of criticism.
(A) that
(B) where
(C) whose
(D) what
8. The accountant figures you queried has replied by e-mail, giving a full explanation.
(A) who
(B) whom
(C) whose
(D) what
9. The investigators were surprised by they found during the inspection.
(A) what
(B) that
(C) which
(D) where
10. The complex merger finally went through, was a great relief to both companies.
(A) what
(B) which
(C) that
(D) where

- | | | | | | | | |
|------------|---------|------------|---------|------------|---------|-------------|---------|
| 1. (A) (B) | (C) (D) | 4. (A) (B) | (C) (D) | 7. (A) (B) | (C) (D) | 10. (A) (B) | (C) (D) |
| 2. (A) (B) | (C) (D) | 5. (A) (B) | (C) (D) | 8. (A) (B) | (C) (D) | | |
| 3. (A) (B) | (C) (D) | 6. (A) (B) | (C) (D) | 9. (A) (B) | (C) (D) | | |

Score /10

Conditionals

Study these examples of conditional sentences.

Zero conditional

Use the zero conditional for things that are generally true.

If I **meet** my sales target, I **get** a bonus.

We usually **start** work early when the shareholders **are visiting**.

Both verbs are in the present simple/continuous tense.

It is possible to use *when* instead of *if*.

First conditional

Use the first conditional for the result of a future possible event.

If the train **leaves** on time, I **will be** home before seven.

Where **will** you **live** if you **move** to the city?

If + present simple/continuous, *will/won't* + infinitive.

For all conditionals, the *if* clause can come either at the start or at the end of the sentence.

Second conditional

Use the second conditional for imaginary or unlikely situations.

If you **were** in my position, what **would** you **do**?

If I **were** in charge of this company, things **would** be very different.

If + past simple, *would/wouldn't* + infinitive.

It is possible to use *was* or *were* after *If I/he/she/it*.

Third conditional

Use the third conditional for imaginary situations in the past.

If Diane **had told** me about the problem, I **would have helped** her.

I **wouldn't have taken** the day off work if I **hadn't felt** so sick.

If + past perfect, *would/wouldn't have* + past participle.

The third conditional often describes the opposite of what actually happened.

Other forms

Unless I **get** a raise soon, I'll hand in my notice.

If you **had asked** me, I **might have agreed** to a promotion.

If we'd **entered** the competition, we **could have won** a prize.

Use *unless* for *if...not*.

It is possible to replace *will/would* with other modal verbs.

MINI TEST Conditionals

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. If there an unforeseen delay, we will finish this project by the end of the month.
(A) will not be
(B) does not
(C) was not
(D) is not
2. I am afraid we cannot agree to this proposal the offer is substantially improved.
(A) if
(B) when
(C) unless
(D) even
3. According to the doctor, you will feel better within a week if you this medication as prescribed.
(A) will take
(B) take
(C) had taken
(D) taking
4. Where choose to go, if you could get a job in any city in the world?
(A) will you
(B) did you
(C) can you
(D) would you
5. If Keiji to the trade show, he will not be able to attend the monthly meeting.
(A) goes
(B) had gone
(C) was going
(D) will go
6. Our insurance company the damage done during the storm if we had renewed our policy on time.
(A) will cover
(B) are covering
(C) would have covered
(D) will be covering
7. If I you, I would get as much experience in the hospitality industry as possible before opening my own hotel.
(A) am
(B) were
(C) will be
(D) would be
8. If we enough money in advance, we would not have been able to expand the business when we needed to.
(A) have not saved
(B) did not save
(C) had not saved
(D) were not saving
9. If you see Mr. Hawkins this afternoon, tell him about the new manufacturing project?
(A) will you
(B) do you
(C) might you
(D) are you
10. Nobody would have known about the leak in the supply room, if Dan it by chance one day.
(A) had not discovered
(B) was not discovering
(C) does not discover
(D) could not discover

1. (A) (B) (C) (D)

4. (A) (B) (C) (D)

7. (A) (B) (C) (D) 10. (A) (B) (C) (D)

2. (A) (B) (C) (D)

5. (A) (B) (C) (D)

8. (A) (B) (C) (D)

3. (A) (B) (C) (D)

6. (A) (B) (C) (D)

9. (A) (B) (C) (D)

Score /10

Pronouns and Determiners

Study these examples of the correct use of pronouns and determiners.

After **he** gets home, Kevin usually takes a bath.

Subject pronouns – *I, you, he, she, it, we, they*

Please meet **me** at six outside the main entrance.

Object pronouns – *me, you, him, her, it, us, them*

I think the red suitcase over there is **yours**.

Possessive pronouns – *mine, yours, his, hers, its, ours, theirs*

Please come to **our** office at ten tomorrow.

Possessive adjectives – *my, your, his, her, its, our, their*

Often tested in the TOEIC test, possessive adjectives modify the noun (*It's my coat*) while possessive pronouns replace the noun (*It's mine*).

Jan and Linda financed the venture **themselves**.

Reflexive pronouns – *myself, yourself, himself, herself, itself, ourselves, yourselves, themselves*

Jan and Linda have known **each other** for years.

Compare **themselves** and **each other** (or **one another**).

Every member of the team was given a medal.

Use **every** (for a group) and **each** (for individuals) with singular nouns.

Each applicant had to fill in a detailed form.

Use **both (of)**, **either (of)**, and **neither (of)** for two things.

Both candidates were very well qualified.

Use **any (of)**, **none (of)**, and **all (of)** for more than two things.

We could have chosen **either** person for the job.

Use **some (+ -one/-thing/-where)** in positive statements and questions.

But **neither of** them accepted the position.

Use **any (+ -one/-thing/-where)** in negative statements and questions.

I did not know **any of** the guests at the party.

Use **few** with countable nouns (*problems*, etc.).

None of my coworkers help to clean the office.

A **few** is more positive than **few**.

Read **all** the documents before our meeting.

Use **little** with uncountable nouns (*money*, etc.).

There is **someone** for you on line 2.

A **little** is more positive than **little**.

Can I get you **something** to drink?

We arrived in a small town miles from **anywhere**.

Are you waiting for **anyone**?

I have **few** friends in this town.

A **few** is more positive than **few**.

Here are **a few** details of the plan.

We have very **little** time to waste.

Use **little** with uncountable nouns (*money*, etc.).

Paul can speak **a little** German.

MINI TEST Pronouns and Determiners

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Josh is going to try to repair the window rather than get a carpenter to do it.
(A) him
(B) himself
(C) his
(D) he
2. We had own business for six years before we were bought out by a larger company.
(A) our
(B) ours
(C) us
(D) ourselves
3. Can I please take this opportunity to thank of you for coming to this special celebration.
(A) every
(B) someone
(C) any
(D) all
4. There is I would like to say to you privately, so see me in my office in ten minutes.
(A) anything
(B) everything
(C) something
(D) nothing
5. It was a good thing that I was able to find a driving instructor to give me lessons before I took my test.
(A) little
(B) any
(C) few
(D) a few
6. Brenda was very relieved when the doctor told her that of her children had been injured in the car accident.
(A) neither
(B) either
(C) both
(D) any
7. After the fire at the manufacturing plant, the police interviewed temporary employees who were working at the company.
(A) every
(B) each
(C) all of
(D) some
8. Ms. Howe decided to tell boss she wanted to leave the company.
(A) she
(B) her
(C) hers
(D) herself
9. The plot of the movie was so complicated with so many twists that in the end I could not understand of it.
(A) none
(B) any
(C) neither
(D) little
10. I am sorry about the mix-up, but I cannot find that report you e-mailed , so I think I must have deleted it by mistake.
(A) nowhere
(B) anywhere
(C) somewhere
(D) everywhere

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| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Verb Forms and Tenses

Study these examples of different tenses and their forms.

Present time

Ian never **opens** his mail until lunchtime.

I **work** in the accounting department.

Our clients **expect** the very best service.

Naomi **is giving** a presentation in Room 5.

This month I'm **taking** a computing course.

Daryl **has lived** in New York for three years.

How many times **have you been** to Paris?

The ambassador **has just arrived**.

Dan **has been talking** on the phone all morning.

I'm tired because I **have been playing** tennis.

Past time

I **left** DX International two months ago.

Joe **took** the file, **opened** it, and **left** the office.

When you **worked** in Italy, where **did you live**?

Steve **was studying** hard all weekend.

Where **was** Tim **going** when you saw him?

When we arrived, the meeting **had already started**.

I complained because I'd **been waiting** for hours.

Future time

What time **does** your flight **leave** this evening?

When Sharon **arrives**, please call me.

We're **meeting** Mr. Watanabe at three o'clock.

When are you **going to buy** a copy machine?

Clients are **going to complain** if we raise prices.

Sales **will improve** steadily over the summer.

The movie **will be starting** soon, so hurry up.

I **will have finished** this report by Friday.

Present simple

for routines or habits

for permanent situations

for things that are always true

Present continuous

for things happening now

for things happening around now

Present perfect simple

for things that began in the past and continue now

for general experience

for very recent events that are important now

Present perfect continuous

for longer past actions that continue into the present

for recent actions that have present results

Past simple

for completed actions in the past

for consecutive actions in the past

for states or habits in the past

Past continuous

for longer actions in the past

for interrupted actions in the past

Past perfect simple/continuous

for past actions that started before something else

for longer past actions that happened before

something else

Present simple

for scheduled events

after time clauses (*if, as soon as, when, before, etc.*)

Present continuous

for arrangements

going to

for plans and intentions

for predictions

Future simple/continuous

for predictions

for actions in progress in the future

Future perfect

for actions that will be complete before a future time

MINI TEST Verb Forms and Tenses

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Did you know that Tyso Chemicals exhibiting at next year's trade fair in Seattle?
(A) will have
(B) is going to
(C) will be
(D) will
2. Which of your former coworkers at the reunion last night?
(A) have you seen
(B) did you see
(C) were you seeing
(D) had you seen
3. The guys in the marketing department later this afternoon to discuss how many flyers we need to get printed for the next bulk mailing.
(A) have met
(B) met
(C) are meeting
(D) have been meeting
4. As far as I know, Mr. Dupont his office yet, so if you hurry you will probably be able to catch him before he goes.
(A) was not leaving
(B) did not leave
(C) has not left
(D) is not leaving
5. Gary notes in the lecture when he started to feel sick and had to leave.
(A) will take
(B) takes
(C) took
(D) was taking
6. When do you think we whether or not they want to accept our proposal?
(A) will hear
(B) are hearing
(C) hear
(D) have heard
7. The results of the inquiry showed that management the decision to close the facility two months before informing the workers.
(A) has made
(B) had made
(C) was making
(D) had been making
8. When you visit Mr. Usami's home, do not forget it is customary to take off your shoes before you into the house.
(A) go
(B) will go
(C) are going
(D) will be going
9. Although Encar Japanese for long, she is already able to hold a conversation and can even read and write.
(A) does not learn
(B) is not learning
(C) has not been learning
(D) will not learn
10. One month from now Mr. Oakley chairman for 25 years, so we're having a party in his honor to celebrate.
(A) will have been
(B) will be
(C) is going to be
(D) is being

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
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| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Passives

Study these examples of the passive.

The newsletter **is sent** to every customer.

Our offices **are being refurbished** next month.

Present simple passive

Present continuous passive

Which address **were** the packages **delivered** to?

Room 4 **was being cleaned** so we could not use it.

Past simple passive

Past continuous passive

A complaint **has been made** about noise levels.

Nobody knew the concert **had been canceled**.

Present perfect simple passive

Past perfect simple passive

The new truck **will be made** in Detroit.

Future simple passive

Production **should not be disrupted** by the strike.

Expense claims **must be submitted** before Friday.

Modal verbs (e.g., *might*, *could*) can also be used

in place of *will*.

Two executives **were dismissed** for breaching the company rules.

The survey on oil and gas prices **was conducted by** UniPoll.

Only transitive verbs (i.e., verbs that take an object) can use the passive.

When it is important to know who or what performed the action, use *by + agent*.

I usually **have my suit cleaned** once a month.

Use *have something done* for services that are done by others (e.g., *have your hair cut*, *have the office painted*).

This suit **needs cleaning**.

It is possible to use *need + -ing* for things that are necessary (e.g., *My hair needs cutting*, *This office needs painting*).

MINI TEST Passives

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Beginning next month, every laboratory worker in our research facility required to wear an ID badge at work.
(A) is being
(B) has been
(C) will be
(D) be
2. It seems that news of our plans to withdraw from the Asian market have to the press by someone within the company.
(A) been leaking
(B) be leaked
(C) leaking
(D) been leaked
3. Does anyone remember when exactly this air conditioning system , because it is not working properly and it could still be under warranty.
(A) was installed
(B) has been installed
(C) is being installed
(D) be installed
4. The new digital scanner has stopped working again, even though we only a week ago.
(A) had repaired it
(B) had it repaired
(C) have been repairing it
(D) were repairing it
5. The latest report compiled by the overseas marketing division found that many errors of judgment by senior management.
(A) had made
(B) be made
(C) were making
(D) had been made
6. Did you remember to ask the architect what building materials the interior walls made from?
(A) had
(B) were
(C) did
(D) be
7. The company's stock price has been significantly affected the poor figures announced in today's emergency shareholder meeting.
(A) in
(B) with
(C) by
(D) from
8. Although they were done only a week ago, these windows already need again because of all the dust from the construction site across the street.
(A) cleaned
(B) cleaning
(C) to be clean
(D) have cleaned
9. Unfortunately, the company was forced to pay compensation for the expensive vase that was during the company outing at the museum.
(A) disappeared
(B) broken
(C) collapsed
(D) fallen over
10. If you see any customers who look as if they are not then it is your responsibility to go and ask them if they need any assistance.
(A) be served
(B) been served
(C) have been served
(D) being served

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|--------------------|--------------------|--------------------|---------------------|
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| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Common Grammar “Traps” in the TOEIC® Test

Here are some of the most common grammar “traps” that are used in the TOEIC test.

Diane promised giving us a large discount.
Diane promised *to give* us a large discount.

Can you imagine *to own* your own company?
Can you imagine *owning* your own company?

Before I went in, I stopped *to read* the menu on the door.
Tim only stopped *reading* when he'd finished the whole book.

All *these* office furniture is *to be sold* at auction.
All *this* office furniture is *to be sold* at auction.

The flight *was arriving* from Sydney was delayed.
The flight *arriving* from Sydney was delayed.
The lecture *giving* this morning was very interesting.
The lecture *given* this morning was very interesting.

We were not offered *no* refreshments when we arrived.
We were not offered *any* refreshments when we arrived.

Kwon *said* us that the meeting in Seoul went well.
Kwon *told* us that the meeting in Seoul went well.

I have wanted *always* to be a civil engineer.
I have *always wanted* to be a civil engineer.

Liz works *the hardest than* anyone else in the office.
Liz works *harder than* anyone else in the office.

The number of recruits *have gone down* this year.
The number of recruits *has gone down* this year.

Most people were *interesting* in my presentation.
Most people were *interested* in my presentation.

That presentation was very *interested*.
That presentation was very *interesting*.

Some verbs take *to + infinitive* (e.g., *expect*, *pretend*, *manage*, *tend*).

Other verbs take the *-ing form* (e.g., *avoid*, *deny*, *imagine*, *mind*).

A few verbs take either *to + infinitive* or the *-ing form* (e.g., *remember*, *stop*, *regret*, *try*), with a difference in meaning.

Uncountable nouns take a singular verb form.

Watch out for present and past participles.

Avoid double negatives.

Check use of verbs in reported speech (*tell* someone, *say something*).

Be careful of word order.

Check form and use of comparatives and superlatives.

Make sure the subject and verb agree.

Use *-ed* adjectives to describe how we feel.

Use *-ing* adjectives to describe what makes us feel this way.



VOCABULARY

In this section you will practice the vocabulary you need to improve your score on Part 5 and Part 6 of the TOEIC® test.

These are the exercises you will cover:

Word Forms

choosing the correct part of speech (*nouns, verbs, adjectives, adverbs*)

Words with Similar Meanings

deciding between words that have similar meanings (*normal/usual/typical*, etc.)

Word Choice

identifying collocations to help select the correct word for the context

Dependent Prepositions

practicing dependent prepositions (*be responsible for, contribute to*, etc.)

Words that Look Alike

choosing from words that look similar

Transitional Words and Phrases

using words and phrases that connect clauses and sentences together (*nevertheless, besides, for instance*, etc.)

Phrasal Verbs

checking the meaning and use of common two-part and three-part phrasal verbs (*draw up, run out of*, etc.)

As you work through this *Vocabulary* section, try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Word Forms

An important skill in the TOEIC test is the ability to correctly identify which part of speech (verb, noun, adjective, and adverb) you need in order to complete a sentence. Study these examples of suffixes and how they affect the parts of speech.

These pills will help **strengthen** your immune system.
You need to learn how to **prioritize** your projects.
The storm is expected to **intensify** overnight.
All delegates should ensure they **register** before April.
Is it true that some foods may **aggravate** hay fever?

Plans for a **reduction** in income tax were welcomed.
Admittance to the research facility is strictly controlled.
The **independence** of the **senate** is vitally important.
Zara is our shift **supervisor** and Peter is the **accountant**.
A petroleum **geologist** will test the rock samples for oil.
Collection of membership fees is my **responsibility**.
Scoring first in the exam was a huge **accomplishment**.
Indecision and **forgetfulness** are my two weak points.

The soup was so **salty** it was almost **inedible**.
Brian is a very **resourceful** and **trustworthy** employee.
Their refusal to accept our offer is **understandable**.
I was **furious** at the **foolish** decision to increase spending.
The speech definitely had a **motivating** effect on the staff.
Steve Carrow's **tactical** knowledge of football is **legendary**.
Dana sent an **apologetic** letter explaining her resignation.

Time was short, so we **hurriedly** put together a proposal.
The garage smelled **faintly** of oil.
News of the merger was greeted **enthusiastically**.
All the apprentices tried **hard** to do **well** in the exam.

Verb suffixes

Used for actions, feelings, and events.
Common endings include **-en**, **-ize**, **-ify**,
-er, **-ate**.

Noun suffixes

Used for people, objects, and places.
Abstract nouns are especially common.
Endings may include **-tion**, **-ance**,
-ence, **-ate**, **-or**, **-ant**, **-ist**, **-ion**, **-ship**,
-ity, **-ment**, **-sion**, **-ness**.

Adjective suffixes

Used for describing nouns.
Adjectives come before nouns, but
after the verb **to be**.
Common endings include **-y**, **-ible**, **-ful**,
-worthy, **-al**, **-able**, **-ous**, **-ish**, **-ing**, **-ical**,
-ary, **-ic**.

Adverb suffixes

Used for describing verbs or
adjectives. Adverbs usually end in **-ly**
or **-ally**.

MINI TEST Word Forms

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. You might want to postpone your trip, since it is not to travel abroad if you are feeling sick.
(A) advise
(B) advice
(C) advisable
(D) advisedly
2. We need to think of some ways we can ourselves from the competition.
(A) differ
(B) difference
(C) different
(D) differentiate
3. This is the most critical part of the manufacturing process, so you should proceed as as possible.
(A) cautious
(B) cautiously
(C) caution
(D) cautionary
4. Although the monthly repayments on the loan will be significant, they should nevertheless be given our current earnings.
(A) manageable
(B) manageably
(C) managing
(D) management
5. The success of the conference was mainly due to the of several prominent experts, which certainly boosted the number present.
(A) involve
(B) involving
(C) involvement
(D) involved
6. However hard he tried, Derek could not the senior partners in the law firm to back his suggestion to advertise online.
(A) persuade
(B) persuasive
(C) persuasively
(D) persuading
7. When we saw the first edition of the magazine, we were all very impressed by the quality of the printing, which our expectations.
(A) excessive
(B) exceeded
(C) exceeding
(D) excessively
8. One of the best features of the company is that at the end of each financial year a portion of the profits is shared among the workers.
(A) equal
(B) equality
(C) equally
(D) equalize
9. To reduce profits in order to support the local coffee growers in the region was a decision that paid off in the long term.
(A) strategy
(B) strategic
(C) strategize
(D) strategically
10. TWH Telecommunications has always enjoyed an enviable reputation at the forefront of the industry for enterprise and
(A) innovate
(B) innovatively
(C) innovating
(D) innovation

1. (A) (B) (C) (D)

4. (A) (B) (C) (D)

7. (A) (B) (C) (D)

10. (A) (B) (C) (D)

2. (A) (B) (C) (D)

5. (A) (B) (C) (D)

8. (A) (B) (C) (D)

3. (A) (B) (C) (D)

6. (A) (B) (C) (D)

9. (A) (B) (C) (D)

Score /10

Words with Similar Meanings

Some questions test your knowledge of vocabulary by focusing on words that have the same or similar meanings. Study these examples.

Such high temperatures are not **normal/usual/typical** for this time of year.

It took a while for things to get back to **normal** after the company relocated its offices.

Despite the warnings of a typhoon, most stores were open for business as **usual**.

This example is **typical** of the kind of work we do here at MCM Systems.

I think it would be much better if we didn't **say** anything, and just listened.

Martine asked to **speak** to you urgently, so please call her back as soon as possible.

Before we approve the plan, I think we need to **talk** about the risks in more detail.

Could you please **tell** me what room the sales meeting is in this afternoon?

Words that have the same meaning are called **synonyms**. They can often be used interchangeably.

However, the exact meaning, and the structure of the sentence, may affect which words are possible.

Words with similar meanings are often used in different ways.

Common words with similar meanings

Here are some groups of common words you need to be familiar with. Go online to www.pass-the-toeic-test.com to review the difference in their use and meaning.

accomplish/fulfill/perform/realize	keep/obtain/stay/remain
account for/explain/justify/defend	look/see/observe/make out
act/perform/accomplish/achieve	merchandise/goods/products/produce
admit/acknowledge/accept/disclose	precious/expensive/valuable/luxurious
allow/permit/let/consent	price/value/worth/cost
attend/accompany/escort/guide	promotion/sponsorship/advertising/backing
blockage/complication/obstacle/barrier	raise/rise/elevate/ascend
code/policy/rule/regulation	refuse/reject/decline/disallow
confess/acknowledge/admit/declare	regard/consider/think/believe
decline/reduce/decrease/deteriorate	release/dismiss/resign/quit
develop/expand/elaborate/enhance	remind/remember/retain/repeat
disadvantage/drawback/obstacle/downside	sample/example/model/specimen
discipline/order/instruction/demand	stock/delivery/batch/shipment
equal/same/even/identical	supply/stock/store/reserve
exchange/change/trade/barter	trip/voyage/tour/trek
frequent/numerous/several/common	two/twice/double/dual
imply/involve/mean/require	work/employment/service/vocation

MINI TEST Words with Similar Meanings

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Bad traffic meant that Troy was two hours late getting to the meeting, but he experienced no such problems on his return
(A) tour
(B) trek
(C) trip
(D) voyage
2. Due to the number of accidents in recent months, we intend to review our workplace health and safety of practice.
(A) code
(B) rule
(C) policy
(D) regulation
3. Since all the applicants for the job had qualifications, we decided to interview each one in order to choose from among them.
(A) same
(B) even
(C) equal
(D) identical
4. We are one of the hospitality industry's leading fresh suppliers, delivering fruit and vegetables daily to hotels across the country.
(A) merchandise
(B) produce
(C) goods
(D) products
5. The players were not happy with the referee's explanation of why the goal had been
(A) refused
(B) disallowed
(C) rejected
(D) declined
6. Since it was Trevor's first overseas sales presentation, the director sent a colleague to him on his trip to Qatar.
(A) accompany
(B) attend
(C) escort
(D) guide
7. Charged with stealing over \$5,000 from the hotel's safe, the thief finally after three hours of questioning in police custody.
(A) admitted
(B) acknowledged
(C) confessed
(D) declared
8. As soon as Jim began teaching history at college, he instantly felt that he had found his true
(A) employment
(B) service
(C) vocation
(D) work
9. To protect the president during his visit, were placed along the route his limousine would take through the city.
(A) barriers
(B) obstacles
(C) blockages
(D) complications
10. During the five years that Denni worked in India, she a great deal, establishing many important new contacts.
(A) fulfilled
(B) accomplished
(C) performed
(D) realized

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|--------------------|--------------------|--------------------|---------------------|
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| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Word Choice

Some questions focus on words that are the same part of speech, but have different meanings. Recognizing collocations (words that go together) can help you choose the correct word.

You drive a very **hard bargain**.
It is time to make some **tough decisions**.
Quitting my last job was a **terrible mistake**.

Ask for a refund if you are not **completely satisfied**.
We were all **utterly devastated** by the huge losses.
This property is **strongly recommended** as an investment.

It is not easy to decide so please **choose carefully**.
I **waited anxiously** for the taxi to arrive.
Investors **took** the news of the merger very **badly**.

Consumer confidence is at an all-time low.
It is **company policy** to prosecute all shoplifters.
We need to increase our **market share**.

Adjective + noun collocation

heavy rain/traffic/snow/losses
high quality/speed/cost/standard
major factor/concern/investor/issue

Adverb + adjective collocation

deeply moved/divided/committed
absolutely convinced/astonished/appalled
highly unusual/competitive/controversial

Verb + adverb collocation

agree completely/unanimously/reluctantly
remember distinctly/vaguely/rightly
change significantly/fundamentally/constantly

Noun + noun collocation

advertising campaign, brand awareness, business trip, human resources, interest rate, job satisfaction, market forces, quality control, sales figures, staff turnover, takeover bid

Verb + noun collocations

attach	a file/importance to	get	a job/permission/a message/a raise
break	a habit/the law/a record	give	advice/someone a hand/a lecture
catch	a cab/someone's eye/the flu/fire	go	bankrupt/into partnership/abroad
cause	alarm/damage/concern	have	an argument/a break/doubts/an impact on/second thoughts
change	your mind/clothes/jobs/money	keep	a promise/control/quiet/in touch/your word
close	a deal/a meeting/a conference	make	a deal/progress/an effort/a difference
come	to an agreement/to a decision	pay	a fine/interest/the bill/by credit card/cash
do	business/your best/a deal/ an experiment/research	save	energy/money/time/space
draw	conclusions/attention to/a distinction between	take	notes/a look/a break/advantage/a chance/ responsibility
gain	recognition for/access to/an advantage	win	approval/a trophy/a vote/a contract/respect

MINI TEST Word Choice

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. The project did not receive investment funding due to the projected costs and poor sales forecasts.
(A) grand
(B) large
(C) high
(D) bulky
2. Two months after the meeting, and with no notes to refer to, Paola could only remember the details of the contract.
(A) loosely
(B) vaguely
(C) softly
(D) delicately
3. The change in policy means that many workers who are uninsured will still be able to access to quality healthcare.
(A) grant
(B) gain
(C) give
(D) expand
4. The government refused to take responsibility for the decrease in output and productivity, blaming market instead.
(A) issues
(B) figures
(C) reasons
(D) forces
5. Despite setbacks suffered in recent months, Harco Inc. remains committed to meeting its production targets within budget.
(A) deeply
(B) acutely
(C) practically
(D) notably
6. Because time was short, Kevin promised his line manager he would take a at the report that evening.
(A) preview
(B) hint
(C) look
(D) study
7. More customers started coming to the restaurant thanks to a very effective advertising in the local media.
(A) scheme
(B) campaign
(C) boost
(D) deal
8. Don't you think it is highly for someone to have such an important job at such a young age?
(A) remarkable
(B) appealing
(C) foolish
(D) unusual
9. The architects were forced to change their plans in order to secure planning approval for the property development.
(A) unanimously
(B) significantly
(C) intensely
(D) originally
10. Although the shipment was sent a week ago, whether it will arrive in time for the exhibition remains a concern.
(A) strong
(B) major
(C) foremost
(D) leading

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Dependent Prepositions

Prepositions that always follow certain nouns, verbs, and adjectives are called dependent prepositions. These are common in the TOEIC test. Study these examples.

Nouns + Prepositions

advantage, awareness, cause, combination, danger, effect, example, idea, indication, kind, knowledge, opinion, part, possibility, price, probability, process, quality, result, source, supply, understanding, use, variety

+ of

appointment, agreement, contact, connection, contract, dealings, involvement, meeting, negotiations, problem, satisfaction

+ with

belief, change, decrease, experience, improvement, increase, interest, participation, rise

+ in

cure, demand, excuse, explanation, idea, need, reason, reputation, responsibility, time

+ for

approach, contribution, exception, solution

+ to

effect, impact, influence, reliance

+ on

information, truth

+ about

Adjectives/Participles + Prepositions

afraid, aware, capable, certain, conscious, frightened, full, ignorant, made, proud, short, sick, sure, tired, typical

+ of

amazed, annoyed, astonished, concerned, disappointed, excited, impressed, inspired, shocked, surprised

+ by

anxious, careless, concerned, confused, enthusiastic, excited, happy, optimistic, sorry

+ about

acquainted, angry, annoyed, bored, compatible, content, disappointed, impressed, pleased, satisfied, unfamiliar

+ with

disappointed, involved, interested, proficient, rich, specialized, successful

+ in

accustomed, attached, essential, identical, inferior, preferable, related, similar, superior

+ to

amazed, astonished, expert, frustrated, good, surprised, terrible, useless

+ at

eager, concerned, eligible, famous, necessary, ready, responsible, suitable

+ for

based, dependent, insistent

+ on

Verbs + Prepositions

differ, emerge, escape, learn, recover, retire, separate, suffer, withdraw

+ from

agree, begin, chat, compete, consult, cooperate, deal, fill, interfere, provide, replace

+ with

agree, compliment, concentrate, count, decide, depend, insist, plan, rely, spend

+ on

account, apologize, apply, check, forgive, hope, pay, prepare, search, stand, wait, wish

+ for

believe, engage, invest, participate, result, specialize, succeed

+ in

accuse (someone), approve, consist, dream, think

+ of

Other Expressions

according to, ahead of, along with, because of, by means of, due to, in addition to, in case of, in charge of, in favor of, in place of, in spite of, in the event of, in the habit of, instead of, on account of, on behalf of, prior to, regardless of, thanks to, together with

MINI TEST Dependent Prepositions

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. Scientists decided to conduct further experiments to increase their understanding the drug's benefits.
(A) on
(B) in
(C) to
(D) of
2. The design of this line of jewelry is inspired ancient artifacts found in the tombs of Egyptian pharaohs.
(A) in
(B) by
(C) for
(D) at
3. We need someone we know we can count to supervise our overseas operations.
(A) with
(B) to
(C) on
(D) for
4. Please make sure that you are all familiar the location of the emergency exits in case there is a fire.
(A) in
(B) for
(C) to
(D) with
5. Gavin knew he had to voice his reservations over the shortfall in the pension funds, regardless the consequences to his career.
(A) of
(B) about
(C) over
(D) with
6. The meal preparation was very good, and everyone was impressed the efficient yet unobtrusive service.
(A) in
(B) by
(C) for
(D) on
7. Mr. Saito warned us not to interfere the negotiations, as matters were at a very delicate stage.
(A) for
(B) by
(C) with
(D) from
8. The full participation of all industrialized nations is absolutely essential the success of the discussions on climate change.
(A) at
(B) to
(C) with
(D) by
9. We decided to take a somewhat unorthodox approach the parking problem by forbidding employees from arriving by car.
(A) with
(B) to
(C) for
(D) by
10. The company is highly specialized the field of chemical and biochemical fingerprint analysis.
(A) in
(B) for
(C) at
(D) over

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| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Words that Look Alike

Some questions test your ability to choose between words that look similar. Study these examples.

Same prefix	Words can look alike if they share the same prefix. <i>overview, overactive, overdose, overdraft</i>
Same suffix	Words can look alike if they share the same suffix. <i>inscribe, describe, transcribe, subscribe</i>
Same root	Words can look alike if they share the same root. <i>attained, maintained, detained, retained</i>
Similar spelling	Some words may look alike because they are spelled in a similar way. <i>consul, council, convey, consult</i>
Adverbs	Many adverbs look alike. <i>equally, evenly, ever, even</i>

Prefixes

The following prefixes mean “the opposite of”

dis- *disgraceful, dishonest, dissatisfaction*
in- *incompatible, inadequate, inept*
un- *unwilling, unrealistic, unemployed*
im- (before m and p) *impossible, impractical, impatient*
il- (before l) *illogical, illegible*
ir- (before r) *irrelevant, irresponsible*

Other prefixes have different meanings

anti- (against) *antibiotic, antisocial*
auto- (self/by itself) *autobiography, automatic*
bi- (two) *bilateral, biannual*
co- (together) *cooperate, co-sign*
mis- (badly or wrongly) *misjudge, misfortune*
multi- (having many) *multinational, multilingual*
semi- (half or in part) *semi-retired, semiconscious*
post- (after) *post-2012, post-mortem*
re- (again) *reaction, readjust*

Suffixes

Adjectives

-al (relating to) *commercial, influential*
-ful (full of) *dutiful, shameful*
-less (without) *thoughtless, homeless*
-ible/-able (able to) *visible, reliable*
-ous (containing) *anxious, courageous*
-ic (relating to) *scientific, metallic*

Nouns

-ion (state/condition) *election, discussion*
-ation (state/condition) *information, inspiration*
-ment (process/state of) *employment, refreshment*
-ance (state/condition) *appearance, acceptance*
-ity (state of/quality of) *publicity, authenticity*

Verbs

-en (to become) *strengthen, sweeten*
-ize (to make) *apologize, sterilize*
-ate (to make) *activate, commiserate*
-fy (to make) *specify, simplify*

Adverbs

-ly (in the manner of) *fortunately, busily*

MINI TEST Words that Look Alike

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. It came as something of a shock when three members of the steering committee announced their from the company.
(A) designation
(B) resignation
(C) signification
(D) integration
2. If you need more time to develop this idea into a workable proposition, then just ask for an
(A) intention
(B) pretension
(C) extension
(D) contention
3. Nobody was exactly sure how the new procedures would the day-to-day running of the company.
(A) accept
(B) affect
(C) effect
(D) object
4. Since the faulty smoke alarm caused so much disruption to our business, do you think we might be entitled to some?
(A) cooperation
(B) contemplation
(C) compensation
(D) collaboration
5. All workers on the factory floor must wear protective boots and safety goggles, and there can be no to this rule.
(A) excesses
(B) exceptions
(C) expectations
(D) excuses
6. As part of your preparation for the final exam, I would like you to all your work for the last three months.
(A) restrict
(B) reveal
(C) review
(D) reject
7. The bus company would not have been able to continue service to local communities without a large from the government.
(A) substitute
(B) subscription
(C) subsidy
(D) substance
8. The rough seas and bad weather did not from our enjoyment of the cruise at all.
(A) detract
(B) retract
(C) contract
(D) distract
9. All must report to the reception desk on arrival, where they will be given an identification badge and security pass.
(A) personals
(B) personnel
(C) personalities
(D) persons
10. We have over two hours left, so we should be able to finish this and get things ready in time for when the client arrives.
(A) easily
(B) evenly
(C) equally
(D) every

- | | | | |
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| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Transitional Words and Phrases

Transitional words and phrases connect ideas within sentences and paragraphs. Study these examples to understand their meaning and use.

We unloaded the cargo **as soon as** we reached the harbor.
Mr. Jones was suspended and **subsequently** dismissed.
I was not sure **at first** how I could explain the situation.

Time

after, afterward, as soon as, at first/last, before (long), currently, during, immediately, in the end, meanwhile, recently, subsequently

Now that everyone is here, I will begin the presentation.
The study was rejected **because** the data was inaccurate.
I was given a bonus **because of** my superb sales record.
Since Adam started work late, he did not stop until nine.

Cause/Effect

accordingly, as a result, because (of), consequently, due to, for this reason, hence, now that, since, so, therefore

I would like a coffee, and maybe a piece of cake **as well**.
Besides the website design, what else did you discuss?
Not only was the meal tasty, **but also** it was cheap.

Addition

also, as well (as), besides, furthermore, in addition, moreover, not only...but also

The talk was not dull. **On the contrary**, it was interesting.
John wore a stylish suit, so I looked plain **by comparison**.
Why don't you stop work and do something else **instead**?

Contrast

alternatively, by comparison, conversely, even so, however, in contrast, instead, on the contrary

Sales fell in the recession and **likewise** so did our profits.

Comparison

in the same way, likewise, similarly

It was very cloudy, but **at least** it was not cold.
Even though I did not win, I enjoyed the award ceremony.
The committee passed the bill, **despite** local opposition.
I may not be on time, but **in any case** you need not wait.

Concession

after all, although, at any rate, at least, despite, even though, in any case, in spite of, nevertheless, still, while, yet

Did Lisa say **if/whether** she will be at the meeting (or not)?
Unless there is a problem, I will see you later for coffee.
Pets are welcome **provided that** they are kept on a leash.

Condition

if...or, on condition that, provided that, unless, whether...or

In brief, I advise we accept the proposal without delay.
Can I take a few moments **to sum up** the main points?

Summary

finally, in brief, in conclusion, therefore, to sum up

One candidate did particularly well, **namely** Zhera.

Example

for example, for instance, namely

Jane is off sick. **In other words**, she is not at work.

Paraphrase

in other words, that is, that is to say

Thank you for coming, **especially** those from overseas.

Detail

especially, in particular, specifically

As a rule, pay scales have not kept up with inflation.

Generalization

as a rule, for the most part, generally speaking, ordinarily

MINI TEST Transitional Words and Phrases

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. The ink cartridges for the new office printer are more expensive and our printing costs are now higher.
(A) as
(B) due to
(C) consequently
(D) now that
2. leasing to independent operators, we also have a large range of trucks and trailers for sale.
(A) In spite of
(B) Besides
(C) Moreover
(D) However
3. Mr. Garcia is in an important meeting with a client and will not be able to see you for another hour or so, I'm afraid.
(A) recently
(B) subsequently
(C) currently
(D) before long
4. The weather forecast for the week was terrible, but we decided to go ahead with our planned trip to the beach.
(A) likewise
(B) even so
(C) nevertheless
(D) alternatively
5. we appreciate all your hard work over recent months, we cannot unfortunately extend your contract beyond the end of July.
(A) While
(B) After all
(C) Despite
(D) Likewise
6. This morning's seminar on group dynamics should start promptly at nine o'clock, all the participants have already arrived.
(A) unless
(B) since
(C) yet
(D) whether
7. You will be promoted to Pay Grade 7 at the end of the year, you have fulfilled all the necessary criteria and met your targets.
(A) provided that
(B) whether
(C) also
(D) similarly
8. The chairman does not address new trainees at the start of each year, but this time is an exception.
(A) especially
(B) ordinarily
(C) namely
(D) conversely
9. There are a few points in your estimate that I would like to query, the distribution costs and delivery times.
(A) in particular
(B) as a rule
(C) in any case
(D) even so
10. Shaun was worried about finding a parking place at the stadium, but it was not a problem as the event was not very well-attended.
(A) on the other hand
(B) as a result
(C) at last
(D) in the end

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

Phrasal Verbs

A phrasal verb is a verb followed by one or more prepositions or adverbs that change its meaning. Sometimes the meaning is clear (e.g., *Please sit down over there*). However, usually it is not possible to guess the meaning. Study these examples of common phrasal verbs.

Two-part phrasal verbs

The company will **bring out** a new model in the spring.

Please do not **bring up** that issue at the meeting.

A team of specialists will **carry out** a full review next month.

During the recession we had to **cut back** production.

Can you please **draw up** a revised proposal by Monday?

I am relying on you so please do not **let me down**.

We need to **pay off** this loan before we can expand further.

We'll **put off** our trip if we have not saved enough money.

How do you suggest we **sort out** this problem?

I was asked to **take over** the running of the sales department.

launch

mention

perform

reduce/decrease

prepare/compose

disappoint

pay a debt in full

postpone

resolvedeal with

assume control of

Go to www.pass-the-toeic-test.com to practice these two-part phrasal verbs: *break down, build up, call for, call off, come across, cut down, deal with, get along, get at, get by, get over, give up, hand in, head for, hold up, keep on, look into, look through, put by, run into, set off, set out, speak out, take after, take up, turn down, show up, work out*

Three-part phrasal verbs

Once the contract is signed, we cannot **back out of** the deal.

Let's try to **come up with** an answer to this problem soon.

Some people say we should **do away with** nuclear power.

I need to **get on with** this work or I will not finish in time.

They promised they would not **go back on** their word.

Do you think the company will **go out of** business?

withdraw from

find

remove/eliminate

continue

break a promise

go bankrupt

Go to www.pass-the-toeic-test.com to practice these three-part phrasal verbs: *come down with, come up against, drop out of, get around to, get away with, get out of, go up against, keep up with, live up to, look down on, look forward to, look out for, make up for, put up with, stand up for*

MINI TEST Phrasal Verbs

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

1. The board decided to its decision to close the plant, and instead announced an ambitious plan for expansion.
(A) get back to
(B) get along with
(C) go back on
(D) go out of
2. Production has increased nearly 8 percent since Sarah the role of shift supervisor.
(A) cut back
(B) held up
(C) took over
(D) worked out
3. On completion of the survey, plans will be for your approval before any work begins.
(A) broken up
(B) held up
(C) called up
(D) drawn up
4. In order to the power failure during the show, the entire audience was offered complimentary tickets for another performance.
(A) make up for
(B) put up with
(C) come around to
(D) drop out of
5. Why is it that when politicians make a bad decision they try to it by blaming everyone around them?
(A) get on with
(B) get up to
(C) get around to
(D) get away with
6. As profits grew, the company was finally able to its debt and move into the black.
(A) put off
(B) pay off
(C) pack up
(D) pass out
7. This schedule is very tight so we all have to our responsibilities efficiently, which means on time and within budget.
(A) carry out
(B) bring out
(C) get out
(D) hand out
8. Redevelopment of the industrial site was delayed when property developers strong objections from the local community.
(A) looked out for
(B) headed for
(C) got out of
(D) came up against
9. The new wind turbines will provide enough power for the entire factory, and should our reliance on coal and gas.
(A) run out of
(B) do away with
(C) go up against
(D) stand up for
10. The team played well, but was by a number of poor refereeing decisions toward the end of the game.
(A) let down
(B) taken up
(C) built up
(D) called off

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

4. (A) (B) (C) (D)

5. (A) (B) (C) (D)

6. (A) (B) (C) (D)

7. (A) (B) (C) (D) 10. (A) (B) (C) (D)

8. (A) (B) (C) (D)

9. (A) (B) (C) (D)

Score /10

PART 5

INCOMPLETE SENTENCES

This part of the TOEIC® test consists of 40 sentences, each with a missing word or phrase. Below each sentence are four answer choices. You must choose the answer that best completes the sentence. The sentences test your knowledge and usage of grammar and vocabulary.

The sentences vary in length and cover a wide range of work-related contexts. They are intended to represent the type of formal, written English that is common in the world of work. For this reason, the sentences do not contain any contractions or examples of informal language that you may hear in the Listening Comprehension section.

QUICK CHECK

- How many questions are in this part of the TOEIC test?
- What language areas are being tested?
- How many answer choices are there for each question?
- How does the language differ from the Listening Comprehension section?

You may find it useful to review the Grammar and Vocabulary sections before you start.



TRY IT OUT

Directions

Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer.

EXAMPLE

By the time we at the market research seminar, the first presentation had already begun.

- (A) arrive
- (B) will arrive
- (C) arrived
- (D) arriving

(A) (B) (C) (D)

The correct answer is answer choice (C), "arrived." Only the past simple tense of the verb *arrive* correctly completes this sentence. You should mark answer choice (C).

1. Due to the horrendous weather, the was made to postpone the meeting.
 - (A) consequence
 - (B) verdict
 - (C) result
 - (D) decision
2. May I be the first to congratulate you on your to the Steering Committee?
 - (A) ejection
 - (B) election
 - (C) exception
 - (D) extension
3. The delegates were disappointed that the hotel was a long way from the conference.
 - (A) so
 - (B) very
 - (C) such
 - (D) too
4. I am informed that GXL Engineering will soon announce an expansion into Europe.
 - (A) reliable
 - (B) relying
 - (C) reliably
 - (D) reliant
5. Could you tell Sue Haig that if we the delivery by noon we will cancel the order.
 - (A) will not have received
 - (B) do not receive
 - (C) were not receiving
 - (D) had not received
6. Is this the candidate résumé you forwarded to me in an e-mail?
 - (A) who
 - (B) whom
 - (C) whose
 - (D) which

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)

3. (A) (B) (C) (D)
4. (A) (B) (C) (D)

5. (A) (B) (C) (D)
6. (A) (B) (C) (D)

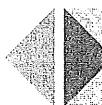
7. Every item displayed in the window is reduced by 50 percent as part of this season's sales
(A) operation
(B) campaign
(C) movement
(D) pressure
8. Do you have any idea when you will get around reviewing our application for a building permit?
(A) to
(B) at
(C) in
(D) about
9. Technicians employed in the aerospace industry tend to be skilled and very well qualified.
(A) highly
(B) greatly
(C) wholly
(D) vastly
10. Dr. Cheng will not be here until tomorrow, so you have to worry about the presentation yet.
(A) do not
(B) could not
(C) cannot
(D) must not
11. After her excellent work, the decision to promote Erika to the position of came as no surprise.
(A) supervisory
(B) supervisor
(C) supervision
(D) supervise
12. In the ten years that the company has been trading, we have an excellent reputation for both quality and customer service.
(A) gained
(B) granted
(C) proved
(D) prospered
13. To avoid any public fears, reports of financial mismanagement need to be dealt quickly.
(A) to
(B) with
(C) about
(D) in
14. the high cost of replacing the machinery in the assembly plant, management felt there was no alternative.
(A) Moreover
(B) However
(C) Despite
(D) Besides
15. Mr. Garstang announced that the construction work was expected to be in the early spring.
(A) completed
(B) completion
(C) completes
(D) completing
16. It sometimes feels as if there are not hours in the day to complete all this work.
(A) still
(B) enough
(C) hardly
(D) many

- | | | | |
|--------------------|---------------------|---------------------|---------------------|
| 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) | 13. (A) (B) (C) (D) | 16. (A) (B) (C) (D) |
| 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) | 14. (A) (B) (C) (D) | |
| 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) | 15. (A) (B) (C) (D) | |

- 17.** After just three months, Tracy had established herself as one of the most managers the company had ever had.
(A) popularity
(B) popularly
(C) popularize
(D) popular
- 18.** We can resolve the issues confronting us only by working together to ensure further progress.
(A) generally
(B) virtually
(C) closely
(D) strictly
- 19.** This digital camera was dropped on the factory floor during an inspection, and now it is utterly
(A) hopeless
(B) selfless
(C) useless
(D) careless
- 20.** Please do not to get in touch with either my colleagues or me if you have any further queries.
(A) hesitate
(B) to hesitate
(C) hesitating
(D) hesitation
- 21.** One of the most important in this job is to liaise with customers and accurately identify their requirements.
(A) occupations
(B) parts
(C) roles
(D) functions
- 22.** Mrs. Ueyama confirmed that rather than going to an employment agency she had decided to advertise for extra staff
(A) her
(B) hers
(C) herself
(D) she
- 23.** This year the award for Best New Business goes to Healy Graphics their superb work in online publishing and web development.
(A) to
(B) for
(C) in
(D) at
- 24.** To be honest, nobody at the meeting seemed especially about the company's decision to relocate to New York.
(A) enthusiasm
(B) enthusiastic
(C) enthusiastically
(D) enthusiast

- | | | |
|----------------------------|----------------------------|----------------------------|
| 17. (A) (B) (C) (D) | 20. (A) (B) (C) (D) | 23. (A) (B) (C) (D) |
| 18. (A) (B) (C) (D) | 21. (A) (B) (C) (D) | 24. (A) (B) (C) (D) |
| 19. (A) (B) (C) (D) | 22. (A) (B) (C) (D) | |

Score /24



STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 5 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1

Quickly read the sentence and look at the answer choices. Decide if the language focus is grammar or vocabulary, and then try to identify exactly what the item is testing.

Grammar often tested...

word choice
modal verbs
relative clauses
conditionals
pronouns and determiners
verb forms and tenses
passives

Vocabulary often tested...

word forms
words with similar meanings
word choice
dependent prepositions
words that look alike
transitional words and phrases
phrasal verbs

2

Read the sentence again carefully. First, think about the meaning of the sentence as a whole. Then focus on the missing word or phrase.

- Ask yourself what kind of word or phrase you need to complete the sentence (a modal verb, a noun, etc.).
- Pay close attention to the words that come before and after the blank space. These words often provide context clues that will help you identify the correct answer choice.



Look at the answer choices and identify the part of speech and meaning of each one.

Eliminate any you are sure are incorrect. If you can't decide between two or more options, read the sentence silently to yourself with each answer choice in place.

Which one "sounds" right?



Mark your answer.

1.1

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

I would like to express my sincere gratitude to every member of the event management team behalf of all of us at Hido Associates.

- (A) on
- (B) about
- (C) at
- (D) among

[] Grammar

[✓] Vocabulary *prepositions*

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (B)
- (C)
- (D)

1.2

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

As soon as they heard the fire alarm, everyone in the building stopped what they were doing and hurried outside.

- (A) instantaneous
- (B) instantly
- (C) instant
- (D) instance

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

Practice 2

1.1

 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

Despite Dr. Kieran's excellent qualifications, and his very impressive track record in systems design, the position of Senior Analyst to an external candidate.

- (A) is giving
- (B) had given
- (C) was given
- (D) will give

Grammar

Vocabulary

 Read the sentence again carefully. Study the words that come before and after the blank.

Try to identify which phrase you need to complete the sentence.

 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice "sounds" right.

 Mark your answer.

- (A)
- (B)
- (C)
- (D)

1.2

 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

This tribunal ruled that the company's of employee safety was to blame for the accident at the manufacturing plant.

- (A) disrepair
- (B) disregard
- (C) disrepute
- (D) discount

Grammar

Vocabulary

 Read the sentence again carefully. Study the words that come before and after the blank.

Try to identify which word you need to complete the sentence.

 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice "sounds" right.

 Mark your answer.

- (A)
- (B)
- (C)
- (D)

PART 5 STEPS TO SUCCESS Practice 3

1.1

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

Is there a period after the signing of the credit agreement during it is possible to cancel the contract?

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

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

1.2

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

..... in 1958 by Wayne Saunders, the Springfield Institute of Art has grown to become one of the most influential and prestigious art schools in the country.

- (A) Found
- (B) Founding
- (C) Founded
- (D) Having founded

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come after the blank. Try to identify which word or phrase you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

Practice 4

1.1

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

After struggling to overcome mounting debts for more than two years, the decision was finally made to close the business and for bankruptcy.

- (A) request
- (B) discontinue
- (C) file
- (D) adhere

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

1.2

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

No examinee will be allowed to take the test he or she has first completed form VX12, and provided proof of identity.

- (A) unless
- (B) except
- (C) however
- (D) yet

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

1.1

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

The fact that the software program keeps crashing suggests that it been installed correctly.

- (A) might not have
- (B) did not have
- (C) had better not
- (D) should not have

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which phrase you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

1.2

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

It was clear to everyone that the small meeting room was for such a large gathering, so we relocated to the boardroom.

- (A) inscrutable
- (B) unsuitable
- (C) indisputable
- (D) irrefutable

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A)
- (B)
- (C)
- (D)

Strategy Review and Tips

Strategy Review Reading Test – Part 5

Remember, in the test...

Read the whole sentence carefully. Do not stop when you see the blank. This will help you to get an idea of the context.

Decide if the focus is grammar or vocabulary. Then look more closely and ask yourself what exactly is being tested.

Look at the words before and after the blank and try to identify the part of speech, and the meaning, of the missing word or phrase.

Eliminate any answers that you are sure are wrong.

If you are not sure about the answer, don't waste time. Decide quickly and move on to the next item.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

“I always go through Part 5 twice. The first time, I go as fast as I can. If I don’t immediately know the answer to a question, I leave it and move on. When I finish, I go back to the more difficult questions that I didn’t answer and give myself 10 seconds to think about each one before making a guess.”

Misaki Arai

“Don’t waste time thinking about answers you’re not sure of. If you don’t know the answer after 5 seconds, the chances are you probably won’t know the answer after 25 seconds. Just make a guess and keep going.”

Chang Liu

“Just eliminate as many answer choices as you can, and then see what options are left. That will give you the best possible chance of getting the correct answer.”

Abrial Martin

“You have to manage your time well in Part 5. It’s easy to get distracted and use up too much time. If you spend longer than you should on this part, then you’ll run out of time later in Part 7.”

Choi Yoo-Hyung

Review Test

Directions: Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer.

1. No personnel are to be admitted to the test laboratory at any time.
(A) inauthentic
(B) unauthorized
(C) authoritative
(D) authenticated
2. It is not always easy to determine the best of action during these difficult times.
(A) route
(B) pathway
(C) track
(D) course
3. I am afraid we cannot answer your query at the present time, as the person you need to speak to is away on vacation.
(A) what
(B) which
(C) who
(D) whose
4. I have known Mr. Johansen for many years, and I consider him to be one of my friends.
(A) closest
(B) nearest
(C) longest
(D) strongest
5. Your complaint has been passed on to a customer service and will be dealt with shortly.
(A) representation
(B) represent
(C) representing
(D) representative
6. When news of the merger was announced, employees at companies were relieved to hear that their jobs would be secure.
(A) each
(B) every
(C) both
(D) any
7. For your own safety, please remain seated until the plane to a complete stop.
(A) comes
(B) is coming
(C) will come
(D) to come
8. Please note that any packages that need to be sent urgently should be labeled "Priority Mail."
(A) clear
(B) cleared
(C) clearing
(D) clearly
9. Although the store was not due to open for 30 minutes, a large group of shoppers was beginning to gather at the entrance.
(A) yet
(B) already
(C) even
(D) ever
10. If we are to succeed in meeting these tight deadlines then we need to get the whole team from the very beginning.
(A) absorbed
(B) required
(C) involved
(D) appealed

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | |

11. After a great deal of legal maneuvering, Sacker Industries has finally accepted full for the spill at the chemical factory.
- (A) reliability
 (B) dependability
 (C) responsibility
 (D) accountability
12. Do you agree that senior managers always receive a bonus, irrespective of their performance?
- (A) should
 (B) could
 (C) will
 (D) might
13. The museum directors say the decision to cancel the controversial art exhibition was entirely , and was not due to political pressure.
- (A) they
 (B) them
 (C) theirs
 (D) their
14. I hope that I will be able to concentrate fully work this week, without any interruptions.
- (A) on
 (B) to
 (C) at
 (D) with
15. We need to plan our truck deliveries as as possible every morning in order to reduce any unnecessary mileage.
- (A) careful
 (B) carefully
 (C) caring
 (D) care
16. Frances spent a lot of time looking for the keys to the top drawer of her desk, but she could not find them
- (A) nowhere
 (B) somewhere
 (C) anywhere
 (D) everywhere
17. While I am away on vacation, please do not call me it is an absolute emergency and there is no alternative.
- (A) unless
 (B) in case
 (C) except
 (D) apart
18. You have my that we will do everything in our power to make sure the operation is a success.
- (A) pledge
 (B) assurance
 (C) oath
 (D) declaration
19. I wonder if Cheryl would mind the minutes of the next review meeting?
- (A) to take
 (B) take
 (C) taking
 (D) taken
20. The web development review meeting will take place as in Meeting Room 4.
- (A) always
 (B) regularly
 (C) sometimes
 (D) yet
21. The inquiry concluded that any damage done to the equipment had been entirely , so no further action was necessary.
- (A) improper
 (B) unintentional
 (C) inappropriate
 (D) misadvised

- | | | | |
|---------------------|---------------------|---------------------|---------------------|
| 11. (A) (B) (C) (D) | 14. (A) (B) (C) (D) | 17. (A) (B) (C) (D) | 20. (A) (B) (C) (D) |
| 12. (A) (B) (C) (D) | 15. (A) (B) (C) (D) | 18. (A) (B) (C) (D) | 21. (A) (B) (C) (D) |
| 13. (A) (B) (C) (D) | 16. (A) (B) (C) (D) | 19. (A) (B) (C) (D) | |

22. If they agree to our proposal and make a payment of 50 percent in advance, then we not need to ask the bank for a loan.
- (A) are
 (B) will
 (C) have
 (D) were
23. So many people were crammed into the lecture hall that it was to see the presenter.
- (A) hardly
 (B) harden
 (C) hard
 (D) hardest
24. At this stage, it is impossible to say the new drug will be more effective in the treatment of disease or not.
- (A) whether
 (B) although
 (C) even if
 (D) while
25. Shareholders called on the company to show in the upcoming round of discussions of pay for senior executives.
- (A) attention
 (B) vigilance
 (C) limit
 (D) restraint
26. Due to the high cost of parts and labor, electronic items such as cell phones and printers are often deemed to repair if they develop a fault.
- (A) unimpressive
 (B) uneconomical
 (C) unrewarding
 (D) unyielding
27. The quote that we submitted to the purchasing committee last week is fully of all sales taxes and other charges.
- (A) inclusive
 (B) inclusively
 (C) included
 (D) inclusivity
28. Those to apply for the position of Marketing Executive should send their résumé together with any supporting documentation to the address above.
- (A) craving
 (B) longing
 (C) wishing
 (D) desiring
29. Anyone unfamiliar with the equipment is advised to read the instruction manual carefully before this device.
- (A) operate
 (B) operating
 (C) to operate
 (D) was operated
30. Rather than embracing new technologies, many traditional publishers have into digital and online publishing.
- (A) to force
 (B) been forced
 (C) forcing
 (D) forced
31. After five years of losses, the farm's organic meat venture was discontinued as it was considered not to be viable.
- (A) commerce
 (B) commercial
 (C) commercialism
 (D) commercially

- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| 22. (A) (B) (C) (D) | 25. (A) (B) (C) (D) | 28. (A) (B) (C) (D) | 31. (A) (B) (C) (D) |
| 23. (A) (B) (C) (D) | 26. (A) (B) (C) (D) | 29. (A) (B) (C) (D) | |
| 24. (A) (B) (C) (D) | 27. (A) (B) (C) (D) | 30. (A) (B) (C) (D) | |

32. Dr. Ngome promised to as much pressure as he could on the authorities to fund further research into child nutrition.
- (A) insist
(B) submit
(C) wield
(D) exert
33. To avoid further product recalls, may I suggest that more tests are carried out on our products prior to their launch?
- (A) thoughtfully
(B) understandingly
(C) respectfully
(D) considerately
34. Many workers are having to rely on part-time employment these days, due to a of sufficient full-time vacancies being available.
- (A) shortage
(B) condition
(C) provision
(D) need
35. We can only hope to resolve this dispute amicably by engaging meaningful dialogue with the rank-and-file workforce.
- (A) at
(B) to
(C) in
(D) on
36. Although Mabel does not think of as a radical leader, many of the ideas she puts forward are rather extreme.
- (A) her
(B) hers
(C) herself
(D) she
37. Because of the complete he showed for his own personal safety when rescuing the miners, Mr. Leong became a national hero.
- (A) disclaim
(B) disregard
(C) disuse
(D) distaste
38. After weeks of feeling tired, Nigel decided to see his doctor and ask for advice.
- (A) constantly
(B) repetitively
(C) successively
(D) consecutively
39. I have no hesitation in saying that Charles Lybrand is among the most and respected experts in the field of biomechanics.
- (A) validated
(B) valued
(C) value
(D) valuable
40. Thanks to advances in technology, these days highly sophisticated computers within the price range of many ordinary people.
- (A) to
(B) being
(C) are
(D) have

32. (A) (B) (C) (D) 35. (A) (B) (C) (D) 38. (A) (B) (C) (D)
33. (A) (B) (C) (D) 36. (A) (B) (C) (D) 39. (A) (B) (C) (D)
34. (A) (B) (C) (D) 37. (A) (B) (C) (D) 40. (A) (B) (C) (D)

Score /40

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for more grammar and vocabulary exercises to help improve your score on Part 5 of the TOEIC test.

PART**6****TEXT COMPLETION**

This part of the TOEIC® test consists of several short texts (articles, e-mails, letters, advertisements, announcements, etc.). There are a total of 12 missing words or phrases, divided evenly between either three or four texts. Below each blank are four answer choices. You must choose the answer that best completes the sentence. As in Part 5, the aim is to test your knowledge and usage of grammar and vocabulary.

Part 6 of the TOEIC test is very similar to Part 5. The main difference is that Part 5 consists of single sentences, whereas in Part 6 the sentences are part of a text (a short article, e-mail, letter, etc.). Most of the clues you need in order to answer each item in Part 6 can be found in the sentence containing the blank. However, you occasionally need to look in the sentences before or after the blank to find the information you need in order to choose the correct answer.

QUICK CHECK

How many questions are in this part of the TOEIC test?

What language areas are being tested?

How many answer choices are there for each question?

How does Part 6 differ from Part 5?

You may find it useful to review the Grammar and Vocabulary sections before you start.

 TRY IT OUT**Directions**

Read each text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer.

EXAMPLE

To: All Staff
From: Andy Oswald

I am pleased to say that the feedback we received after hosting the Redwood Annual Gala Dinner was excellent. We have received numerous comments from guests

1. (A) strictly
(B) extremely
(C) **truly**
(D) very

who were impressed by the quality of the dishes and the standard of service throughout the evening., in appreciation of your hard work both before and during the event, the

2. (A) However
(B) **Therefore**
(C) Moreover
(D) Likewise

management would like to invite all staff to a reception next Saturday evening, to take place in The Butterly on Fourth Avenue. This event will mark the end of has been

3. (A) what
(B) which
(C) that
(D) there

a very successful and profitable year for us. Please sign your names on the bulletin board in the employee lounge. We do hope you will be able to attend.

1. The best answer to this question is answer choice (C), "truly." This is the only adverb that can come before *excellent*.

2. The best answer to this question is answer choice (B). All options are possible, so to answer this item correctly you need to understand the context. What follows is a consequence of the positive feedback received, so "Therefore" is the only correct transition word.

3. The best answer to this question is answer choice (A). Only the relative pronoun "what" correctly completes the sentence.

Questions 1–4 refer to the following e-mail.

To: Harry Wilmot
From: Bharti.Rashad@yourworldmags.com
Subject: Subscription renewal
Date: March 31

I am writing to inform you that your online subscription to our magazine *The Natural Planet* is due to in four weeks. I do hope you reading the magazine and agree

- | | |
|---------------|-------------------------|
| 1. (A) expire | 2. (A) will be enjoying |
| (B) start | (B) enjoying |
| (C) renew | (C) to enjoy |
| (D) repeat | (D) have enjoyed |

its contents are both stimulating and informative. To continue your subscription with us, simply go to www.yourworldmags.com. Our Digital Edition is a great value at just \$29.99 for 12 monthly issues. For an even better deal, take advantage of our two-year offer to receive 24 issues for

- | |
|------------------|
| 3. (A) exclusion |
| (B) exclusivity |
| (C) exclusive |
| (D) excluding |

only \$45 – that's a saving of 25 percent! Don't forget to select Auto Renew to ensure

- | |
|-------------------|
| 4. (A) ambitious |
| (B) uninterrupted |
| (C) persistent |
| (D) wholesome |

service at the best available price. We look forward to your renewal. Please contact me if you require any further assistance.

Sincerely,
Bharti Rashad
Subscription Dept.

- | | | | |
|--------------------|--------------------|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 2. (A) (B) (C) (D) | 3. (A) (B) (C) (D) | 4. (A) (B) (C) (D) |
|--------------------|--------------------|--------------------|--------------------|

Questions 5–8 refer to the following article.

Excellence in Care Awards

Each year The Health and Wellness Association holds the Excellence in Care Awards to recognize inspirational people of all ages who have shown outstanding service in the care of others.

Do you have an inspirational story that deserves recognition? do you know an

- 5. (A) But
- (B) So
- (C) And
- (D) Or

amazing carer, volunteer, or healthcare worker that deserves special attention for his or her hard work? If so, then them now for this year's Excellence in Care Awards! Winners will get

- 6. (A) buy
- (B) nominate
- (C) join
- (D) request

an all-expenses-..... trip to New York for the award ceremony.

- 7. (A) claimed
- (B) submitted
- (C) paid
- (D) taken

Nominations on February 24, so there's not much time left! The forms and more details

- 8. (A) have closed
- (B) closing
- (C) close
- (D) closed

on each award category can be found by visiting www.hwassoc.com/award or calling us at 555-9832.

5. (A) (B) (C) (D) 6. (A) (B) (C) (D) 7. (A) (B) (C) (D) 8. (A) (B) (C) (D)

Score/8



STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 6 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1 Preview the text quickly to get a general idea. Do not look at the answer choices.

2 Read the first sentence with a blank, and look at the answer choices. Decide if the focus is grammar or vocabulary, and then try to identify exactly what the item is testing.

Remember, the grammar and vocabulary that is tested in Part 6 is the same as in Part 5.

3 Ask yourself what kind of word or phrase you need to complete the sentence (a modal verb, a noun, etc.). Look at the words that come before and after the blank space.

Remember that sometimes you may need to refer to the previous and following sentences to help you find the correct answer.

Study the answer choices carefully, and eliminate any you are sure are incorrect.

4 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

Previewing

Key Skill for Part 6

Step 1 involves previewing. Here, that means reading the text quickly. Do not worry about the missing words or read the answer choices. Do not read every word – just focus on the key words that contain important information. Your goal is to identify the type of text (a letter, e-mail, etc.) and to get an overall understanding of what it is about. Get used to previewing Part 6 texts in this way, and you will improve your TOEIC score.

Practice 1

STEP 1 Quickly preview this memo.

To: Reception Staff

From: Carl Shaw

Last night we had a flood in Room 3412 caused by a bath overflow. This resulted

1. (A) on
(B) in
(C) at
(D) of

extensive water damage to the bedroom carpet and closet. The water also leaked through to the room below. We have put buckets, etc., into Room 2412 to try and catch any more drips and falling ceiling tiles. There is not much more that can be done until the dripping stops.

Maintenance has been informed and is of this. They estimate that it will take one

2. (A) aware
(B) responsible
(C) dependable
(D) responsive

to two days to wet/dry vacuum the carpets, repair the damage to the floors, and replace the tiles. room is to be used until further notice.

3. (A) Either
(B) Both
(C) Neither
(D) Any

 Read the first sentence with a blank. Look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

 Read the sentence again and then study the words that come before and after the blank. Refer to information in previous or following sentences if necessary. Eliminate any answer choices you are sure are incorrect.

 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)



Quickly preview this advertisement.

FuelControl

Do you want to bring the cost of heating bills down? Then fit a low-cost FuelControl unit to your boiler, and 30% + on your heating bills! FuelControl is easy

1. (A) spend
(B) improve
(C) save
(D) make
2. (A) install
(B) installing
(C) to install
(D) installed

and will pay for itself in less than one year. The unit, which is only the size of a small camera, uses microchip technology to fuel wastage for hot water and central heating

3. (A) improvise
(B) minimize
(C) synthesize
(D) initialize

systems. FuelControl works equally well with boilers that burn natural gas, oil, or propane fuels. GREAT FOR RESIDENTIAL OR COMMERCIAL HEATING. Visit our site for more information or call us TODAY.

STEP 2 Read the first sentence with a blank. Look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again and then study the words that come before and after the blank. Refer to information in previous or following sentences if necessary. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

STEP 1 Quickly preview this article.

Time for a *Nearcation* or a *Staycation*

According to a study by monthly magazine *Travel Times*, more and more people are choosing not to go abroad on vacation, but to spend their holiday time closer to home. The annual Travel Trend survey published recently found that last year 32% of the population their

1. (A) took
(B) were taken
(C) have taken
(D) are taking

main vacation here in the US. the average break for these *Nearcations* may have

2. (A) Even
(B) Despite
(C) Although
(D) Moreover

been for fewer nights, this still proved to have a great impact on the US tourism market. Clearly, this is great news for those in servicing our domestic tourist industry. What's more,

3. (A) limited
(B) demanded
(C) rewarded
(D) engaged

the trend for “staycations” – where people stay at home and take day trips to have fun – is increasing, too.

 Read the first sentence with a blank. Look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

 Read the sentence again and then study the words that come before and after the blank. Refer to information in previous or following sentences if necessary. Eliminate any answer choices you are sure are incorrect.

 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)



Quickly preview this letter.

Dr. Peter van Kluyt
344 Central Avenue
Durham, CT 83417

Dear Dr. Kluyt,

Thank you for your application for a staff scholarship at the Wrangell Institute.

Every year, the Wrangell Institute provides funding for members of staff to undertake part-time postgraduate study for career We note that you already received

- | | |
|-----------------|-------------|
| 1. (A) advice | 2. (A) were |
| (B) enhancement | (B) have |
| (C) assistance | (C) are |
| (D) preparation | (D) had |

a formal offer of admission into the Statistics and Data Analysis (YT234) course.

We are processing your application and will be in contact with you in due course.

3. (A) literally
(B) absolutely
(C) currently
(D) honestly

Yours sincerely,

Sue Hackley

Sue Hackley

Staff Development

STEP 2 Read the first sentence with a blank. Look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again and then study the words that come before and after the blank. Refer to information in previous or following sentences if necessary. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Practice 5

STEP 1 Quickly preview this e-mail.

To: Ren.Farnley@trustinn.com
From: N.Gee@weyland.com
Re: Payment outstanding

Thank you for your recent e-mail. I understand that we have an outstanding with

1. (A) request
(B) bill
(C) reservation
(D) receipt

your hotel. I do apologize for this delay in payment. I cannot locate the original invoice, although I understand it relates to three nights that a visitor of , Mr. Harrison,

2. (A) us
(B) we
(C) ours
(D) our

stayed last month. Could you please either fax or e-mail a copy of the invoice,

3. (A) besides
(B) hence
(C) therefore
(D) also

so that we can clear it for payment?

Once again, please accept my apologies for the delay.

Nick Gee, Accounts Payable
Wayland Corp.

STEP 2 Read the first sentence with a blank. Look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again and then study the words that come before and after the blank. Refer to information in previous or following sentences if necessary. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

Strategy Review and Tips

Strategy Review Reading Test – Part 6

Remember, in the test...

Always preview the passage first by looking through it quickly. Don't stop when you see a blank. You just want a general idea of the content.

For each sentence with a blank, check the focus (grammar or vocabulary) and then look more closely to identify what exactly is being tested.

Look at the words before and after the blank and try to identify the part of speech, and the meaning, of the missing word or phrase.

Eliminate any answers that you are sure are wrong.

Do not forget that sometimes you may need to look at other sentences elsewhere in the text to help you identify the correct answer.

If you are not sure about the answer, don't waste time. Decide quickly and move on to the next item.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

“When I read the text, I always stop at each blank and look at the answer choices. Often, I know the answer, so I just mark it on the answer sheet and move on. I think this saves time.”

Kenji Sato

“I try to guess the answer just before I check the answer choices. It helps me focus on the answer I need.”

Min Yang

“Remember, just because it's a text it doesn't mean you have to read it all. You don't really need to understand the text in Part 6 in order to get the correct answers, so don't waste time reading everything.”

Aran Mookja

“There aren't many points here, so I try to do this part very quickly. I jump straight to the blanks, eliminate any answers I can, and then make a guess.”

Nicolas Furtado

“If you need to read another sentence to find the correct answer, look at the previous sentence first.”

Vien Ly

Review Test

Directions: Read each text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer.

Questions 1–4 refer to the following advertisement.

ALBERTA MOVERS

If your business is planning to relocate, then make sure you hire a and professional

1. (A) depending
(B) dependent
(C) dependable
(D) dependably

moving company. Alberta Movers will all aspects of your commercial move from

2. (A) handle
(B) deal
(C) trade
(D) instruct

packing and protecting your furniture and equipment, labeling, loading, and delivery.

3. (A) and
(B) to
(C) with
(D) so

We will even put everything in place for you in your new offices. We are experts in moving offices.

So instead of your expensive belongings get lost or damaged, come to Alberta

4. (A) letting
(B) to let
(C) let
(D) having let

Movers – for a low-cost, efficient moving service.

1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Questions 5–8 refer to the following letter.

Doreen Verney
105 East 2nd Street
Detroit, Michigan 47823

Dear Ms. Verney,

Following the merger of Air Express with TransWorld Airlines, we are pleased to announce that you are now part of the world's most rewarding airline loyalty program. Starting today, you will be able to enjoy benefits that no mileage program can equal. You now have unrivaled

5. (A) more
(B) different
(C) other
(D) better

opportunities to earn miles quickly – both for travel and on your everyday purchases. You can also take advantage great special offers and your Explorer mileage balance

6. (A) from
(B) to
(C) of
(D) with
7. (A) used
(B) to use
(C) using
(D) use

to bid on vacation packages, sporting events, concerts, and much more. Together with our wide array of travel, credit card, and retail, we are committed to bringing you the best

8. (A) patents
(B) partners
(C) particles
(D) parties

available deals. Log on to your Air Express Account now, and explore a world of opportunities.

Sincerely,
M.Tripp
Customer Support

5. (A) (B) (C) (D) 6. (A) (B) (C) (D) 7. (A) (B) (C) (D) 8. (A) (B) (C) (D)

Questions 9–12 refer to the following notice.

Programmer Analyst

OnTrack Programming has an immediate opening for an experienced Programmer Analyst based in Denver. The successful applicant at least 5 years of overall experience

9. (A) has had
(B) will have
(C) is having
(D) would have

in the IT support/service industry, with a minimum of 3 years of demonstrated experience in enterprise support for SQL. You will also need knowledge of SMS infrastructure

10. (A) intense
(B) in-depth
(C) deep
(D) profound

including Software Updates Management and Software Distribution. A knowledge of server and client platforms, as well as WMI and XML, is essential. You will be able to communicate effectively, possess the analytical skills needed to clearly identify customer requirements for

11. (A) but
(B) even
(C) and
(D) to

automation assistance and recommend the effective programming solutions.

12. (A) best
(B) most
(C) greatest
(D) supreme

Online applications only, please, at otp.com/recruitment.com.

9. (A) (B) (C) (D) 10. (A) (B) (C) (D) 11. (A) (B) (C) (D) 12. (A) (B) (C) (D)

Score/12

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for more grammar and vocabulary exercises to help improve your score on Part 6 of the TOEIC test.

PART**7****READING COMPREHENSION**

This part of the TOEIC® test consists of a series of short passages. The passages are followed by a number of questions, each with four answer choices. You must choose the best answer for each question.

Single passages

There are seven to ten single reading passages. Each passage is followed by between two and five questions. There are 28 questions in this section.

Double passages

There are four double passages. These are readings that include two related passages. They are followed by five questions. There are 20 questions in this section.

The passages cover a variety of different text types, such as advertisements, letters and faxes, notices, e-mails and memos, forms and charts, and articles. Before each passage, there is an introductory statement that specifies the type of passage you will read.

QUICK CHECK

How many questions are in this part of the TOEIC test?

How many answer choices are there for each question?

How many double passages are there?

How many questions are there for each double passage?

What kinds of passages are covered in this part?

TRY IT OUT

Directions

Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer.

EXAMPLE

From: Wes Adams
To: Charles Hague
Subject: Production meeting

I'm afraid something urgent has come up and I can't be at the production meeting this afternoon. I'm very sorry, but I need you to go in my place and raise a couple of points on behalf of the team. First, please tell them that the compressor on the GT line is still malfunctioning, and this means we have been operating at two-thirds capacity only for over a week now. Second, we need to know exactly how long it will be before Maintenance can repair this fault. Ken Santini tells me they are waiting for parts to be shipped from Detroit, but we need to warn suppliers if the loss in output from any shutdown will impact the delivery schedules. Stocks of CT131 and CY137 are already running low.

Let me know how it goes as soon as it finishes.

Wes

1. What is the purpose of this memo?
(A) To complain about work schedules
(B) To ask Mr. Hague to attend a meeting
(C) To apologize for a delay in production
(D) To warn suppliers of delivery problems

(A) (B) (C) (D)

The best answer to this question is answer choice (B), "To ask Mr. Hague to attend a meeting." Mr. Adams states that he *can't be at the production meeting*, and says *I need you to go in my place*. You should mark answer choice (B).

2. What is indicated about the GT line?
(A) It has recently been repaired.
(B) It is located in Detroit.
(C) It is experiencing problems.
(D) It will be shut down soon.

(A) (B) (C) (D)

The best answer to this question is answer choice (C), "It is experiencing problems." The memo mentions that the GT line is *still malfunctioning*. You should mark answer choice (C).

3. What will Mr. Hague do later in the afternoon?
(A) Check shipping times
(B) Call Mr. Santini
(C) Speak to the Maintenance department
(D) Report to Mr. Adams

(A) (B) (C) (D)

The best answer to this question is answer choice (D), "Report to Mr. Adams." The memo ends *Let me know how it goes*. You should mark answer choice (D).

Questions 1–3 refer to the following letter.

THE GREAT STEAK HOUSE
7129 N. Watson Road, Arlington, Texas 72315

Mr. Jon Rachman
1910 East Oaks Blvd.
Arlington, Texas 72315

June 25

Dear Mr. Rachman:

I am writing to thank you for your kind letter regarding your visit to our restaurant on June 21. I am pleased that you feel you received excellent treatment by one of our employees. A copy of your letter has been forwarded to our main office in Houston, and will be included in Ms. Shannon's file.

It is rare that a customer takes the time to write such a letter, and I would like to offer you a small token of appreciation in return. Please accept the enclosed certificate, which entitles you to a 25 percent discount on your next meal with us. This can be used at any of our restaurants throughout the state.

Again, on behalf of The Great Steak House, I would like to thank you for your comments.

Sincerely,

N Banks

N. Banks, Manager

1. Why did Mr. Rachman choose to contact The Great Steak House?
(A) To thank a customer
(B) To inquire about a job
(C) To praise a staff member
(D) To enter a competition
2. What is suggested about Mr. Rachman?
(A) He prefers to go to vegetarian restaurants.
(B) He recently ate at The Great Steak House.
(C) He used to work with Ms. Shannon.
(D) He works at the main office in Houston.
3. What is included in the letter?
(A) A coupon
(B) An award
(C) A return label
(D) A feedback form

- | | | |
|--------------------|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 2. (A) (B) (C) (D) | 3. (A) (B) (C) (D) |
|--------------------|--------------------|--------------------|

Questions 4–7 refer to the following notice.

DISCOVER THE PLANETS

Friday March 9, 6:45 P.M.– 10:00 P.M.

Learn everything you want to know about the planets in one evening! Dr Harriet Crawley from the Astronomers Association and conductor Mike Anstey will be in conversation for an hour during a free pre-concert talk. Followed at 8:00 P.M. by the City Orchestra performing Holst's "The Planets" accompanied by spectacular planetary projections.

Location: East Road Concert Hall, 931 East Road, Wichita Falls

Ages: 12+

Event type: Performance, Talk

Access: Completely wheelchair-accessible. Ramped access. Elevator.
Separate ADA-accessible bathrooms.

Timing: Arrive on time.

Cost: \$15 general admission or \$10 for students. Pay at the door, or purchase admission on our website at www.astronomicalevents.com. Get one free ticket for each person under 18 accompanied by a paying adult. Call the Box Office at 555-0325 for further details.

4. What is the main purpose of this notice?
 - (A) To list entry regulations
 - (B) To report schedule changes
 - (C) To recruit volunteers
 - (D) To advertise an event
5. How long will the concert probably last?
 - (A) One hour
 - (B) 75 minutes
 - (C) Two hours
 - (D) Over three hours
6. The word "spectacular" in paragraph 1, line 4, is closest in meaning to
 - (A) expensive
 - (B) impressive
 - (C) extensive
 - (D) distinguished
7. In what way are readers NOT asked to respond?
 - (A) In person
 - (B) By phone
 - (C) By fax
 - (D) Online

4. (A) (B) (C) (D) 5. (A) (B) (C) (D) 6. (A) (B) (C) (D) 7. (A) (B) (C) (D)

Questions 8–10 refer to the following article.

MaxSound 2

Positives: These are among the best high-powered speakers on the market, delivering exceptional sound. The sharp lines make for simple, attractive styling. They feature two audio inputs and an integrated USB port for charging any device you want to play music from (phones, tablet PC, etc). We found it easy to set up and position the speakers to optimize stereo separation. The remote for controlling volume is also handy.

Negatives: They certainly aren't cheap! We also found the size a little large and bulky compared with some of the rivals. They are significantly larger than the earlier model, and nowhere near as compact as traditional PC speakers. Mysteriously, the built-in AC power outlet offered in the earlier models has disappeared. This is an annoying loss in functionality.

Result: The MaxSound 2 speakers offer superb sound quality and provide a great way to listen to smartphones, tablet PCs, and any other audio source. Their performance is excellent. However, is this enough to justify the hike in price? We're not sure. While MaxSound 1 speakers remain a bargain at \$175, for \$295 the high price of this next-generation speaker means you need deep pockets to appreciate the better sound.

Overall Rating

★★★★★	Very Good
Build quality:	<div style="width: 50%;"></div>
Design:	<div style="width: 50%;"></div>
Features:	<div style="width: 50%;"></div>
Performance:	<div style="width: 50%;"></div>

8. What kind of document is this?
(A) A product review
(B) An operating guide
(C) An advertisement
(D) A service contract
9. What is NOT mentioned as a weakness of the MaxSound 2?
(A) Sound quality
(B) Retail price
(C) Size of speakers
(D) Range of features
10. The word “handy” in paragraph 1, line 5, is closest in meaning to
(A) expensive
(B) useful
(C) small
(D) optional

8. (A) (B) (C) (D) 9. (A) (B) (C) (D) 10. (A) (B) (C) (D)

Questions 11–15 refer to the following job advertisement and letter.

Job Title	Financial Analyst	statistical information in order to support strategic operational decisions.
Company Name	HRB Consulting	- Prepare and deliver monthly reports to the head of department.
Salary	Competitive	- Use spreadsheets and other analysis software as required to help with budgeting and forecasting.
Location	Dayton, Ohio	- Develop new and innovative techniques for financial planning and long-term risk management.
Sector	Financial Services	
Required Travel	20%	
Reference	456265	

Job Summary:
You will be responsible for the daily financial operations of a leading global services and consulting company. You will have a strong background in financial modeling, spreadsheets, and data management. This vital position requires good business analysis skills and an ability to interpret detailed cost accounting information. You need to make recommendations for the effective and efficient allocation of resources, so good communication skills are essential.

Primary Responsibilities:

- Carry out general analysis of the internal financial reports produced by Sales, Marketing, Purchasing, and Information Technology departments.
- Collect, compile, and interpret financial and

Requirements:
Bachelor's degree in Accounting, Finance, or Business. Five or more years of experience in a similar role with a large organization or government agency. Proven skills in analysis, communication, and handling of confidential information. Strong user of Excel, Word, Outlook, PowerPoint. Knowledge of Sharepoint and ERP/CRM software a plus. Previous C-17 program experience preferred.

Applicants selected will be subject to a security clearance and must meet eligibility requirements, including US citizenship, for access to classified information.

HRB Consulting
3297 E. Fourth Street, Dayton, Ohio 45410

April 23

Re: Your application [Ref: 456265]

Dear Mr. Garcia:

Thank you for your interest in the position of Financial Analyst here at HRB Consulting. We were very impressed by your résumé and we would like to invite you to attend a preliminary interview at our main office in Cleveland, to take place on Thursday, May 7, at 2:00 P.M.

A map showing the location of the interview venue is attached. Can you please bring the following documentation to the interview: two forms of photographic personal identification, one document confirming your address, employment authorization, immigration status (if applicable), your passport, original certificates for all qualifications listed on the application form, and a portfolio of achievements. The interview will be with our Human Resources Director, Mr. Taylor and Mrs. Anderson, who is Head of Finance. Upon your arrival at reception, please ask for me and I will come to take you to the interview room.

The interview is scheduled to last approximately one hour and will take the form of a short presentation by you (10 minutes maximum) on the topic "What I can bring to this position," followed by a discussion. Please let me know what equipment you will need for the presentation (flipchart, data projector, etc.). Prior to the interview we will be contacting your references as given on your application form. You have stated that you do not wish us to contact your current employer. Please note that this reference will be verified if you are successful in the interview.

Please reply by e-mail to confirm your attendance at the interview. If you have a disability and require any special arrangements to assist you, let me know.

We look forward to meeting you.

Sincerely,
Trudy Brown, Human Resources Manager

- 11.** What is the main purpose of the letter?
(A) To make a job offer
(B) To schedule a meeting
(C) To ask for information
(D) To provide directions
- 12.** What requirement is NOT mentioned in the advertisement?
(A) A professional qualification
(B) Relevant experience
(C) Computer skills
(D) Foreign language ability
- 13.** How often will the successful applicant report to Mrs. Anderson?
(A) Daily
(B) Weekly
(C) Bi-monthly
(D) Monthly
- 14.** What is Mr. Garcia expected to do next?
(A) Notify his employer
(B) Provide references
(C) Contact Ms. Brown
(D) Send documentation
- 15.** In the letter, the word “portfolio” in paragraph 2, line 4, is closest in meaning to
(A) prospect
(B) folder
(C) celebration
(D) database

- | |
|----------------------------|
| 11. (A) (B) (C) (D) |
| 12. (A) (B) (C) (D) |
| 13. (A) (B) (C) (D) |
| 14. (A) (B) (C) (D) |
| 15. (A) (B) (C) (D) |

Questions 16–20 refer to the following e-mails.

To: N.Ryan@uniservice.co.us
From: clientservices@quart.com
Subject: Account past due
Date: February 20

Dear Mr. Ryan,

The Accounting Department has notified me that your account is past due. There is an outstanding balance of \$2,450, which applies to our Invoice QA3192, sent out on November 9 of last year.

Your patronage is very important to us, and I would like to offer any assistance we can in resolving this matter. If you require additional time to settle your balance, please get in touch and I will authorize the necessary credit extension in order to avoid any administration fees that might otherwise be incurred. Please note that I am able to allow no more than an additional 14 days in which to pay off the debt.

We appreciate your business, and I sincerely hope that this matter can be resolved quickly. Thank you for your prompt reply.

Ms. Dhanda, Customer Relations, Quart Inc.

To: clientservices@quart.com
From: N.Ryan@uniservice.co.us
Subject: Re: Account past due
Date: February 28

Dear Ms. Dhanda,

Please forgive my late reply, but I have been away on business and have just returned to find your e-mail.

I am surprised that you indicate payment is still outstanding for the invoice you mention. I have checked our records, and payment for Invoice QA3192 was processed on February 9. This is in line with our normal credit terms of 90 days, which we agreed on back in 2011. It may be that your Accounting Department failed to notice this payment before contacting you. In fact, this is not the first time we have experienced this problem. Last year, on three separate occasions we were contacted directly by Mr. Wells, demanding payment for deliveries when in fact payment had already been made. I recommend that you review the accuracy of your procedures for recording payments to avoid alienating your regular customers, who may decide to take their business elsewhere if this situation does not improve.

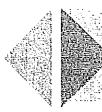
Best regards,

N. Ryan, UniService Accounts

- 16.** What is the main purpose of Ms. Dhanda's e-mail?
(A) To thank a customer
(B) To inquire about a bill
(C) To check invoice details
(D) To ask for payment
- 17.** What is indicated about Invoice QA3192?
(A) It has already been paid.
(B) It was first issued in 2011.
(C) It was received on February 9.
(D) It will be processed within 14 days.
- 18.** Who most likely is Mr. Wells?
(A) Mr. Ryan's manager
(B) A regular customer
(C) A Quart Inc. employee
(D) A delivery driver
- 19.** What does Mr. Ryan suggest he might do?
(A) Stop doing business with Quart Inc.
(B) Change accounting procedures
(C) Record future payments
(D) Speak with Mr. Wells directly
- 20.** In the first e-mail, the word "matter" in paragraph 3, line 1, is closest in meaning to
(A) topic
(B) material
(C) substance
(D) issue

- | | | | |
|----------------|-----|-----|-----|
| 16. (A) | (B) | (C) | (D) |
| 17. (A) | (B) | (C) | (D) |
| 18. (A) | (B) | (C) | (D) |
| 19. (A) | (B) | (C) | (D) |
| 20. (A) | (B) | (C) | (D) |

Score /20



IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 7 of the TOEIC® test.

These are the exercises you will cover:

Key Skills

reading for main ideas; reading for details;
making inferences

E-mails and Memos

reading e-mails and memos with a business
context

Letters and Faxes

reading business-related letters and faxes

Notices

reading a variety of notices, including
announcements, instructions, bulletins, short
messages, press releases, book reviews, etc.

Advertisements

reading commercial advertisements promoting
products and services

Articles

reading short articles and extracts from reports
in newspapers and magazines

Related Passages

reading two related passages and referencing
information in both texts

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

Key Skills – Part 7

TIPS

Reading for Main Ideas

Questions that test your ability to understand main ideas in a reading passage often ask about the topic and the purpose of the passage.

- Common questions include *What is this article about? What does this letter mainly discuss? What is the main purpose of this announcement? Why was this memo written?*
- Look also for questions about the readers or the document itself: *Who would be most interested in this article? What kind of document is this? Where was this document published?*
- As you read, ask yourself: *What is the passage about? Why was it written? Who is the passage written for?*
- Don't read every word. You do not need to read every word in order to understand the main ideas. Also, don't worry about words you do not understand. Keep reading and do not stop until you reach the end.

TIPS

Reading for Details

Questions about details are the most common type of question in this part of the test.

Questions that test your ability to understand details in a reading passage may ask about products and services a company offers, what responsibilities people have, times, dates, prices, where an activity takes place, why a problem has happened, or what will be done to resolve a problem.

- Look for *Wh-* questions (questions beginning with *What, When, Why, How*, etc.).
- Make sure you know what information you need to read for before you start looking in the passage.
- Don't read every word. Focus only on finding the information you need to answer each question. Notice any headings or titles that may help you find the part of the passage you need. When you find the part you need, read more carefully and try to identify any key words or phrases.
- Don't worry about words you do not understand. You may not need to understand every word in order to find the correct answers.
- As soon as you have found the information you need, stop reading.

Some detail questions ask you to identify something that is NOT in the passage. You need to identify which of the four options is not mentioned in the text. This can take longer than other detail questions.

TIPS

Making Inferences

Questions that test your ability to make inferences in a reading passage require you to draw conclusions about information you read. You may also have to make connections between information in different parts of the passage, or for double readings, connect information between two passages. These questions may ask you to speculate about people's feelings, relationships, or possible future events.

- Look for questions such as *What is indicated in the e-mail? Which of these statements is probably true? What is implied about...?*
- As you read, think about the meaning "behind" the words. Notice any words and phrases with positive and negative meanings. Try to make deductions from what you read, and see if you can draw conclusions about the writer's attitude.
- Always read the whole passage before making any inferences.

E-mails and Memos

EXAMPLE

From: carla.simmons@prontoprint.co.us
To: bradley.corke@trentnet.org
Date: March 18
Subject: Policy no. 79105a

Dear Mr. Corke:

I am writing in response to your letter of March 6, in which you state that Pronto Print's annual buildings insurance policy is due to expire at the end of the month. The renewal quote you gave of \$1,379 is far higher than expected, especially since we have not had occasion to make a claim since taking out the policy with you almost four years ago. Going through our records, I noticed that each year the premium we have paid has risen significantly, and is now more than three times what it was when we started with you. In addition, your claim to be "the cheapest insurer in town" is inaccurate. I have recently received a far more competitive offer from Arch Insurance, providing exactly the same coverage for just \$975.

I have called several times to discuss this matter, only to be put through to your voicemail service. In the past week I have left three messages for you, yet have heard nothing back. Consequently, I can confirm that for reasons of both price and customer service, we will no longer be using Trent Insurance for our coverage.

Sincerely,

Carla Simmons, Office Manager

1. What is the purpose of this e-mail?
 - (A) To make an insurance claim
 - (B) To complain about poor service
 - (C) **To terminate a business relationship**
 - (D) To ask for a further discount

2. How long has Pronto Print been a customer of Trent Insurance?
 - (A) Since March 6
 - (B) Three months
 - (C) Over two years
 - (D) **Nearly four years**

3. What is indicated about Mr. Corke?
 - (A) He will be very busy until the end of the month.
 - (B) He did not receive the messages Ms. Simmons left.
 - (C) **He has not spoken to Ms. Simmons recently.**
 - (D) He used to be employed by Arch Insurance.

The best answer to this question is answer choice (C), "To terminate a business relationship." Ms. Simmons states that her company, Pronto Print, *will no longer be using Trent Insurance*. She is ending the business relationship. You should mark answer choice (C).

The best answer to this question is answer choice (D), "Nearly four years." Ms. Simmons mentions her company first took out a policy with Trent Insurance *almost four years ago*. You should mark answer choice (D).

The best answer to this question is answer choice (C), "He has not spoken to Ms. Simmons recently." Ms. Simmons mentions she has *called several times* but has not been able to speak to him. She has *left three messages* but has *heard nothing back* from Mr. Corke. You should mark answer choice (C).

Passage 1

From: k.miller@lawson-associates.com
To: rie.ishida@tokainet.org
Date: May 15
Subject: Your inquiry

Dear Ms. Ishida

Thank you for your response regarding the “Managing Global Change” proposal. It is great to hear from you again, and I am pleased you are interested in exploring ways to move forward. I have discussed your ideas with Ruth and Jeremy here, and we are confident we can build a package to suit your learning objectives.

Could you please review the attached materials and select the most appropriate speakers to meet your training needs? The first attachment contains profiles of all of our speakers who are available to deliver presentations on the key areas you outlined. You will notice I have highlighted Technology Transfer, Global Marketing, Leadership, Entrepreneurship, and Innovation as key themes for your consideration. I have also suggested we factor in three company visits while participants are here, as these are always well-received and constitute a valuable “hands-on” addition to the program. Details of seven companies that might be suitable are attached separately.

Once we have your thoughts, we will put together a comprehensive proposal covering all academic input, case study materials, visits, and social events across the ten-day period. Our estimate will be at the same rate as the Hasbro group, but adjusted to reflect the increased length and intensity of this course.

Please get in touch if there is anything else you need in advance of your approval meeting next week.

Best regards,
Kelly Miller
Program Manager, Executive Education

Main Ideas

1. What is the purpose of this e-mail?
 - (A) To thank a customer
 - (B) To ask for preferences
 - (C) To request a meeting
 - (D) To apply for a course
2. What kind of company is Lawson Associates?
 - (A) A training company
 - (B) A travel agency
 - (C) A construction firm
 - (D) A marketing consulting company

Details/Inferences

1. How long is the program scheduled to run?.....
2. What is the name of the proposed program?.....
3. How many key themes does Ms. Miller mention?.....
4. What is described as a “hands-on” addition to the program?.....
5. Where do Ruth and Jeremy most likely work?.....
6. What is Ms. Ishida asked to do?.....
7. How many attachments accompany the e-mail?.....
8. When is Ms. Ishida expected to approve the program?.....

Passage 2

From: CustomerRelations@MagPub.com
To: Undisclosed recipients
Date: June 3
Re: What's new in "Business Ventures"?

Dear Customer:

In this latest "Business Ventures" we focus on how to build better relationships with your customers. International expert on client satisfaction, Janice Longman, C.E.O. of Garret Enterprises, gives us her insights and advice. Also, we investigate business insurance and how to get the best deals on the market when looking for comprehensive coverage. Check out Insurance Review on page 32 for a summary of what we found. The results might surprise you!

As always, we talk to successful entrepreneurs at the top to find out how they got there, and what tips they can give those yet to make the journey. In this edition, we interview the Japanese electronics guru Eiichiro Kurasawa about his past, present, and future aspirations. Check page 17 for some great tips he gave our reporter, Liam Thomas, when Liam caught up with him at the Global Electronics Expo in Frankfurt last week.

The June edition of "Business Ventures" is ready for you to view online at www.mag-publications.com. Why not take our online survey while you're there? Tell us how you like "Business Ventures" and we'll reward you with the chance to win a free year's subscription to the online version.

Subscribers to the print edition will receive your copies shortly.

Josh Taylor

MagPub

Main Ideas

1. What is the purpose of this e-mail?
 - (A) To invite people to take a survey
 - (B) To report the latest research data
 - (C) To announce a recent publication
 - (D) To promote insurance coverage
2. Who is this e-mail intended for?
 - (A) Finance managers of large companies
 - (B) Readers of a business publication
 - (C) Contributors to a magazine
 - (D) Employees at MagPub.com

Details/Inferences

1. In what ways is the magazine offered for sale?.....
2. Who is Mr. Kurasawa?.....
3. What are people who complete the survey promised?
4. Who would be most interested in Ms. Longman's article?
5. In which month did the Global Electronics Expo take place?
6. Why would a reader turn to page 17?.....
7. Who is Janice Longman?.....
8. What is the purpose of the online survey?

Passage 3

From: Maria.Lee@ LAmarshall.org
To: Daniel.White@HRmarshall.org
Date: June 25
Subject: FYI - Patricia Hill

Hi Dan

I am writing to let you know how pleased I am with the contribution Ms. Hill has made during her time with the Legal Affairs department.

Throughout the two months she has been with us, she has shown an excellent attitude to her work, working long hours and even weekends to help us throughout what has been a very busy period. Her commitment, enthusiasm, and especially her sense of humor are much appreciated, and she is well liked by us all. Indeed, Ms. Hill has made herself almost indispensable to us, and we will be sorry to see her go on June 30.

Over the ten years I have been here, I have seen many interns. However, Ms. Hill stands out as exceptional, and she deserves special recognition for her excellent work. I would wholeheartedly recommend her for a position in Marshall after she graduates from business school, and would be happy to welcome her back to this department on a permanent basis.

Sincerely,
Maria

Main Ideas

1. What is the purpose of the memo?
 - (A) To praise a worker
 - (B) To revise a job offer
 - (C) To propose a reward
 - (D) To ask for assistance
2. Who is Ms. Hill?
 - (A) A permanent employee
 - (B) A part-time worker
 - (C) A business student
 - (D) A Legal Affairs manager

Details/Inferences

1. When was this memo sent?.....
2. How long has Ms. Lee worked with Ms. Hill?.....
3. What will happen at the end of June?.....
4. What does Ms. Lee suggest Mr. White do?.....
5. In which department does Ms. Lee work?.....
6. Which of Ms. Hill's qualities is most admired?.....
7. In which department does Mr. White work?.....
8. How long has Ms. Lee worked at Marshall?.....



MINI TEST E-mails and Memos

Read this e-mail and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

E-mail

From: lindacarter@sydney1net.com
To: Kimberly.Thompson@CutAboveSalon.com
Subject: Temporary hairstylist [Reference: 452]

Dear Ms. Thompson:

I saw your advertisement for a hairstylist in the Sydney News Online.

I have five years' experience at Weston Salon and Spa in Summer Hill, where I work three days a week as a stylist and beautician. This has given me a very good knowledge of current hairstyles and trends. I am self-taught, and am always willing to learn new techniques. I also have a good knowledge of beauty products and treatments, and am happy to share my understanding of beauty solutions with your customers.

I believe my skills make me a good candidate to be a Senior Stylist at A Cut Above. Although I am happy in my current employment, I am looking for a full-time opportunity and therefore I would welcome the chance to come in for an interview. I am generally available on Tuesdays and Wednesdays, or most weekends.

Sincerely,
Linda Carter

1. What is the purpose of the e-mail?
(A) To confirm availability
(B) To apply for a job
(C) To enroll in a training course
(D) To ask for information
 2. What is Linda Carter's employment status?
(A) She is working full-time.
(B) She is working part-time.
(C) She is out of work.
(D) She is self-employed.
 3. The word "trends" in paragraph 2, line 3, is closest in meaning to
(A) fashions
(B) systems
(C) procedures
(D) options
 4. On which days does Ms. Carter most likely work?
(A) Tuesdays and Wednesdays
(B) Weekends only
(C) Mondays, Thursdays, and Fridays
(D) Monday through Friday
 5. Why might Ms. Carter NOT be suitable for the position?
(A) She has limited experience.
(B) She has insufficient knowledge.
(C) She is not available full-time.
(D) She has no formal qualifications.
- | | |
|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 3. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 4. (A) (B) (C) (D) |
| 5. (A) (B) (C) (D) | |

Score /5

Letters and Faxes

EXAMPLE

Mr. Christopher Allen
TransBay Redevelopment Project
131-136 Jefferson Ave.
Stamford, Connecticut 06902

October 22

Dear Mr. Allen:

Further to our recent telephone call, I would like to thank you for giving Tyler Bros. the opportunity to participate in the redevelopment project on East 42nd Street. Please accept this letter as written confirmation of our agreement. We look forward to being part of Phase 3 of this significant project, assisting in the construction of a ten-story block of apartments. We will expect a full contract to be sent before the end of the month.

In the meantime, may I assure you that although we are a small team, we are specialists so you can be confident that all work will be carried out to the highest standards and exact specifications. Our team of eight carpenters are fully qualified and experienced, and will be on-site and ready to start work on the 10th of next month as scheduled (subject to the exchange of contracts). We are confident we can complete the doors, windows, and cabinets within the four months allowed in the proposal. I will personally coordinate with other trades as necessary to make sure this is achieved. I will update you by e-mail of our progress every week, as you have requested.

If you have any concerns at any time, please do not hesitate to call me.

Yours sincerely,

Mr. Edward King

Contracts Manager

1. What is the purpose of this letter?

- (A) To confirm a business deal
- (B) To ask for specifications
- (C) To offer assistance
- (D) To inquire about real estate

The best answer to this question is answer choice (A), "To confirm a business deal." Mr. King states he is writing to give *written confirmation of our agreement* and says they *look forward to being part of Phase 3* of the construction project. You should mark answer choice (A).

2. When will Tyler Bros. begin work on the project?

- (A) Shortly after October 22
- (B) At the end of the month
- (C) On November 10
- (D) In four months

The best answer to this question is answer choice (C), "On November 10." Mr. King says his workers will be *ready to start work on the 10th of next month*. The date at the top of the letter is *October 22*. You should mark answer choice (C).

3. What kind of company is Tyler Bros.?

- (A) A painting company
- (B) A carpentry contractor
- (C) An electrical company
- (D) A plumbing firm

The best answer to this question is answer choice (B), "A carpentry contractor." Mr. King mentions his *team of eight carpenters* will work on *doors, windows, and cabinets*. You should mark answer choice (B).

Passage 1

Halifax Travel Worldwide

14 Market Square, Halifax HA1 7BT. Tel: 01465-783245 / Fax: 01465-438023

Mr. Ronald McLeod
149 Orchard Road
Halifax, HA12 7NB

March 28

Username: RM21

Password: EastMed04

Dear Mr. McLeod,

Thank you for booking a holiday with Halifax Travel Worldwide. We have received your deposit of £350, and can confirm your luxury East Mediterranean cruise package for Nov 3–17 (inclusive). You will be leaving from Southampton aboard the *Ocean Empress*, the newest cruise liner in the Ocean Alliance fleet. Please note that a full itinerary will be sent shortly.

You will also be sent a Welcome Pack giving some background information on each of the ten ports you will be visiting during your cruise. To find out more about each destination, and for full details of the facilities aboard the *Ocean Empress*, simply visit our website at www.haw.co.uk and log in to 'My Cruise.' Your username and password are given at the top of this letter. Here you will be also able to register any special dietary requirements, and view a list of optional shore excursions that you may wish to book for an additional fee.

Please make sure we receive the remaining sum of £1,950 at least two months before the date of departure. Thank you for choosing Halifax Travel Worldwide.

Best regards,
Sue Bennett
Cruise Advisor

Main Ideas

1. What does this letter mainly discuss?
 - (A) A job application
 - (B) A bank transfer
 - (C) A travel booking
 - (D) A website service
2. What kind of company is Ocean Alliance?
 - (A) A travel agency
 - (B) A hotel chain
 - (C) A shipping line
 - (D) A boat manufacturer

Details/Inferences

1. How long is the cruise Mr. McLeod has booked?
2. What is the latest date Mr. McLeod can pay his balance?
3. What route does the cruise take?
4. How can Mr. McLeod book a shore excursion?
5. How much does the cruise cost?
6. What is not included in the price Mr. McLeod is due to pay?
7. Where will the *Ocean Empress* leave from?
8. What documents is Mr. McLeod yet to receive?

Passage 2

FAX

Perform Kitchenware, 127 Adelaide St, Brisbane, QLD32190

To: Jessie Cheng
Pages: 2
From: Joshua Williams
Date: Jan 05
Subject: Problem with Perform X250

I am sorry to hear about the problems you have experienced with your *Perform X250 Food Processor*. As you know, all Perform Kitchenware comes with a full one-year warranty.

From what you mentioned on the phone, just three weeks after purchase the pulse button does not function and the chopping blade comes loose.

Please accept our apologies for these problems. Neither of these faults has previously been reported with this model in the three years since its launch, so we are surprised. Please refer to the Troubleshooting Guide on the following page, and follow the steps suggested in order to fix the appliance. If this does not solve the problem, put the item back carefully into the original packaging, together with all documentation, and return it to us free of charge at the above address. We will examine the device, and if it is possible to fix it then we will return it fully working and reconditioned. If the item cannot be repaired, we will send you a coupon for \$289, which is the recommended retail price for this model. You may take this to any retailer of your choice to claim your new replacement at the value stated on the coupon.

Sincerely,

J. Williams, Customer Service

Main Ideas

1. Why was this fax sent?
 - (A) To respond to a customer complaint
 - (B) To confirm delivery of an order
 - (C) To ask for a product to be returned
 - (D) To explain quality control procedures
2. What is indicated about the Perform X250?
 - (A) The warranty has expired.
 - (B) It is not working correctly.
 - (C) The instruction manual is missing.
 - (D) It is an old model.

Details/Inferences

1. How long ago did Ms. Cheng buy a Perform X250?.....
2. How did Ms. Cheng contact Perform Kitchenware?.....
3. How many problems with her Perform X250 did Ms. Cheng mention?.....
4. What is Ms. Cheng advised to do as a first step?.....
5. How much will Ms. Cheng pay in shipping costs to return the appliance?.....
6. How long is the warranty for the Perform X250?.....
7. How many years has the Perform X250 been on the market?.....
8. Under what circumstances will a coupon be issued?.....

Passage 3

Starlight Office Supplies

1058 West 40th Street, New York, NY 10845

Dear Customer:

We are delighted to inform you that as of May 1, West Office Supplies is operating under new management. As you will note from our letterhead, we have also changed our name to Starlight Office Supplies.

We will continue to provide the same great office products, at unbeatable prices. However, you may also notice some changes. First, our website is now completely different. It's easier to use and has hundreds of additional products as well as exclusive online discounts. Go to www.starlightoffsupp.com and register now for free delivery on all online purchases throughout May and June! The second big change you will notice is our commitment to customer service. No longer will you be waiting for your calls to be answered. We guarantee to answer all calls personally within five rings. What's more, spend over \$500 per month to become a Preferred Customer and you will be assigned your own Preferred Account Manager, who will deal with all of your orders personally each and every time.

To celebrate the recent reorganization, we are offering you 20 percent off your next order with us, so call 555-8383 anytime from 8 A.M. to 8 P.M. seven days a week to speak to a member of our team, or go online and enter reference SOS9127 when making a purchase.

Thank you for your business. As a valued customer, we look forward to fulfilling all your office supplies needs.

Barbara Campbell, General Manager

Main Ideas

1. What is the main purpose of the letter?
 - (A) To announce changes to a company
 - (B) To appeal to new customers
 - (C) To attract online business
 - (D) To advertise for new staff
2. What does the letter mainly discuss?
 - (A) Delivery schedules
 - (B) Management restructuring
 - (C) Online modifications
 - (D) New services and offers

Details/Inferences

1. How many hours a day are phone lines open?.....
2. How long does the free delivery web promotion last?.....
3. What is the benefit of being a Preferred Customer?.....
4. Why would a customer use the code SOS9127?.....
5. How quickly will all calls be answered?.....
6. When did the new management take control?.....
7. Who can become a Preferred Customer?.....
8. How are customers invited to respond to the letter?.....

MINI TEST Letters and Faxes

Read this letter and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

Dr. Michelle Parker
Head of Clinical Research
The Brantwell Institute
132 Waterloo Road
Ontario K2H 8FA

January 26

Dear Dr. Parker:

With great pleasure, and on behalf of the Conference Organizing Committee, I would like to invite you to be a Plenary Speaker at this year's Bio International Convention. As you know, the aim of this annual event is to bring together life sciences executives from Europe, North America, and Asia to discuss policy issues and business development partnering.

The theme of this year's conference is Drug Discovery & Development, with a particular focus on trends in the Asian biotech market. There will be four plenary sessions and over two hundred workshops and presentations. The conference will take place at the Rockport Exhibition Center in Washington, DC, from August 7 – 10 this summer.

As well as yourself, there will be three other Plenary Speakers and twelve Featured Speakers, heading the line-up. To give you an idea of the topics they will be covering, we will forward details of their talks to you within the next four weeks. However, as a guide, I would like to ask that you consider the topic of intellectual property rights, and how current IP issues are impacting the biotechnology and pharmaceutical industries. This is an area you have spoken on many times, and I am sure it would be of great interest to the participants.

This year's conference is expected to attract over 2,000 delegates, which will make it the biggest Bio International Convention to date. We would be delighted if you could participate as a Plenary Speaker. I would be most grateful if you could reply before February 12, indicating whether or not you are able to accept.

Sincerely,

Dr. H. Hammond, Conference Chair

1. Why was the letter written?
 - (A) To accept a proposal
 - (B) To thank a speaker
 - (C) To promote a convention
 - (D) To make an invitation
2. What does the letter mainly discuss?
 - (A) An education program
 - (B) The Asian biotech market
 - (C) An upcoming event
 - (D) Pharmaceutical research
3. What is NOT mentioned about the conference?
 - (A) The expected number of participants
 - (B) The location and dates
 - (C) The main conference themes
 - (D) The registration requirements
4. What is indicated about Dr. Parker?
 - (A) She is an experienced presenter.
 - (B) She attended the event last year.
 - (C) She specializes in drug development.
 - (D) She works in Seattle, Washington.

1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Score /4

Notices

EXAMPLE

NOTICE TO SHAREHOLDERS

Notice is hereby given that the Annual General Meeting of the shareholders (AGM) of Kent Waterhouse Ltd. will be held at The Regency Hotel, 41 Wardour Street, London, on Friday, April 26 at 2:00 P.M.

The purpose of the AGM is to transact the business set out in the agenda below.

1. To accept and approve the annual financial statements of the Company for the previous year.
2. To re-appoint Branson Associates as designated independent auditor.
3. To confirm the re-election of five non-executive directors, and to elect directors to replace R.S. Farrington and Y.C. Miller, who are due to retire in terms of article 32 of the articles of association. Motions for re-election will be moved individually. Anyone being eligible may offer themselves for election. For further details, see pages 12 to 15 of the integrated annual report.
4. To elect the Audit and Compliance committee in terms of the Companies Act, 2008, as amended. The committee will comprise a minimum of three members. The proposed members of the committee are P. Wilson (Chairman), L. Prinder, R. Cho, and M. Miyazaki.

In order for a proposed ordinary resolution to be approved by shareholders, it must be supported by more than 50% of the voting rights exercised on the resolution by shareholders present or represented by proxy at the meeting.

In the event that you are unable to attend this annual meeting, we request that you execute and mail the enclosed form of proxy to the Secretary so that your shares may be regularly voted at the meeting.

1. Who would be most interested in this notice?

- (A) Senior executives
- (B) New employees
- (C) **Shareholders**
- (D) Committee members

The best answer to this question is answer choice (C), "Shareholders." The notice starts *Notice to Shareholders* and goes on to address shareholders directly. You should mark answer choice (C).

2. How many new directors are to be elected?

- (A) **Two**
- (B) Three
- (C) Five
- (D) Six

The best answer to this question is answer choice (A), "Two." The notice mentions the need to *elect directors to replace R.S. Farrington and Y.C. Miller*, who are scheduled for retirement. You should mark answer choice (A).

3. What is indicated in the notice?

- (A) The auditor is due to retire.
- (B) Only directors may vote.
- (C) **Voting by mail is allowed.**
- (D) Nobody is eligible for re-election.

The best answer to this question is answer choice (C), "Voting by mail is allowed." The last paragraph of the notice encourages shareholders to *execute and mail the enclosed form of proxy* in order to vote. You should mark answer choice (C).

Passage 1

SHIPPING INFORMATION

For all national shipments, we use Australia Post eParcel. This service is trackable and a signature is required on delivery. We understand that many people are not home during business hours. If you are not at home when your purchase arrives, your package will be taken to the nearest Post Office where you may collect it. Please remember to take proof of ID and the Delivery Notice Card with you. Alternatively, you can call the Post Office on the number provided on the card, and arrange for redelivery. Note that packages can be delivered on weekdays only. We can only hold an item for 15 days, after which it will automatically be returned to the address on the shipping label.

Wherever you live in Australia, shipping is charged at a flat rate per order. International customers please note alternative shipping arrangements apply. Check form IA23 (from your local Post Office) for further information. Current postage prices are listed below:

Shipping Method	Delivery Time	Price (in AUD)	Notes
Overnight Express Delivery	Overnight Delivery	\$22.45 flat rate	For overnight delivery, place your order before 3:00 P.M. AEST, and pay by credit card, by phone, or via our website.
Standard Delivery Free when you spend \$175 or more	2–5 business days	For orders under \$175 \$11.95 flat rate	If you live in a rural area, delivery times might be slightly longer than stated.
In-Store Pickup 85–123 Castle Street Sydney NSW 1940	Ready to pick up the next business day	Free	Please note the store is not open on Sundays.

Main Ideas

1. Who is this notice intended for?
(A) Delivery clerks
(B) Store customers
(C) Postal workers
(D) Shipping agents
2. What is the notice mainly about?
(A) Using a national postal service
(B) Making standard deliveries
(C) Sending international shipments
(D) Recovering lost postal items

Details/Inferences

1. Why do customers need to be at home when delivery is made?.....
2. Who might need to refer to form IA23?.....
3. How much is standard delivery for an item costing \$189?.....
4. When can orders placed on a Saturday be collected?.....
5. Who might need to wait longer than five days for standard delivery?.....
6. Where can undelivered packages be collected from?.....
7. Under which circumstances will items be returned to the sender?.....
8. What service is unavailable for orders placed after 3:00 P.M.?.....

Passage 2

For Immediate Release

Contact: Pauline Smith, Press Officer
Hebsing Inc., USA
psmith@hebsing.com / (512) 555-4351

Hebsing Appointment Marks Major Move into New Territories

Portland, Oregon: Leading high-tech consumer electronics manufacturer Hebsing Inc. today announced the appointment of Mark Adams as its new Corporate Marketing Vice President.

Mr. Adams, who comes to Hebsing from chief competitor Greko Arts, will take control of all aspects of running the company's operations in South America. Mr. Adams previously spent five years in Rio de Janeiro, Brazil, working as Director of Overseas Marketing Operations for Greko Arts. Hebsing has until now mainly focused on North American markets, so Mr. Adams' appointment marks a significant expansion of its international efforts.

"This high-level appointment further strengthens our ability to meet the needs of our customers in emerging markets," said President of Hebsing, Donna Green. "Mark Adams has wide-ranging experience, and his commitment to driving sales and brand growth will play an important part in our future plans in the region," she continued.

Mr. Adams has an MBA in Marketing from Coben University. Prior to Greko Arts, he was Global Sales Manager at GL Electronics.

Hebsing is delighted to have secured such a high-caliber executive to lead the company through its next stage of growth. Mr. Adams and his wife, Jean, will be moving to Sao Paolo, Brazil, next month.

Photographs and a full biography of Mr. Adams are available upon request.

Main Ideas

1. Why was this notice written?
 - (A) To communicate a new development
 - (B) To recommend a senior employee
 - (C) To report the launch of a company
 - (D) To advertise a new job opening
2. Who is the notice intended for?
 - (A) Senior executives
 - (B) Employees at Hebsing
 - (C) Company shareholders
 - (D) Business reporters

Details/Inferences

1. What kind of company is Hebsing Inc.?
2. Who is Ms. Green?
3. What qualifications does Mr. Adams hold?
4. What was Mr. Adams' role at Greko Arts?
5. How long did Mr. Adams work in Brazil?
6. Where will Mr. Adams be based?
7. Which region does Hebsing plan to expand into?
8. What position did Mr. Adams hold at GL Electronics?

Passage 3

NOTICE

It is with great regret that we must inform you that HAL Home & Office will cease trading on October 30 of this year.

HAL Home & Office has been manufacturing quality furniture for the home and office in Bakersville for 22 years. The decision to close the business is predominantly the result of increased competition from overseas, where lower production costs mean we are no longer able to remain competitive in today's marketplace. We will therefore stop production a month before closing the business, with a view to fulfilling all existing orders that have been placed with us. However, we will not be placing any further orders with our suppliers. Over the next ninety days we will be reviewing our accounting records and determining our current obligations. Please note that we intend to pay all outstanding invoices.

We would like to thank all of our suppliers for your support over the years. Please do not hesitate to call if you have any questions, or require any further information or assistance. We will do everything necessary to close our accounts with your company in good order. Our Support Center will remain open until 5:30 P.M. on our last day of business.

On behalf of HAL Home & Office, I would like to take this opportunity to thank you all for the support you have shown us.

Main Ideas

1. What is the notice mainly about?
 - (A) A production setback
 - (B) A company closure
 - (C) A security problem
 - (D) A trade dispute
2. Who is the notice intended for?
 - (A) Employees
 - (B) Customers
 - (C) Suppliers
 - (D) Investors

Details/Inferences

1. What kind of company is HAL Home & Office?
2. When will production stop?
3. How long has the company been in business?
4. On what date will the Support Center close?
5. Where is the company located?
6. What reason is given for the decision to stop doing business?
7. How long will it take to settle all outstanding accounts?
8. What are readers encouraged to do?



MINI TEST Notices

Read this information and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

Call for Artists

INTERNATIONAL ART COMPETITION

Chicago Center for Digital Art (CCDA)

Enter Chicago's most popular juried competition for digital art and photography. Established and emerging artists are invited to submit JPEG files of original work for consideration. All styles of artwork and photography are acceptable, where digital processes are fundamental to the creation of the images. The theme for this year's competition is Urban Boundaries.

First Prize: 12 prints up to 60x84 inches on canvas (approximately \$2,500 value) to be shown in a solo exhibition in the main gallery of the Chicago Center for Digital Art, May 1–30. The show will be widely promoted through creative arts and media outlets worldwide and will include a reception for the artist.

Second place prizes: Ten second-place winners will receive one print of their work up to 36x48 inches (\$375 in value) to be included in a special group show appropriate to their style and content within six months of the announcement of winners.

The deadline for entries is March 25. A list of all winners will be announced April 2. For complete details of the rules and regulations, see our website, www.ccda.com/iacomp.

Entries via website only. This competition is open to entrants from anywhere in the world. Minimum age is 16 years. Registration fee is \$40 (two images) or \$25 for students in full-time study. Multiple entries permitted.

Jurors: Sandra Mitchell, Assistant Curator, Museum of Modern Art; Robert Harris, Curator, Waterside Art Gallery; Dorothy White, Artist; Maria Lopez, Director, Chicago Center for Digital Art.

- Who most likely issued this notice?
(A) Maria Lopez
(B) A group of photographers
(C) Local artists in Chicago
(D) A CCDA employee
- Who may NOT enter this competition?
(A) Non-US citizens
(B) Students of art
(C) Young children
(D) Professional artists
- What is indicated about the competition?
(A) Any kind of artwork is acceptable.
(B) All entrants must pay to take part.
(C) Only one entry per person is allowed.
(D) It will be judged by a panel of artists.

- When will the competition close?

- (A) March 25
- (B) April 2
- (C) May 1
- (D) May 30

- What will the winner receive?

- (A) \$2,500 in prize money
- (B) A lot of publicity
- (C) A worldwide tour
- (D) Free works of art

- (A) (B) (C) (D)

Score /5

Advertisements

EXAMPLE

LaterLife Investments – Working for Your Retirement

Approaching retirement, even when you are looking forward to it, can bring mixed feelings. Come to LaterLife Investments and we will help your transition into this new and potentially very enjoyable phase of your life.

Planning for retirement is essential. Think about all the things you want to do after you retire; go on vacation, keep fit and healthy, learn a language, start a new hobby, enjoy social activities, help the family... Then think about what all this will cost. How you want to spend your time has financial implications. So what can you do?

1. Call 555-0800 to book an appointment with one of our financial advisors, who will help you establish a retirement budget for you and your partner. All our policies are geared to the over 50s.
2. Come to our free Planning Retirement seminar at Richmond Falls on Saturday, October 4, to get free advice on making the most of your retirement. Learn about pensions, life insurance, inheritance tax, making a will, equity release, funding long-term care, and much, much more. Every participant will receive a 'Retirement and You' mini-book, by renowned retirement expert and author Pat Young, former director of ARPS (The American Retired Persons Society).

Retirement brings lots of opportunities for enjoyment and learning... so come to LaterLife Investments to make sure you can afford to do the things you have always wanted to do.

1. Who is this advertisement intended for?

- (A) Young adults
- (B) Retired people
- (C) The self-employed
- (D) **Workers over 50**

The best answer to this question is answer choice (D), "Workers over 50." The ad talks about planning for retirement, and says that all the company's policies are geared to the over 50s. The ad is aimed at workers over 50. You should mark answer choice (D).

2. How are readers NOT asked to respond?

- (A) By booking an appointment
- (B) By attending an event
- (C) **By registering online**
- (D) By calling the company

The best answer to this question is answer choice (C), "By registering online." The ad encourages readers to *Call 555-0800 to book an appointment* and also to attend a *free Planning Retirement seminar*, but there is no mention of a website. You should mark answer choice (C).

3. Who is Pat Young?

- (A) The founder of ARPS
- (B) An employee at LaterLife Investments
- (C) A famous elderly journalist
- (D) **A well-known retirement advisor**

The best answer to this question is answer choice (D), "A well-known retirement advisor." The ad refers to her as a *renowned retirement expert*. You should mark answer choice (D).

Passage 1

Mini Action Cam

Voted most popular gadget by our readers *****

Capture great movie footage with Mini Action Cam – a miniature digital video camera you can take anywhere! Only 50mm high, this pocket-sized lightweight camera records both video and audio in high-quality AVI format. Footage is recorded at an impressive 35fps and a resolution of 640 x 480 pixels for perfect shots. Mini Action Cam is great for taking action footage while skiing, biking, climbing... all kinds of extreme sports. And that's not all! Use the rubber cover attachment to protect the camera from knocks and bumps, or use the integrated clip to attach it securely to a pocket or belt. The Mini Action Cam is equipped with an internal rechargeable lithium battery that will provide up to 2 hours of recording time, or 250 hours standby from a single charge! Use a micro 32GB SD card (available separately) for computer editing and playback. Suitable for ages 12+.

Main Ideas

1. Who is this product mostly likely suitable for?
(A) Professional photographers
(B) Sports enthusiasts
(C) Movie directors
(D) Computer programmers
2. What is the purpose of this advertisement?
(A) To promote a healthy lifestyle
(B) To announce a competition
(C) To advertise a new product
(D) To reward moviegoers

Details/Inferences

1. What is the camera's most distinctive feature?
2. Where is the battery located?
3. What item is NOT included in the package?
4. What is the purpose of the rubber cover attachment?
5. How long can the camera be used before it needs recharging?
6. How can the camera be securely attached to a belt?
7. Who should NOT use the Mini Action Cam?
8. What kind of battery does the camera use?

Passage 2

Your Home Away from Home in Toronto

If you are staying in the city for a few days or more, then rent a furnished apartment with Toronto Serviced Apartments! A furnished apartment allows you luxury, privacy, and space, providing an excellent value for your money when compared with hotels with similar features.

We offer elegant, modern apartments centrally located in the business district of the city. All apartments are air-conditioned, with a modern kitchen and a flat-screen TV with cable channels. Each apartment's bathroom comes with toiletries and a hair dryer. You will also find superb on-site shops, a restaurant, a fitness center in the basement, and a 24-hour front desk with security. All our apartments are serviced, so will be cleaned twice a week.

For serviced apartments between one night and a month, please go to our website, www.torontoservicedapartments.com to check availability and prices. Booking is simple and takes only a minute. For stays longer than a month, fill out our Long Stay Booking form, and we'll get the best prices for you directly from the apartment owners. Bookings of seven nights or more will receive a twice-weekly maid service and linen change inclusive in the rate.

So the next time you are in town for a few days, or weeks, try Toronto Serviced Apartments.

Toronto Serviced Apartments – luxury at a price you can afford.

Main Ideas

1. What is being advertised?
 - (A) A real estate opportunity
 - (B) An accommodations service
 - (C) A hotel renovation
 - (D) A construction project
2. Who would be most interested in this advertisement?
 - (A) Toronto residents
 - (B) Hotel workers
 - (C) Home owners
 - (D) Business travelers

Details/Inferences

1. Where are the apartments located?.....
2. What should customers wishing to book for two weeks do?.....
3. Which service is free of charge for people staying over one week?.....
4. What is indicated about the online booking process?.....
5. Who should complete the Long Stay Booking form?.....
6. Where is the fitness center located?.....
7. What will customers find in the bathrooms?.....
8. What is stated about the front desk?.....

Passage 3

FlexiPlus Private Health Plan

JVK Insurance is working with SureGuard Healthcare to provide individuals, families, and the self-employed with the very best in private health coverage. Now you can choose the coverage options to suit your budget with FlexiPlus, from just \$30 per month:

- Choice of hospitals
- In-patient coverage \$150 per night (max. \$3,000)
- Private room with en-suite facilities, TV, radio and direct phone
- Emergency medical services
- Quick access to PET, CT, and MRI scans
- No referrals required to see a specialist
- Coverage for prescription drugs (up to one year)
- Coverage for routine physicals, including lab work and X-rays
- Dental expenses (supplement may apply)

Join this month, using the code JVKG101, and you will get free lifetime access to our Wellbeing Hotline – our 24-hours-a-day, 365-days-a-year health advice line (normally \$4.99 per month). This service is staffed by specially-trained counselors, ensuring that whenever you need health information for you or your family, there's always a health professional at hand.

Get a 5% discount when you buy online, followed by 5% discount if you pay the annual premium in full. Call 555-1213 to speak to a personal advisor who will help guide you to the perfect policy.

Main Ideas

1. What is the advertisement mainly about?
(A) Medical services
(B) Health insurance
(C) Emergency coverage
(D) Personal fitness
2. Who is the advertisement NOT intended for?
(A) Large employers
(B) Freelance workers
(C) Private individuals
(D) Adults with children

Details/Inferences

1. Which customers do not need to pay for the Wellbeing Hotline?
2. What is the minimum charge per month for FlexiPlus coverage?
3. What will policy holders have to pay for after 12 months?
4. How many nights in a hospital does the plan include?
5. Which service normally costs \$4.99?
6. Which service might involve an extra charge?
7. When can the Wellbeing Hotline be accessed?
8. What is the biggest possible reduction available?

MINI TEST Advertisements

Read this advertisement and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

San Diego Sicilian Festival

Little Italy May 20 10:00 A.M. – 6:00 P.M.

Come and join in the colorful and vibrant San Diego Sicilian Festival! This celebration of the region's Italian heritage takes place every year in the city's Little Italy district. The roots of this festival go back to 1994, and today Little Italy's 48 square blocks host the largest Italian American festival on the West Coast, welcoming over 120,000 visitors from all over the world.

- Experience the sights, sounds, and smells of Italian culture as you wander along India Street, enjoying lively music and sampling delicious Italian food served al fresco. You can even take part in cooking contests!
- Marvel at the fantastic array of arts and crafts on display.
- Listen to the very best of traditional and modern Italian music on one of three purpose-built stages.
- Bring the kids! There's a special Kids Fun Zone with face painting, balloon art, games, and much more.

So don't miss the San Diego Sicilian Festival. Free fun for the whole family! Free parking is available throughout the neighborhood. Be sure to arrive in good time for a good view of the flag parade at noon. *Ci vediamo!*

1. Who is this advertisement intended for?
(A) Storekeepers
(B) Street entertainers
(C) Event organizers
(D) Members of the public
2. What is NOT indicated about the event?
(A) It is a very large festival.
(B) It has a wide-reaching appeal.
(C) It celebrates international cuisine.
(D) It is suitable for people of all ages.
3. What information does NOT appear in the advertisement?
(A) The year the festival began
(B) The type of entertainment provided
(C) The place where the event takes place
(D) The best way to get to the event
4. What are readers encouraged to do?
(A) Go online
(B) Arrive early
(C) Register soon
(D) Wear costumes
5. The word "array" in paragraph 1, line 8, is closest in meaning to
(A) enthusiasm
(B) knowledge
(C) influence
(D) selection

- | | |
|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | Score /5 |

Articles

EXAMPLE

Team Cyclone Hopes to Cycle into the Record Books

Joe Klinsky, Washington

As part of the 50th anniversary celebrations for Cyclone Technologies, four Cyclone staff will be cycling from San Diego to New York in a marathon 3,100 miles from coast to coast. They will leave on Friday, June 1 arriving at Cyclone Tower in New York, the group's main office, thirty days later. The team has chosen to start in San Diego as this is where the original Cyclone Technologies research facility is located. The trip will take the cycling team through 12 states and across the Rocky and Appalachian Mountains.

The team, consisting of coworkers Ron Jackson, John Moore, Sam Gonzalez, and Brian Clark hopes to raise \$10,000 for Portland Children's Hospital. "Raising money for this great hospital is a wonderful way for Cyclone Technologies to say thank you to our clients and the local community here for supporting us over the last 50 years," commented John Moore, Sales Manager at the company's Portland offices. To make a donation, go to www.justgivinow.com/CTech.

1. What is the article mainly about?

- (A) A bike race
- (B) A charity event**
- (C) A sightseeing tour
- (D) A sales team

The best answer to this question is answer choice (B), "A charity event." The article mentions the group will cycle 3,100 miles and hopes to raise \$10,000 for Portland Children's Hospital. You should mark answer choice (B).

2. In which city do the four Cyclone Technologies employees work?

- (A) San Diego
- (B) New York
- (C) Portland**
- (D) Washington

The best answer to this question is answer choice (C), "Portland." The article mentions the team are coworkers and later adds Mr. Moore is Sales Manager at the company's Portland offices. You should mark answer choice (C).

3. What are interested people asked to do?

- (A) Make a financial contribution**
- (B) Support their local community
- (C) Visit Portland Children's Hospital
- (D) Gather at Cyclone Tower

The best answer to this question is answer choice (A), "Make a financial contribution." The article ends by encouraging readers to make a donation online. You should mark answer choice (A).

Passage 1

Jayson Buys GoMart

Shareholder agreement clears the way

BY MARIA PEREZ

For nearly 40 years, GoMart has dominated the convenience store market throughout the southern states, building itself up to become the brand of choice for low-cost essentials among budget-conscious customers.

But all that is set to change very soon. Last Friday, shareholders of GoMart finally accepted a takeover bid by Jayson worth \$12.6bn. At the latest shareholder meeting in Atlanta, 50 percent of the shareholders needed to give approval. On the day, an overwhelming 85 percent supported the motion. As a result, Jayson will now delist GoMart's shares.

The prospect of a takeover opened up two years ago, when GoMart let go of its beverages arm. It was then that Jayson, sensing weakness, decided to make a bid for the company. Three early attempts were rejected until finally Philip Schulman, GoMart's chairman, negotiated an offer of \$2 a share just a week ago.

While the GoMart board and most shareholders are delighted, the mood is less jubilant among employees. Jayson has made no guarantees to safeguard any jobs at GoMart. Two hundred workers from GoMart plan to go to Washington to gather political support for job guarantees. Watch this space to see how things develop.

Main Ideas

1. What is the purpose of this article?
 - (A) To announce a shareholders' meeting
 - (B) To report the outcome of a recent vote
 - (C) To describe the collapse of a company
 - (D) To give details of an industrial dispute
2. For whom is this article most likely intended?
 - (A) Senior executives at GoMart
 - (B) Shareholders at Jayson
 - (C) Readers of a business publication
 - (D) Political lobbyists in Washington

Details/Inferences

1. What kind of business is GoMart?.....
2. When did Jayson make its first bid for GoMart?.....
3. What is implied about Jayson's offer of \$2 a share?.....
4. For how long has GoMart been trading?.....
5. Where are GoMart stores mostly found?.....
6. What percentage of shareholders supported the latest bid?.....
7. Why are workers at GoMart not enthusiastic about the deal?.....
8. How many bids has Jayson made for GoMart?.....

Passage 2

The Agricultural Innovation and Technology Expo, Melbourne

The city of Melbourne is getting ready for the biggest event of the farming calendar so far this year as it prepares to showcase the very best in cutting-edge technology and innovation relating to the agricultural industry. With more than 20,000 square meters of exhibition space, the Agricultural Innovation and Technology Expo demonstrates exactly how Australian farmers are leading the world in farming techniques, research, and technology. “This is a great opportunity to present the latest and most innovative products on the market,” said Kent Gibson, Business Development Manager at the Regional Development Council, which supports farmers within the region.

The Expo will also promote Australian food products, emphasizing the tremendous variety and quality of Australian home-grown produce, and charting the food process from “wheat to meat” and “paddock to plate.” The streets of the city will be transformed with eye-catching displays of fruit, vegetables, flour and grain produce, and exciting livestock replicas. What’s more, top celebrity chefs will be on hand to cook meals from 100% Australian ingredients.

During the Expo, which runs from March 28 through March 31, the city will host over fifty informative presentations by well-known experts on all kinds of topics from agricultural sustainability to national and global food security. Members of the public are invited to attend all these events free of charge. Ideal for school trips or casual passers by, there is sure to be something to interest local and international visitors alike.

Main Ideas

1. Why was this article written?
 - (A) To announce a technology breakthrough
 - (B) To advise Australian crop growers
 - (C) To compare farming practices
 - (D) To publicize an upcoming event
2. What is suggested about the event?
 - (A) It should appeal to everyone.
 - (B) It is the first of its kind.
 - (C) It will last one week.
 - (D) It takes place every year.

Details/Inferences

1. How many presentations will be given?
2. When will the Expo finish?
3. What examples of presentation topics are mentioned?
4. Who is Mr. Gibson?
5. How much does it cost to attend a presentation?
6. How large is the exhibition area?
7. Who will be giving cooking demonstrations?
8. How will the city’s streets be altered during the Expo?

Passage 3

Energy Innovation Summit Predicts Bright Future

"I see a future where renewable energy sources are available anywhere in the world," says Canadian born entrepreneur Michael Cho. At 35 years of age, Cho is the remarkably talented head of AltTech Global, a leading investment company founded in 2009 with the sole aim of supporting alternative-energy technologies. With a \$500 million fund, already the dream is starting to become a reality as he speaks to a 1,000-strong crowd of fellow enthusiasts at the start of the second annual AltTech Summit. The summit brings together start-up companies from all over the US for three days of discussions and product demonstrations.

One of the approximately 150 start-ups exhibiting at the Los Angeles Convention Center will be Louisiana-based GemOil, which is developing a liquid biofuel with \$2 million of funding from AltTech. "Within five years, we intend to offer the cheapest source of fuel for domestic vehicles in North America," says founder and C.E.O. James Lee. Cho has also invited C.E.O.s from all the major Fortune 500 companies in the hope of encouraging investment. "Ideally, we want companies like DHL or United Parcel Service to use GemOil's biofuels for their trucks," says Cho. "We need these large corporations to fund the start-ups and speed up the adoption of clean energy," he argues.

Cho's plan to push up clean energy's global power market share to 10% within the next eight years is ambitious. Whether he can provide the long-term support green technology start-ups need remains to be seen. But, in what is a highly fragmented industry where the risks and obstacles to success are huge, Cho's optimism is refreshing.

Main Ideas

1. What is the article mainly about?
(A) Sources of renewable energy
(B) Difficulties developing clean energy
(C) Expansion of the biofuel market
(D) Funding alternative-energy start-ups
2. What is the main purpose of the article?
(A) To request donations
(B) To ask for assistance
(C) To give information
(D) To report a problem

Details/Inferences

1. How many companies have booths at the convention?
2. What kind of company is AltTech Global?
3. Who is James Lee?
4. In which city is the convention being held?
5. Who does Mr. Cho hope will invest in the start-ups?
6. What product is GemOil developing?
7. What does Mr. Cho hope to achieve in eight years?
8. What is the writer's opinion of Mr. Cho?

Passage 4

NEW YORK – Metal treatment firm Farnworth today reported a profit surge of 46%, citing healthy overseas sales and also increased domestic market share. “We are starting to see the results of last year’s substantial investment and restructuring program. We can now offer a fully comprehensive heat treatment service, and we are attracting new markets at home and abroad as a result,” commented chief executive Stuart Carter. He also attributed the company’s success to its reputation for superior standards of workmanship, claiming this had helped it fend off cheaper competition from rival firms. Carter went on to predict strong growth in the coming year, as Linda Saunders, the company’s Export Sales Manager, announced a three-year contract with BHVelsspri to provide heat treatment services in China for train-steering components. She also reported the company would invest \$22.75m in its South American operations as it expands its business in the aerospace and energy markets. “Although the macroeconomic environment continues to be challenging, our strategy is to increase investment and drive growth to achieve a return greater than the industry average,” Saunders confirmed.

In the face of economic uncertainty elsewhere in the industry, Farnworth’s success is nothing short of staggering. Pre-tax profit from continuing operations rose to \$145m for the year, up from \$90.35m for the previous year. Headline operating margin rose to 18% from 12.9% last year. The company is expected to pay a dividend of \$1.25, up from \$1.02 the year before.

Main Ideas

1. What is the purpose of this article?
(A) To report one company’s business results
(B) To announce growth in the metal industry
(C) To warn about plans for a merger
(D) To inform metal workers of a wage raise
2. What is indicated about Farnworth?
(A) It will soon be restructured.
(B) Its reputation is improving.
(C) It expects to overcome difficulties.
(D) It is enjoying strong growth.

Details/Inferences

1. How much profit before tax was reported last year?
2. Who is the company’s Export Sales Manager?
3. Which company will Farnworth work with in China?
4. What does the figure of 18 percent represent?
5. In which market does the company plan to invest nearly \$23m?
6. By how much is the company’s dividend expected to increase?
7. What is the writer’s opinion of Farnworth’s success?
8. How does the company feel about the coming year?

MINI TEST Articles

Read this article and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

Bering Developments Get the Go-Ahead

Re-zoning application approved despite concerns

— BILL GERARD, HALIFAX GAZETTE, NOVA SCOTIA

The re-zoning application submitted nearly two years ago by Bering Developments was finally approved by the city's planning committee on Wednesday night, despite opposition from local residents. The plan to convert the Southgate Hotel in Haringsford into a 120-bed long-term care facility looks set to go ahead.

The development has been a source of controversy and delays for years. It was moved to Haringsford after original plans for the development to be placed in Queens at the site of the former Hope Hospital fell through. The reason for rejection at the time was concerns among local residents that the 8-story assisted living building would negatively impact on the character of the area. The project's architect, Luke Benedict, said a number of modifications had been made to the design, and insisted it was in keeping with the new location. He also brushed aside worries about flooding, saying improved drainage at the site would minimize any impact.

Residents in Haringsford say they are not satisfied that their concerns have been addressed. They also want the hours of construction to be restricted to between 8:00 A.M. and 6:00 P.M., on weekdays only. However, project supervisor for developers PTY Construction Peter Smith insisted "We have been asked to complete the project by December of next year. We can only do this by working up until 8:00 P.M. and on Saturdays also." Permission was denied for an appeal to be lodged by the Residents Action Committee. Organizer Pat Johnson said, "We don't know how the city council has been persuaded by Bering Developments to withdraw its opposition to the plan, but we intend to find out. This is not the end of the battle."

1. What is the article mainly about?
 - (A) The construction of a nursing home
 - (B) The completion of a new development
 - (C) The selection of a planning committee
 - (D) The rejection of a housing application
2. Why are residents in Haringsford unhappy?
 - (A) They do not like the modified design.
 - (B) They would prefer a hospital to be built.
 - (C) They do not feel they have been listened to.
 - (D) They are worried about the impact on wildlife.
3. Which of these people does NOT support the development?
 - (A) Peter Smith
 - (B) Luke Benedict
 - (C) Bill Gerard
 - (D) Pat Johnson
4. The word "controversy" in paragraph 2, line 1, is closest in meaning to
 - (A) anxiety
 - (B) disagreement
 - (C) disbelief
 - (D) indecision
5. What is suggested about some of the residents in Haringsford?
 - (A) They have decided to appeal.
 - (B) They will obstruct building work.
 - (C) They now support the plan.
 - (D) They will continue to protest.

- | | |
|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | |

Score /5

Double Passages

EXAMPLE

Performance Appraisals – Are they really worth it?

BY ASHLEY JONES, BUSINESS CORRESPONDENT

Assessing how well employees are performing is a key part of any organization's human resource management. Most companies conduct a performance appraisal once or twice a year. Popular methods include "Management by Objectives" (MBO), which compares set goals with the employee's actual performance, "Peer-to-Peer" appraisals, in which coworkers review one another, "360 Degree" appraisals, whereby the employee is assessed by everybody from senior managers to coworkers, customers, and suppliers, and even "Self-Appraisal," with workers evaluating themselves.

If done well, a detailed performance evaluation can bring benefits. It can help to identify and reward success, motivating employees to excel further. It can be used to determine raises or promotions based on merit. It can also help to highlight areas for improvement or further

training. At the very least, it gives the employee a better understanding of the company's needs and expectations.

However, the reliability of performance appraisals has been questioned by some experts. On the downside, appraisals are liable to be affected by office politics. There is evidence to suggest that those carrying out these appraisals are not as objective as they could be. Personal judgments can be applied, which can distort the evaluation process. What's more, if an employee is unhappy with the result of a performance appraisal, it can cause difficulties in office relationships – especially when a pay raise or promotion is at stake.

Perhaps the solution is for appraisals to focus on an employee's training needs and career development, while incentives (e.g., salary review) should be dealt with independently.

From: Ethan Baker <ebaker@gartinc.com>
To: Ben Miller <bmiller@gartinc.com>
Re: My performance review
Date: September 29

Dear Ben,

Many thanks for the feedback on my recent performance review, which I received today. To be honest, I am surprised at some of the comments you made. While I accept that my sales figures have declined over the last six months, I do not feel this is a result of any lack of effort on my part. I have done my best to achieve targets, and in the current economic climate I feel that an 80 percent success rate is a good result. I also attended several sales training seminars since April, taking me away from my sales responsibilities for a total of fourteen working days. I attended these courses at the company's request, and would not like to feel I am being penalized now as a result. With these points in mind, I would appreciate it if you could look again at my request for a salary increase.

Sincerely,
Ethan

- What does the article mainly discuss?
 - The merits of evaluating employees
 - Different types of performance appraisals
 - The benefits and drawbacks of staff evaluations**
 - Reasons why companies evaluate employees

The best answer to this question is answer choice (C), “The benefits and drawbacks of staff evaluations.” The other topics are covered, but the article mostly focuses on the advantages (paragraph 2) and drawbacks (paragraph 3) of performance appraisals. You should mark answer choice (C).

- What does Mr. Baker NOT indicate in the memo?
 - He has made fewer sales recently.
 - He is unhappy with Mr. Miller’s assessment.
 - His work has been affected by training obligations.
 - He feels disappointed with his performance.**

The best answer to this question is answer choice (D), “He feels disappointed with his performance.” In fact, Mr. Baker says *I have done my best to achieve targets*. He feels that *an 80 percent success rate is a good result* given the economic situation. He is not disappointed in his performance. You should mark answer choice (D).

- In the article, what is suggested about performance evaluations?
 - They are a waste of time.
 - They are often neglected.
 - They can fulfill a useful role.**
 - They are time-consuming.

The best answer to this question is answer choice (C), “They can fulfill a useful role.” None of the other statements are suggested. Rather, *If done well, a detailed performance evaluation can bring benefits*. You should mark answer choice (C).

- Which type of performance appraisal did Mr. Baker most likely have?
 - Self-Appraisal
 - Management by Objectives**
 - 360 Degree
 - Peer-to-Peer

The best answer to this question is answer choice (B), “Management by Objectives.” The article states that MBO *compares set goals with the employee’s actual performance*. In Mr. Baker’s memo, he refers to *sales figures and targets*. This is clearly objective-led. You should mark answer choice (B).

- What does Mr. Jones recommend in his article?
 - Separating appraisals from incentives**
 - Using a combination of appraisal methods
 - Conducting a salary review twice a year
 - Relying less on personal judgments

The best answer to this question is answer choice (A), “Separating appraisals from incentives.” Mr. Jones finishes by saying *incentives ... should be dealt with independently*. You should mark answer choice (A).

Passage 1/2

From: Doreen Johnson
To: All Staff
Date: January 12
Subject: Training program

Continuing our commitment to staff wellness, I have now finalized the training program for the coming year through BusinessBoost4You, the health and energy experts. These sessions are designed to give you useful tips and information to keep you healthy in mind and body. They will show you how to create a strong, positive mindset and to stay positive and happy during tough times in both your work and personal life. You will also learn techniques to help you feel motivated and full of energy. It is our intention to ensure that all staff go to at least one of the planned sessions.

Sessions last an hour and will start promptly at 10:00 A.M. in the Conference Room. Please see your line manager to register for any you want to attend.

Monday, March 14	Happiness and Energy
Tuesday, June 19	Health through Massage
Monday, September 24	Positive Thinking with Office Yoga
Monday, December 10	Mind Management and Nutrition

Other wellness initiatives are in the planning stages, and further details will be announced in due course.

If you have any questions, please do not hesitate to contact me.

D. Johnson
Staff Development Manager, NIC Corp.

BusinessBoost4You

the health and energy experts

ABOUT US

BusinessBoost4You provides innovative employee wellness services to companies state wide throughout California, including Workstation Assessments, On-Site Massage, and Office Yoga. We use the best health professionals in the industry to provide an efficient, low-cost way to boost the energy and productivity of your staff. Our innovative training sessions will help to keep your staff healthy, motivated, and productive.

- Our approved Workstation Assessment service will ensure you comply with federal regulations.
- We are the leading provider of on-site massage to companies in California. Massage helps to reduce staff absences and associated health costs caused by back problems, shoulder tension, stress, and repetitive strain injury (RSI).
- Try our Office Yoga sessions. They are a great way to boost productivity and morale, and a firm favorite with staff!

We pride ourselves on a straightforward and efficient service. Contact us now to find out more about our dynamic employee wellbeing services. For more information call 555-7788 or visit www.businessboost4you.com.

Main Ideas

1. What is the purpose of the memo?
 - (A) To encourage health and safety at work
 - (B) To give details of a corporate event
 - (C) To provide information to staff
 - (D) To promote a training company
2. Who is the notice intended for?
 - (A) Health professionals
 - (B) Government officials
 - (C) Company managers
 - (D) Training instructors

Details/Inferences

1. Where is NIC Corp. probably located?.....
2. What time will the Happiness and Energy session end?.....
3. Who is Ms. Johnson?.....
4. How frequent are the announced training sessions at NIC Corp.?.....
5. Which service will NIC Corp. employees probably NOT receive?.....
6. What should staff do if they want to attend a session?.....
7. Which BusinessBoost4You service is especially popular with employees?.....
8. What does RSI stand for?.....
9. What is the purpose of a Workstation Assessment?.....
10. How many sessions should NIC Corp. staff attend?.....
11. Which session should NIC Corp. staff attend if they have back problems?.....
12. How long will each session last at NIC Corp.?

Finding the Best Energy Supplier

Did you know that energy contracts with suppliers are automatically renewed after the initial contract term expires? This sounds convenient, until you realize that on renewal most energy companies move customers to a new contract at an uncompetitive price. They are banking on the fact that customers, especially those in small and medium-sized companies, are too busy at work to keep an eye on how much they are paying for their energy.

Amazingly, energy suppliers are not obliged to tell you when your energy contract is coming to an end. Any letter you do receive is usually made to look like a special offer, with headings such as:

“Electricity renewal offer”

“We'll guarantee this rate for 12 months.”

“Avoid future increases. Price fixed for two years!”

In fact, the rates they offer are often higher than what you were paying, and more than other tariffs. What's more, these letters are generally sent out after the minimum notice period has passed, so you can find yourself forced to pay much more for your electricity – for between 12 months and two years.

It is therefore essential that you keep a note of when your energy contract is due to expire, and terminate your energy agreement in writing well in advance. Only then will you be able to shop around for the best available rate. The standard notice period that a supplier requires is normally between 30 and 120 days, but you should check the contract terms & conditions. It is best to always ask for immediate confirmation that your termination letter has been received, in case suppliers try to deny they have received it.

Customer Service
Magna Electrics
12 Hilltop Way
London, NW2 9RT

July 23

Dear Sir/Madam:

Re: Termination Notice of Contract to Supply Electricity

I am writing to give you formal notice of our intention to terminate our Electricity Supply agreement with Magna Electrics.

Our Meter Point Reference Number: 204934.59

Our Termination Date: July 31

Our Supply Address: GM Engineering, Unit 10, The Granta Industrial Park, Field Way, Kent, KT12 8TR

I would be grateful if you could formally acknowledge receipt of this instruction, and accept this termination notice in writing by return. If possible, I would like someone to call me within 48hrs of receipt of this letter. My telephone number is 01553-948565.

Yours faithfully,

M. Pertwee
Office Manager

Main Ideas

1. What is the article mostly about?
 - (A) Special energy deals
 - (B) Dishonest utility companies
 - (C) Ways to save energy
 - (D) High electricity bills
2. Who probably wrote the letter?
 - (A) An electricity supplier
 - (B) A consumer rights expert
 - (C) A company employee
 - (D) An energy advisor

Details/Inferences

1. What kind of company is Magna Electrics?
2. In what way are renewal letters often disguised?
3. How can customers find out how much notice is required?
4. What are energy companies NOT responsible for?
5. What is the minimum period a company can be tied in to an energy contract?
6. How can customers stop their energy contract from being automatically renewed?
7. When does Mr. Pertwee want someone from Magna Electrics to call?
8. In what way does the letter NOT follow the advice given in the article?
9. Why should customers ask for confirmation their termination letter has been received?
10. What is the maximum period of notice that a supplier usually requires?
11. According to the article, when do energy suppliers usually send out renewal letters?
12. What company does Mr. Pertwee work for?

MINI TEST Double Passages

Read this review and advertisement, and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

Peartree Hotel, Singapore

John ★★★★★ "Good for families" reviewed Aug 12

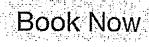
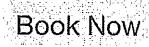
I have just come back from a one-week vacation at The Peartree Hotel. The hotel looks great and I was very impressed when I arrived! Although the room was nothing special, the view of the garden was great. The aircon worked well, which was important because it gets so hot and humid there in July. Most of the staff were very friendly, except for one receptionist named Carla who never smiled. The food was fantastic! I am not easily impressed, but I was amazed at the size and variety at breakfast. Definitely go for the rate that includes breakfast as I did. It's worth it, and you won't be hungry until dinnertime. Watch out for the price of drinks from the mini-bar in the room, though. I emptied it and stocked it with water and juice from the store across the street, which was much cheaper. They weren't happy, but it's their fault for charging too much.

I didn't realize when I booked, but the hotel provides live music entertainment every night. I am not interested in that kind of thing, and my room was right above the disco. It was very loud, and went on until after two every night, which kept me awake. If you have young children or need your sleep, I would suggest you request a room at the back of the hotel and on a high floor. The swimming pool was OK, but a little small for the size of the hotel and there weren't enough sunbeds. I spent most of the time at the beach – it's beautiful and clean, and it's only three minutes' walk from the hotel. The resort itself had lots of shops and places to eat. Overall, I probably won't go back, but for families with children it's a good choice.

The Peartree Hotel

The Peartree Hotel is on Sentosa Island on the southern tip of Singapore. The hotel is within walking distance of Sentosa Golf Club and Siloso Beach. In addition to an outdoor swimming pool, the hotel features three restaurants, an entertainment lounge, and a business center open 24/7.

Rates

Superior incl. breakfast	from \$145 per night	
Superior excl. breakfast	from \$130 per night	
Deluxe incl. breakfast	from \$125 per night	
Deluxe excl. breakfast	from \$110 per night	

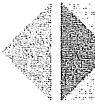
All rooms have cotton linen, desk, coffee/tea makers, flat-screen television with cable channels, wireless internet access (surcharge), in-room safe, and refrigerator. En-suite bathroom includes shower/tub combination with handheld showerhead. Amenities include hair dryer, complimentary toiletries, and slippers. Air conditioning. Superior rooms have an ocean view. Deluxe rooms look onto the hotel garden. All bookings made online are nonrefundable.

1. Why was the review written?
 - (A) To recommend a hotel
 - (B) To register a complaint
 - (C) To advise travelers
 - (D) To promote Singapore
2. How much did the writer pay per night for accommodations?
 - (A) \$110
 - (B) \$125
 - (C) \$130
 - (D) \$145
3. What does the advertisement NOT mention?
 - (A) There is a mini-bar in every room.
 - (B) There is a 24-hour business center.
 - (C) There is a beach close to the hotel.
 - (D) There is live music in the evenings.
4. What does the reviewer mention about the Peartree Hotel?
 - (A) Some items are overpriced.
 - (B) The rooms on higher floors are bigger.
 - (C) Internet access is free in public areas.
 - (D) The swimming pool is very clean.
5. When did the reviewer go on vacation?
 - (A) Early June
 - (B) Late July
 - (C) Early August
 - (D) Late August

- | |
|--------------------|
| 1. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) |
| 4. (A) (B) (C) (D) |
| 5. (A) (B) (C) (D) |

Score /5





STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 7 of the TOEIC® test.

The steps shown here are designed to help you achieve a higher score when you take the test. By following these steps, you should be able to maximize your score on this part of the test.

1

Quickly skim the passage to get a general idea of the content. Try to pick out any key words and ideas.

2

Read the first question and look at the four answer choices. The first question often asks about the main ideas. Answer the question if you can. If you are not sure of the answer, confirm what information to look for and then return to the passage.

3

Now scan the passage to find the information you need. When you locate the paragraph or section you think you need, slow down and read more carefully until you find the answer.

4

Refer again to the answer choices. Eliminate any answer choices you are sure are incorrect. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

Skimming

Key Skill for Part 7

When reading for main ideas, you need to read the passage simply to get a general overview of what it is about. This is called *skimming*. For example, if you look through a magazine to see what's inside, or look at a menu, this is skimming. Do not read every word – just focus on the key words that contain important information. Your goal is to get an overall idea of what the text is about. Get used to skimming texts in this way, and you will improve your TOEIC score.

Scanning

Key Skill for Part 7

When reading for details, you need to read the passage quickly to find the specific information you need. This is called *scanning*. For example, if you look through a dictionary to find a word, or check what time your favorite program is on TV, this is scanning. Do not read every word – just focus on the information that you are looking for. Your goal is to find specific details. Get used to scanning texts in this way, and you will improve your TOEIC score.



Quickly skim this e-mail.

To: Undisclosed recipients
From: gerrybrown@iap.org
Subject: Message to all IAP presenters
Date: April 20

Dear Presenter,

As an integral part of this year's IAP Conference, we are happy to say that the IAP Online coverage looks set to be bigger and better than ever. With an amazing 20,000 "virtual" delegates expected to attend online, the website will host on-demand video presentations, live video interviews with presenters, and reports from conference delegates, as well as moderated discussion forums. IAP Online offers a great opportunity for you to interact with professionals worldwide who cannot be present at the main conference in Sydney.

Could you please upload your presentation (including any handouts) and photo to the website at www.iap.org/conference. Here, delegates can post comments, ask you questions, etc., and you are free to interact. Please note that there is a maximum file size (10MB) for each file you upload. If you have several attachments, uploading them can take time. If you have any problems, use the "contact us" form on the website.

Many thanks,
The IAP Online Conference Team

STEP 2 ➤ Read Question 1 and check you understand what is being asked. Then read the answer choices. *If you know the answer, mark your answer and go to the next question.*

STEP 3 ➤ Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP 4 ➤ Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

1. Who wrote this e-mail?
 - (A) A speaker at a convention
 - (B) A website developer
 - (C) A conference delegate
 - (D) An event organizer

 2. What are presenters asked to do?
 - (A) Provide information
 - (B) Contact delegates
 - (C) Register on the website
 - (D) Prepare for an interview

 3. What will IAP Online NOT include?
 - (A) Discussion forums
 - (B) Interactive workshops
 - (C) Reports from attendees
 - (D) Video presentations

 4. What is indicated about the IAP Conference?
 - (A) It is only accessible online.
 - (B) It will take place in April.
 - (C) It is expensive to participate in.
 - (D) It is to be held in Australia.
1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Practice 2

STEP 1 Quickly skim this letter.

Oct 10
Mr. Antonio Garcia
2144 Broad Street
Atlanta, GA 30281

Dear Mr. Garcia,

Further to our conversation earlier today, I am writing to confirm that your leave of absence has been extended for a further two weeks from the date of this letter. Thank you for making the company aware of your health situation. I understand that you are due to undergo minor surgery in a few days, after which you will require one week of complete rest.

Your coworker David White has been assigned to look after your key clients during your absence. I have also asked Aki Shibata to assume responsibility for attending the weekly briefing meetings on October 13 and October 20. If you have any concerns about these arrangements, please call me.

We wish you a speedy recovery and look forward to seeing you on your return, as agreed.

Sincerely,
Ken Wilson
Human Resources, CTS Electrical

STEP 2 Read Question 1 and check you understand what is being asked. Then read the answer choices. *If you know the answer, mark your answer and go to the next question.*

STEP 3 Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP 4 Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

1. What is the purpose of this letter?
 - (A) To reassign important duties
 - (B) To approve a period of leave
 - (C) To announce new appointments
 - (D) To inquire about an operation
2. What is NOT indicated about Mr. Garcia?
 - (A) He is a senior manager.
 - (B) He is not at work due to illness.
 - (C) He is employed by CTS Electrical.
 - (D) He works with Mr. White.
3. When is Mr. Garcia expected back in the office?
 - (A) October 10
 - (B) October 13
 - (C) October 20
 - (D) October 24
4. Who will be temporarily looking after important customers?
 - (A) Mr. Wilson
 - (B) Mr. Garcia
 - (C) Ms. Shibata
 - (D) Mr. White

1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)



Quickly skim this notice.

KARTCo Products Warranty

All KARTCo products purchased in the US are covered by a one-year warranty based on the date of purchase. This guarantees units against defective materials or workmanship. Please note that this warranty is void if the product has been damaged in any way, or has otherwise suffered from neglect, misuse, improper service, or other causes not arising from defects in material or workmanship.

If a product is not functioning properly, please call Customer Service at 1-800-555-8822 Mon–Thu 8:00 A.M. – 7:00 P.M., Fri 10:00 A.M. – 6:00 P.M. Central Time to speak to a customer service agent. If it is necessary to return the unit to us, you will be given a Unit Authorization Return (UAR) number. Please do not return a unit to us unless you have received a UAR number from an agent. If a unit is sent to us without a UAR number, the replacement process will be delayed.

In order to receive a replacement, you must also send a copy of the receipt and a letter explaining the problem. If your unit is out-of-warranty, or no receipt can be found, the unit may be replaced for a service fee. The replacement charge for an out of warranty standard unit will range between \$95.00 and \$240.00. Please be advised that KARTCo cannot assume responsibility for loss or damage during incoming shipments. Refunds cannot be issued to customers who did not purchase a product directly through KARTCo.

STEP 2 Read Question 1 and check you understand what is being asked. Then read the answer choices. *If you know the answer, mark your answer and go to the next question.*

STEP 3 Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP 4 Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

1. Who is this notice intended for?
 - (A) Technicians
 - (B) Service agents
 - (C) Customers
 - (D) Managers
 2. What is it NOT always necessary to do when returning a unit?
 - (A) Call a customer service agent
 - (B) Get a UAR number
 - (C) Enclose a receipt
 - (D) Explain the problem
 3. What is indicated about KARTCo?
 - (A) The service department is closed on weekends.
 - (B) Replacements are more common than refunds.
 - (C) The company only sells products online.
 - (D) It is unusual for products to be returned.
 4. The word “defective” in paragraph 1, line 2, is closest in meaning to
 - (A) declining
 - (B) futile
 - (C) faulty
 - (D) ineffective
1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Practice 4

STEP Quickly skim this fax.

Fax

ADELAIDE OFFICE SOLUTIONS LTD

www.adelaide-office-solutions.com E-mail: sales@adelaideoffsol.com

54 St Andrews Street
Adelaide 6700

To: John Sawyer
Fax: 1300-555-7878

From: Eri Watanabe
Date: June 25

Pages: 1
CC: n/a

We are grateful for the opportunity to quote on this project. As discussed during our site visit, we will be able to start within 3–5 working days of confirmation.

Consultation & design	\$2,300	Shelving	\$2,000
Project management	\$1,400	Flooring	\$11,250
Ceiling glass panels	\$8,000	Painting	\$4,500
Plasterboard walls	\$2,950	Subtotal:	\$34,150
Doors (2 x timber, 3 x MDF)	\$1,750		

VALIDITY: 60 days from the date of this quote.

PAYMENT TERMS: 30% upfront to start work. Balance 70% on completion.

The total project should take no longer than 4 weeks to complete. We will also beat any competitive quotation by 5% if submitted to us by fax or e-mail. We trust that you will find our quote satisfactory and look forward to working with you.

STEP Read Question 1 and check you understand what is being asked. Then read the answer choices. If you know the answer, mark your answer and go to the next question.

STEP Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

1. What kind of company is Adelaide Office Solutions?
 (A) A business supplies wholesaler
 (B) An office renovation specialist
 (C) A wood furniture manufacturer
 (D) A supplier of building products
2. What is the purpose of this fax?
 (A) To give a quotation
 (B) To revise an estimate
 (C) To thank Mr. Sawyer
 (D) To request payment
3. How much of a deposit is required before work can begin?
 (A) 5 percent
 (B) 30 percent
 (C) 60 percent
 (D) 70 percent
4. When should the work be completed?
 (A) In less than five days
 (B) In about two weeks
 (C) Before the end of August
 (D) In 60 days' time

1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)





Quickly skim this advertisement.

WebOne Dynamic Design

EXCEEDING EXPECTATIONS SINCE 2010

WebOne Dynamic Design is an innovative web solutions company based in Michigan, US. We provide a complete web design, web development & internet marketing solution to companies worldwide.

– Web Design

We specialize in high-quality web design. Our team of 20 web designers will create an appealing website design that communicates your corporate message.

– Web Development

We utilize the latest PHP and ASP.NET technologies to bring you a complete solution for all your needs. Web application development, custom CMS development, open source customization, and e-commerce website development are all provided for.

– Search Engine Optimization (SEO)

Our SEO specialists will increase your site traffic and boost your search engine ranking in all major search engines, including On-page & Off-page Optimization. We offer Platinum, Gold, and Silver SEO packages to boost your website rating.

We know that having an attractive and engaging website can significantly increase your sales. Why not have your own business BLOG, or sell more with less effort by engaging in e-commerce solutions? Come to WebOne Dynamic Design and promote your business online with a professional website design. Can you afford NOT to come to us?

STEP 2 Read Question 1 and check you understand what is being asked. Then read the answer choices. *If you know the answer, mark your answer and go to the next question.*

STEP 3 Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP 4 Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

1. Who would be most interested in this advertisement?
 - (A) Website designers
 - (B) Computer engineers
 - (C) Business owners
 - (D) SEO specialists
2. What is indicated about WebOne Dynamic Design?
 - (A) It has many international customers.
 - (B) It was founded fairly recently.
 - (C) It does not employ many full-time staff.
 - (D) It is less expensive than its rivals.
3. What does WebOne Dynamic Design NOT promise to do for customers?
 - (A) Attract more online visitors
 - (B) Create an engaging website
 - (C) Develop ways of selling online
 - (D) Boost organizational efficiency
4. The word “rating” in paragraph 4, line 5, is closest in meaning to
 - (A) position
 - (B) profile
 - (C) appeal
 - (D) profit

1. (A) (B) (C) (D) 2. (A) (B) (C) (D) 3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Strategy Review and Tips

Strategy Review Reading Test – Part 7

Remember, in the test...

Always skim the passage(s) first. Read quickly to get a general idea, and don't worry about any words you don't know.

Make sure you know exactly what information you need to find before you look in the passage. Then scan the passage to quickly find the answer you are looking for.

Eliminate any answers that you are sure are wrong.

Remember that for double readings you sometimes need to refer to both passages to find the answer.

Do not spend too long on one passage. Be aware of the time. If you are not sure of an answer, make a guess and move on.

TIPS

Here is some advice that people taking the TOEIC test have found useful for this part.

Choose the tips you like, and try to use them.

“The first one or two questions usually ask about the topic and purpose. If you skim the passage first, these are fairly easy to answer.”

Maria Santos

“As a rule, questions about details come in the same order as the information they relate to in the passage. That means you'll find the answer for question three lower down the passage than where you found the answer for question two, for example.”

Fujiko Nishimura

“In Part 7, never spend long thinking about the answer to a question. If you can't find the answer in about 30 seconds, take a guess and move on.”

Huang Zhao

“Always read the questions first, but don't read the answer choices as well or this will take more time and confuse you.”

Hitoshi Kobayashi

“Often, the correct answer choice paraphrases the information it relates to in the passage, so look out for synonyms.”

Bruno Ribeiro

“The first time I took the test, I left a blank for questions I didn't know. My plan was to return to the difficult questions after I finished... but in the end there wasn't time, so I lost a lot of marks! Now I always make a guess as I go through, even if I'm not sure.”

Sunee Suttikul

Review Test

Directions: Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer.

Questions 1–2 refer to the following registration information.

Seven Mistakes Everyone Makes in Business

– and how to avoid them

Thank you for registering for this webcast on August 23. The event will take place at 10:00 A.M. EST. You will be receiving an e-mail confirmation shortly with the complete details. On August 23 you will receive an e-mail with a link to the webcast. Just click the link at 10:00 A.M. to join in. In the meantime, if you have any questions please contact Paul Fisher at support@htel.com or phone (+43) 3255 5340. Thank you.

1. What kind of event does this information refer to?
(A) A competition
(B) An artistic performance
(C) An online seminar
(D) An award ceremony
2. What is indicated about Mr. Fisher?
(A) He will be the main speaker.
(B) He is helping to organize the event.
(C) He has attended many similar events.
(D) He will send e-mail confirmation.

- | | |
|--------------------|--------------------|
| 1. (A) (B) (C) (D) | 2. (A) (B) (C) (D) |
|--------------------|--------------------|

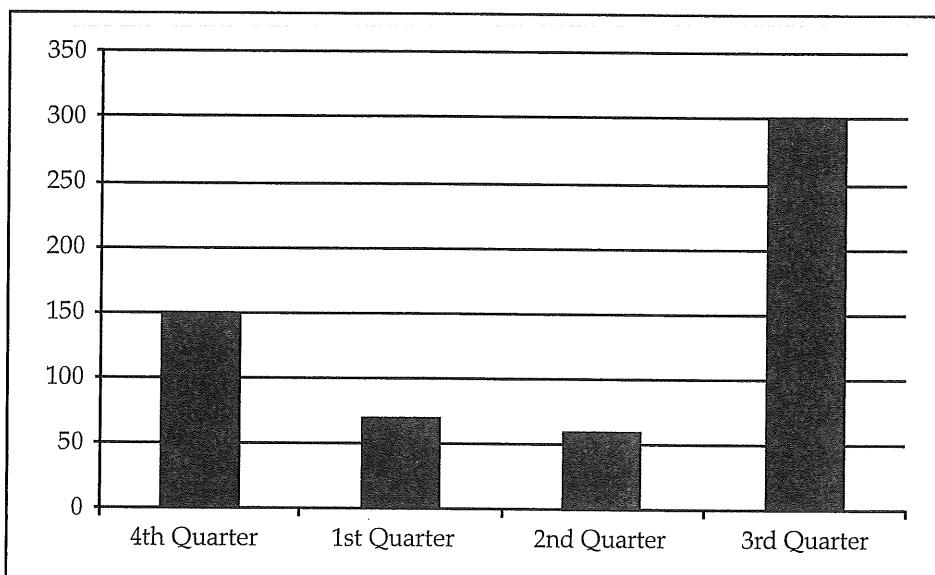
Questions 3–4 refer to the following chart.

Telanbro International

Rolling quarterly sales figures

Notes: Collated data from all regional sales offices in North America and Europe.

+ These figures exclude our operations in France, which were affected by an industrial dispute in the first Quarter (April to June).



3. What period of time does this chart cover?
(A) Four months
(B) Nine months
(C) One year
(D) Four years
4. What might be inferred about Telanbro International?
(A) This year is more successful than last year.
(B) Sales are gradually declining.
(C) Profits are rising steadily.
(D) It sells seasonal products.

3. (A) (B) (C) (D) 4. (A) (B) (C) (D)

Questions 5–8 refer to the following book review.

Food and the Depression

BY DR. LUCY REYNOLDS

Thousands of books have been written about the Great Depression, but this one manages to find something new and different to say about America in the 1930s. The familiar and potentially dull themes of plummeting crop prices, rural unemployment, and the growth of diversification and self-sufficiency are all covered in a very readable way. There's a fascinating chapter devoted to the proliferation of women's magazines, which sprung up throughout the 1930s. These helped struggling women stretch their food budget by sharing recipes for casseroles and other cheap meals. We also learn that radio shows of the day were full of advice on living cheaply, advising on everything from keeping chickens and other animals to growing fruit and vegetables in yards and gardens.

Dr. Reynolds is a historian who has come a long way since completing her PhD thesis on foodstuffs and cooking on the Oregon Trail. She writes imaginatively, and thanks to her prose, perhaps the most difficult decade of the century comes to life in a vivid and meaningful way. Fans of her previous books, *Feeding the Family in Nineteenth-century America* and *Farming and Rural Families*, will want to pre-order this latest volume, due to be published in the summer. It's sure to be a bestseller.

5. What genre of book is being reviewed here?
 - (A) A history book
 - (B) A cookbook
 - (C) A medical book
 - (D) A gardening book
6. What is indicated about the author?
 - (A) She is a qualified physician.
 - (B) She is a professional chef.
 - (C) She is an experienced writer.
 - (D) She is originally from Oregon.
7. What does the reviewer NOT suggest about the book?
 - (A) It will be very popular.
 - (B) It covers familiar themes.
 - (C) It is dull in some parts.
 - (D) It is easy to read.
8. The word “plummeting” in paragraph 1, line 3, is closest in meaning to
 - (A) resembling
 - (B) declining
 - (C) cultivating
 - (D) measuring

- | | | | |
|--------------------|--------------------|--------------------|--------------------|
| 5. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 8. (A) (B) (C) (D) |
|--------------------|--------------------|--------------------|--------------------|

Questions 9–11 refer to the following message.

To:	Rashid Khan	Date:	9/20
Name of caller:	Kaylee West	Time:	9:45, Friday
Company:	Storm Engineering, Inc		
Telephone number:	1-212-555-2938		

Message:

Mr. Charles Leung has changed his travel plans for next Wednesday's meeting. He will now be arriving the evening before the meeting, and would like accommodations for an extra night. Could you arrange this with the hotel you made his original booking with? Ms. West apologizes that she can't make the arrangements herself, but she doesn't know which hotel you booked. Otherwise, all is as agreed. Mr. Leung's return flight is on Thursday morning, as previously noted. Please call her if there are any problems with the booking.

Taken By: Evan Mitchell

9. Who most likely is Ms. West?
(A) A colleague of Mr. Mitchell
(B) A local travel agent
(C) Mr. Khan's manager
(D) Mr. Leung's secretary
10. How many nights does Mr. Leung want to spend in the hotel?
(A) One
(B) Two
(C) Three
(D) Four
11. What will Mr. Khan most likely do now?
(A) Call Ms. West
(B) Meet with Mr. Leung
(C) Confirm flight times
(D) Change a hotel reservation

9. (A) (B) (C) (D) 10. (A) (B) (C) (D) 11. (A) (B) (C) (D)

Questions 12–14 refer to the following schedule.

Now Playing – Sunday, June 7	
Screen 1	<i>Mayhem in Miami</i> (G) Fun and laughter for all the family Running time: 105 mins. 1:20; 4:30; 7:40
Screen 2	<i>The Lost Planet</i> (PG) Fantasy adventure movie Running time: 110 mins. 3:15; 6:05; 8:45
Screen 3	<i>Street Heroes</i> (PG-13) Contains moderate violence Running time: 99 mins. 3:10; 5:50; 8:40
Screen 4	<i>Krazy Kitty</i> (G) Crazy action, slapstick comedy Running time: 90 mins. Kids' club at 11:00
Screen 5	<i>Horrors of the Deep</i> (R) Contains strong violence; not suitable for under 17 Running time: 90 mins. 6:30; 8:50

Key:

(G) – General rating.

Suitable for all ages.

(PG) – Parental guidance recommended.

(PG-13) – Parents strongly cautioned. Some material may be inappropriate for children under 13.

(R) – Restricted. Children under 17 require accompanying parent or guardian.

To purchase tickets, call the Ticket Hotline at:
1-800-555-7125

12. Where would this information be found?
(A) At a theater
(B) At a rental store
(C) At a movie theater
(D) At a production company
13. Which of the following movies is suitable for all ages?
(A) *Mayhem in Miami*
(B) *The Lost Planet*
(C) *Street Heroes*
(D) *Horrors of the Deep*
14. What is indicated about *The Lost Planet*?
(A) It is sold out all week.
(B) It is inappropriate for teenagers.
(C) It is longer than the other movies.
(D) It is the most popular movie.

12. (A) (B) (C) (D) 13. (A) (B) (C) (D) 14. (A) (B) (C) (D)

Questions 15–18 refer to the following advertisement.

Experience the Jewel of Catalonia

Five days from \$799

Valid for selected departures from April through June

Join us on this five-day getaway to cosmopolitan Barcelona, capital of Catalonia. See its unique architecture, and visit the historic old neighborhoods of this vibrant city. Stroll down La Rambla, the city's most famous street, and explore the medieval Gothic Quarter. Visit the Picasso Museum to see over 4,000 works by this renowned artist. Marvel at the amazing Sagrada Família, Gaudí's greatest but unfinished masterpiece and one of the city's best-known sights.

And when you get tired... relax on the pristine beaches! Stunning architecture, great shopping, lively nightlife, delicious food, perfect weather... Barcelona has it all. Soak up the lively atmosphere in this unforgettable city – the cultural pearl of Catalonia.

Price includes:

Round-trip flights from Miami, New York, or Los Angeles

Room and breakfast in a three-star hotel

Two full-day tours in an air-conditioned bus around Barcelona

Entry to places of interest

Services of a tour guide

15. Which of the following can be inferred from this advertisement?
- (A) Places on the tour are limited.
(B) The tour guide is Spanish.
(C) Prices may increase in July.
(D) Tips are included in the cost.
16. What is indicated about Barcelona in the advertisement?
- (A) It is Spain's most visited city.
(B) Picasso used to live there.
(C) Parts of the city are very modern.
(D) It is located near the sea.
17. The word "pristine" in paragraph 2, line 1, is closest in meaning to
- (A) unspoiled
(B) sandy
(C) tranquil
(D) extensive
18. What is NOT included in the offer?
- (A) Transportation
(B) Breakfast and dinner
(C) Accommodation
(D) Admission to attractions

15. (A) (B) (C) (D) 16. (A) (B) (C) (D) 17. (A) (B) (C) (D) 18. (A) (B) (C) (D)

Questions 19–21 refer to the following e-mail.

To: Rahul Sharma
From: support@viktor.org
Subject: Your complaint regarding order number CN02/976
Date: July 22

Dear Mr. Sharma,

Thank you for your e-mail of July 19, which has been forwarded to me since I am responsible for filling orders. I am very sorry about the error in your shipment of “Newbury” maple bookcases. It seems that the number indicated on your order form was misread. I have already shipped you the outstanding bookcases by overnight mail. They will be delivered by 12:00 noon tomorrow to the address you originally supplied on the order form.

As a gesture of goodwill, Viktor Computer Supplies would like to offer you a discount of ten percent on your next order. Please quote reference number CDL901 on the order form to take advantage of the discount.

Again, please accept my apologies for the error.

Sincerely,
Maria Hernandez, Order Processing
Viktor Computer Supplies

19. What is the main purpose of this e-mail?
(A) To complain about an order
(B) To quote a shipping price
(C) To apologize for a mistake
(D) To check delivery details
20. Why was Mr. Sharma not satisfied with his order?
(A) He was overcharged.
(B) The order was sent late.
(C) The shipment never arrived.
(D) Some items were missing.
21. Why might Mr. Sharma quote CDL901 in the future?
(A) To confirm an order
(B) To get a reference
(C) To avoid mistakes
(D) To save money

19. (A) (B) (C) (D) 20. (A) (B) (C) (D) 21. (A) (B) (C) (D)

Questions 22–25 refer to the following notice.

MOTOR OIL RECYCLING DAYS

You can recycle clean, used motor oil free of charge on the first Saturday of the month from 9:30 A.M. to 3:30 P.M. at your local Certified Motor Oil Recycling Center. This may be a gas station or auto parts store (look for the symbol). Certified Motor Oil Recycling Centers will accept up to 12 gallons of used motor oil per person per day. However, they are unable to accept used motor oil in containers larger than 5 gallons. Certified Motor Oil Recycling Centers do not charge a fee for this service.

Used motor oil may also be brought to a Non-Certified Motor Oil Recycling Center. These centers may charge a fee. Limits to the amount of motor oil accepted, and to acceptable containers, are set by the individual center.

For a schedule of MOTOR OIL RECYCLING DAYS, and a list of centers near you, call our Hotline at 555-9800 from 9:00 A.M. to 5:00 P.M., Mondays through Fridays.

PLEASE NOTE: You must not bring contaminated motor oil, or oil that is mixed with any other substance, to a Certified Motor Oil Recycling Center. Bring it instead to a Hazardous Waste Collection Center for proper disposal. Hazardous Waste Collection Centers WILL accept up to 15 gallons of contaminated motor oil and oil that is mixed with other substances (provided the waste is not from a commercial source).

For information on HAZARDOUS WASTE COLLECTION CENTERS, call our Hotline at 555-9100 from 9:00 A.M. to 5:00 P.M., Mondays through Fridays.

22. Why was this notice written?
- (A) To reduce hazardous oil wastage
 - (B) To promote safe disposal of used oil
 - (C) To encourage health and safety at work
 - (D) To limit the use of contaminated oil
23. Who is the likely audience for this information?
- (A) Drivers of motorized vehicles
 - (B) Government safety inspectors
 - (C) Recycling center managers
 - (D) Staff at auto parts stores
24. What is indicated about Certified Motor Oil Recycling Centers?
- (A) They may charge a fee to recycle motor oil.
 - (B) They only accept oil in 5-gallon containers.
 - (C) They accept contaminated motor oil.
 - (D) They are only open once a month.
25. What will Hazardous Waste Collection Centers NOT accept?
- (A) Used, contaminated motor oil
 - (B) Motor oil that is mixed with other substances
 - (C) More than 12 gallons of oil per person
 - (D) Any commercial waste

22. (A) (B) (C) (D) 23. (A) (B) (C) (D) 24. (A) (B) (C) (D) 25. (A) (B) (C) (D)

Questions 26–28 refer to the following schedule.

VIRGINIA LIBRARY ASSOCIATION

Annual Conference

The premier educational event for library professionals in Virginia

Proudly sponsored by Leverhouse Publishing

Day 1: October 11

Schedule A: 10:40 – 11:30

A1 Strategies for encouraging the reading of e-books Room 201

Sandeep Patel, Dorchester Public Library

Veronica Lee, New Media Coordinator, Leverhouse Publishing

A recent study found differing levels of interest in e-book offerings in our libraries. Why do patrons of one library borrow hundreds of e-books, while patrons of another, similar-sized library shun them? This panel discussion will highlight strategies successful libraries use to promote their e-books.

A2 Letting books come to life Room 212

Mary Beth Glaser, author

We're delighted to welcome the San Francisco children's laureate, who has traveled 2,500 miles to be with us in Norfolk today. In this session, Mary Beth will read from her own award-winning publications, as well as from other popular titles, showing how to inspire and engage children during storytelling sessions.

A3 How can we use social media to promote our services? Room 332

Angela Nordstrom, Dorchester Institute of the Arts

Social media is here to stay, so we should be using it to reach our target audience. Best of all, most social media sites are free, so why not take advantage of them to attract more users? We'll be taking Engledean Public Library as an example, and looking at how it has seen audiences for its events soar by adding social media to its marketing toolkit.

A4 Marketing matters: What libraries can learn from supermarkets Room 320

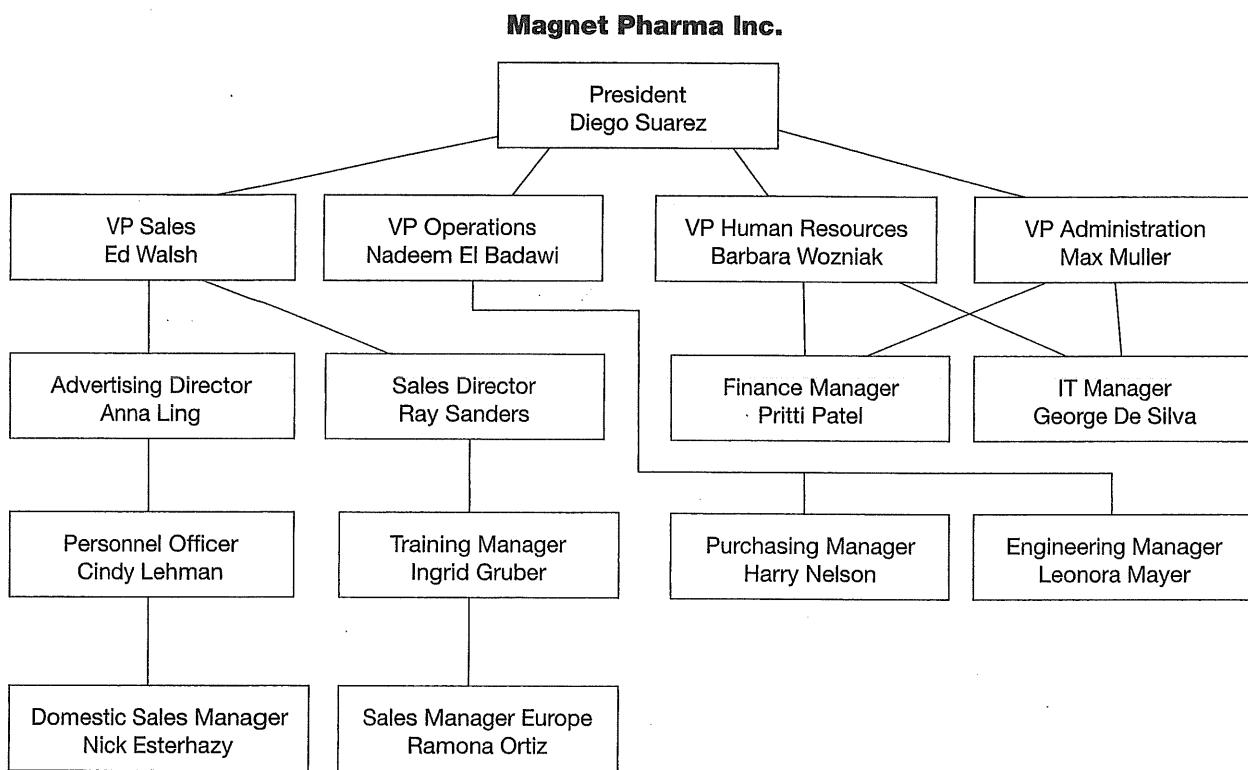
Becky Dunlop, Jackson Memorial Library

Banish boredom in the library! Market your products and services in a way that captures people's attention – and keeps it! This session will describe how libraries can learn from retailers – the experts in marketing and merchandizing. You'll walk away from this session with lots of new ideas about keeping your library space innovative and exciting.

26. Where is the conference taking place?
(A) Dorchester
(B) San Francisco
(C) Norfolk
(D) Jackson
27. In which session will a case study be used?
(A) A1
(B) A2
(C) A3
(D) A4
28. The word "shun" in paragraph 1, line 5, is closest in meaning to
(A) ignore
(B) exploit
(C) lend
(D) close

- | | | |
|---------------------|---------------------|---------------------|
| 26. (A) (B) (C) (D) | 27. (A) (B) (C) (D) | 28. (A) (B) (C) (D) |
|---------------------|---------------------|---------------------|

Questions 29–33 refer to the following chart and e-mail.



To: info@magnetpharma.com
From: g.richaud@medico-emballage.fr
Date: March 12
Re: Inquiry

Dear Sir,

Medico-Emballage is a mid-size company based in Paris, France, supplying pharmaceutical packaging services to manufacturers of medicine and healthcare products. We have been in business for 12 years, and although most of our clients are in France, we also have several clients in other European countries and parts of North Africa.

Our supplier of blister packaging machines for the past 12 years has been the German company Dortmund Sephr. They have recently informed us that as of next year, they will be discontinuing production of this specialized machinery. Since we intend to increase our production of pharmaceutical blister packs next year, we are looking to purchase two new machines that can handle common blister packaging materials (PVC, PVDC, COC, ACLAR, Cold form alu-foil) and have features such as camera detection, pinhole detection, print registration control, automatic rejection, and so on.

I saw examples of such machines on your website and believe your company might be able to help us. Could you please send me specifications of your blister packaging machine models HG12 and XenonLight, plus details about ordering and shipping? You may be interested in our website: www.medico-emballage.fr.

I look forward to doing business with you in the near future.

Yours truly,
Gérard Richaud
Production Manager, Medico-Emballage SARL

- 29.** What is the purpose of the e-mail?
(A) To request information
(B) To make an appointment
(C) To offer a service
(D) To recommend a company
- 30.** What kind of company is Medico-Emballage?
(A) A medicine producer
(B) A packaging company
(C) A machine manufacturer
(D) A machine parts supplier
- 31.** To whom will Mr. Richaud's e-mail most likely be forwarded?
(A) Nick Esterhazy
(B) Ramona Ortiz
(C) Harry Nelson
(D) George De Silva
- 32.** From the chart, what can be inferred about Magnet Pharma?
(A) It exports all its products.
(B) It is based in Europe.
(C) It is a large company.
(D) It manufactures magnets.
- 33.** What does Mr. Richaud suggest he is thinking of doing?
(A) Visiting Magnet Pharma
(B) Applying for a position
(C) Asking for assistance
(D) Making a purchase

- | |
|----------------------------------|
| 29. (A) (B) (C) (D) |
| 30. (A) (B) (C) (D) |
| 31. (A) (B) (C) (D) |
| 32. (A) (B) (C) (D) |
| 33. (A) (B) (C) (D) |

Questions 34–38 refer to the following article and memo.

The Future is Flextime

It's a Win-Win-Win situation, reports business correspondent Doreen Heggarty

The Department of Labor Statistics reports that 28.5 percent of American workers – that is about 29 million people – work flexible hours or shift schedules. According to the latest statistics released yesterday, men are slightly more likely to work flexible schedules than women (29.2 percent and 27.6 percent respectively). The survey also reveals that managers and senior employees are more likely to work flextime than support workers and junior employees. What is perhaps surprising is that about 28.9 percent of employees with children work flextime, compared to 28.2 percent of workers without children – a roughly similar percentage.

One thing seems clear. Employees like flextime because it permits them to schedule working hours around other commitments – like children's school events or medical appointments. Companies like flextime because it increases employee productivity, reduces absenteeism, and allows busy departments to work for longer periods. And government agencies like flextime because rush-hour traffic congestion is eased and air pollution is reduced. It's a win-win-win situation! In the future, perhaps all companies will work this way.

MEMO

To: All vice presidents
From: Vera Chang, HR Dept.

I'd like to propose that we discuss the subject of flextime at our next meeting, with a view to introducing the practice throughout the company. I just read some statistics, published by the Department of Labor, which state that well over one-quarter of American workers work flexible hours or shift schedules. There could be significant benefits to companies like ours.

We do not want to risk being seen as old-fashioned and behind our competitors. We pride ourselves on being a family-friendly company, and flexible work schedules would be a great boon for parents of young and school-age children. I think offering flextime would boost staff morale and cut down on sick leave and unauthorized leave. It might also help us solve the perennial problem of late arrivals, caused by morning traffic jams. The company parking lot would be less crowded, too. Offering flextime means we could staff our busy customer service department for an extra couple of hours a day without having to take on new employees, which would be a real benefit. Please let's add this to the list of items to discuss at our next Monthly Review.

- 34.** What is the purpose of the memo?
- (A) To recommend a date for a meeting
 - (B) To suggest an item for the agenda of a meeting
 - (C) To announce the introduction of a new company policy
 - (D) To highlight poor working attitudes among employees
- 35.** According to the article, what percentage of men work a flexible schedule?
- (A) 27.6 percent
 - (B) 28.5 percent
 - (C) 28.9 percent
 - (D) 29.2 percent
- 36.** What is indicated in the article?
- (A) More managers work flextime than junior employees.
 - (B) Roughly equal numbers of junior and senior staff work flextime.
 - (C) Flextime workers are far more likely to have children than non-flextime workers.
 - (D) There are more flextime workers in the US than any other country.
- 37.** In the memo, the word “perennial” in paragraph 2, line 4, is closest in meaning to
- (A) varying
 - (B) recurrent
 - (C) increasing
 - (D) customary
- 38.** Which benefit of flextime that Ms. Chang mentions is NOT stated in the article?
- (A) It helps staff cope with family obligations.
 - (B) It improves staff morale.
 - (C) It boosts employee attendance.
 - (D) It allows for longer opening hours.

- | |
|----------------------------|
| 34. (A) (B) (C) (D) |
| 35. (A) (B) (C) (D) |
| 36. (A) (B) (C) (D) |
| 37. (A) (B) (C) (D) |
| 38. (A) (B) (C) (D) |

Questions 39–43 refer to the following advertisement and menu.

Poppa's Pizza Place

Your favorite place to eat in Lakewood

320 West Evergreen, Lakewood, CO 80324

Pizza lovers love Poppa's Pizza Place. We are Colorado's leading independent pizza restaurant. Since we opened in 2005, we have been tossing and serving the freshest, tastiest pizza you'll ever find anywhere in the state. And that's not all. Try our great pasta dishes from just \$12!

Sign up for e-mail deals and get a free appetizer!

Exclusive! Buy any standard pizza or pasta dish and get another for just \$5.

Limited-time offer. Valid Sunday through Thursday.

Cheapest meal will be discounted. Promotion available until Oct 30.

Poppa's Pizza Place

Pizza	10" (serves 1-2)	Pasta
Chef's Special Pepperoni, sausage, mushrooms, red pepper, green pepper, sliced tomatoes, spinach	\$16	Penne Napolitana Penne pasta served with our homemade tomato sauce on a bed of fresh spinach.
Hawaiian Chicken, pineapple, green pepper, sliced tomatoes	\$14	Spaghetti alla Carbonara Thick cut bacon strips with cream, parmesan & egg.
BBQ Feast Chicken and ham with homemade BBQ sauce	\$14	Lobster Ravioli Envelopes of pasta stuffed with lobster served simply in a lemon butter cream sauce with green spinach.
Mediterranean Red pepper, green pepper, mushrooms, red onion, sliced tomatoes, black olives	\$13	Spaghetti Marinara Mixed seafood & prawns served in a rich tomato sauce with spaghetti.

Additional toppings \$1

(Toppings marked * are doubled in price).

Black olives, green olives, onions, red pepper, green pepper, mushrooms, tomatoes, sun-dried tomatoes*, jalapeños, spinach, chicken*, pepperoni*, anchovies*

All pasta dishes are served with a side of garlic bread and parmesan cheese.

- 39.** Which pizza is suitable for someone who does not eat meat?
(A) Chef's Special
(B) Hawaiian
(C) BBQ Feast
(D) Mediterranean
- 40.** How much does one Chef's Special pizza with extra pepperoni and jalapeños cost?
(A) \$16
(B) \$18
(C) \$19
(D) \$20
- 41.** Which pasta dish is referred to in the advertisement?
(A) Spaghetti alla Carbonara
(B) Lobster Ravioli
(C) Penne Napolitana
(D) Spaghetti Marinara
- 42.** What is the biggest possible saving a customer can achieve using the coupon?
(A) \$10
(B) \$12
(C) \$13
(D) \$15
- 43.** What can customers receive if they register for special offers online?
(A) Ten percent off
(B) One free dish
(C) Extra toppings
(D) A complimentary drink

- | | | | | |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 39. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 40. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 41. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 42. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 43. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Questions 44–48 refer to the following schedule and memo.

Bridgeport Business School

SPRING SEMESTER SCHEDULE

Monday	Desktop publishing (Beginner) Word processing (Intermediate)	5:00–7:00 P.M. 7:00–9:00 P.M.	\$240 \$195
Tuesday	Desktop publishing (Intermediate) Website design (Basic)	5:00–7:00 P.M. 7:00–9:00 P.M.	\$240 \$175
Wednesday	Bookkeeping (Intermediate) Word processing (Beginner)	5:00–7:00 P.M. 7:00–9:00 P.M.	\$220 \$195
Thursday	Desktop publishing (Advanced) Bookkeeping (Beginner)	5:00–7:00 P.M. 7:00–9:00 P.M.	\$240 \$220

Please note: Semester begins February 4. All courses must be paid for in advance. Exam fees are extra. A course consists of 12 weekly lessons.

To: Sang-Hee Lee
From: Luis Martinez
Date: January 22
Subject: Desktop publishing course

Dear Ms. Lee,

At my recent appraisal you said that you could not promote me yet because my desktop publishing skills were not good enough. As you know, I am eager to advance within the company, so I have researched a course that will give me the skills I lack. Please find attached the course schedule of the Bridgeport Business School. The most suitable level for me is probably Intermediate, but unfortunately the Intermediate course overlaps with our Tuesday departmental team meetings, so I cannot make that one. Instead, I would like to attend the Thursday class. This would mean leaving the office by four o'clock in order to give myself sufficient time to get to the Training School by five. I am writing to ask you if you would agree to this. I will work through my lunch break on class days, and I am also prepared to cover the cost of the course myself.

I look forward to your reply.

Sincerely,
Luis Martinez

44. What is the purpose of Mr. Martinez's memo?
(A) To submit an application for a transfer
(B) To check his unpaid leave entitlement
(C) To propose the company finance his studies
(D) To ask to leave work early one day a week
45. Which level of class does Mr. Martinez want to take?
(A) Basic
(B) Beginner
(C) Intermediate
(D) Advanced
46. What is indicated about the Bridgeport Business School?
(A) Classes are held every evening.
(B) The course fee includes the exam fee.
(C) All the classes are two hours in duration.
(D) Advanced classes are more expensive than beginner courses.
47. In the memo, the word "overlaps" in line 5 is closest in meaning to
(A) coincides
(B) eliminates
(C) confuses
(D) precedes
48. What does Mr. Martinez imply in his e-mail?
(A) He hopes to be promoted after the course.
(B) He will stop taking lunch breaks at work.
(C) He is confident of his desktop publishing skills.
(D) He wants Ms. Lee to reschedule the team meetings.

44. (A) (B) (C) (D)
45. (A) (B) (C) (D)
46. (A) (B) (C) (D)
47. (A) (B) (C) (D)
48. (A) (B) (C) (D)

Score /48

EXTRA PRACTICE ONLINE

Go to www.pass-the-toeic-test.com for advice and useful exercises to help improve your score on Part 7 of the TOEIC test.

- ▶ Practice with NOT Questions
- ▶ Tips on Skimming and Scanning
- ▶ Further Comprehension Questions



Reading Test

This Reading Test covers Parts 5, 6, and 7 of the TOEIC® test. Allow 75 minutes to complete this test. Mark all your answers on the separate Reading Test Answer Sheet provided on page 355.

Part 5

Directions: Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

101. How did you get so much in such a short time?

- (A) do
- (B) doing
- (C) done
- (D) having done

102. The green color of the water is a result excessive fertilizer use on the crops in the field.

- (A) from
- (B) in
- (C) of
- (D) with

103. After a compromise had been reached, sides in the trade dispute agreed to drop their court actions.

- (A) any
- (B) both
- (C) each
- (D) every

104. We hope to reach a final on the project before the end of the week.

- (A) decide
- (B) decidedly
- (C) decision
- (D) decisive

105. The museum is for its collection of ancient Egyptian statues and artifacts.

- (A) returned
- (B) renowned
- (C) renovated
- (D) renewed

106. I will e-mail my résumé, together with all the supporting documentation you requested, the hour.

- (A) about
- (B) until
- (C) with
- (D) within

107. The articles in each month's issue of *Business Weekly* to represent the broad range of interests of our readership.

- (A) are chosen
- (B) have chosen
- (C) has been chosen
- (D) were choosing

108. The department's workload a lot depending on the time of year.

- (A) varies
- (B) variable
- (C) variety
- (D) variation

- 109.** Last year's annual conference was for the first time in the Imperial Hotel, Kyoto.
(A) held
(B) invited
(C) participated
(D) placed
- 110.** Lawyers are still discussing the policy review, but we should learn the outcome of talks before the end of the week.
(A) their
(B) there
(C) they
(D) this
- 111.** If the current economic downturn continues, it seems unlikely that banks will interest rates.
(A) rise
(B) arise
(C) raise
(D) rouse
- 112.** Throughout the weekend, there will be a wide range of optional outdoors activities place, which all delegates are welcome to participate in.
(A) take
(B) takes
(C) taken
(D) taking
- 113.** Our medical students were recently in Seoul robotic surgery at one of the foremost hospitals in the country.
(A) observe
(B) observing
(C) observed
(D) observation
- 114.** When making a presentation, speaking clearly is very important everyone can understand you.
(A) for
(B) in order
(C) lest
(D) so that
- 115.** The report revealed that many electronics manufacturers are up their spending on IT in order to keep up-to-date with technology.
(A) stopping
(B) stepping
(C) staying
(D) stocking
- 116.** The fashion industry is growing faster than other industry, according to leading retail analysts.
(A) all
(B) any
(C) each
(D) some
- 117.** We offer our trainees plenty of support and during their first year in the company.
(A) guide
(B) guidance
(C) guideline
(D) guiding
- 118.** How about our own staff members in the advertisements instead of professional actors, as a way of saving money?
(A) use
(B) to use
(C) using
(D) usage
- 119.** The goods you ordered will be first thing on Tuesday by express delivery.
(A) send
(B) sends
(C) sending
(D) sent
- 120.** Biologists have much of the decline in coral to rising seawater temperatures.
(A) attribute
(B) attributed
(C) attribution
(D) attributable

GO ON TO THE NEXT PAGE ➔

- 121.** A spokesperson claimed the company had sold more than one million units the five months since the product was launched.
(A) from
(B) in
(C) about
(D) with
- 122.** As we approached the Golden Gate Bridge we paused for a to admire the magnificent view.
(A) point
(B) duration
(C) space
(D) moment
- 123.** After a brief two-week training period, Mr. Saunders was left to oversee the entire loading bay operation on
(A) himself
(B) his own
(C) him
(D) his
- 124.** Journalists the world welcomed the announcement that the HLB Media Institute would remain open.
(A) about
(B) over
(C) around
(D) through
- 125.** Most companies' profits have improved this quarter, but the job market is still
(A) depress
(B) depressed
(C) depressive
(D) depression
- 126.** Young people are increasingly choosing to rent a property than buy, as this is more flexible and involves less risk.
(A) better
(B) instead
(C) preferable
(D) rather
- 127.** The country's car manufacturers fear the industry collapse if the government does not step in with a rescue package.
(A) could
(B) should
(C) would
(D) did
- 128.** Platinum is now at its cheapest price to gold in more than ten years.
(A) related
(B) relating
(C) relation
(D) relative
- 129.** Senior executives at the country's top firms have seen their salaries by more than 30 percent in the past year.
(A) increase
(B) to increase
(C) been increased
(D) be increasing
- 130.** The planning committee members argued for almost an hour before a decision on the proposed housing development.
(A) concluding
(B) reaching
(C) resolving
(D) settling
- 131.** Could you please make sure you allow plenty of time questions after the presentation?
(A) about
(B) for
(C) to
(D) with
- 132.** This package needs to arrive tomorrow, so please to mail it when you go out this afternoon.
(A) remind
(B) remand
(C) remark
(D) remember

- 133.** Offering large bonuses to senior executives the only way to attract and retain the very best talent in this industry.
- (A) be
(B) is
(C) are
(D) have
- 134.** Please note that standard messaging charges if you want to send or receive texts using this tariff.
- (A) apply
(B) happen
(C) incur
(D) occur
- 135.** The vice president over from our main office in Washington last week specifically to attend the shareholder meeting.
- (A) fly
(B) flies
(C) flew
(D) flown
- 136.** There is little doubt that architectural styles in Europe today have been heavily by the ancient Greeks.
- (A) influence
(B) influenced
(C) influential
(D) influenza
- 137.** Even though it was only opened three years ago, hospital officials say that there can be no of the decision to close the state-of-the-art childcare facility.
- (A) backtrack
(B) change
(C) reversal
(D) veto
- 138.** All the fruit and vegetables we buy are stored a special refrigeration unit at the back of the restaurant.
- (A) with
(B) along
(C) in
(D) to
- 139.** If we had ordered the merchandise just one week earlier, we eligible for a 10 percent discount.
- (A) had been
(B) were
(C) were being
(D) would have been
- 140.** The managing director had the trust of the workforce over many years, and they were sorry to see him leave.
- (A) earned
(B) found
(C) paid
(D) taken

GO ON TO THE NEXT PAGE ➔

Part 6

Directions: Read each text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

Questions 141–144 refer to the following memo.

To: Sylva Nemcova
From: Jacqui Sergeant
Subject: Recruitment brochures

Sylva

I just got a call from Martin, is helping out on our stand at the biotech job fair in

141. (A) where
(B) whom
(C) whose
(D) who

Birmingham. He said there is almost twice the number of people there this year, and the stand has been really busy., they need more recruitment brochures urgently. Could you

142. (A) As a result
(B) Despite this
(C) Notwithstanding
(D) Regardless

contact the Recruitment Office and see if they have any spare ones? If so, the brochures will need to Birmingham this afternoon. The mail room will deal with all the details.

143. (A) courier
(B) to courier
(C) be couriered
(D) to be couriered

So we do not find ourselves in this position another time, we need to replenish our stock. Could you also contact a few printers and ask for a for 5,000 eight-page full-color brochures?

144. (A) receipt
(B) quote
(C) refund
(D) statement

Thanks,
Jacqui

Questions 145–148 refer to the following letter.

May 17

Ms. Sue Harriman
Kinetics Inc.
1790 Fairview Road
San Francisco, CA 71920

Dear Ms. Harriman

I am writing in response to your recent request for a letter of recommendation for Dolores Garcia.

I was Dolores' personal instructor for the Business Administration course at Fairview College between 2007 and 2009. this time, Dolores proved herself to be a self-motivated and

145. (A) Before
(B) Throughout
(C) Following
(D) Ahead of

conscientious student, who was popular with her classmates as well as members of staff. In fact, she was one of the best students we had. Her written assignments were excellent,

146. (A) always
(B) ever
(C) forever
(D) seldom

and she made thoughtful contributions in class. Since leaving the college in 2009, Dolores has kept me informed her progress, and I am not surprised to see her doing so well. I can

147. (A) of
(B) in
(C) at
(D) on

unreservedly recommend Dolores Garcia to you and am sure that she an asset to your company.

148. (A) is
(B) was
(C) will be
(D) has been

Sincerely

Doris Markham

Senior Instructor, Business Faculty

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Questions 149–152 refer to the following notice.

NOTICE

Sandford Department of Public Works will soon be replacing and upgrading the street lighting in the district of Coldstream. LightTek and other private contractors will undertake the improvement program on our This work is intended to improve road safety and increase energy efficiency.

149. (A) assistance
(B) sake
(C) behalf
(D) own

We apologize in advance for the that this improvement program will inevitably cause.

150. (A) access
(B) upgrade
(C) renewal
(D) disruption

In order to minimize inconvenience on the days we are working on your street, please do not park close to street light poles.

Once we the replacement and improvement work, we would appreciate your

151. (A) will complete
(B) complete
(C) had completed
(D) will have completed

feedback and comments. Please fill in the enclosed survey and return it to us in the stamped, addressed envelope provided.

Thank you in advance for your and cooperation.

152. (A) supporting
(B) supports
(C) support
(D) supported

Riva Whitney, Director of District Operations

Part 7

Directions: Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

Questions 153–154 refer to the following announcement.

Minerva Atlanta is part of a nationwide organization that supports women who wish to gain new business opportunities. Members benefit by sharing expertise, offering advice, exchanging skills, and giving and receiving referrals in a friendly environment.

Minerva's structured monthly lunch meetings run from 12:00 P.M. until 2:00 P.M. You'll get a delicious lunch and the opportunity to promote your business. We have a speaker at every meeting, who will address a relevant business issue.

Each Minerva group attracts a vibrant mix of professional businesswomen. Membership is controlled to ensure that there is no more than one member from any business type.

Other membership benefits include:

- your profile on our website
- discounts for business products and services
- discounted tickets for motivational workshops on business topics
- a monthly newsletter giving news about local members and forthcoming business events
- regular social events

153. What kind of organization is Minerva?

- (A) A financial institute
- (B) A training association
- (C) A public-speaking society
- (D) A networking group

154. What is indicated about the Minerva organization?

- (A) It is for women only.
- (B) It meets weekly.
- (C) Its headquarters are in Atlanta.
- (D) It has an online newsletter.

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Questions 155–157 refer to the following notice.

NOTICE

Every day dozens of items are left behind on our trains. We understand that it is annoying when you lose something, so we promise to do our best to locate your lost items. You need to complete form TX31 with a detailed description, remembering to include a daytime phone number. Every item handed in to our train and station staff goes to our Central Office. If we find an item that matches your description, we will call you to arrange a collection time. Please note that you will be given a reference number, which you must quote when picking up your property. No items will be handed over without the relevant reference number.

Please allow up to 14 days for processing lost items. If you do not receive a phone call from us within that period, you should assume that the item has not been located. A handling fee of between \$5 and \$30 is charged, depending on the item. This sum is payable on collection. You can view specific charges for commonly lost items on our website. Items can be mailed to you by separate arrangement and prior payment. Please note that shipping costs are the responsibility of the owner of the item(s).

155. For whom is this document most likely intended?

- (A) Rail passengers
- (B) On-board train staff
- (C) Train station employees
- (D) Postal workers

156. What is the notice mainly about?

- (A) Rail transportation
- (B) Train ticket prices
- (C) Freight costs
- (D) Lost property

157. Which of the following is NOT mentioned as necessary?

- (A) A handling fee
- (B) A reference number
- (C) A contact address
- (D) A phone number

Questions 158–159 refer to the following information.

Jiu Park

I was born in 1975 and educated at Seoul National University. I currently work in the fundraising department at the headquarters of the charity Doctors Abroad. I have been an active member of Cultural Contacts for over ten years, and served as Vice-Chair of the Southeastern branch until last year. I have organized many events for the Southeastern branch, raising substantial funds for Cultural Contacts. I have spoken at other branches on the subject of medical links with developing countries. If elected, I will visit every regional branch of Cultural Contacts over the course of my tenure, and appoint a public relations company to promote Cultural Contacts with the goal of increasing the membership and raising much-needed funds.

158. What kind of document is this?

- (A) A fundraising letter
- (B) An election candidate's statement
- (C) A magazine editorial
- (D) A letter accepting a job offer

159. What is indicated about Jiu Park?

- (A) She is a doctor.
- (B) She is Vice-Chair of Cultural Contacts.
- (C) She is employed by a charity.
- (D) She is a university student.

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Questions 160–162 refer to the following letter.

Andrea Rosenberg
1462 Lincoln Avenue
Maplehead, CA 98001

Dear Ms. Rosenberg,

We are sorry to hear that you want to close your bank account with us. If your existing account does not meet your needs, please call 1-800-555-1000 to speak to an advisor, who will be happy to discuss your requirements and find a more suitable product for you.

If you wish to close your account, please submit your request in writing, being sure to include the following information in your letter:

- your full address
- your telephone number
- the number of the account you want to close

Please also:

- return or destroy any cards and checkbooks for the account
- give us written authority to cancel any regular payments made from your account
- tell us how you wish to receive your credit balance
- supply written permission from any co-account holders

Please allow 14 days for the closure of your account to take effect.

Once again, do let us know if we can assist you in any other way.

Sincerely,

Carmel Hernandez

Customer Service Agent
Downtown Bank

160. What is the main purpose of the letter?

- (A) To promote a bank account
- (B) To make an apology
- (C) To respond to a request
- (D) To make an application

162. What is Ms. Rosenberg NOT required to do?

- (A) Provide contact information
- (B) Give a written response
- (C) Supply bank account details
- (D) Cancel any regular payments

161. What is indicated about Ms. Rosenberg?

- (A) She is unhappy with the service she has received.
- (B) She currently banks with Downtown Bank.
- (C) She has recently moved home.
- (D) She wants to order a new checkbook.

Questions 163–165 refer to the following article.

SMART Talking

Which cell phone is for you? We just reviewed these latest cell phones fresh on the market.

RTX 9

Features

Glass touch screen (3.6 in.)
8 MP camera

Our opinion

- Larger, but more robust than its rivals
- Easy-to-navigate home screen
- Fast web browser

Our nickname for this cell phone:

The Tough Guy

Overall score: 80/100

Chumsing S11

Features

Vivid screen (3.6 in.) with a virtual keyboard
8 MP camera
Comes with great apps pre-installed

Our opinion

- Not much to look at, but thin and light
- Very easy to use
- Good for social networking

Our nickname for this cell phone:

Party Animal

Overall score: 77/100

DigiCell 7600

Features

Real keypad
Smaller screen than most cell phones (3.2 in.)
5 MP camera

Our opinion

- Very compact and sturdy
- Particularly good for e-mail
- Ultra-modern look

Our nickname for this cell phone:

Busy Bee

Overall score: 75/100

ExpoChat B12

Features

Large, bright screen (4.1 in.) with touch-sensitive display
10 MP camera

Our opinion

- Rather old-fashioned appearance
- Fantastic for movies and photos
- Easy to import photos from your old cell phone

Our nickname for this cell phone:

The Entertainer

Overall score: 72/100

PocketPal ZX

Features

3.6 in. screen
Touch-screen interface
Virtual keyboard
Thousands of apps available
5 MP camera

Our opinion

- Stylish and very simple to use
- Intuitive interface
- Quick and easy to switch between apps

Our nickname for this cell phone:

The No-Brainer

Overall score: 90/100

163. Who most likely wrote the article?

- (A) A cell phone manufacturer
- (B) A technology reporter
- (C) A telecommunications engineer
- (D) A customer service agent

164. What is NOT mentioned about the cell phones?

- (A) Screen size
- (B) Design
- (C) Price
- (D) Ease of use

165. Which cell phone is best for displaying images?

- (A) Chumsing S11
- (B) DigiCell 7600
- (C) ExpoChat B12
- (D) PocketPal ZX

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Questions 166–168 refer to the following letter.

JVZ Sales Promotions
757 Lincolnway Avenue
Seattle, WA 77215

September 3

Grant J. Barrington
Nelson Publishing
13 East 5th Street
Seattle, WA 78491

Dear Grant,

Further to our phone conversation earlier this morning, I am pleased to say we will be able to print the twenty 12-count boxes of desk calendars within the necessary time. We plan to ship these to you toward the end of this month. Your logo, a copy of which is enclosed, will be printed on the front cover of each calendar.

Thank you for your business. I understand that these calendars will be included in each participant's registration packet at the Readers' Conference on October 16.

I am confident that you will be pleased with the increase in sales and publicity that will result from the distribution of these calendars.

We look forward to being of service to you again.

Sincerely,
Cynthia Ashton, Sales Consultant

166. What is the purpose of this letter?

- (A) To suggest a meeting
- (B) To confirm an order
- (C) To make a purchase
- (D) To inquire about delivery

167. What is included with this letter?

- (A) Some desk calendars
- (B) A registration packet
- (C) Details of a conference
- (D) Nelson Publishing's logo

168. When will the shipment be sent?

- (A) In early September
- (B) In late September
- (C) In early October
- (D) In mid-October

Questions 169–172 refer to the following article.

Gaming Trends

People are spending more on video games than on music, according to retail analysts Thompson West, who also project that the size of the video game market will exceed that of the CD, album, and music download market within two years. Growth will, however, slow down after this peak because the market for the current generation of consoles and handheld games is approaching maturity.

The Asia-Pacific region remains the overall highest-spending region in the games market, with 10 percent average annual gains. Europe and the Middle East have average annual gains of 9.3 percent and 9.1 percent respectively, while the US gaming sector's growth trails that of all

other regions, with annual gains of 5.4 percent. The US made proportionately stronger gains than elsewhere, however, in online and wireless games.

In-game advertising will see rapid growth, since advertisers see computer and video games as the best way of reaching younger males, traditionally low consumers of television and print media.

The total gaming audience continues to grow, with more females playing now than ever before. The average age of the typical game player is also gradually increasing. Analysts regard this as a sign that video games are becoming an important part of everyday culture.

169. Why was this article written?

- (A) To promote a new generation of video games
- (B) To report on the growing video games market
- (C) To explain why young people like video games
- (D) To compare the most popular video games

170. What is indicated about the growth of the video game market in the Middle East?

- (A) It exceeds that of the Asia-Pacific region.
- (B) It exceeds that of the United States.
- (C) It trails that of all other regions.
- (D) It is growing at exactly the same rate as the European market.

171. Which players of video games are of particular interest to advertisers?

- (A) Young men
- (B) Young women
- (C) Older men
- (D) Older women

172. The word “maturity” in paragraph 1, line 9, is closest in meaning to

- (A) full development
- (B) collapse
- (C) retirement
- (D) decline

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Questions 173–176 refer to the following notice.

UK HEALTH AND SAFETY EXECUTIVE FIRE SAFETY IN THE WORKPLACE

Fire extinguishers are color-coded because different types of fire extinguishers are required for different types of fires.

If there is a fire at your business premises, it is important that staff know the right extinguisher to use. Color-coding helps staff to quickly identify which extinguisher they should use.

Remember! Fire spreads very quickly. If in doubt, get out, stay out, and call the Emergency Services.

TYPES OF FIRE EXTINGUISHERS

Water Fire Extinguisher

(Color Code: Red)

- Suitable for use on solid materials such as paper and wood
- DO NOT use on live electrical equipment.

Carbon Dioxide Fire Extinguisher

(Color Code: Black)

- Suitable for use on fires involving electrical equipment, because they extinguish the fire without causing any further damage to the equipment.

AFFF Foam Fire Extinguisher

(Color Code: Cream)

- Suitable for use on the same types of fire as the water extinguishers; also on flammable or combustible liquids, such as oil, gasoline, and diesel fuel.
- These fire extinguishers are NOT suitable for fires in deep-fat fryers.

Powder Fire Extinguisher

(Color Code: Blue)

- Suitable for use on most types of fires, including electrical equipment fires, but are more likely to damage the equipment than carbon dioxide extinguishers.
- NOT suitable for confined places; can cause visibility and breathing problems.

Wet Chemical Fire Extinguisher

(Color Code: Yellow)

- Suitable for use on fires involving cooking fats and oil. Wet chemical extinguishers quickly extinguish the flames, cool down the burning oil, and react chemically to seal the surface with a soapy substance.

Halon Fire Extinguisher

Halon fire extinguishers are banned in the UK, except for certain limited applications such as on an aircraft or by the police or military. If you have any halon fire extinguishers in your place of work, you need to arrange for the safe disposal of them. Contact your local Waste Management Department for advice.

173. Who is the intended audience for this notice?

- (A) Business owners
- (B) Emergency service personnel
- (C) Safety equipment manufacturers
- (D) Fire safety officers

174. Which fire extinguishers are NOT suitable for use in small, windowless rooms?

- (A) Carbon dioxide
- (B) Foam
- (C) Powder
- (D) Wet chemical

175. Which kind of extinguisher should be used on a deep-fat fryer fire?

- (A) Water
- (B) Foam
- (C) Wet chemical
- (D) Halon

176. Which fire extinguishers are illegal in most UK workplaces?

- (A) Carbon dioxide
- (B) Foam
- (C) Powder
- (D) Halon

Questions 177–180 refer to the following memo.

MEMO

To: All Departmental Managers
From: Human Resources
Subject: Dress code

In response to requests from some of you, the company has decided to introduce a dress code. We have decided on this change of policy because:

- Staff members' attire needs to reflect the professionalism of the company and convey the right business message to customers, suppliers, and coworkers.
- Currently, different standards and codes apply in different departments, since managers have different views about what is acceptable attire. We do not wish to be seen to be discriminating against certain members of staff.
- Some employees and managers have complained to HR about the unprofessional appearance of some team members, particularly those who interact with customers and partners.

An official dress code is not intended to limit staff members' creativity and self-expression. We do not intend to ban the wearing of casual dress or jewelry, and we are certainly not introducing a uniform. We do, however, expect staff to understand that every employee is a reflection of the company, and so we expect moderation and good taste.

Because we understand that dress codes can be tricky to introduce, we are giving all employees the chance to contribute their views on the proposed dress code. We therefore ask you all, as managers, to solicit feedback from your department members. Please gather their views regarding the guidelines they would like to see in the dress code. A questionnaire is attached to help you with this task. Note that when a dress code is finally agreed upon, it will be a written code, and anyone who does not adhere to it will receive a reprimand.

Please let me have your feedback by the 18th of this month.

Sincerely,
Liz Campbell, HR Director

177. What is the purpose of this memo?

- (A) To complain about the appearance of staff
- (B) To obtain the views of department managers
- (C) To introduce an official company uniform
- (D) To announce a new company policy

178. What does the writer of the memo imply?

- (A) The current guidelines are not being followed.
- (B) The company wants to improve its image.
- (C) The measure is in response to customer complaints.
- (D) The dress code discriminates against some staff.

179. What are the recipients of this memo asked to do?

- (A) Ask staff for suggestions
- (B) Reprimand their employees
- (C) Make a list of questions
- (D) Follow the dress code

180. The word "tricky" in paragraph 3, line 1, is closest in meaning to

- (A) compulsory
- (B) rewarding
- (C) necessary
- (D) problematic

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Questions 181–185 refer to the following article and letter.

Andreas Larssen, former engineering manager at Snap Animation, has resigned from the company to start his own movie animation business, FlashBang. With financial backing from Sequitur and Ardex, and a contract already in place with movie giant Groundstar, Larssen is forecasting an annual turnover of \$6 million in year one, with that figure projected to double by year three and quadruple by year five.

Larssen paid tribute to his former employer and colleagues: "It was an immense privilege to work with Jeff Beattie and everyone at one of the world's best and brightest animation

companies for eleven years, but I have now come to that stage in my life where I realize I need a new and very different challenge. I'm really excited about the future and intend to put together a team of the world's most creative and dynamic digital animation experts. Together we will push forward the boundaries of 3D computer graphics, using cutting-edge technologies to develop photorealistic human animation. Our goal is to create movies where the audience cannot tell whether the actors are human or computer-generated!"

17 March

Andreas Larssen
FlashBang Video Games
Lombard House
Springville, CA 522130

Dear Mr. Larssen,

I read with interest an article about your new company, FlashBang, and I am writing to wish you success with your new endeavor. I have 20 years of experience as a computer graphic designer and specialize in the latest facial animation tools and technologies. In fact, I worked with Jeff 15 years ago in the Research and Development division there. More recently, I was part of the team that won last year's Industry Award for Best Animated Feature.

I would be pleased to meet with you to discuss how my experience could benefit FlashBang and contribute to its future success.

I look forward to hearing from you.

Sincerely,

Kumar Chakraborty

- 181.** What is the purpose of the article?
- (A) To review a company's annual financial results
 - (B) To announce the retirement of a chief executive
 - (C) To report the establishment of a new company
 - (D) To promote the movie animation business
- 182.** What kind of company is Ardex?
- (A) A computer animation company
 - (B) An engineering firm
 - (C) An investment company
 - (D) A movie studio
- 183.** What is indicated about Mr. Chakraborty?
- (A) He used to work at Snap Animation.
 - (B) He recently started his own company.
 - (C) He is less experienced than Mr. Larssen.
 - (D) He has won many awards for his work.
- 184.** What is the purpose of Mr. Chakraborty's letter?
- (A) To investigate work opportunities
 - (B) To offer financial support
 - (C) To praise Mr. Larssen
 - (D) To ask for more information
- 185.** In the letter, the word "endeavor" in paragraph 1, line 2, is closest in meaning to
- (A) idea
 - (B) venture
 - (C) transfer
 - (D) mission

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Questions 186–190 refer to the following online questionnaire and memo.

How healthy is your work environment?

1. Look at your workstation and where it is positioned. Is there adequate space to work comfortably?
 Yes, plenty of space.
 No, I have very little space.
 It's ok.
2. Is there enough space to store your work equipment?
 Yes, plenty of space.
 No, there is nowhere to store my work equipment.
 I have to store things on top of my desk.
3. What about the temperature in your work environment?
 It is usually far too warm and stuffy.
 It is usually too cold and drafty.
 Sometimes it is too hot, and sometimes it is too cold.
 It is just right.
4. What about the lighting in your work environment?
 It is usually too bright.
 It is usually too dark.
 It is just right.
5. Which of the following are you able to control yourself? [You can click more than one option.]
 Lighting.
 Heating.
 Ventilation.
 Height of my chair.
 None of the above.

From: Evan Forte
To: Rachel Jenkins
Subject: Work environment questionnaire

Dear Ms. Jenkins,

As recommended in an article in this month's *Office Administration Monthly*, I completed an online work environment questionnaire. This was the response I received:

Your results

Recommendation 1

Based on your responses to the questions, it would appear that you have an inadequate amount of space to store your work equipment, which includes files and documents. Working Environment Regulations (WRG-2011) state that employees need adequate space to move around their workstation and should have sufficient space to store files, documents, and other equipment that they need to carry out their designated work. We recommend you bring this matter up with your employer.

Recommendation 2

Based on your responses to the questions, it would appear that your chair is not suitable, as you are unable to adjust its height. We recommend you ask your employer to rectify this matter.

As you can see, it appears I need a storage cabinet, or other storage space, and an adjustable chair. Could you please arrange this? If you prefer, I would be happy for the company's health and safety officer to assess my work environment, assuming you think that is necessary in order to get authorization for the cost involved.

Evan Forte

- 186.** What does Mr. Forte imply in the memo?
- (A) He would like to transfer to a different department.
 - (B) His work environment does not meet regulations.
 - (C) He is jealous of a new coworker's office.
 - (D) He feels dissatisfied about his salary.
- 187.** In which department does Rachel Jenkins most likely work?
- (A) Information Technology
 - (B) Research and Development
 - (C) Sales and Marketing
 - (D) Human Resources
- 188.** Which of the following does the questionnaire NOT ask about?
- (A) Light
 - (B) Storage
 - (C) Temperature
 - (D) Noise
- 189.** Which questions are the recommendations Mr. Forte received taken from?
- (A) 1 and 2
 - (B) 1 and 5
 - (C) 2 and 5
 - (D) All of them
- 190.** In the memo, the word "rectify" in paragraph 3, line 2, is closest in meaning to
- (A) investigate
 - (B) assess
 - (C) reconsider
 - (D) correct

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Questions 191–195 refer to the following letter and memo.

**STOCKTON COMPONENTS, LTD.
STOCKTON HOUSE, CARLTON AVENUE, PORTLAND, OR**

June 14
Kenneth Mackintosh
Production Department
Stockton Components Ltd.

Dear Ken,

Thank you for your letter of May 30, in which you requested to work an extra two years beyond your scheduled retirement date.

As you know, it is normal practice for employees to retire at the age of 65 in this company. However, we can sometimes make an exception depending on the employee's individual circumstances and Stockton's own labor requirements. I am therefore inviting you to discuss the matter with me and the managing director on Wednesday, June 30, at 10:30 A.M. in my office.

If you wish, you may invite your union representative to accompany you to this meeting. Please note that the representative who accompanies you must be a current employee of Stockton Components.

I would be grateful if you could confirm your attendance at this meeting (by letter or e-mail) no later than Tuesday, June 22. Please let me know in advance the name of the union representative who will accompany you, if applicable.

Yours sincerely,
Vince Evans
Production Director

Date: Friday, June 18
To: Vince Evans
From: Kenneth Mackintosh
Subject: Upcoming meeting

Dear Vince,

In regard to your letter of June 14, I confirm that 10:30 A.M. on June 30 is convenient for me, and I will be very pleased to meet with you and the managing director to discuss my future with Stockton Components. In response to your request, please note that I would like to invite Margaret Denham to accompany me to the meeting.

I look forward to seeing you the week after next.

Sincerely,
Ken Mackintosh

- 191.** Why did Mr. Evans write to Mr. Mackintosh?
- (A) To explain the company's overtime policy
 - (B) To confirm retirement policy regulations
 - (C) To encourage more union membership
 - (D) To suggest a date for a formal meeting
- 192.** What is suggested about Stockton Components?
- (A) It prefers to hire younger people.
 - (B) It has a flexible retirement policy.
 - (C) It does not value its senior employees.
 - (D) It is experiencing a recruitment shortage.
- 193.** Who most likely is Margaret Denham?
- (A) The managing director
 - (B) A union representative
 - (C) Mr. Mackintosh's manager
 - (D) An ex-employee at Stockton Components
- 194.** When is the meeting scheduled to take place?
- (A) May 30
 - (B) June 14
 - (C) June 22
 - (D) June 30
- 195.** What can be inferred about Mr. Mackintosh?
- (A) He has limited income.
 - (B) He has just retired.
 - (C) He is in his sixties.
 - (D) He plans to join a union.

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Questions 196–200 refer to the following announcement and letter.

Greenwich Historical Society

Established 1978

FALL PROGRAM

- September 20** The life and works of Eli Whitney, inventor of the cotton gin
October 4 Margaret Dickinson, biographer Women and children in the Welsh slate quarries Dr. Diane Marchant, writer and researcher
October 18 Steel production in 18th Century Europe Professor Suresh Babu, University of Pitfold
November 1 Copper mining in California in the 1860s Dr. Virginia Goldstein, University of California
November 15 The history of iron use in the shipyards Reg Levinson, former C.E.O. Foster and Webb Shipbuilders
November 29 Iron and steam in the early 19th Century Dr. Victor Strong, University of Northern Baltimore

- December 13** Members' contributions, followed by social

Talks are \$5 for nonmembers, payable at the door. Membership in the society entitles you to admission to all talks throughout the year free of charge, a quarterly newsletter, and discounts to museums and other places of interest throughout the state.

MEMBERSHIP FEE

Individual	\$15
Family	\$20
Seniors	\$12
Full-time students	\$10

Please complete the application form below and return it with your check (made payable to Greenwich Historical Society) to:

Edward Dobson (GHS Membership Secretary), History Department, Greenwich Technical Institute, Greenwich, CT.

45 East 9th Street
New York, NY 10920

September 13

Edward Dobson (GHS Membership Secretary)
History Department
Greenwich Technical Institute
Greenwich, CT

Dear Mr. Dobson,

Please find enclosed my application to join the Greenwich Historical Society and a check for \$10 to cover my membership fee.

The subject of my research is the history of artificial lighting in the coal-mining industry, and I would be pleased to talk to your members on this subject. If this topic is of interest to you, we could discuss it when we meet.

I look forward to meeting you on September 20.

Sincerely,

Gregg Crawford

196. Which branch of history does Greenwich Historical Society specialize in?

- (A) Industrial
- (B) Social
- (C) Cultural
- (D) Political

197. How frequently do Greenwich Historical Society talks take place?

- (A) Weekly
- (B) Every other week
- (C) Monthly
- (D) Bi-monthly

198. Which speaker might be of interest to naval engineers?

- (A) Margaret Dickinson
- (B) Diane Marchant
- (C) Virginia Goldstein
- (D) Reg Levinson

199. What is NOT mentioned as a benefit of membership in the Greenwich Historical Society?

- (A) A regular newsletter
- (B) Free entry to all talks
- (C) Low-cost publications
- (D) Special discounts

200. What can be inferred about Gregg Crawford?

- (A) He is a lecturer.
- (B) He is an engineer.
- (C) He is a student.
- (D) He is retired.

This is the end of the Reading Test.

PRACTICE TESTS

Practice Test 1

This test aims to accurately reflect the TOEIC® test in every way possible. It consists of seven parts, and is designed to be the same level of difficulty as the TOEIC test. The test takes approximately two hours to complete.

Directions:

Allow two hours to complete the test.

Make sure you read the directions for each part carefully.

Mark all your answers on the separate Answer Sheet provided on page 356.

When you finish, you can check your answers in the separate Answer Key. See the Score Conversion Chart on page 358 for a prediction of your score on the TOEIC test.

Listening Test

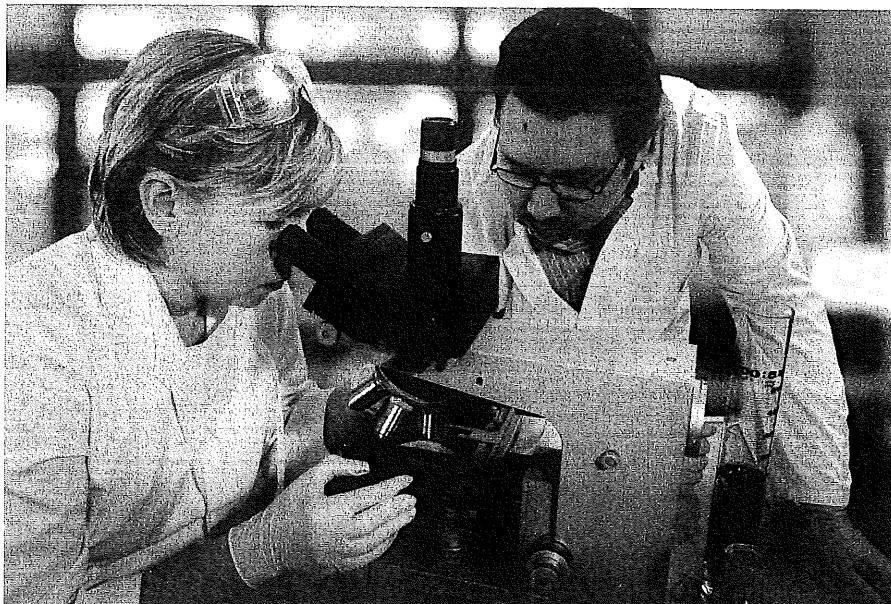
The Listening Test is an opportunity for you to show how well you understand spoken English. There are four parts, and each part has different directions. You have 45 minutes to complete this Listening test.

Mark your answers on the separate Answer Sheet provided on page 356.

Part 1

102 Directions: For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer on the Answer Sheet. You will hear the statements only once.

EXAMPLE

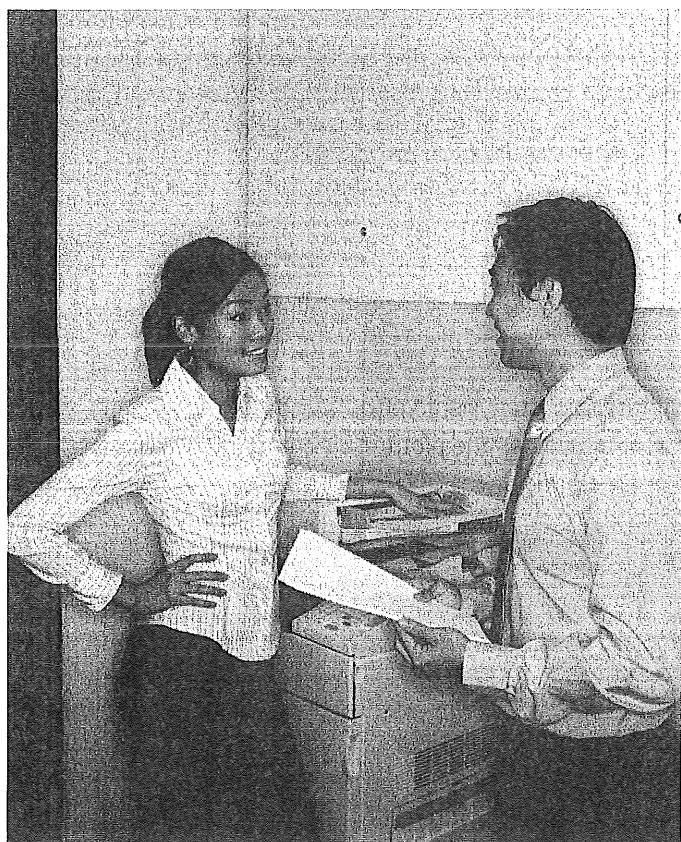


- (A) (B) (C) (D)

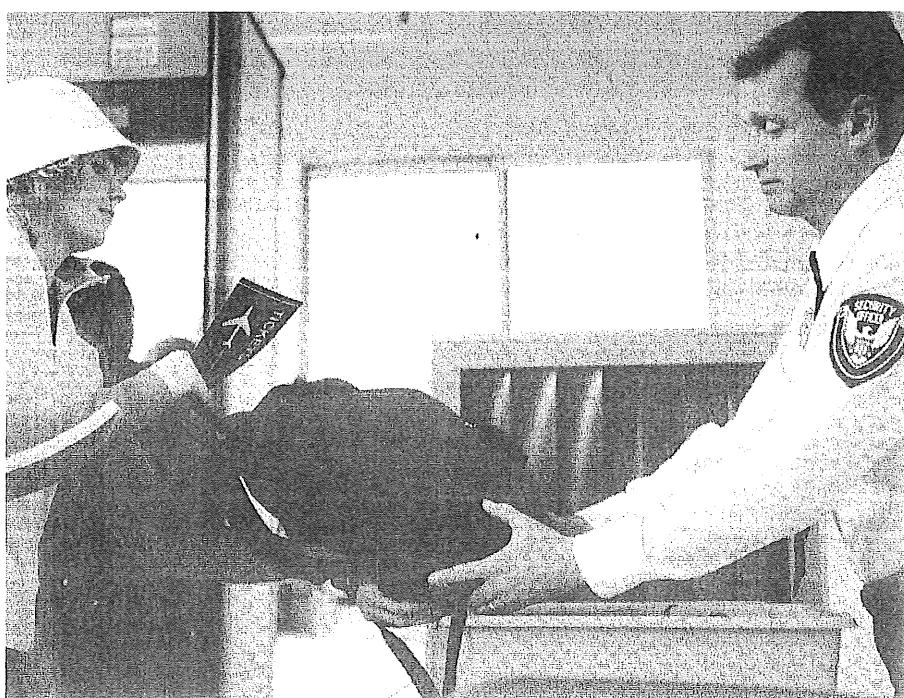
The best description of the picture is statement (C), “The woman is wearing safety glasses on her head.” You should mark answer choice (C) on your Answer Sheet.

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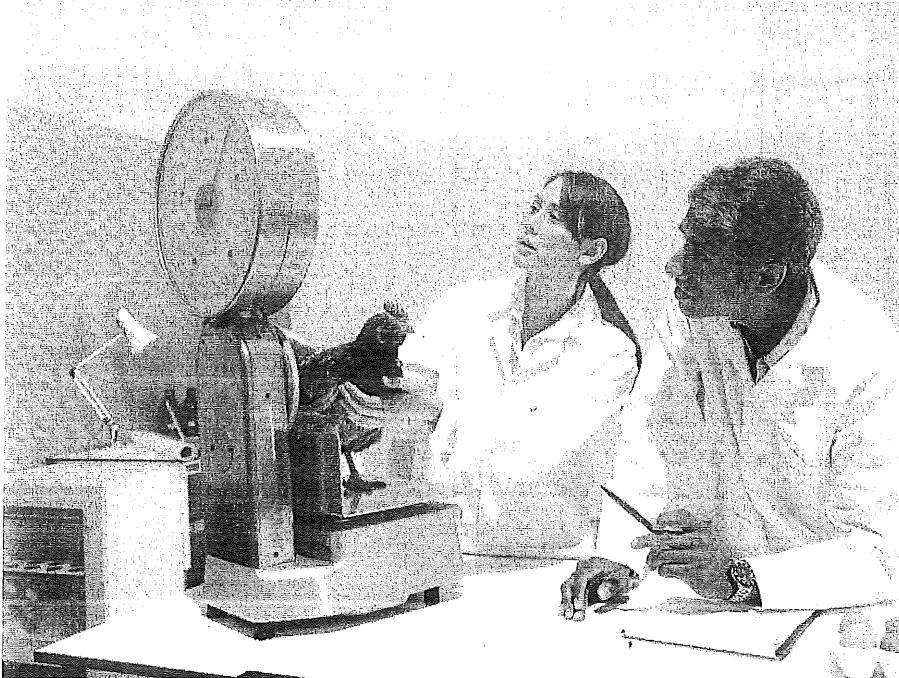
1.



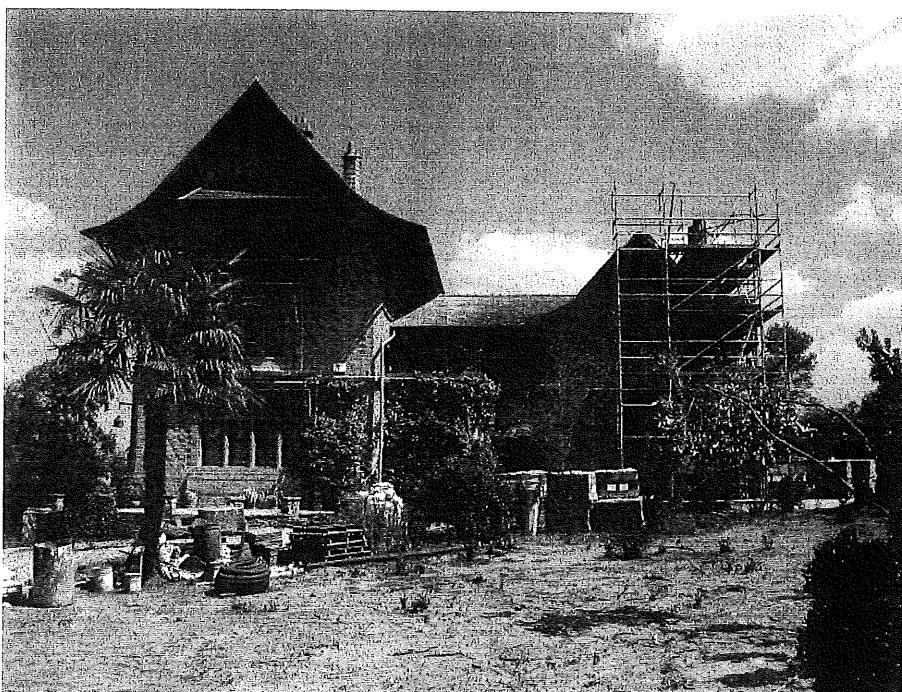
2.



3.



4.



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5.



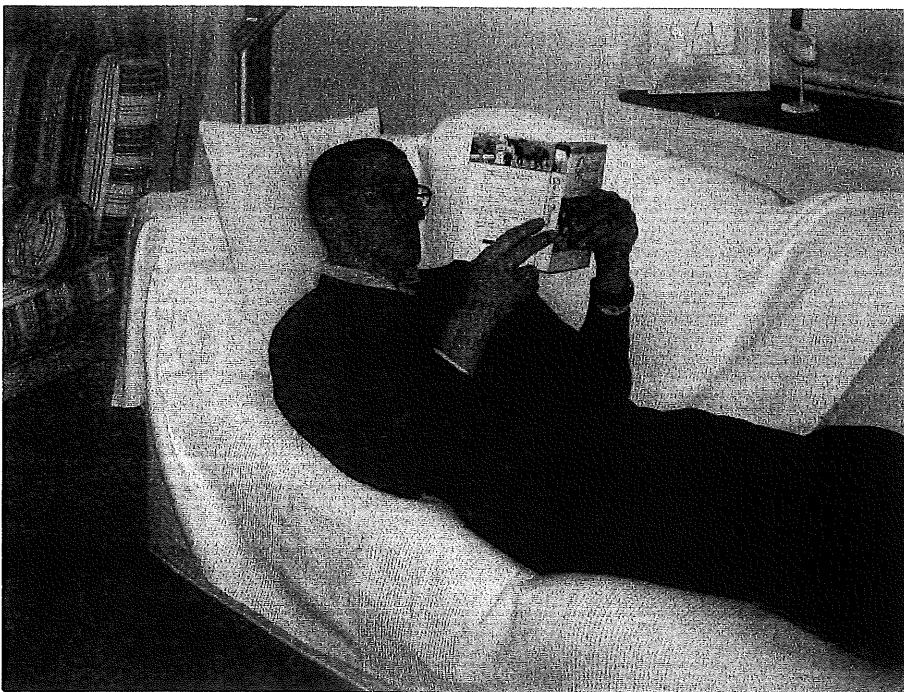
6.



7.



8.



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9.



10.



Part 2

103 Directions: Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer on the Answer Sheet. You will hear each question or statement, and the responses, only once.

EXAMPLE

You hear: Did you check if the price was right?

You then hear: (A) The check's right here.
(B) I didn't have time.
(C) No, I don't like rice.

(A) (B) (C)

- The best response to the question “Did you check if the price was right?” is answer choice (B), “I didn’t have time.” You should mark answer choice (B) on your Answer Sheet.

-
11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.
13. Mark your answer on the Answer Sheet.
14. Mark your answer on the Answer Sheet.
15. Mark your answer on the Answer Sheet.
16. Mark your answer on the Answer Sheet.
17. Mark your answer on the Answer Sheet.
18. Mark your answer on the Answer Sheet.
19. Mark your answer on the Answer Sheet.
20. Mark your answer on the Answer Sheet.
21. Mark your answer on the Answer Sheet.
22. Mark your answer on the Answer Sheet.
23. Mark your answer on the Answer Sheet.
24. Mark your answer on the Answer Sheet.
25. Mark your answer on the Answer Sheet.

26. Mark your answer on the Answer Sheet.
27. Mark your answer on the Answer Sheet.
28. Mark your answer on the Answer Sheet.
29. Mark your answer on the Answer Sheet.
30. Mark your answer on the Answer Sheet.
31. Mark your answer on the Answer Sheet.
32. Mark your answer on the Answer Sheet.
33. Mark your answer on the Answer Sheet.
34. Mark your answer on the Answer Sheet.
35. Mark your answer on the Answer Sheet.
36. Mark your answer on the Answer Sheet.
37. Mark your answer on the Answer Sheet.
38. Mark your answer on the Answer Sheet.
39. Mark your answer on the Answer Sheet.
40. Mark your answer on the Answer Sheet.

Part 3

104 Directions: You will hear ten conversations between two people. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each conversation only once.

41. What are the speakers discussing?
(A) Improving their qualifications
(B) Applying for a different job
(C) Taking a vacation overseas
(D) Advertising for new staff
42. Where do the speakers most likely work?
(A) At a college
(B) At a hotel
(C) At a newspaper
(D) At a restaurant
43. What does the woman decide to do?
(A) Resign from her position
(B) Speak to a coworker
(C) Send an e-mail
(D) Go on a language course
-
44. Where does this conversation take place?
(A) At a factory
(B) At a record store
(C) At a post office
(D) At a service station
45. What is the woman concerned about?
(A) She has noticed a leak.
(B) A machine is malfunctioning.
(C) Her work schedule is too full.
(D) A coworker is feeling unwell.
46. What will the man do next?
(A) Wait for assistance
(B) Give a week's notice
(C) Send someone to help
(D) Try to arrange a repair
47. What are the speakers discussing?
(A) Booking a restaurant
(B) Preparing for a delivery
(C) Ordering some food
(D) Arranging an event
48. How many additional waiters are required?
(A) Four
(B) Five
(C) Nine
(D) Ten
49. What does the woman suggest they do?
(A) Reduce the charges
(B) Go out onto the terrace
(C) Share the work equally
(D) Contact an agency
-
50. Who most likely is the woman?
(A) A real estate agent
(B) A property owner
(C) A house buyer
(D) An architect
51. What will the man do in the afternoon?
(A) Return to his office
(B) Go downtown
(C) See his family
(D) Look for the train station
52. What does the man ask the woman to do?
(A) Contact him the next day
(B) Change her schedule
(C) Arrange more visits
(D) Meet at two o'clock

53. Who is Mr. Garcia?
(A) An important client
(B) An old friend
(C) A coworker
(D) A former employee
54. What does the man want to do next week?
(A) Book a sightseeing tour
(B) Go on a business trip
(C) Watch a play at the theater
(D) Give a presentation
55. What does the woman offer to do?
(A) Get the tickets
(B) Tidy the office
(C) Write a review
(D) Book onward transportation
-
56. Where does this conversation most likely take place?
(A) At a company meeting
(B) In a lecture theater
(C) In a courtroom
(D) At a dinner party
57. According to the conversation, what is the problem?
(A) Some cell phones are dangerous to use.
(B) Farming is becoming more expensive.
(C) Companies spend too little on research.
(D) The use of chemicals is damaging wildlife.
58. What does the man say is needed?
(A) More research
(B) A public debate
(C) Further funding
(D) Better communication
59. When are the catalogs needed?
(A) Next week
(B) Two weeks from today
(C) The end of April
(D) The first weekend in May
60. How is this year's catalog different from last year's?
(A) It is printed in color.
(B) The photos are new.
(C) Clients can view it online.
(D) It will be made in Singapore.
61. What will happen next week?
(A) They will see a sample design.
(B) A trade fair will be held.
(C) Some products will be launched.
(D) The catalog will be finished.
-
62. Where does this conversation take place?
(A) In the company cafeteria
(B) At a local restaurant
(C) At a welcome reception
(D) In a college dining hall
63. What is suggested about the food?
(A) It is quite expensive.
(B) There is a good variety.
(C) It looks delicious.
(D) The portions are large.
64. What does the woman decide to do?
(A) Have a sandwich
(B) Order two courses
(C) Ask for another portion
(D) Come back later

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- 65.** When is the woman's doctor's appointment?
(A) Later that day
(B) On Thursday afternoon
(C) At the end of the week
(D) After the weekend
- 66.** What is the woman's concern?
(A) She is too busy at work.
(B) She cannot find a report.
(C) She lost her bag.
(D) She hurt her hand.
- 67.** What does the woman plan to do?
(A) Reschedule the appointment
(B) Call the doctor's office
(C) Have a checkup if possible
(D) Call Dr. Harrison soon
- 68.** What is scheduled to happen in July?
(A) The company will relocate its offices.
(B) The woman will start a new job.
(C) The lighting will be replaced.
(D) The man will go on vacation.
- 69.** What most likely are the speakers doing?
(A) Sitting at their desks
(B) Browsing in a furniture store
(C) Attending a meeting
(D) Exercising in the gym
- 70.** What problem does the man mention?
(A) His computer does not work.
(B) His chair is broken.
(C) He cannot see the screen.
(D) He has not been called back.

Part 4

105 Directions: You will hear ten short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each short talk only once.

71. Who is the speaker?
(A) A security guard
(B) An airline captain
(C) An airport employee
(D) A tour guide
72. Who can claim refreshment vouchers?
(A) Everyone booked on the flight
(B) Only passengers who have checked in
(C) Anyone who has not gone through passport control
(D) All passengers waiting at Gate 23
73. When will the next announcement be made?
(A) In a couple of hours
(B) When the situation is clear
(C) In about half an hour
(D) After passengers have checked in
-
74. What type of business is being advertised?
(A) An employment agency
(B) A newspaper office
(C) A construction company
(D) A training company
75. Who is this advertisement most likely for?
(A) Job seekers
(B) Company owners
(C) Union officials
(D) Manual workers
76. How are listeners invited to respond?
(A) By requesting an interview
(B) By calling for more information
(C) By filling in a form online
(D) By completing a questionnaire
77. Who is the intended audience for the talk?
(A) University students
(B) Company managers
(C) Investment bankers
(D) A television audience
78. What does the speaker like most about her job?
(A) Traveling to lots of countries
(B) Working with young people
(C) Advising political leaders
(D) Meeting different people
79. What is the speaker's current job title?
(A) Lecturer
(B) Advisor
(C) Analyst
(D) Associate
-
80. What type of business has been reached?
(A) An insurance company
(B) A legal firm
(C) A utility provider
(D) A mail-order store
81. On which day does the company close early?
(A) Monday
(B) Wednesday
(C) Saturday
(D) Sunday
82. What should callers do to contact a customer service representative?
(A) Wait on the line
(B) Leave a message
(C) Call a different number
(D) Send an e-mail

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83. What is the purpose of the meeting?
- (A) To announce job cuts
 - (B) To launch a competition
 - (C) To suggest savings
 - (D) To discuss investments
84. What are the listeners asked to do?
- (A) Help promote an initiative
 - (B) Work together in teams
 - (C) Give a discount
 - (D) Wait by the elevator
85. According to the speaker, what will happen at the end of the month?
- (A) Most employees will get a bonus.
 - (B) Any suggestions will be reviewed.
 - (C) Some workers will be sacked.
 - (D) Costs will fall by 30 percent.
-
86. Who is most likely speaking?
- (A) A company president
 - (B) A news presenter
 - (C) A shift supervisor
 - (D) A business analyst
87. According to the speaker, where did the meeting take place?
- (A) China
 - (B) Thailand
 - (C) Korea
 - (D) Vietnam
88. What is mentioned about TAP Industries?
- (A) It is based in Korea.
 - (B) It is in favor of the merger.
 - (C) Its C.E.O. will soon resign.
 - (D) Its share price has risen.
89. Where would this talk most likely be heard?
- (A) On a bus
 - (B) In a lecture hall
 - (C) On the street
 - (D) In a museum
90. What does the speaker say about the Hofburg Palace?
- (A) It contains many attractions.
 - (B) Mozart once lived there.
 - (C) It was built 600 years ago.
 - (D) Tourists needn't pay to enter.
91. What will listeners do next?
- (A) Explore on their own
 - (B) Visit the National Theater
 - (C) Begin their tour
 - (D) Wait for the bus
-
92. When does this talk take place?
- (A) During the sales
 - (B) In early June
 - (C) In the spring
 - (D) At the end of summer
93. Who most likely are the listeners?
- (A) Store employees
 - (B) Job seekers
 - (C) Factory trainees
 - (D) Children's entertainers
94. What are listeners asked to do?
- (A) Confirm their availability for work
 - (B) Leave work as soon as they can
 - (C) Help find more temporary staff
 - (D) Work every weekend in June

95. What is the purpose of this talk?
(A) To announce the start of a conference
(B) To schedule extra presentations
(C) To thank speakers for their talks
(D) To summarize the afternoon program
96. How many presentations will be in the main hall?
(A) One
(B) Two
(C) Three
(D) Four
97. Which talk is intended for specialists?
(A) Changes in Corporate Tax Legislation
(B) Focusing on Clients as Individuals
(C) Company Rights and Obligations
(D) Is Viral Marketing Ethical?
98. Why is the speaker calling?
(A) To report progress on a project
(B) To ask a coworker for assistance
(C) To explain some test results
(D) To arrange an interview
99. What does the speaker say about the questionnaire?
(A) Around 50 percent have been returned.
(B) The response has been disappointing.
(C) He sent it out by e-mail last week.
(D) Few professional climbers seem interested.
100. When will the report be ready?
(A) On the 12th
(B) Next week
(C) March 15
(D) By the end of March

This is the end of the Listening Comprehension section of the test. Go on to the Reading section.

Reading Test

This Reading Test contains a variety of texts and reading comprehension questions. They are designed to test your ability to read and understand written English. There are three parts. You have 75 minutes to complete this section of the test.

Mark your answers on the separate Answer Sheet provided on page 356.

Part 5

Directions: Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

101. When I left the manager's office, I noticed that were many other interviewees waiting to go in.

- (A) so
- (B) there
- (C) they
- (D) even

102. Mrs. Simpson seems to have settled in to her new role well, she has only been Catering Manager for a couple of months.

- (A) despite
- (B) although
- (C) however
- (D) while

103. When I spoke to Karl about the missing tablet PC, he that he had either used it or seen it.

- (A) denied
- (B) rejected
- (C) negated
- (D) refused

104. I should have made a note in my calendar, and then I would not the meeting.

- (A) missing
- (B) had missed
- (C) have missed
- (D) to miss

105. Marlon has not been to work for the last three weeks because he has his ankle.

- (A) stressed
- (B) sprained
- (C) stretched
- (D) sprayed

106. A deposit or credit card is required on all orders over \$50.

- (A) authorization
- (B) authorize
- (C) authorizing
- (D) authorized

107. I originally hoped to make the journey by train, but in the end I because it was the only way to get there in time.

- (A) flowed
- (B) float
- (C) flew
- (D) fled

108. You are not allowed to wear glasses when you have a photograph taken for your passport, so remember to them off.

- (A) take
- (B) put
- (C) get
- (D) give

- 109.** During the cooking demonstration, the chef cut the pastry into thin using a sharp knife.
(A) streaks
(B) strokes
(C) strips
(D) stripes
- 110.** In this tough economic climate, it would be better to offer cheaper deals for bulk purchases than increase our unit prices.
(A) instead
(B) in case
(C) except
(D) rather
- 111.** Since we changed the brand of feed we give the chickens, they have about 20 percent more eggs.
(A) lay
(B) laid
(C) lied
(D) lain
- 112.** The site supervisor reminded the workers to check the ladder was leaning firmly the wall before climbing up it.
(A) against
(B) towards
(C) onto
(D) about
- 113.** If Jack to the meeting last Wednesday, I would certainly have seen him.
(A) will go
(B) was going
(C) had gone
(D) has gone
- 114.** We do not have much money saved, so we cannot possibly buy a condominium unless we get a from the bank.
(A) lend
(B) lone
(C) lent
(D) loan
- 115.** Coffee beans must be very finely in order to bring out the best flavor.
(A) grinned
(B) ground
(C) grind
(D) groaned
- 116.** I realize that learning new software can sometimes be difficult, but at you can give it a try.
(A) least
(B) less
(C) lease
(D) list
- 117.** Although the production committee made a very reasonable proposal, the management turned it
(A) out
(B) off
(C) away
(D) down
- 118.** When you have used up the paper you have, you will find more of the same kind the large copy machine.
(A) aside
(B) next
(C) between
(D) beside
- 119.** When citizens of the European Union make business trips within Europe, do they have their passports with them?
(A) have to
(B) ought to
(C) need
(D) must
- 120.** As well as a shorter working week, the striking workers are a pay raise.
(A) asking
(B) requiring
(C) hoping
(D) demanding

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- 121.** What the regional director decide to relocate the main storage facility to Chicago?
(A) forced
(B) made
(C) led
(D) caused
- 122.** Mr. Burt is a financial manager, but he also takes a great interest the production side of the business.
(A) at
(B) on
(C) for
(D) in
- 123.** The bus company confirmed the 05:12 service from Atlanta on time, but with this weather they expect it will almost certainly be delayed getting here.
(A) leaves
(B) left
(C) leaving
(D) to leave
- 124.** These days most of the people who apply for jobs with us send us résumés by e-mail.
(A) they
(B) there
(C) their
(D) them
- 125.** We were surprised that we did not recognize of the names on the guest list, for the product launch party.
(A) any
(B) none
(C) much
(D) few
- 126.** Travel time to and from the city has been drastically reduced thanks to the new main highway, which has four in each direction.
(A) lanes
(B) ways
(C) roads
(D) tracks
- 127.** Mary was in Paris on business last week, so you not have seen her in town last Friday.
(A) could
(B) might
(C) must
(D) should
- 128.** The drapes in the hotel room were so old and thin that you could practically see them.
(A) cross
(B) though
(C) across
(D) through
- 129.** I am sorry that you have decided to leave the company, but I you all the best in your future career.
(A) want
(B) wish
(C) hope
(D) desire
- 130.** It was almost impossible to see anything in the conference room because the light was so
(A) dark
(B) dim
(C) down
(D) thin
- 131.** When asked he proposed to do to revive the company's fortunes, the new C.E.O. failed to give the shareholders a satisfactory reply.
(A) how
(B) what
(C) which
(D) that
- 132.** The gala dinner for the award ceremony consisted of five plus dessert.
(A) dishes
(B) plates
(C) courses
(D) meals

- 133.** Severe water throughout the south have seriously affected the number of tourists visiting the region.
(A) shortages
(B) shortfalls
(C) shortenings
(D) shorts
- 134.** The three candidates who were selected to attend a second interview had all worked in telemarketing.
(A) abruptly
(B) especially
(C) previously
(D) relatively
- 135.** As a, the hospital does not allow visitors who are not close relatives to visit on weekends.
(A) rule
(B) line
(C) law
(D) practice
- 136.** During the night, all the long-distance trains were due to a very heavy thunderstorm.
(A) deferred
(B) degraded
(C) delayed
(D) dismayed
- 137.** After the of the founder, the company was sold to a rival business.
(A) dead
(B) death
(C) dying
(D) died
- 138.** Andrew could not make up his whether to work late or to take the papers home and look at them over the weekend.
(A) thought
(B) mind
(C) choice
(D) decision
- 139.** After several months, Jonathan finally managed to get a job in a furniture
(A) manufacture
(B) workhouse
(C) industry
(D) factory
- 140.** Maureen is extremely interested in design, and some of her ideas are absolutely
(A) valiant
(B) resilient
(C) compliant
(D) brilliant

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Part 6

Directions: Read each text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

Questions 141–143 refer to the following job notice.

Bismuth is a leading blue-chip company based in Vermont. We have a dynamic, young workforce whose ages from 18 to 41.

141. (A) spread
(B) extend
(C) cover
(D) range

In the three years since the company was founded, we have increased our staff from 20 to 100 employees. We are expanding and are now looking for two technicians, one in

142. (A) yet
(B) still
(C) ever
(D) already

computer programming and one with experience in database administration.

Potential applicants should visit our website, where you will find a list of FAQs and an online application form. Preference will be given to candidates who are recent graduates and are to work from home. The deadline for applications is September 15.

143. (A) tolerant
(B) willing
(C) accepting
(D) granted

We promise to respond to everyone who applies, and we will invite a short list of applicants for interviews during the month of October.

Questions 144–146 refer to the following memo.

<input type="checkbox"/>	Memo
To:	martin.hughes@trentsystems.com
From:	russell.nielsen@trentsystems.com
<p>Dear Martin,</p> <p>This note is a response to your inquiry about my travel expenses for April and May. The marketing director and I went to Italy to attend Moda Prima, a fashion show held in Florence, Italy.</p> <p>As soon as we arrived in Rome, we found that our flight to Florence was canceled because of heavy fog. That's why we decided to rent a car in order to get to the show on time. Of course, the €86 is an expense that we hadn't allowed for. The show lasted three days and we were too busy to worry about the weather during that time, although on reflection we confirmed our return trip.</p> <p>Our flight was to leave on May 5, but again the weather prevented this, so</p> <p>146. (A) thought (B) intended (C) booked (D) supposed</p> <p>we had to stay one night in an airport hotel until the fog lifted. This explains the additional accommodation and meals.</p> <p>I hope this answers your query, Russell</p>	

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Questions 147–149 refer to the following advertisement.

Acme Garden Furniture

Summer is just around the corner, so it's time a look at your garden furniture.

147. (A) to take
(B) taking
(C) took
(D) take

Is it old and discolored? Does it look shabby? How does it compare to what the neighbors have? Well, don't just sit there and feel ashamed... Come and visit our showrooms to see the models from all over the world. We have a stunning collection of garden

148. (A) later
(B) lately
(C) latest
(D) late

furniture to suit every budget, in a wide variety of materials and colors.

So now you can have beautiful furniture to match the beautiful flowers in your garden. We are open from 9 A.M. until 9 P.M. seven days a week, and there's a play area for the kids to enjoy. If you bring in this ad, you'll get a fantastic 25 percent discount on you buy. Don't delay!

149. (A) whatever
(B) the lot
(C) something
(D) all things

Come and see us today!

Questions 150–152 refer to the following e-mail.

To: Shino Watanabe <s.watanabe@123training.com>
From: Melinda Pearson <mp-personnel@grt.com>
Re: Training sessions
Date: September 19

Dear Ms. Watanabe,

This is to confirm our telephone conversation regarding the training sessions that your company will provide for us over the following two months. We have agreed that you will provide two experienced business trainers work with a group of 20 new employees as part of their graduate

- 150.** (A) for
(B) at
(C) to
(D) in

induction program.

The sessions will cover leadership, strategy, management, and essential soft skills and will take at our offices on consecutive Tuesdays and Thursdays from 8 A.M. until 10 A.M.,

- 151.** (A) location
(B) place
(C) position
(D) situation

beginning October 23.

We will provide a suitable training room, equipped with a computer, projector screen, whiteboard, and flipchart. An advance of thirty percent of the fee within the next three

- 152.** (A) be paid
(B) is paying
(C) will be paid
(D) has been paid

days, with the remainder 30 days after the completion of the sessions.

With best wishes,
Ms. Melinda Pearson
Training Supervisor

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Part 7

Directions: Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

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

From: minorusuz@tokainet.co.jp
To: nana@net2.com
Date: April 23
Subject: Request

Dear Nana,

My wife tells me that you have to go to Hong Kong next week. I wonder if you could do me a favor while you're there. There's an enormous jewelry store on Tai Yuen Street that has some very delicate designs in necklaces and earrings. When I was there last month, I bought several necklaces for the store here. There is a lot of interest among my customers and they would also like to see the matching earrings. If I send you photos of the necklaces, do you think you could find time to call at the store and buy the earrings that go with them? It wouldn't take long, and you can mail them back from there if you want. If you think you can manage it, I'll print the photos and send them to you with details of how to pay, and the exact address of the place.

Hope everything is OK with you.

Minoru

153. What is suggested about Nana?

- (A) She often travels on business.
- (B) She lives in another country.
- (C) She is a family friend.
- (D) She works in a jewelry store.

154. What does Minoru want Nana to take to

- Hong Kong?
- (A) Earrings
 - (B) Necklaces
 - (C) Packages
 - (D) Photos

Questions 155–157 refer to the following article.

A recent study has given new hope to people suffering from heart complaints. Up to now, most people with high blood pressure or with high levels of cholesterol in the blood have been prescribed pharmaceutical drugs, which they have to take permanently. Deterioration in their situation can lead to an operation or even a heart replacement. Obviously, surgery carries serious risk, but it is also true that the drugs are not without their problems, since they are known to have serious side effects and may even lead to cancer.

The new study draws on the observation that very few animals have heart problems, and suggests that the reason for this is that animals are capable of producing vitamin C, something that humans are incapable of doing. Since it cannot be generated internally, the only source of vitamin C for humans is their food. Unfortunately, modern diets often have insufficient vitamins and other essential elements, and so they need to be supplemented with specific pills. In normal doses these do not have any serious side effects, and it seems that in the long term they might even replace the drugs that until now have been the only viable treatment.

155. What is the purpose of this article?

- (A) To criticize pharmaceutical companies
- (B) To recommend new drugs
- (C) To introduce the results of a study
- (D) To campaign against animal testing

156. What is indicated about vitamin C?

- (A) It needs to be taken permanently.
- (B) It may have important health benefits.
- (C) It can help prevent cancer.
- (D) It has serious side effects.

157. The word “viable” in paragraph 2, line 7, is

- closest in meaning to
- (A) convenient
 - (B) practical
 - (C) requested
 - (D) approved

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Questions 158–160 refer to the following movie review.

A nybody who liked Sergi Toledo's previous movie, *Burning Dust*, will certainly enjoy *Taking my Time*, which received enthusiastic applause when it was shown at the Venice Film Festival. It starts slowly – something you might expect from the title – but Toledo sensitively allows time to get inside the mindset of the three central characters. Jake is a successful young man who worries about his lifestyle and where he's going. He often spends time with his sister, Petra, who lives a dreary existence in a remote village. Her husband, who is away far more than he's at home, doesn't appear much, but his existence (rather than his presence) is important to the plot. Then Delta appears, a wanderer, and with her the movie begins to move more quickly. She stirs things up for both Jake and Petra, who each begin to see life from a different angle. It would only spoil the movie if I revealed the end, but it unexpectedly leaves three people very much changed. The acting is superb and the music, written and conducted by Philip Brock, really adds to the mood and helps bring the whole thing to life.

158. What most likely is Mr. Toledo's job?

- (A) Movie director
- (B) Actor
- (C) Conductor
- (D) Film critic

159. What is suggested about Delta?

- (A) She is Petra's sister-in-law.
- (B) She is an optimistic person.
- (C) She lives a nomadic existence.
- (D) She comes between Petra and Jake.

160. What does the reviewer suggest about the

- end of the movie?
- (A) It is surprising.
 - (B) It was changed.
 - (C) It spoiled his enjoyment.
 - (D) It is very unusual.

Questions 161–164 refer to the following advertisement.

Exciting Study Vacations

This year, take a vacation that could change your career and your life.

LingLang Study Vacations offers a unique opportunity to improve your language skills in pleasant surroundings.

Are you fed up with those twice-a-week office classes that interfere with your work, or that you miss because your boss needs you? No regularity, no concentration, no progress?

Our vacations give you total immersion in your chosen language environment. Throughout every weekday, you will be accompanied by our fully qualified and expert teachers, with five hours of class time per day, either one-on-one, or in groups of no more than four.

There is also a very varied program of physical activities and games (e.g., yoga, golf, tennis) to help fill each day. Optional weekend trips and cultural visits are also offered for a small additional fee.

Meet new friends and enjoy informal conversation and meals together while improving your career prospects. Whatever language you want to improve – English, Spanish, Italian, Chinese, Japanese, or French – try **LingLang Study Vacations** and boost your level.

The accommodations are in single rooms in a 4-star hotel with excellent international cuisine and great facilities including a swimming pool, spa and gym.

Full board included.

Minimum stay: 2 weeks. For more details, go to our website at
www.llstudyvacs.org, and register for more information.

161. Who is this advertisement aimed at?

- (A) Parents
- (B) Teenagers
- (C) College students
- (D) Working adults

162. How does instruction normally take place?

- (A) Individually
- (B) In small groups
- (C) Individually and in groups
- (D) In a large group

163. What is NOT covered in the cost?

- (A) Individual instruction
- (B) Accommodations
- (C) Meals
- (D) Cultural trips

164. How many hours of formal instruction will participants receive each week?

- (A) 15 hours
- (B) 20 hours
- (C) 25 hours
- (D) 35 hours

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Questions 165–167 refer to the following memo.

MEMO

To: All staff
From: Human Resources

As you all know, our company is proud of its open policy toward its staff. The company trusts you because we feel that this is the best way to promote a pleasant – and efficient – working atmosphere. The trust we have in our employees is shown in relation to a number of privileges that you enjoy over and above the salary that you earn. One of these is flexible working hours. Staff can arrive anytime between 7 A.M. and 9 A.M. and leave anytime between 4 P.M. and 6 P.M. This seems to work well – and is much appreciated by those with young children. However, other privileges include free tea, coffee, milk, and sugar and it is here that we suspect that certain people, to the detriment of the great majority, are abusing the system. It should be clear, but I'll spell it out, that these free refreshments are intended for consumption during work hours and on the premises. A recent check has revealed that some of these supplies – especially tea and coffee – are being taken home, which is obviously prohibited. In order to put an end to this, I have asked the department heads from now on to carry out spot checks on stock levels at each refreshment station. I hope you will show understanding and cooperate if required. If these steps solve the problem, then the refreshments will remain free. If not, I'm afraid we will be obliged to switch to vending machines. If you have any questions or suggestions, please let me know.

Pedro Rivera, Director of Human Resources

165. What is the purpose of this memo?

- (A) To ask staff to drink less tea and coffee
- (B) To reconsider flexible working hours
- (C) To stop office supplies from being stolen
- (D) To reduce refreshment break times

167. What does Mr. Rivera suggest may happen?

- (A) Staff will be disciplined.
- (B) Legal action will be taken.
- (C) Some privileges may be withdrawn.
- (D) The problem will soon be resolved.

166. What is indicated about the staff of this company?

- (A) They can bring their young children to work.
- (B) They do not all start work at the same time.
- (C) They tend to drink more coffee than tea.
- (D) They frequently work away from the office.

Questions 168–171 refer to the following notice.

PUBLIC NOTICE

Montgomery Road Improvements

This notice is for the attention of all Montgomery Road residents. As part of the program of improvements in this neighborhood, Montgomery Road is to be given a comprehensive facelift. This will involve a new sewer system, widening of the existing sidewalks, replacement of the street lighting, laying of optical fiber and, of course, resurfacing of the road itself.

As residents will appreciate, this is a large-scale project and it will take three to four months to complete. It will obviously entail noise, dust, and the disruption of normal traffic, although our planning has been designed to keep this last point to a minimum.

The project will be developed in three phases. First, starting in two months channels will be excavated on both sides of the road and these will carry the new sewers and the optical fiber. Steel plates will be laid over the channels outside all driveways, so that residents will have access as normal. However, there will be only one lane, and traffic will be restricted to running east-west only. This phase will last about six weeks, starting October 4. The second phase, which will last about the same length of time, will involve the sidewalks, the street lighting, and the resurfacing. During this period, residents are advised to park their cars away from Montgomery Road, as it will be impossible to maintain permanent access to people's driveways or garages. The final phase, which will last approximately two weeks, will see the planting of trees on both sides of the road.

We apologize for the temporary inconvenience.

Craig Walker
Chief Engineer

168. Why was this notice written?

- (A) To ask residents for their approval
- (B) To prepare residents for disruption
- (C) To involve residents in a planning project
- (D) To persuade residents to participate

169. When is the project scheduled to begin?

- (A) In two weeks
- (B) In one month
- (C) In six weeks
- (D) In two months

170. Which improvement is NOT mentioned in the notice?

- (A) Planting new trees
- (B) Resurfacing the road
- (C) Widening the sidewalks
- (D) Installing new road signs

171. The word "excavated" in paragraph 3, line 1, is closest in meaning to

- (A) dug
- (B) required
- (C) positioned
- (D) formed

GO ON TO THE NEXT PAGE ➔



Questions 172–174 refer to the following advertisement.

Live Well Furniture Store

END-OF-SEASON SALE

We MUST make room for new stock – and that's why we can offer these amazing suites at BARGAIN prices. We're famous for our low prices, but this time our discounts are UNBELIEVABLE. In fact, we're actually LOSING MONEY!

Each offer applies to a complete suite and is valid (as long as stock lasts) until October 31.

Dining room suite

Oval table (4ft x 3ft, extends to 5ft x 3ft); 6 upholstered chairs; 1 serving cart; 1 sideboard with 2 cabinets and 3 drawers. Available in mahogany, oak, or teak. Only \$499!

Children's room suite

Bunk beds with safety rails and ladder; dresser; wardrobe; mirror; carpet with town-map design. Available in pine only. Only \$349!

Living room suite

3-seat sofa; 2 matching armchairs. Available in cream, beige, or maroon. Coffee table; 2 side tables; magazine rack. Available in mahogany, oak, or teak. Just \$599!

Note our easy terms: Take advantage of our very low interest rates so you can spread your payments over 12, 18, or 24 months to suit your budget.

Free delivery within 25 miles of the showroom. For other areas, ask for quote.

172. According to the advertisement, what is the reason for the sale?

- (A) The company is in debt.
- (B) More space is required.
- (C) The interest rates are low.
- (D) Budgets have changed.

173. Which of these products are NOT available?

- (A) Mahogany sideboards
- (B) Beige armchairs
- (C) Teak wardrobes
- (D) Oak coffee tables

174. What is mentioned in the advertisement?

- (A) Some of the stock is not new.
- (B) A discount is available for cash buyers.
- (C) Delivery is free for all customers.
- (D) The offers will run for a limited time.

Questions 175–177 refer to the following article.

Cross-Border Shopping

Canadians who live close to the border with the US are attracted by great sales and low prices their neighbors enjoy. Tina Brock, 44, from Vancouver, has been shopping across the border since she was a teenager, and she now organizes an annual trip for 50 of her friends and family. It's a weekend away for shopping and saving. However, it's not always as simple as it sounds. "If you want to come out winning, you must remember the extra costs," says Ms. Brock. "There's travel and currency exchange – and you may also run into problems with duty and taxes if you're not careful. We rent a bus, which is cheap when you share it with a big group, and we usually go to Bellingham because it's only 85 kilometers. Sometimes we head to Seattle – the cost is higher because it's much farther, but the deals are the best. The shopping there is great."

If you're considering crossing the border, here are some tips:

- Take care when selecting what to buy – typically the best deals are in clothes and shoes, and electronic goods are also somewhat cheaper.
- Choose when you go – in the US, the biggest sales are often on major holidays, but this can also mean more traffic, so allow more time to get there!
- Get coupons from the internet – many stores offer printable coupons, providing a discount on specific goods.
- Learn about your exemption limits – if you stay less than 24 hours, no exemption applies to the goods you bring back to Canada. You really need to stay at least 48 hours for exemptions to make it worthwhile.
- Consider shopping online – it may not be as much fun as a weekend away, but online shopping is very convenient and, even with shipping costs, can work out to be more economical.

175. For whom is this article most likely intended?

- (A) Followers of Ms. Brock's blog
- (B) Staff at a US clothing company
- (C) Readers of a Canadian magazine
- (D) Travel industry experts

176. What is NOT mentioned as a way to reduce costs?

- (A) Choosing your purchases carefully
- (B) Looking for the best currency rates
- (C) Using coupons for special discounts
- (D) Going during an important holiday

177. According to Ms. Brock, where can the best bargains be found?

- (A) In Bellingham
- (B) In Seattle
- (C) In Vancouver
- (D) Online

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Questions 178–180 refer to the following announcement.

Official State Government Announcement

The State Government wishes to announce an invitation for bidders for the construction of a sports stadium on a 150-hectare site on outskirts of the state capital. The open sports area will be suitable for track and field events as well as football. Seating capacity will be 40,000, including a heated enclosure for 50 VIP seats, and there will be ample room for TV personnel and reporters. In addition to changing rooms and showers for competing athletes, including those with physical disabilities, there will be extensive exercise facilities for paying customers. These facilities will include a 25-meter swimming pool, a large room with exercise machines, tennis courts, general-purpose courts, and saunas. The Government's intention is that the income from these paying areas will largely finance the operating costs of the stadium as a whole.

Bids are invited from construction companies with suitable experience and the necessary tools, plant, and technical equipment to manage and complete all transformation works. All bids must include:

- A detailed 2-dimensional plan of the construction;
- A 3-dimensional model on a scale of 1:200;
- Specification of all materials;
- Cost, including a breakdown of construction and equipment;
- Phases and scheduling;
- Names of any proposed subcontractors.

For more details, see the Sports Directory memorandum of November 7.

Tenders must reach us on or before May 30.

178. What is indicated about the new sports stadium?

- (A) The stadium needs to be completed quickly.
- (B) A local construction company would be preferred.
- (C) The location has already been decided.
- (D) Financial aid may be available.

179. The word “ample” in paragraph 1, line 4, is closest in meaning to

- (A) supplementary
- (B) sufficient
- (C) satisfactory
- (D) sensible

180. What should interested parties do?

- (A) Mention any companies they intend to work with
- (B) List any equipment they do not have in their possession
- (C) Prove they have completed similar projects
- (D) Start work before the end of May

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

Bulto 20	This all-season 2-person tunnel tent is very light, but hard-wearing. It is reasonably spacious and incredibly quick to put up. Well-built to protect against the elements, it is also easy to carry, durable, and an amazing value.	\$735
Fairway TX	This all-season 2-person dome tent is a sensation on the online camping forums. A festival favorite, this sturdy model is ideal for outings when comfort and extra storage room are equally important. Its single entrance is extended to provide extra space.	\$820
Saris	With two compartments, this top-of-the-range dome tent provides privacy and comfort for four happy campers. Light in weight, yet incredibly hard-wearing, the Saris is especially noted for its rain resistance. The two entrances provide added convenience.	\$1,499
Palo 4	This all-season tunnel tent combines an elegant design with immense strength. Ideal for a family or group traveling light. Large enough for several people, it is well suited to severe conditions. Full repair kit included.	\$799

From: sales@campnet.com
To: mwills@oneworld.com
Date: June 21
Subject: Your inquiry

Dear Mike

Thank you for contacting us. I understand that you are unsure of what tent to buy for a hike later this summer. The four tents you mention you looked at on our website each have their own advantages. Since there will be four of you, your first choice is to decide whether you're going to go for one 4-person tent or two 2-person tents. Presumably you'll want to share the burden, and the second option makes this somewhat easier. The next point is whether to have a dome tent or a tunnel tent. The former is generally more comfortable, with more room and therefore easier to move around in. This makes it more suitable if you intend to spend time inside the tent. The downside is that it can be blown about a lot if you don't pitch your tent away from the wind. The tunnel tents are quicker and simpler to put up. They're also lighter with a greater space-weight ratio. Personally, I'd recommend that's the route you go down, but of course, the choice is yours.

Please do not hesitate to ask if you have any further queries.

Hope that helps!
Ms. S. Baker
Customer Support

181. Where did Mike read the product descriptions of the tents?

- (A) In a magazine
- (B) In a brochure
- (C) In a newspaper
- (D) On a website

182. What can be inferred about Mike?

- (A) He has never been camping.
- (B) He has e-mailed to ask for advice.
- (C) He already has a dome tent.
- (D) He prefers to go hiking in the summer.

183. What does Ms. Baker recommend that Mike buy?

- (A) Two Bulto 20 tents
- (B) Two Fairway TX tents
- (C) A Saris tent
- (D) A Palo 4 tent

184. What drawback to the Saris is mentioned?

- (A) It is unsuitable for very wet weather.
- (B) It is less stable in windy conditions.
- (C) It does not have a lot of storage space.
- (D) It can be difficult to carry.

185. In the e-mail, the word “burden” in line 4 is closest in meaning to

- (A) worry
- (B) problem
- (C) weight
- (D) inconvenience

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Questions 186–190 refer to the following notice and article.

Health Notification

FLU EPIDEMIC

In order to combat the current flu epidemic, management has drawn up a list of preventive actions that can help slow the spread of germs in the workplace. All employees are hereby encouraged to follow these health measures at all times, for their own health and to minimize disruption to the company through staff illness. It is strongly recommended that employees:

- cover your nose and mouth with a tissue when you cough or sneeze;
- use paper tissues rather than handkerchiefs;
- avoid sharing glasses, etc.;
- wash your hands several times a day with soap and water.

It is imperative that you go home as soon as possible if you begin to feel sick while at work. Seek medical care and stay home for at least 24 hours after any signs of fever have gone. Beginning next week, flu vaccinations will be offered on-site for any employees considered to be especially at risk. This includes staff with chronic health problems, and pregnant women. Cleaning schedules have also been increased to three times per day. The aim is to remove germs by routinely cleaning objects and surfaces that are frequently touched (doorknobs, keyboards, phones, etc.). Department managers are responsible for making sure there is an adequate supply of tissues, soap, and paper towels. Sanitizer wipes will also be available in areas where there is no sink. Please follow these guidelines and take special care during this period.

B. G. Denilson, General Manager

Fighting the Flu

A recent study has shown that the US healthcare system deals with nearly 25 million cases of influenza each year. In a typical year, as many as one person in five in the US comes down with the flu, resulting in more than 200,000 hospitalizations. The financial costs are huge, not least for employers. For each episode of illness, an employee typically misses between a half day and five days of work. The cost incurred due to reduced productivity and disruption to work flow, together with other indirect costs, is enormous.

The best way to prevent your employees from getting the flu is to offer workplace vaccinations. Yes, you need to pay, but the fact is that workplace vaccinations actually save you money. The question you should be asking is "Can I afford not to vaccinate my workforce?"

The flu season can begin in October and can last as late as May. Most illness tends to occur in February.

Ideally, vaccinations should be given at the start of the flu season, but people can still benefit from being vaccinated in December and January. As long as there is a chance of becoming infected, there is value to getting vaccinated.

In addition to vaccinating all employees, you should also promote good hygiene in the workplace, primarily by organizing comprehensive hand-washing campaigns. The importance of regular hand-washing cannot be overemphasized. Where sinks are unavailable, provide hand sanitizer wipes. Also, make sure all public spaces and communal areas are cleaned regularly. Perhaps most important, encourage any employees who get sick to stay at home. Follow these simple measures, and your company need not suffer the next time there is a flu outbreak.

- 186.** Where was the article most likely published?
- (A) In an employee handbook
 - (B) In a business magazine
 - (C) In a healthcare manual
 - (D) In a scientific journal
- 187.** What is indicated in the notice?
- (A) The health guidelines are not being followed.
 - (B) Many employees are sick with the flu.
 - (C) Some departments will close for 24 hours.
 - (D) Steps are being taken to prevent infection.
- 188.** Which recommendation made in the article is the company NOT following?
- (A) Clean communal areas
 - (B) Organize a hand-washing campaign
 - (C) Vaccinate all employees
 - (D) Tell sick employees to stay at home
- 189.** In the notice, the word “imperative” in paragraph 2, line 1, is closest in meaning to
- (A) crucial
 - (B) recommended
 - (C) optional
 - (D) extreme
- 190.** According to the article, when is the best time to give flu vaccinations?
- (A) February
 - (B) May
 - (C) October
 - (D) December

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Questions 191–195 refer to the following minutes and memo.

Minutes of the Production Committee Meeting

March 23

Mr. Singh explained the problem that arose on February 17. Work proceeded normally during the morning shift, but soon after he took over at 2:00 P.M. there was a partial blackout in Unit B. This came to his attention at about 2:10 P.M. He shut down the machines in the section affected and called Maintenance. However, they said they were finishing an important repair in the Shipping Department and didn't arrive in Unit B until 3:05 P.M. They quickly recognized that the blackout was due to a short circuit in the control room. They managed to repair the short circuit by 3:20 P.M., but on trying to restart the machines involved, the maintenance staff noticed that machines 35 and 42 were blocked. Unfinished pieces became stuck in the equipment when the blackout occurred, and it took them an hour to partially dismantle the machines and remove the items jammed inside. Full production was finally restored at 4:30 P.M.

memo

To: Ms. Badesha
From: Mr. Singh
Date: March 24
Subject: Production Committee minutes

I have received the minutes of the Production Committee meeting of March 23, and I would like to point out that, in regard to the incident on February 17, they are not totally accurate. In the first place, although I normally work the afternoon shift, on February 17 I did a double shift, morning and afternoon. Second, I spoke to Mr. Banajee in the Shipping Department, and he assured me that the repair that Maintenance was dealing with was not urgent. However, they chose to finish it before dealing with our much bigger problem. Finally, it was not the maintenance staff that saw the problem with the two machines. The operators reported it to me, and I passed on the information to the maintenance staff so that they could deal with it.

- 191.** What did Mr. Singh do on February 17?
- (A) He had a meeting with Ms. Badesha.
 - (B) He discovered a problem in the control room.
 - (C) He worked more hours than usual.
 - (D) He installed two machines.

- 192.** What did the maintenance staff NOT do on February 17?
- (A) Come immediately to Mr. Singh's assistance
 - (B) Do some work in the Shipping Department
 - (C) Identify the cause of the blackout
 - (D) Repair two machines in Unit B

- 193.** What does Mr. Singh imply?
- (A) He did not have time to study the minutes.
 - (B) The maintenance staff used an excuse.
 - (C) Mr. Banajee was unhelpful.
 - (D) The operators caused the problem.

- 194.** What is the purpose of Mr. Singh's memo?
- (A) To report an operating problem
 - (B) To make an official complaint
 - (C) To correct mistakes in the minutes
 - (D) To inquire about events on February 17

- 195.** In the minutes, the word "dismantle" in line 9 is closest in meaning to
- (A) take apart
 - (B) look for
 - (C) repair
 - (D) inspect

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Questions 196–200 refer to the following regulations and e-mail.

Booking and/or changing seat:

Passengers making an online booking may select their seats. When selecting your seat, please note that we are bound by the United States Federal Aviation Administration regulations that relate to emergency exit seating. As it is prohibited to issue boarding passes in advance, we have adopted a policy whereby only those passengers who meet the following requirements may pre-reserve seats in an emergency exit seat. Please note that in the interest of flight safety, the cabin crew will be required to change the seating positions of any passengers that do not meet the following criteria:

- Passengers must be willing to assist in the event of an evacuation.
- Passengers must be 15 years old or above. If an adult is traveling with a child under 15 years of age then they are not eligible to sit in an exit row, even if they otherwise meet the requirements.
- Passengers must be physically able to reach the exit quickly, remove any obstructions, open the exit door mechanisms, and assist others in exiting.
- Passengers must not be visually impaired, or require visual aids beyond eyeglasses and/or contact lenses.
- Passengers must be able to hear and understand crew members' commands.
- Passengers must not have a health impediment that might prevent them from performing evacuation functions effectively.
- Passengers who are traveling with a pet may not use an exit row seat, even if they meet all other exit seat criteria.

To: customerservice@aexpress.com
From: Huong.Mai@1networld.com
Subject: Booking error
Date: September 3

Last Thursday my husband and I flew on your flight VKX 159 from Ho Chi Minh City to Phnom Penh. I always like to sit by the window so when I booked online, I chose a window seat for me and the seat next to it for my husband. We are frequent flyers and always have preferred seating. On this trip we decided to take our dog with us, so I phoned your customer service number at the airport and confirmed that dogs can travel in the cabin. But, when we arrived at the check-in desk, we were told it would not be possible to sit in the seats we had chosen. The woman said if the dog was with us in the cabin we would have to change our seats. I told her that the dog carrier we use is very safe and easy to move in an emergency, and that I'd already checked with the airline, but she claimed that my dog would be blocking the emergency exit. This is nonsense because he's so small. In the end my husband and I had to sit in separate seats in the aisle. Are you going to refund the ticket price to make up for the inconvenience we suffered? I think it would be the least you can do under the circumstances.

Mrs. Mai

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

- (A) To reserve special seats
- (B) To ask for compensation
- (C) To protest at the treatment of a dog
- (D) To report a member of ground staff

197. According to the regulations, who is NOT permitted to sit in an emergency exit seat?

- (A) Elderly passengers
- (B) Passengers wearing glasses
- (C) Adults with young children
- (D) Members of the cabin crew

198. In the regulations, the word “bound” in paragraph 1, line 2, is closest in meaning to

- (A) guaranteed
- (B) constrained
- (C) expected
- (D) appointed

199. Where did Mrs. Mai finally sit on the aircraft?

- (A) In a window seat
- (B) In an emergency exit seat
- (C) In an aisle seat
- (D) In a preferred seat

200. Who is most likely to blame for this situation?

- (A) A flight attendant
- (B) Mrs. Mai
- (C) A customer service clerk
- (D) A ground crew member

This is the end of the test. If you finish with time to spare, you may go back to Parts 5, 6, and 7 to check your answers.

Practice Test 2

This test aims to accurately reflect the TOEIC® test in every way possible. It consists of seven parts, and is designed to be the same level of difficulty as the TOEIC test. The test takes approximately two hours to complete.

Directions:

Allow two hours to complete the test.

Make sure you read the directions for each part carefully.

Mark all your answers on the separate Answer Sheet provided on page 357.

When you finish, you can check your answers in the separate Answer Key. See the Score Conversion Chart on page 358 for a prediction of your score on the TOEIC test.

Listening Test

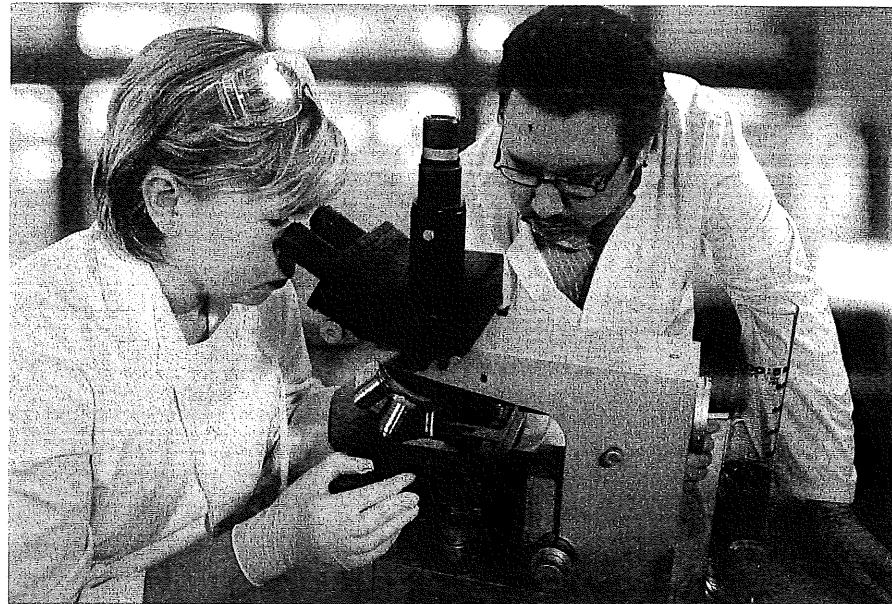
The Listening Test is an opportunity for you to show how well you understand spoken English. There are four parts, and each part has different directions. You have 45 minutes to complete this Listening test.

Mark your answers on the separate Answer Sheet provided on page 357.

Part 1

106 Directions: For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer on the Answer Sheet. You will hear the statements only once.

EXAMPLE

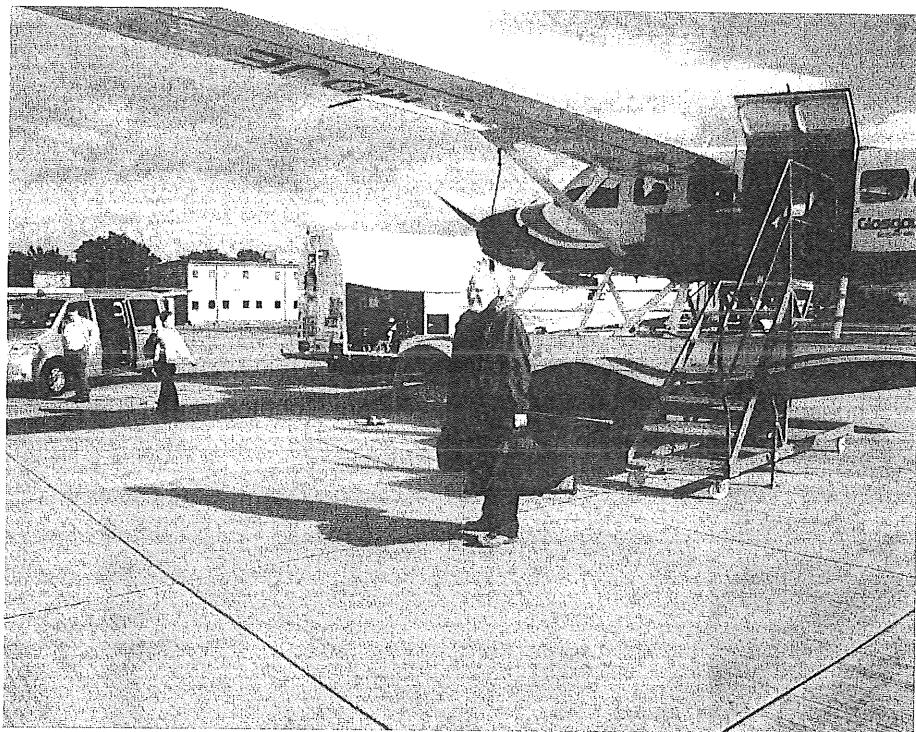


- (A) (B) (C) (D)

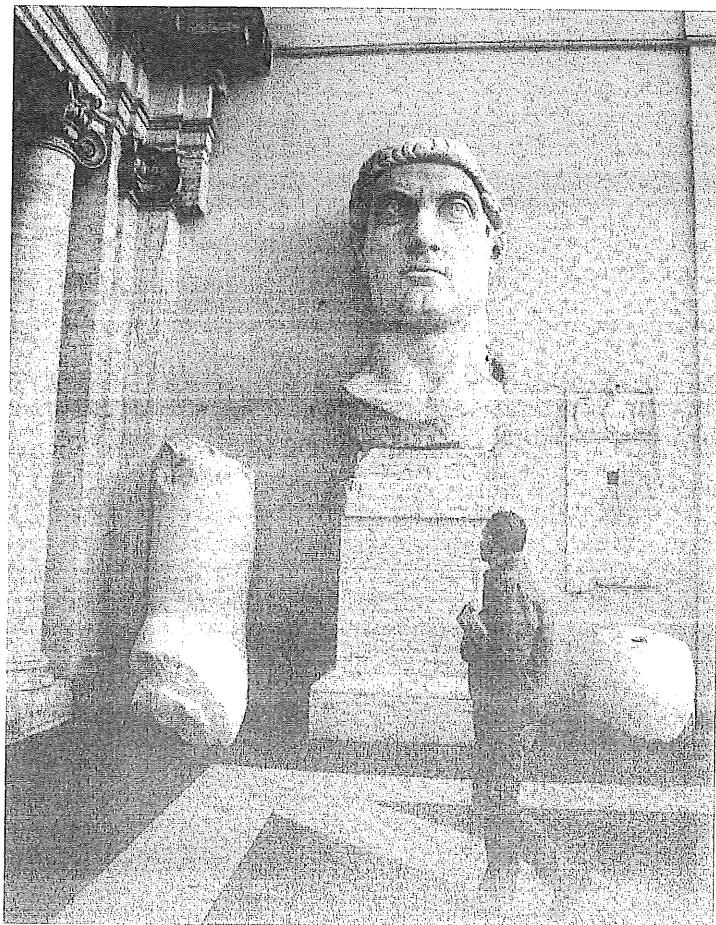
The best description of the picture is statement (C), "The woman is wearing safety glasses on her head." You should mark answer choice (C) on your Answer Sheet.

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1.



2.



3.

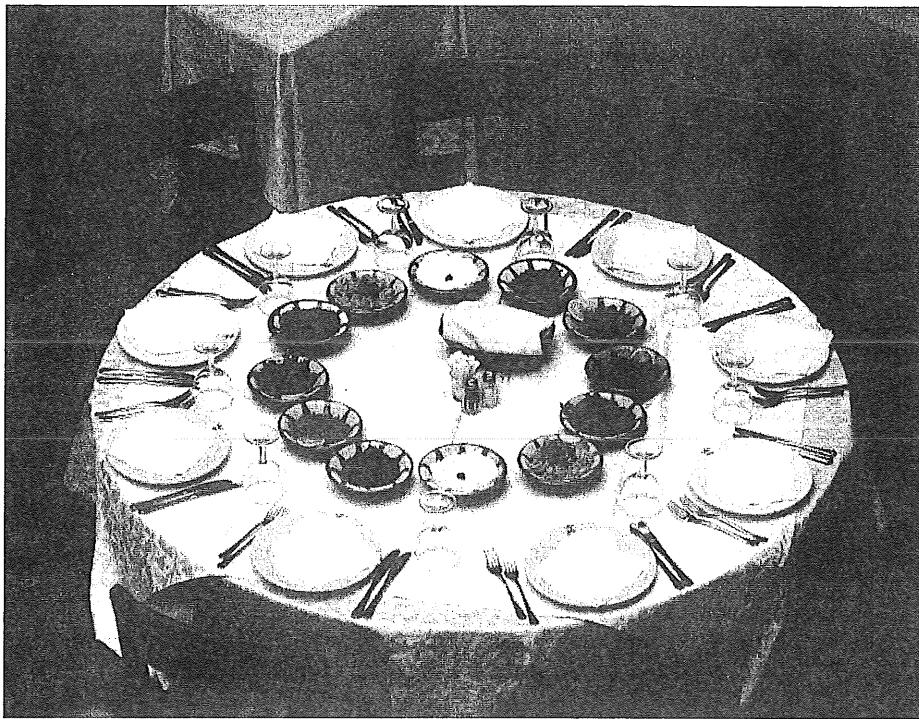


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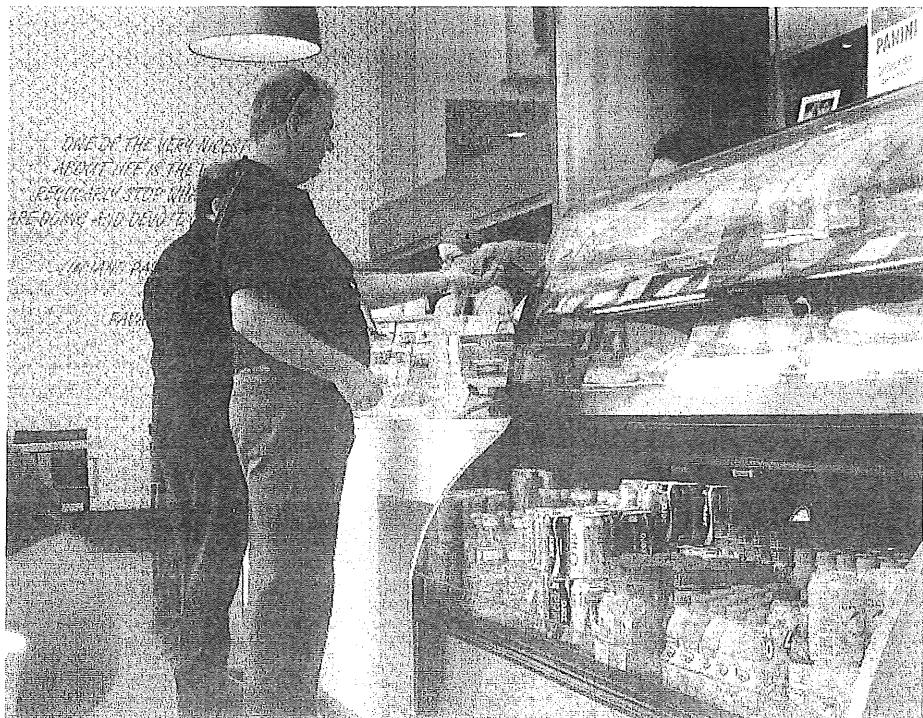


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5.



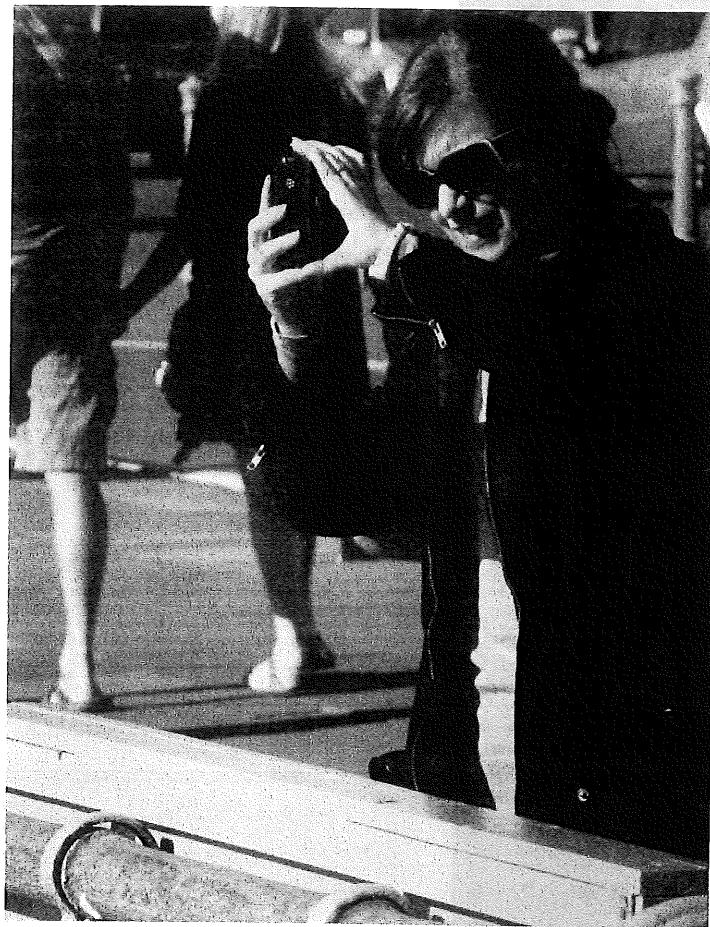
6.



7.



8.

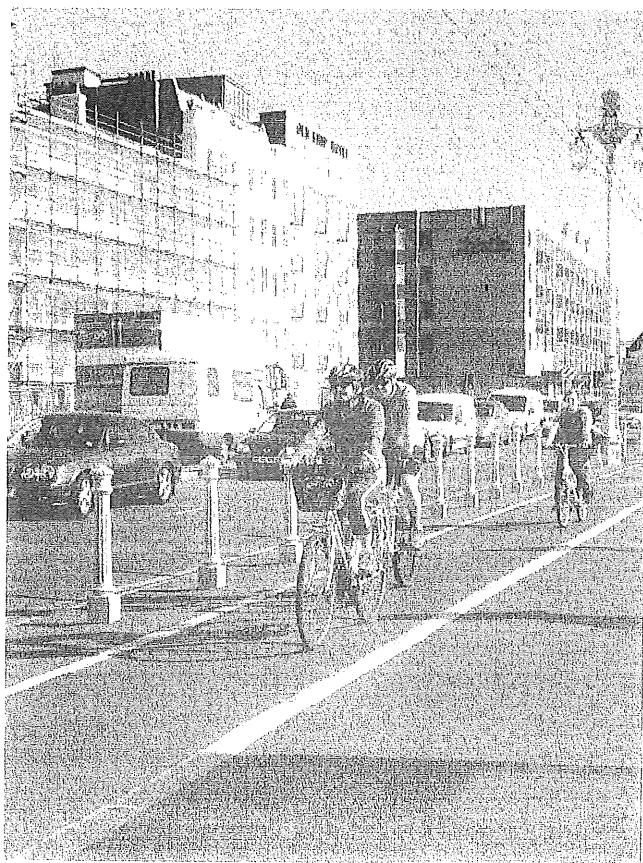


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9.



10.



Part 2

107 Directions: Listen to these questions and statements. After each question or statement, you will hear three responses. Select the most appropriate response: (A), (B), or (C). Then mark your answer on the Answer Sheet. You will hear each question or statement, and the responses, only once.

EXAMPLE

You hear: Did you check if the price was right?

- You then hear: (A) The check's right here.
(B) I didn't have time.
(C) No, I don't like rice.

(A) (B) (C)

The best response to the question “Did you check if the price was right?” is answer choice (B), “I didn’t have time.” You should mark answer choice (B) on your Answer Sheet.

-
11. Mark your answer on the Answer Sheet.
12. Mark your answer on the Answer Sheet.
13. Mark your answer on the Answer Sheet.
14. Mark your answer on the Answer Sheet.
15. Mark your answer on the Answer Sheet.
16. Mark your answer on the Answer Sheet.
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32. Mark your answer on the Answer Sheet.
33. Mark your answer on the Answer Sheet.
34. Mark your answer on the Answer Sheet.
35. Mark your answer on the Answer Sheet.
36. Mark your answer on the Answer Sheet.
37. Mark your answer on the Answer Sheet.
38. Mark your answer on the Answer Sheet.
39. Mark your answer on the Answer Sheet.
40. Mark your answer on the Answer Sheet.

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Part 3

108 Directions: You will hear ten conversations between two people. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each conversation only once.

41. Where does the conversation take place?
(A) In a lost and found department
(B) In a police station
(C) In a post office
(D) In a supermarket
42. What problem does the woman mention?
(A) She cannot find her cell phone.
(B) A package was damaged.
(C) There is a 30-minute delay.
(D) She dialed the wrong number.
43. What will the man most likely do next?
(A) Return a phone call
(B) Go and collect an item
(C) Mail a package
(D) Confirm an address
-
44. What are the speakers mainly discussing?
(A) Travel plans
(B) Radio shows
(C) Construction projects
(D) Work schedules
45. What is the woman concerned about?
(A) Her work schedule
(B) Some flight arrangements
(C) A problem with a delivery
(D) An evening class
46. What does the woman decide to do?
(A) Leave work early
(B) Finish a report
(C) Wait until tomorrow
(D) Go home later
47. What does the woman want to buy?
(A) A new suitcase
(B) A computer accessory
(C) A small vase
(D) A box of pills
48. What does the woman say is most important?
(A) Size
(B) Shape
(C) Brand
(D) Weight
49. What does the man offer to do?
(A) Find something suitable
(B) Show what is available
(C) Get someone who can help
(D) Look in the stockroom
-
50. Where does this conversation take place?
(A) At the train station
(B) At the bus depot
(C) At a taxi stand
(D) At a ferry terminal
51. How long does the trip to Denver usually take?
(A) Two hours
(B) Five and a half hours
(C) Six hours
(D) Seven hours
52. What does the woman ask the man to do?
(A) Take a break
(B) Check the time
(C) Load her bag carefully
(D) Return her ticket

- 53.** Where is the woman?
(A) At a hotel reception desk
(B) In a business center
(C) In a hotel room
(D) In an internet café
- 54.** What problem does the woman mention?
(A) Her laptop does not work.
(B) She cannot access the internet.
(C) Her credit card bill is incorrect.
(D) She has to leave in half an hour.
- 55.** What does the man say about the business center?
(A) It is sometimes very busy.
(B) It has limited internet access.
(C) It should be open shortly.
(D) It is available for a fee.
-
- 56.** Where does the man most likely work?
(A) At a gas station
(B) At a parking lot
(C) At a garage
(D) At a car rental agency
- 57.** What information does the woman request?
(A) An address
(B) A contact number
(C) An estimate
(D) A completion date
- 58.** What does the man promise to do?
(A) Call the woman back soon
(B) Speak to customer service
(C) Prepare all the documentation
(D) Ask a coworker to contact the woman
- 59.** Where does the conversation take place?
(A) In a cafeteria
(B) In a visitor center
(C) In an office building
(D) In a library
- 60.** What is the man's concern?
(A) He is not good with figures.
(B) He has lost a map.
(C) He cannot find the elevator.
(D) He is unfamiliar with the place.
- 61.** What does the woman offer to do?
(A) Introduce him to some coworkers
(B) Show him around the area
(C) Find someone to help him
(D) Buy him something to eat
-
- 62.** What is the purpose of the man's call?
(A) To request a brochure
(B) To confirm a booking
(C) To ask about availability
(D) To check a price
- 63.** What is the starting date for the course?
(A) May 6
(B) May 7
(C) May 20
(D) May 21
- 64.** Why is the woman surprised?
(A) The fee has increased.
(B) The instructor is new.
(C) The course has been canceled.
(D) The course is normally fully booked.

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65. What is the reason for the woman's trip?
(A) She is visiting friends.
(B) She is taking a vacation.
(C) She is going for an interview.
(D) She is attending a conference.
66. On what date does the woman want to leave Hong Kong?
(A) The 22nd
(B) The 23rd
(C) The 24th
(D) The 28th
67. What does the woman say she would prefer?
(A) A direct flight
(B) A daytime flight
(C) An aisle seat
(D) A window seat
68. Why is the woman calling?
(A) To make a complaint
(B) To arrange a delivery
(C) To apply for a job vacancy
(D) To make an inquiry
69. Why is Mark Yao not available?
(A) He has not arrived yet.
(B) He is on vacation.
(C) He is in a meeting.
(D) He has left the company.
70. According to the woman, what should Mr. Whitehouse do?
(A) Get in touch quickly
(B) Contact the supplier
(C) Leave a message
(D) Call back tomorrow

Part 4

109 Directions: You will hear ten short talks given by a single speaker. For each short talk, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer on the Answer Sheet. You will hear each short talk only once.

71. What are passengers for Jamaica Station told to do?
(A) Catch the train from Platform 1
(B) Go to a different platform
(C) Wait for further information
(D) Change at Broadway
72. What does the speaker advise passengers to do?
(A) Make sure they have a ticket
(B) Check their belongings are safe
(C) Wait in line on the platform
(D) Go to the mezzanine level
73. Which service is delayed?
(A) The Central Line service
(B) The Hudson Line service
(C) Trains to Times Square
(D) Trains to Penn Station
-
74. Who is the speaker most likely talking to?
(A) Exam entrants
(B) Conference delegates
(C) Construction workers
(D) Tour guides
75. Where will lunch be served?
(A) In C-Block
(B) Near the reception area
(C) In the Dakota Room
(D) At the refreshment stations
76. What are listeners asked to do if there is a fire?
(A) Sound the alarm
(B) Gather at reception
(C) Leave by the fire escape
(D) Go to the parking lot
77. Who is making the announcement?
(A) An airline pilot
(B) A flight attendant
(C) A flight engineer
(D) A ground crew member
78. Why is there a delay in departing?
(A) The weather conditions are poor.
(B) There is a technical problem.
(C) Some passengers are missing.
(D) The cargo doors are open.
79. How long will the flight take?
(A) 3 hours 15 minutes
(B) 4 hours 30 minutes
(C) 5 hours 15 minutes
(D) 6 hours 30 minutes
-
80. What is the purpose of the Recyc-a-bike program?
(A) To raise money for charity
(B) To create work for young people
(C) To help disadvantaged families
(D) To publicize local businesses
81. What will happen to the bicycles?
(A) They will be sold.
(B) They will be destroyed.
(C) They will be replaced.
(D) They will be renovated.
82. Where can listeners hand in their unwanted bicycles?
(A) At any recycling center
(B) At the Sky Youth Project office
(C) At the local radio station
(D) At Jo's Bike Center

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83. Why would a caller hear this message?
(A) The office is closed.
(B) The telephone number has changed.
(C) No one is available to take the call.
(D) The company's telephone line is out of order.
84. What are callers advised to do to avoid a long wait?
(A) Call at a different time of day
(B) Go to the company's website
(C) Leave a voice message
(D) Get in touch by e-mail
85. Which number should you choose if your phone is not working?
(A) 1
(B) 2
(C) 3
(D) 4
-
86. Why did Mr. Weston contact the Travel Card Office?
(A) He wanted to apply for a travel card.
(B) He needed information about the plan.
(C) His travel card needed renewing.
(D) His travel card was not working properly.
87. What does the speaker apologize for?
(A) The delay in responding to Mr. Weston's call
(B) The behavior of a member of staff
(C) The problems Mr. Weston has had with his card
(D) The fact that Mr. Weston has to visit the office
88. What should Mr. Weston do now?
(A) Call and make an appointment
(B) Visit the office right away
(C) Send his travel card in the mail
(D) Contact a different department
89. Who is the speaker?
(A) A radio presenter
(B) A radio listener
(C) A consumer expert
(D) A hotel employee
90. What problem does the man mention?
(A) His credit card was stolen recently.
(B) He was overcharged for a vacation.
(C) His bank canceled his credit.
(D) Money was taken from his account.
91. Why is the man not satisfied?
(A) The problem has not been resolved.
(B) The problem cost him time and money.
(C) He was not able to contact the bank.
(D) He did not receive an apology.
-
92. What is the purpose of the event?
(A) To welcome a new member of staff
(B) To introduce a range of products
(C) To say good-bye to a colleague
(D) To appoint a new senior manager
93. What does the speaker say about Megan?
(A) She has worked for the company for many years.
(B) She is the company's Chief Executive Officer.
(C) She has many marketing qualifications.
(D) She enjoys a variety of outdoor activities.
94. What will the speaker probably do next?
(A) Present a gift
(B) Award some prizes
(C) Open an event
(D) Thank the audience

95. Where would you probably hear this information?
(A) In a department store
(B) At a supermarket
(C) In a coffee shop
(D) In a furniture store
96. Who can get an additional 10 percent discount?
(A) Customers from abroad
(B) Shoppers over the age of 60
(C) Anyone with a store card
(D) Relatives of employees
97. Which of these items has the biggest reduction?
(A) Kitchen gadgets
(B) Office chairs
(C) Cookware
(D) Stationery
98. Who is the intended audience for this talk?
(A) Bank customers
(B) Security guards
(C) Call center staff
(D) Job seekers
99. When are the employees usually busiest?
(A) During the day
(B) In the early evening
(C) At night
(D) On weekends
100. What will listeners do next?
(A) Speak to customers
(B) Ask some questions
(C) Watch a video
(D) Complete a form

This is the end of the Listening Comprehension section of the test. Go on to the Reading section.

Reading Test

This Reading Test contains a variety of texts and reading comprehension questions. They are designed to test your ability to read and understand written English. There are three parts. You have 75 minutes to complete this section of the test.

Mark your answers on the separate Answer Sheet provided on page 357.

Part 5

Directions: Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

101. The government's efforts to tackle inflation have been a complete
(A) fail
(B) failing
(C) failure
(D) failed
102. If the train strike goes ahead next week, the committee meeting
(A) was canceled
(B) will cancel
(C) will be canceled
(D) has been canceled
103. It is a large apartment with two bedrooms and a living room.
(A) space
(B) spaced
(C) spacing
(D) spacious
104. You can carry luggage on the train it will not cause injury or inconvenience to other passengers.
(A) provided
(B) so
(C) in case
(D) unless
105. Human beings can tolerate extreme dry heat if they have enough water to the body fluid they lose by sweating.
(A) replace
(B) revive
(C) refresh
(D) refill
106. The club's include a swimming pool, a hair salon, tennis courts, and a sauna.
(A) equipment
(B) facilities
(C) contents
(D) goods
107. The city has a number of interesting neighborhoods that are well worth
(A) explore
(B) to explore
(C) explored
(D) exploring
108. All our employees are with company uniforms to wear while they are at work.
(A) given
(B) made
(C) expected
(D) provided

- 109.** As this matter is now urgent, I would be grateful for a response.
(A) hurried
(B) punctual
(C) prompt
(D) ready
- 110.** Please keep your receipt as of payment for at least the length of the written warranty.
(A) prove
(B) proof
(C) provide
(D) profit
- 111.** Catherine was employed to the photographs of the event for the club journal.
(A) make
(B) take
(C) do
(D) have
- 112.** Please note that the management cannot be for any items left unattended in this room.
(A) careful
(B) interested
(C) considerate
(D) responsible
- 113.** arrival, you will be taken to your hotel by your tour guide.
(A) In
(B) By
(C) On
(D) Since
- 114.** Once your application , an acknowledgment will be e-mailed to you.
(A) was processed
(B) is being processed
(C) will process
(D) has been processed
- 115.** To a refund, please return the unused item in its original packaging to us within 30 days.
(A) ask
(B) apply
(C) request
(D) submit
- 116.** The government is trying to encourage banks to money to small businesses.
(A) lend
(B) let
(C) leave
(D) lease
- 117.** There is a very frequent high-speed train that the airport to the city center.
(A) linking
(B) linked
(C) links
(D) link
- 118.** Traffic controls in this neighborhood are strictly enforced, and the for parking your car illegally has been increased to \$100.
(A) fine
(B) fee
(C) price
(D) cost
- 119.** Only one of hand luggage is allowed on board the aircraft per person, and any excess baggage must be paid for before departure.
(A) part
(B) piece
(C) portion
(D) ration
- 120.** Mr. Roscoe knew the answer to every question in the test the last one, which he had to guess.
(A) unless
(B) except
(C) without
(D) apart

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- 121.** The committee turned down the proposed development because they felt that the disadvantages would the advantages.
(A) outweigh
(B) overbalance
(C) upset
(D) control
- 122.** After an uncertain start to the year, shareholders were relieved when the company reported a substantial in profits in the fourth quarter.
(A) ascent
(B) grow
(C) raising
(D) rise
- 123.** We look forward to from you in the near future, either by e-mail or telephone.
(A) speaking
(B) hearing
(C) reading
(D) receiving
- 124.** We need to contact the hotel one week before the event to the number of people attending the sales conference.
(A) confide
(B) confess
(C) confirm
(D) conform
- 125.** Please call the sales office if you need any information on this or any of our international delivery services.
(A) another
(B) addition
(C) increased
(D) further
- 126.** One of the main goals of the new registration plan is the risk of online fraud.
(A) reduce
(B) reduced
(C) to reduce
(D) reduction
- 127.** If the goods cannot be delivered on time, we will have to the order and take our business elsewhere.
(A) close
(B) abolish
(C) cease
(D) cancel
- 128.** There can be no denying the fact that people today are to live longer than the generations that preceded them.
(A) likely
(B) alike
(C) liking
(D) likeable
- 129.** The Grand Hotel, which has recently been refurbished, has been welcoming guests to the beautiful Lake Erie region 1905.
(A) in
(B) since
(C) from
(D) for
- 130.** I am not sure you have seen the latest statistics, so I am attaching them here for your reference.
(A) that
(B) what
(C) if
(D) about
- 131.** We need to have a reliable satellite link that will work we are in the world.
(A) whenever
(B) wherever
(C) whatever
(D) however
- 132.** Please leave a phone number where you can be contacted in of an emergency.
(A) state
(B) case
(C) situation
(D) experience

- 133.** Our international search and rescue team is ready to travel to any part of the world at just a few hours'
(A) notice
(B) order
(C) request
(D) preparation
- 134.** Thank you for your order, which will be to you by regular mail in the next two days.
(A) shipping
(B) to ship
(C) ship
(D) shipped
- 135.** Please that you keep your purchase receipt, as it will be required for any warranty claims.
(A) ensure
(B) assure
(C) reassure
(D) treasure
- 136.** you need someone to pick you up from the airport, or will you take a taxi to your hotel?
(A) Can
(B) Do
(C) Are
(D) Have
- 137.** Please do not to contact me if you have any questions or concerns about this letter.
(A) stop
(B) hesitate
(C) pause
(D) worry
- 138.** All respondents to the survey were assured that any information they provided with complete confidentiality.
(A) will treat
(B) is treating
(C) was treated
(D) would be treated
- 139.** More than 14,000 people took in the annual fundraising event, with all money raised being donated to the charity "Save the Children."
(A) part
(B) care
(C) interest
(D) place
- 140.** Alison has just completed a research project in India, a government travel scholarship that she was awarded last summer.
(A) thanks to
(B) based on
(C) as regards
(D) on condition

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Part 6

Directions: Read each text. You will notice that there is a word or phrase missing in some of the sentences. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer on the Answer Sheet.

Questions 141–144 refer to the following e-mail.

Dear Ms. Hammond,

Thank you for contacting us about the recent difficulty you experienced in making an online booking. Please our sincere apologies for the inconvenience.

- 141.** (A) accept
(B) allow
(C) take
(D) receive

Your feedback is very important to We listen carefully to our customers, so

- 142.** (A) ours
(B) us
(C) ourselves
(D) we

please be confident that this issue will be investigated. I have instructed a

- 143.** (A) through
(B) thorough
(C) throughout
(D) thoroughly

member of our client services team to contact you once we have looked into the matter.

Once again, thank you for your feedback, and I hope you staying in one of

- 144.** (A) considered
(B) will consider
(C) had considered
(D) considering

our hotels again.

Sincerely,
Jake Manning
Customer Service

Questions 145–148 refer to the following notice.

Fire Evacuation Procedures

This company takes its responsibility for the of our employees very seriously.

145. (A) safe
(B) safely
(C) safety
(D) safer

Please read the following guidelines carefully.

- **Be prepared**

Make sure you are with exactly what you need to do if a fire breaks out.

146. (A) informed
(B) familiar
(C) used
(D) well known

Check the emergency route with your line manager if necessary, and always participate in fire drills, busy you are.

147. (A) however
(B) nevertheless
(C) regardless
(D) even though

- **Act quickly**

In the event of a fire on the premises, don't delay your escape by trying to save equipment or valuables. Make your way to the designated safe area as quickly as you can. On no account should you try to the cause of the fire.

148. (A) inquire
(B) require
(C) estimate
(D) investigate

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Questions 149–152 refer to the following article.

Telecommunications giant A&N Systems today announced plans to lay off 3,500 workers, or TEN percent of its , in an effort to cut costs by \$1 billion in the next fiscal year. Given

- 149.** (A) workplace
(B) worker
(C) workforce
(D) workstation

the company's troubles over recent years, the was widely expected. However,

- 150.** (A) data
(B) research
(C) information
(D) news

many analysts are surprised at the drastic nature of the cuts, since the company had shed a large number of employees in the year when it closed its factory in Ohio in May.

- 151.** (A) earlier
(B) before
(C) sooner
(D) prior

A&N also confirmed it will be selling its plant in Puerto Rico, though it expects none of the 5,000 workers there their jobs as a result.

- 152.** (A) lose
(B) losing
(C) to lose
(D) lost

Part 7

Directions: Read the texts. You will notice that each text is followed by several questions. For each question, decide which of the four answer choices: (A), (B), (C), or (D), best answers the question. Then mark your answer on the Answer Sheet.

Questions 153–154 refer to the following advertisement.

BusinessGlobe is the authoritative guide to world politics, finance, economics, science and technology, and the arts.

Become a subscriber and get a whole year of magazines for just \$69. That's a SAVINGS of 75%!

- Never miss an issue. Have your magazine delivered direct to your door each month.
- For your convenience, choose a 6-month or a 12-month subscription. Pay by debit or credit card.

To subscribe to *BusinessGlobe*, call **0500 11 22 33** with your payment information and mention code **44TZ**.

Special offers

Subscribe to *BusinessGlobe* before the end of May for your chance to win a top-of-the-range smartphone worth \$300. Visit **www.businessglobe.co.us/comp** to find out more. As a subscriber to *BusinessGlobe*, receive exclusive offers for five-star hotels, restaurants, and health spa treatments. But you'll have to be quick: each offer only lasts for 24 hours.

153. How often is *BusinessGlobe* published?

- (A) Daily
- (B) Weekly
- (C) Monthly
- (D) Annually

154. Which type of event would *BusinessGlobe*

- most likely NOT cover?
- (A) A presidential election
 - (B) An art exhibition
 - (C) A baseball game
 - (D) An economics forum

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Questions 155–157 refer to the following article.

Hit-or-miss PC repairs revealed

The consumer protection organization SpendSure has put some big-name computer repair services to the test. SpendSure introduced typical bugs and problems into twelve laptops and twelve desktop PCs and took them to branches of the four top electronics retailers. Not a single chain successfully diagnosed and repaired all the computers.

Laptop repairs

The software bug that SpendSure introduced should have been simple to fix for any professional repair service – with no new hardware or software necessary. But only a few stores correctly diagnosed the problem, and just two – a Top Deal and a Star Electronics store – carried out a satisfactory repair. At least one repair service from each chain, including all the Computerlane stores that were visited, misdiagnosed the problem, recommending a new hard drive or motherboard. Two BestPC stores were unable to offer a repair service for the specific brand of laptop.

Desktop PC repairs

Desktop PC repairs were more successful. Nine of the twelve desktops were fixed satisfactorily. SpendSure researchers were particularly impressed with Top Deal. In all three stores, the loose hard drive cable was spotted and fixed quickly without charge. In contrast, one Computerlane store initially insisted a new disk drive be purchased before it would accept the desktop for repair, although it did eventually fix the problem free of charge and refunded the money for the disk drive.

SpendSure spokesman Gerry Steinway says, “Overall, this was a disappointing result. The fact is, if your computer develops a problem, you may not need to pay for a professional repair service. Take a look at the computer repair tips on the SpendSure website before spending a fortune.”

- 155.** Which retailer performed best in both the laptop and the desktop PC challenge?

(A) Computerlane
(B) BestPC
(C) Star Electronics
(D) Top Deal

- 156.** What does Mr. Steinway advise readers with computer problems to do first?

(A) Contact the manufacturer
(B) Go to a local retailer
(C) Check SpendSure’s advice online
(D) Use a recommended repairer

- 157.** What is indicated about computer repair staff at the big-name retailers?

(A) They can often make problems worse.
(B) They may lack the necessary knowledge.
(C) They are unable to replace some parts.
(D) They take a long time to carry out repairs.

Questions 158–160 refer to the following information.

Everything we sell is guaranteed. We accept any return for any reason, with no time limit. No small print. No arguments.

How to return merchandise

Should you need to return an item purchased online or from one of our catalogs, please follow the instructions below.

- Detach the return form, keeping the order summary for your records.
- Complete both sides of the return form, stating whether you wish to exchange the item or request a refund, and enclose the return form in the package.
- Attach the pre-printed return address label to the front of the package.
- Return the package to us, obtaining a free certificate of mailing, available on request from any post office. Please note: we do not pay the cost of return shipping.
- If you choose to exchange an item, we will not charge you the usual shipping fee.

If you have any queries, please call one of our Customer Service Representatives at any time at 1-800-223-1245.

158. How soon do customers need to return an unwanted item?

- (A) Immediately
- (B) Within two weeks
- (C) Within a month
- (D) At any time

159. What should be included in the package together with the returned item?

- (A) A check for the cost of shipping
- (B) The return address label
- (C) A certificate of mailing
- (D) A completed return form

160. What advantage do customers ordering a replacement item receive?

- (A) Free shipping
- (B) Quicker service
- (C) A discount
- (D) An order summary

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Questions 161–164 refer to the following article.

Trouble at City Stadium

Management at a city-owned sports facility yesterday locked out their employees after months of trying to reach a new agreement ended in failure.

Negotiations between union officials and management at the Meadowlane Sports Complex broke down early Monday morning. The board of directors is hoping to change a clause in the current contract that requires employees to continue being paid even if there is no work. "The decision to lock out our colleagues is not one we take lightly," said Ron Sargent, General Manager, on the center's website.

The current contract requires the center to provide between 40 and 48 weeks of employment. However, according to Sargent, the center is only in use for an average of 35 weeks per year. "The labor situation is starting to have a negative effect on the ability of people to use the center," he added. "Ninety percent of our business is with not-for-profit organizations, such as schools and youth groups. The current contract increases our costs to a point where these customers are finding it difficult to afford to come to the center and use our facilities."

The two sides have agreed to further negotiations later in the week. Management insists that the facility will continue to operate as usual during the lockout, but there are no details as to precisely how they plan to achieve this.

161. What is the problem at the sports center?

- (A) The workforce has gone on strike.
- (B) The staff cannot enter the facility.
- (C) There are not enough qualified staff.
- (D) The opening hours are too short.

162. What part of the contract does management want to change?

- (A) The number of weeks of paid employment per year
- (B) The number of hours of paid employment per day
- (C) The annual vacation allowance
- (D) The hourly rate of payment

163. What is the General Manager's main concern about the center?

- (A) It is becoming too expensive for most regular users.
- (B) It is no longer popular with young people.
- (C) It needs more money to buy new equipment.
- (D) It may not be able to pay its employees.

164. What is indicated about the immediate future of the center?

- (A) There are plans to expand and update facilities.
- (B) The center may have to restrict its operating hours.
- (C) There are plans to lay off some staff members.
- (D) The center will stay open for business.

Questions 165–168 refer to the following announcement.

International Conference on Business Excellence Osaka, February 24 – 25

HOME CALL FOR PAPERS REGISTRATION VENUE ACCOMMODATIONS

We are proud to announce the second International Conference on Business Excellence to be held next year in Osaka, Japan.

The conference will focus on the challenges posed by increasing globalization and rapid advances in information and communication technology. It will provide an opportunity for the exchange of ideas between researchers and the business community, and will highlight new directions in the search for ways to alleviate future financial crises.

Call for Papers

Authors are encouraged to submit papers that reflect the theme of the conference within their areas of expertise. Broad research areas are divided into the following subject groups:

- Accounting
- Finance
- Management
- Human Resource Management
- Marketing

Submission Guidelines

Each Discussion Paper is allocated 30 minutes. Abstracts of 500 words maximum should be submitted via e-mail to: submissions@ambc.org to arrive no later than November 21. The submission should include the title of the paper, subject group, name and institution of author, contact e-mail address, main findings, and a list of key references. Submissions will be acknowledged within 48 hours. Authors will be notified by December 15 if their submission has been successful.

Registration

Early registration is available via this site from January 16.

165. Where was this document most likely published?

- (A) In a magazine
- (B) On a website
- (C) In a newspaper
- (D) In a journal

166. What are authors NOT required to include in their submission?

- (A) Their name
- (B) Their e-mail address
- (C) The subject group
- (D) The registration fee

167. When is the deadline for submitting an abstract?

- (A) January 16
- (B) February 25
- (C) November 21
- (D) December 15

168. The word “alleviate” in paragraph 2, line 4, is closest in meaning to

- (A) avoid
- (B) lessen
- (C) analyze
- (D) compare

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Questions 169–172 refer to the following letter.

JourneyPlus

– 48 Stanley Street Hong Kong –

Miss. M Cheung
22 Pacific Way
Hong Kong

Booking reference: ZB 453
Departure date: November 28

Dear Ms. Cheung

Thank you for calling at the **JourneyPlus** Travel Center to discuss your travel arrangements.

Your provisional itinerary, based on the details you gave us, is enclosed. You can also view your itinerary online at **JourneyPlus.com**. Please be aware that we cannot proceed with any bookings until a deposit has been paid, and as such these details are subject to change.

We always recommend comprehensive insurance. Therefore our policy details are enclosed and a quote has been added to your itinerary.

Please note that full payment will be due 6 weeks before departure.

Remember, we can help you get more out of your vacation. The enclosed brochure includes details of hundreds of special offers exclusive to **JourneyPlus** clients. There's rarely a hotel, tour, or cruise that we can't help you with, so if you can't find what you're looking for, just ask. Our full range of brochures is available from **JourneyPlus.com**.

With **JourneyPlus's** experience, your travels are in safe hands.

Yours sincerely

Jennie Lee

Jennie Lee
Senior Travel Consultant

169. What is suggested about Ms. Cheung?

- (A) She is a regular customer of JourneyPlus.
- (B) She recently visited a JourneyPlus branch.
- (C) She is a tourist on vacation in Hong Kong.
- (D) She works in the travel industry.

170. What was NOT included with the letter?

- (A) Insurance policy details
- (B) A JourneyPlus brochure
- (C) A provisional itinerary
- (D) A receipt for the deposit

171. What is Ms. Cheung invited to do?

- (A) Read JourneyPlus's terms and conditions
- (B) Purchase e-tickets in advance
- (C) Go online to see the itinerary for her trip
- (D) Wait for more brochures to be sent

172. What is indicated in the letter?

- (A) Full payment for the trip is now due.
- (B) There is an extra charge for using a credit card.
- (C) JourneyPlus cannot make hotel bookings.
- (D) The travel arrangements are unconfirmed.

Questions 173–176 refer to the following letter.

UNIVERSITY HOSPITALS TRUST
Your hospital number is: 193455
Tel. 555-4157

Dear Ms. Whitely,

I am pleased to inform you that arrangements have been made for your admission as a same-day treatment patient under the care of **DR. T. J. SMITH**

on: Thursday, Nov 3

in: Kings Day Unit

at: 09:00 A.M.

Before your appointment, you will be seen by a nurse in order to check your medical history details. This can take between 15 and 20 minutes. PLEASE EXPECT TO BE IN THE HOSPITAL FOR UP TO 3 HOURS, AS DELAYS ARE SOMETIMES UNAVOIDABLE.

Enclosed is a booklet giving you full information about the treatment. It is important that you follow all instructions stated in the booklet. Please bring this letter with you on the day of the appointment. We also ask that only one person accompany you to your appointment, as space in this Unit is very limited. Due to this lack of space, your visitor will not be able to stay with you during your treatment, except in exceptional circumstances.

Upon your arrival, please report to the Kings Day Unit, which is located on the fourth floor.

IF YOU ARE UNABLE TO ATTEND THIS APPOINTMENT, PLEASE CONTACT US AS SOON AS POSSIBLE BY CALLING THE NUMBER ABOVE. If you fail to attend, we will not offer another appointment date and your general practitioner will be informed that you have been removed from the waiting list.

If you have any questions or would like more information, please feel free to contact us.

Sincerely,
Administrator

173. What document is included with this letter?

- (A) A medical leaflet
- (B) An appointment card
- (C) A travel itinerary
- (D) A consent form

174. What is the maximum time a patient may

- have to spend at the hospital?
- (A) 20 minutes
 - (B) 3 hours
 - (C) 9 hours
 - (D) 1 day

175. Why is only one person allowed to accompany each patient?

- (A) To comply with security regulations
- (B) To avoid overcrowding in the Unit
- (C) To reduce the risk of infection
- (D) To prevent any delays

176. What penalty is mentioned for patients that miss their appointment?

- (A) They will lose their place on the hospital's waiting list.
- (B) They will be removed from their doctor's list of patients.
- (C) They will have to pay a fine.
- (D) They will not be allowed to bring a visitor.

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Questions 177–180 refer to the following notice.

Bus schedule changes to **PRICE TRANSIT**

Effective Sunday, October 2

Price Transit will make adjustments to bus services as a result of a comprehensive service review. These changes are in response to customer demand for improved connections and reflect increased traffic congestion. The aim is to improve service reliability and provide additional services to relieve crowding on busy routes.

Service adjustments

A new Saturday service will be introduced on the R5 route (Kennedy Ave–Maple Line) to improve crosstown connections. Trips will leave both ends of the line every 20 minutes from 6:15 A.M. to 9:45 P.M.

To reduce crowding on the B2 route (Hickory–Central Line), a new weekday service will depart at 7:10 A.M. Furthermore, the F3 stop will be changed from bus bay 2 to bus bay 3 for improved traffic flow.

To better respond to current traffic patterns during the morning rush hour, buses on the 34 route (Lincoln Road Line) will operate every 10 minutes instead of every 12 minutes.

Other service changes include minor adjustments to the 34, 45, 78, 90, E2, S4, and T2 routes.

An additional service will be provided to the new park-and-ride lot at the intersection of Broadway Ave. and the Intercounty Connector (ICC). This change will allow for transfers to new bus service (Route 321) that uses the ICC. Weekday running time adjustments will be made to all “Q” routes to reflect current traffic conditions.

On the 25A, new afternoon peak running times will address increased traffic congestion along the line.

Customers are encouraged to review new bus timetables, available aboard buses and online at ptrans.com for additional information on upcoming bus service adjustments. Alternatively, call Customer Services at 253-581-8000 for further details.

177. Who would be most interested in this notice?

- (A) Price Transit employees
- (B) Regular bus users
- (C) Tour operators
- (D) Bus maintenance crews

178. How will passengers on the Lincoln Road Line be affected?

- (A) They will have more frequent service.
- (B) The route will be changed slightly.
- (C) There will be a new bus service.
- (D) The stop will be changed.

179. What is NOT mentioned as an intended aim of the changes?

- (A) To respond to customer feedback
- (B) To react to changing traffic conditions
- (C) To improve bus connections
- (D) To reduce operating costs

180. Which service is due to change because of traffic congestion?

- (A) B2
- (B) 25A
- (C) S4
- (D) R5

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Questions 181–185 refer to the following advertisement and review.

Product

TRUsound Mini Travel Headphones

Manufacturer's Description

Lightweight and compact, with great sound reproduction, the TRUsound headphones are the ideal choice for all music lovers who want to enjoy their favorite music, even when they are in noisy environments such as planes, trains, boats, or buses.

Features

- Suitable for all types of music
- On-ear design for excellent noise reduction (Model CX I) or Ultra small in-ear design for portability (Model CX II)
- Steel-reinforced headband for high durability (Model CX I)
- Integrated EXVP-volume control for enhanced usability and convenience
- Fold and flip: registered design allows ear pieces to be turned 90° for easy storage (Model CXII)
- Convenient carrying case included (all models)
- Optimized for in-flight entertainment systems
- 2-year warranty

REVIEW

Fantastic Headphones *****

By Jenny Smith (London, UK)

April 4

I bought these headphones to help block out the distracting noises that you get in an open-plan office. I seem to be surrounded by people who think I want to listen to them whistle, sing, or put conference calls on a speakerphone so loud that you can hear everything from five desks away. I had headphones before, but no matter how loud I played the music I could still hear all the noise around me. Then I bought TRUsound headphones. As soon as I put them on, nearly all the background noise disappeared. I find I can listen to music at a much lower volume, but still not hear what's going on around me. Also, because of the on-ear design, my coworkers can't hear my music either.

I even used them on a long-haul flight to Miami recently, and although they might be a little bulky compared to the more popular "in-ear" headphones, I hardly noticed them on my head! I would thoroughly recommend these headphones.

- 181.** Where would this advertisement and review most likely be found?
- (A) On a bulletin board
 - (B) In an electronics store
 - (C) In a newspaper
 - (D) On a shopping website
- 182.** Which characteristic does the manufacturer NOT claim for the headphones?
- (A) They are strong.
 - (B) They are easy to carry.
 - (C) They are a good value.
 - (D) They are high-quality.
- 183.** Which model did the reviewer purchase?
- (A) CX I
 - (B) CX II
 - (C) EXVP
 - (D) TRU 90
- 184.** Which feature of the headphones does the reviewer particularly appreciate?
- (A) Compact design
 - (B) Excellent noise reduction
 - (C) Easy storage
 - (D) High durability
- 185.** In the review, the word “bulky” in paragraph 2, line 1, is closest in meaning to
- (A) large
 - (B) expensive
 - (C) uncomfortable
 - (D) light-weight

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Questions 186–190 refer to the following notice and letter.

**DACONA CITY COUNCIL
TEMPORARY ROAD CLOSURE
UNIVERSITY OF DACONA FRESHMAN'S FAIR, October 6 and 7**

1. Notice is hereby given that on September 26, the Dacona City Council issued the temporary road closure order No. ST 22204. The effect of this order is that no vehicle may enter the road listed in Column 1 between the hours of 9:00 A.M. and 8:00 P.M. (daily) on October 6 and 7.
2. This order does not apply to (a) a bicycle pushed by hand, (b) a vehicle used by the police, fire, or ambulance services, (c) a disabled person's vehicle, or (d) a vehicle that clearly displays a written authorization from the City Council in a conspicuous location.
3. The alternative route to be followed by vehicles to which the order applies is stated in Column 2 of the Schedule.

SCHEDULE

Column 1

Road to be closed
Forest Drive, Dacona

Column 2

Alternative route for vehicles
(Northbound) Gordon Road, Richmond Hill
(Southbound) Richmond Hill, Gordon Road

D. Baker
Administrative Officer
Dacona City Council
City Hall
Dacona

September 29

Dear Mr. Baker,

Forest Drive Closure

I am writing to you with regard to the above road closure, which is scheduled to take place later this month, according to notices posted in the street.

This raises a problem for me because I am planning to move into my new rental home at 28 Forest Drive on the first day of the closure, and I have arranged to move some furniture and other personal belongings there by van during the morning. The home at 28 Forest Drive is approximately halfway down the street, and it would be too far to carry things if we parked at the end of the road.

Since I cannot change the date of the move, which is only about a week away now, I would like to request written authorization from the City Council to enter Forest Drive at 10 A.M. and park there for approximately one hour. The vehicle I plan to use is a Chevrolet Cargo Van, license plate RJ 051.

I hope to hear from you soon.

Sincerely,

Ed Steel

- 186.** Who is the event in Forest Drive intended for?
- (A) Dacona residents
 - (B) City Council staff
 - (C) University students
 - (D) Transport workers
- 187.** What is the purpose of Mr. Steel's letter?
- (A) To complain about the road closure
 - (B) To request more details about the plan
 - (C) To inquire about alternative routes
 - (D) To ask for permission to use the road
- 188.** What is NOT permitted in Forest Drive during the road closure?
- (A) Driving an ambulance
 - (B) Using a wheelchair
 - (C) Riding a bicycle
 - (D) Walking a dog
- 189.** When does Mr. Steel plan to move into his rental home?
- (A) September 26
 - (B) September 29
 - (C) October 6
 - (D) October 7
- 190.** In the notice, the word "conspicuous" in paragraph 2, line 3, is closest in meaning to
- (A) noticeable
 - (B) bright
 - (C) suitable
 - (D) watchful

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Questions 191–195 refer to the following job advertisement and letter.

Trailblazers
13 St. Andrews Street, Manchester, M23 4YR

TRAVEL CONSULTANT

Trailblazers is seeking to appoint a Travel Consultant to work in our Didsbury branch.

Requirements

The ideal consultant will be energetic and enthusiastic about all aspects of travel. Key skills include the ability to plan and advise on travel arrangements, and to deliver unparalleled customer service. Formal qualifications are not required, but personal travel experience is essential, and candidates should have recent experience of extensive travel in South America and/or Asia.

Training

Newly appointed consultants undergo a rigorous induction program, consisting of five weeks of intensive classroom training based at the company's headquarters in Chester. This will be followed by a four-week work experience placement in one of our travel centers, which is spent observing and working closely with experienced consultants. A further three weeks of classroom-based advanced training consolidates the induction process.

Working Conditions

Most travel centers are open 7 days a week, 363 days a year. Consultants must therefore be prepared to work a rotating schedule that ensures that we are always available for our customers. Depending on location, opening hours typically range from 9 A.M. until 6 P.M. Monday–Saturday, and 10 A.M. – 4 P.M. on Sundays. A five-day week of approximately 45 hours is expected. Consultants generally work two of every three Saturdays and one of every three Sundays with midweek days off.

Benefits

Salary will be dependent on experience. There is a paid lunch break of 45 minutes, and lunch is provided free of charge at our Blaze cafeteria on the premises. Annual vacation time is 4 weeks in the first and second years of employment, 5 weeks in the third year, and 6 weeks in the fourth year. An additional 6 weeks unpaid sabbatical is offered after three years of service, subject to staffing levels.

For further information and an application form, write to Mrs. Harper, Human Resources, Trailblazers, 1 Grand Court, Chester, CG2 6BC.

Dear Mrs. Harper,

I am writing to ask you to send me information about working for Trailblazers.

I recently booked a trip to Florida through your company and was very impressed with the consultant's in-depth knowledge and also the care she took to understand exactly what our requirements were. We had an excellent vacation, largely due to Trailblazer's superb service.

As a result of this experience, I feel I would be interested in joining the Trailblazers team. I am currently a client services advisor at OneWorld, so I am used to helping people organize trips. I have traveled widely throughout Europe and can speak French, German, and Spanish reasonably fluently, so I feel I could be an asset to your company. Could you let me know more about the job, and in particular, what qualifications or skills are needed by applicants and the rates of pay? I would also be grateful for information about the content of the training that is given to new staff.

I look forward to hearing from you.

Sincerely,

Nehal Patel

191. What is the main purpose of Ms. Patel's letter?

- (A) To support her application for a job
- (B) To thank the company for recent good service
- (C) To request information about vacation deals
- (D) To inquire about careers with the company

192. Which of the following is an essential requirement for the job?

- (A) The ability to speak at least two languages
- (B) Experience of living abroad
- (C) Willingness to work flexible hours
- (D) Excellent academic qualifications

193. Why might Ms. Patel NOT be suitable for the position?

- (A) She cannot speak a foreign language.
- (B) She is inexperienced in customer service.
- (C) She is not qualified for the position.
- (D) She does not have the necessary travel experience.

194. Which of the following benefits does the job offer?

- (A) Free meals
- (B) Subsidized travel
- (C) Low-cost gym membership
- (D) Health insurance

195. What will Ms. Patel most likely receive in response to her letter?

- (A) A job offer
- (B) An application form
- (C) A brochure
- (D) A travel coupon

Questions 196–200 refer to the following memo and fax.

From: Debbie Parket
To: Bill Franklin
Date: November 3
Subject: Singapore hotels

Dear Bill

I need to arrange for a regional sales meeting in Singapore. At this stage I am investigating the logistics and need to check out venue options. Could you please find out some information about recommended hotels there? We need to find somewhere that can run a one-day, two-night conference for around fifty people. Please note that we are looking for *single room* accommodations. We need five meeting rooms, to be used concurrently, and they should all have internet access. If they can provide transport to and from the airport, then that would be great. Recreational facilities such as a swimming pool and/or gym would be appreciated but are not essential.

Our budget is tight, so we can't stretch to five stars, but I think there should be enough good four-star hotels there for what we need. The meeting is scheduled for February 8 of next year. Unfortunately, we can't change that date, so we don't have too much lead time. I would be grateful for a speedy response.

Thanks for your help.

Debbie

FAX

Date: Nov 7 From: Bill Franklin
Time: 14:24 Pages: 1
To: Debbie Parket Subject: Singapore venue

Message: Debbie,

In response to your e-mail, please find below a list of approved hotels that might be suitable for the sales meeting. I have given prices (these are their best corporate rates, and include use of meeting rooms) and have added some details to help you. They are all four stars. If you want, let me know which you prefer and I can book directly with the hotel. Please note that Lunar New Year is around that time, so this is a peak period there. Availability isn't an issue yet, but as you can't change the date, then reservations need to be made as early as possible.

Starlite Hotel

The Starlite is a popular hotel located in the shopping district.

Standard room	Single: \$240	Buffet breakfast. Swimming pool, gym, and sauna.
Superior room	Single: \$290	

Park Hotel

Park Hotel is a business hotel located downtown.

Standard room (without balcony)	Single: \$180	Buffet breakfast. Fitness center. Free shuttle to airport.
Deluxe room (with balcony)	Single: \$200	

The City Inn

The City Inn is 20 minutes from the airport. The rooms are large and the price is lower price due to the location.

Standard room (2nd floor)	Single: \$170	Buffet breakfast. Free internet access in public areas only.
Superior room (3rd – 4th floor)	Single: \$190	

Golden Oriental

The Golden Oriental is close to the MRT (subway) so it's easy to get there from the airport. All rooms have river views.

Standard room	Single: \$220	Buffet breakfast extra. Complimentary daily newspaper.
Superior room	Single: \$240	

196. What is the purpose of the memo?

- (A) To schedule a meeting
- (B) To ask for assistance
- (C) To arrange a trip
- (D) To request an explanation

197. What does Mr. Franklin recommend?

- (A) Changing the date of the meeting
- (B) Making a booking quickly
- (C) Looking for a different location
- (D) Going during Lunar New Year

198. In the memo, the word “concurrently” in paragraph 1, line 5, is closest in meaning to

- (A) simultaneously
- (B) intensively
- (C) comprehensively
- (D) persistently

199. What is NOT mentioned about the hotels?

- (A) They are newly renovated.
- (B) They cater to business travelers.
- (C) They all have four stars.
- (D) They have rooms available.

200. Which hotel most closely matches Ms.

Parket’s requirements?

- (A) Starlite Hotel
- (B) The City Inn
- (C) Park Hotel
- (D) Golden Oriental

This is the end of the test. If you finish with time to spare, you may go back to Parts 5, 6, and 7 to check your answers.

Appendices
