

UNIT 6

Preparing for TOEIC®



(source: <http://www.ltc-indonesia.com/toEIC>)

Learning Outcomes:

- Students know the tips to do Listening Part of the TOEIC®.
- Students practice to do Listening Part of the TOEIC®.
- Students know the tips to do Reading Part of the TOEIC®.
- Students practice to do Reading Part of the TOEIC®.
- Students practice to do TOEIC®.

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TOEIC® stands for Test of English for International Communication. It measures your ability to use English in daily business situations such as corporate development, finance and budgeting, corporate property, IT, manufacturing, purchasing, offices, personnel, technical matters, health and business travel. Thus, the scores show how well you communicate with others in business, commerce, and industry (Trew: 2007). In other words, it can be concluded that the TOEIC® does not measure what have you learned in one particular English class but evaluates your general command of the English language in a business setting (<http://www.goodlucktoEIC.com/>). To provide you with the TOEIC® preparation, in this unit you are provided with the strategies how to do the test and the exercises taken from the book “Tactics for TOEIC® Listening and Reading Test” by Grant Trew (2007).

A. TOEIC® Test Format

The TOEIC test is a two-hour multiple-choice test that consists of 200 questions divided into two sections:

- **Listening Section:** The Listening section tests how well you understand spoken English. It consists of four parts and contains **100 questions administered by audiocassette or CD**. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English. **Total time: approximately 45 minutes.**
- **Reading Section:** The Reading section includes three parts, testing how well you understand written English. You will read a variety of materials and respond at your own pace to **100 questions** based on the content of the materials provided to you. **Total time: 75 minutes.** Following several years of ETS research, the TOEIC test has recently been redesigned. The new test features the same test time (2 hours; 45 minutes for Listening and 75 minutes for Reading), the same paper and pencil administration, and the same range of difficulty as the previous test. The score scale is also the same, and scores can be compared across both versions of the test.

TOEIC – LISTENING (45 minutes)	TOEIC – READING (75 minutes)
Test takers listen to short passages in English and answer a variety of questions. Audio features 4 accents: American, Canadian, British and Australian	Test takers read materials and answer questions at their own pace. Passages represent real-world workplace communications
Listening Comprehension: 100 items	Reading Comprehension: 100 items
Photographs: 10 questions	Incomplete Sentences: 40 questions
Question-Response: 30 questions	Text Completion: 30 questions
Conversations: 30 questions; 10 conversations with 3 questions each	Single Passages: 28 questions; 7-10 reading texts with 2-5 questions each
Talks: 30 questions; 10 talks with 3 questions each	Double Passages: 20 questions; 4 pairs of reading texts with 5 questions per pair

B. TOEIC® Scores and Conversion Table

The TOEIC Listening & Reading Test is a 2-hour multiple-choice test consisting of 200 questions. Each candidate receives independent scores for listening and reading comprehension on a scale from 5 to 495 points. The total score adds up to a scale from 10 to 990 points. The TOEIC certificate exists in five colors, corresponding to achieved results:

-  orange (10–219)
-  brown (220–469)
-  green (470–729)
-  blue (730–859)
-  gold (860–990)



The followings are **TOEIC®** test scores and what they mean:

TOTAL minimum scores (10 to 990 pts)	TOEIC Listening minimum score	TOEIC Reading minimum score	CEFR levels	
945 pts	490	455	Proficient user - Effective Operational Proficiency	C1
785 pts	400	385	Independent user - Vantage	B2
550 pts	275	275	Independent user - Threshold	B1
225 pts	110	115	Basic user - Waystage	A2
120 pts	60	60	Basic user - Breakthrough	A1

C. General TOEIC® Strategies

There are 2 parts of the test:

Part 1: Listening Test (45 min, 100 questions):

1. Photograph : 10 questions
2. Question-Response : 30 questions
3. Short Conversation : 30 questions (10 conversations with 3 questions each)
4. Short Talks : 30 questions (10 talks with 3 questions each)

Part 2: Reading Test (75 min, 100 questions):

1. Incomplete Sentences : 40 questions
2. Text Completion and Error Recognition : 12 questions
3. Reading Comprehension : 28 Questions
- Single Passage : 20 Questions
- Double Passage

Since the time allocated for the test is limited, in order to do the test well, you need to know the strategies. Trew (2007:8) proposes strategies as follow:

1. Plan your time carefully.

Doing TOEIC[®] test needs careful time management since there is a time limit for each test. Therefore, you need to work as fast as you can. Do not get stuck into a question that you forget to move on to the following questions. Do the easiest questions first and go back to do the harder ones, if you still do not know the best answer of each, you are encouraged to predict or guess the answer.

2. Do not leave any questions unanswered, make your “best guess”.

In this test, you are suggested to answer all the questions because you will not get a score reduction or penalty if you choose a wrong answer.

3. Do not spend too much time on the instructions for each part of the test.

You must be familiar with the test in the hope that you will understand the instructions.

4. Use the order of the questions as a guide.

Mostly the answers in the reading and listening test are usually arranged in the same order as the questions. For example, the answer for the first question is found in the first paragraph of the text, then the answer for the second is usually found after the first, and so on.

5. Become aware of the features that can make incorrect answer choices attractive.

In this case you must be careful in tricky choices which you think is right. The choices provided are usually confusing because they probably look or sound similar.

D. Strategies and Practice Listening Parts of TOIEC®

Strategies in doing Listening Parts (Trew, 2007:8)

- answer the question as quickly as you can.
- before each question is played, preview the answer choices or picture.
- predict as much as you can about what you are going to hear and what you need to listen for (only for part 1).



(source: <http://englishworkshopmexico.wordpress.com/2011/10/25/tips-for-improving-your-english-listening-skills/>)

Exercise 1 – Photographs (Part 1 of the TOEIC®): Use the photos to predict what you will hear. First, put the verbs and nouns in the box provided next to each picture. Then, add at least two more nouns and verbs to each picture.

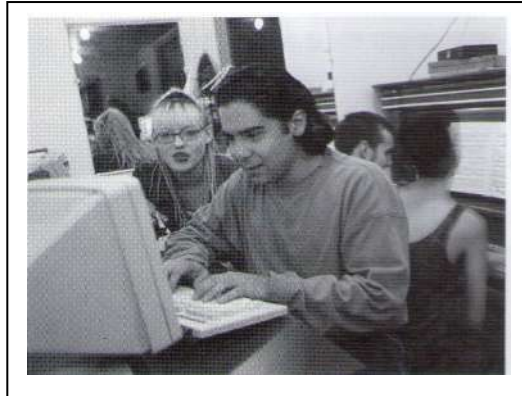
Nouns

People briefcase meal
Screen family keyboard

Verbs

eat sit type
hold look discuss

1.



Nouns

Verbs

2.



Nouns

Verbs

3.



Nouns

Verbs

Exercise 2- Photographs (Part 1 of the TOEIC®): For each picture 1-4, you will have two minutes to *brainstorm vocabulary and predict possible statements about them with your partner*. Then you will hear the correct statement for each pictures. Listen and write down the sentence.

1.



2.



3.



4.



Exercise 3- Photographs (Part 1 of the TOEIC®): Now practice what you have learnt at the actual test speed with questions 1-8.

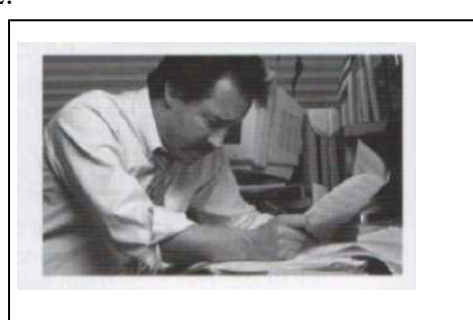


Use any available time to skim the first pictures before the listening starts. After that you will have exactly 5 seconds between each questions to mark your answer and focus on the next picture

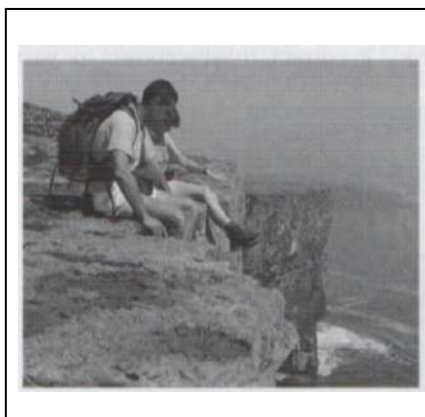
1.



2.



3.



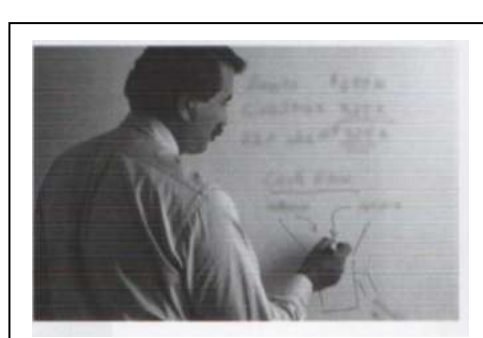
4.



5.



6.



*Test Tips: To do **Question –Response** session, focus on the key words and avoid common distractors which may trap you into choosing ones you assume best answer. Pay attention to the example below:*

A. Same word – unrelated meaning

If you hear the same word in the question and the answer choices, be careful! It could be a distractor

Q. Has the sale improved profits?

A. Yes, it i for sale

B. Related Subject – doesnt answer the question

The test may use words that relate to one of the key words in the question, but don't actually answer the question.

Q. Where can I buy a cheap air conditioner?

A. I agree that it's very cheap

C. Similiar sound – different/unrelated word

Sometimes the incorrect choices use words that sound similiar to the ones in the recording.

Q. Have you met the new staff?

A. No, it's not the same stuff.

Exercise 4 - Question-Response Question (Part 2 of the TOEIC®): Becoming familiar with time and location marker words. The table below contains sentences that answer different time and location questions. Common marker words are shown in **bold**. Match each answer to the correct question type. The first one is done for you.

1. Where/directions? b 2. How long? 3. When?	a. We will be finished in February . b. It's at Eastern State University, on the 3 rd floor. c. She's been working here for several months. d. Down the hall, turn left, and it's just across from the cafeteria. e. The package was delivered about an hour ago . f. They've been in the meeting since 6:00 g. To Florida, as usual. h. I've had it about a month. i. On Tuesday July 7th, at 1:00 j. It's in the refrigerator, behind the vegetables.
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For each of the following, choose the words on the right that best relate to each answer choice, then add two more words for each answer choice. The first is done for you.

1. Where is the man?

(A) At a hotel		rail
(B) At a car rental agency		room
(C) At a train station	rail	track
(D) At a sports event		bed
		stadium
		fans
		car
		license

2. What is the man doing?

(A) making a hotel reservation		table
(B) getting married		bride
(C) borrowing book from the library		room
(D) making a restaurant reservation		dinner
		library card
		vacancies
		novel
		dress

3. What is the man's job?

(A) a delivery man		deposit
(B) a musician		truck
(C) a banker		discount
(D) a salesman		concert
		withdrawal
		order
		recording
		package

Match each question on the left with the two best responses on the right. The first one is done for you. The words commonly used in each category are in bold.

Offers

1. Would you like some help with those? c, e	a. Actually , it's already done. b. No , I've already eaten. c. Yeah , could you take this box? d. A cup of tea would be lovely . e. No , that's alright . They aren't as heavy as they look. f. That would be great . Let's start with the tables.
2. Do you need (any) help with those?	
3. Can/May I get you anything?	

Requests

4. Could/Can you tell me how to use this machine?	g. Actually , I'm a bit cold.
5. Would you mind if I opened the window?	h. I'm afraid it's not mine.
6. May/Can/Could I borrow your pen for a moment?	i. Certainly , it's pretty easy?
	j. Sure , give it back after class.
	k. No, that's alright . They aren't as heavy as they look.
	l. That would be great . Let's start with the tables.

Opinions

7. How was Mr. Smith's presentation?	m. I don't think we'll find a lower one.
8. What's your opinion of their price quote?	n. Frankly , our sales staff isn't motivated.
9. What would you say is our greatest weakness?	o. To tell the truth , it seemed a bit too long.
	p. I'd say we need to lower our prices.
	q. Good . He really is an amusing speaker.
	r. It seems a bit high to me.

Exercise 5 - Question-Response Question (Part 2 of the TOEIC®): You will hear six Part 2 questions. Identify the key words and mark your answer choice.

1	<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
2	<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
3	<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

Exercise 6 - Question-Response Question (Part 2 of the TOEIC®): Now practice what you have been learnt at the actual test speed with questions 1-12



You will have 5 seconds at the end each item to make your choice. You must then be ready to listen to the next question

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

*Test tips: To do **Conversations (Part 3 of the TOEIC®)**, you have to be able to predict the context of the conversation. Use the key information in the answer choices to make a rough guess about what you are going hear.*

Exercise 7 - Conversations (Part 3 of the TOEIC®): Match statements 1-4 with those with a similar meaning a-d.

- | | |
|---------------------------------------|-----------------------------------|
| 1. You can run it with an AC adapter. | a. The adapter is missing. |
| 2. Look to see if they have the item. | b. Buy the part. |
| 3. The part wasn't included. | c. Check the parts stock. |
| 4. Purchase an adapter. | d. You can plug it into a socket. |

Now listen to three more statements, 5 - 7, and match them with the remaining three phrases with a similiar meaning in e - g.

- | | |
|----------|-----------------------------|
| 5. _____ | e. Provide a replacement. |
| 6. _____ | f. The label is incorrect. |
| 7. _____ | g. It's an expensive model. |

Exercise 8 - Conversations (Part 3 of the TOEIC®): Match each questions on the left to the best response on the right. The common words and phrases used for denial and refusal are in **bold**. The first one is done for you.

- | | |
|---|--|
| 1. Jane, would you like to join us for drinks tonight? E | a. We used to, but we stopped doing it last year. |
| 2. Could you fix the radio for me? | b. No, I'm sure they wouldn't allow it. The building owner doesn't like animal. |
| 3. We are going skiing this weekend. Can you and Mary come along? | c. We can, but I would prefer to put it off till tomorrow. |

- | | |
|---|--|
| 4. Is it OK to keep a cat in this building? | d. I'm afraid we can only service Tri-sonic units, Madam. |
| 5. Do you accept personal checks? | e. I'd love to, but I'm afraid I have to pick up my sister. |
| 6. Are we still having the sales meeting after lunch? | f. I don't think we'll be able to make it. My brother's family is coming on Saturday. |

Exercise 9 - Conversations (Part 3 of the TOEIC®): You are going to listen to a conversation. Focus on the answer choices as you listen and try to predict what the conversation may be about.

1. What does the woman to do?
 - a) Buy batteries for her CD player.
 - b) Purchase an adapter.
 - c) Have a missing part replaced.
 - d) Check the part is in stock.
2. What does the man tell her?
 - a) It doesn't run on batteries.
 - b) The label is incorrect.
 - c) The adapter isn't included.
 - d) She should buy another model.
3. What does the man offer to do?
 - a) Order the item.
 - b) Check the box label.
 - c) Give her a new model.
 - d) Include the adapter.

Now listen to the three conversations and answer the following questions.

1. Why can't Erick do what the man asks?
 - a) He has to meet the client.
 - b) He needs to prepare some other papers.
 - c) He is leaving the office shortly.
 - d) He will be in the meeting until this evening.
2. How is the man planning on getting to the station?
 - a) He will take the train.
 - b) He will go by bicycle.
 - c) Daphne will drive him.
 - d) He will jog.
3. What does the woman say about the man's request?
 - a) The shirts cannot be cleaned and pressed on time.
 - b) The jacket can be repaired today.
 - c) The shirts will need to be repaired.
 - d) The jackets needs to be sent tomorrow.

Exercise 10 - Conversations (Part 3 of the TOEIC®): Now listen to two more conversations. Before each conversations begins, use the time to predict the context with your partner, and think of other ways to say the answer choices.

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. What are the speakers discussing? <ol style="list-style-type: none"> a) The weather in Taylorville b) A meeting with clients c) The fee for some repairs d) A visit to branch office 2. What is the problem? <ol style="list-style-type: none"> a) The head office air conditioner is broken b) Bill cannot do the job c) Karl is busy all next week d) The Taylorville office is closed | <ol style="list-style-type: none"> 3. What does the man suggest? <ol style="list-style-type: none"> a) Going to head office on Tuesday b) Changing the air conditioning unit c) Asking someone else to do the job d) Delaying the trip to Taylorville |
|--|---|

4. How does the man feel about their new training program?
 - a) It is not good as the old one
 - b) It is an improvement on their previous one
 - c) It does not have any practical value
 - d) It is full of useful ideas
5. What did the woman ask the man about?
 - a) How many trainees attended
 - b) A package she needs
 - c) The trainees practical skills
 - d) Comments from the participants
6. What did some trainee criticize?
 - a) There were tooo many ideas
 - b) There was no opportunity for feedback
 - c) The training was theoretical
 - d) It was hard to say anything in the session

Exercise 11 - Conversations (Part 3 of the TOEIC®): Now practice what you have learnt at the actual test speed with questions 1-12.



Use any available time to focus on answer choices before the first listening starts. When you finish answering the questions about one conversation immediately start previewing the questions for the next conversation.

1. What does the woman ask the man to do?
 - a) Meet with a customer
 - b) Give her a ride
 - c) Pick up a client
 - d) Help her move
2. At about what time does the woman need a help?
 - a) At 8:30
 - b) At 9:00
 - c) At 10:00
 - d) At 11:00
3. What does the man plan to do tomorrow?
 - a) Meet a friend for breakfast
 - b) Drive to the airport
 - c) Keep an appointment
 - d) Arrive at work early
4. What does the woman want?
 - a) Transportation to the airport
 - b) An opinion of an airline
 - c) Accommodation in New York
 - d) A recommendation on a restaurant
5. What does the man say about his experience?
 - a) He was disappointed in the food.
 - b) He enjoyed the extra service.
 - c) The seating was uncomfortable.
 - d) The price was reasonable.
6. What did the man especially like?
 - a) The quick service
 - b) The clean room
 - c) The wide aisles
 - d) The tasty meals

7. Where does this conversation probably take place?
 - a) At a clothing store
 - b) In an appliance store
 - c) At a dry cleaner's
 - d) In a repair shop
8. What is the problem?
 - a) The store doesn't allow exchanges.
 - b) Some merchandise does not work properly.
 - c) A customer cannot locate some merchandise
 - d) The price of the product is not indicated.
9. What must the customer provide?
 - a) The time and date a problem occurred.
 - b) A credit card number
 - c) A receipt from a transaction.
 - d) A telephone number
10. Where does the conversation probably take place?
 - a) In a travel agency
 - b) At a hotel
 - c) In a train station
 - d) At an airport
11. What is the woman problem ?
 - a) Her luggage has not arrived
 - b) She missed a connection
 - c) She cannot find her passport
 - d) Her purse is missing
12. What does the man suggest?
 - a) Calling her office
 - b) Replacing some documents
 - c) Notifying a sales representative
 - d) Providing contact information.

Exercise 12 - Talks (Part 4 of the TOEIC®): You are going to listen to a longer talk. Focus on the answer choices and pick out the key words and predict what you are going to hear.

1. What type of film is *Indigo Heart*?
 - a) A romance
 - b) A comedy
 - c) A mystery
 - d) A drama
2. Which movie features Deborah Legg?
 - a) Monterrey
 - b) Long Vacation
 - c) Phantom Knight
 - d) Indigo Heart

3. According to the announcement, how can someone reserve a ticket?
 - a) By using an online service
 - b) By calling the ticket office
 - c) By stopping by the theater in advance
 - d) By sending an email
4. What does Elvira Kaur do?
 - a) She is a fashion designer.
 - b) She decorates houses.
 - c) She is a student.
 - d) She writes books.
5. What happened to Ms. Kaur in September?
 - a) She graduated from college.
 - b) She joined the company.
 - c) She was promoted.
 - d) She won an award.
6. What is the topic of Ms. Kaur's talk?
 - a) Her fashion designs
 - b) Next year's sales target
 - c) Her academic background
 - d) Plans for her group
7. Where is this announcement most likely taking place?
 - a) In a university library
 - b) At a department store counter
 - c) In a company meeting room
 - d) In a restaurant dining room
8. What comes in six colors?
 - a) The spring catalog
 - b) The clam case
 - c) The Mini-Steamer
 - d) The Kitchen Friend
9. What is stated about the Mini-Steamer?
 - a) It is intended for the traveler.
 - b) It is waterproof.
 - c) It is popular with students.
 - d) It is useful in the kitchen
10. What is being sold?
 - a) Exercise equipment
 - b) A training video
 - c) A fitness club
 - d) An exercise book
11. What is special about this product?
 - a) It adjusts easily.
 - b) It is expensive.
 - c) It can be moved quickly.
 - d) It fits in a small space.
12. What are customers offered if they place another order?
 - a) An instruction manual
 - b) Free delivery
 - c) A video
 - d) A discount

C. Strategies and Practice Reading Parts of TOIEC®

Strategies in doing Reading Parts (Trew, 2007:8)

- check time regularly.
- read the questions first then focus on what you need to answer.
- answer the easy question first then come back later and answer the rest of the questions.
- if you do not know for sure which is the correct answer, make your best guess, and move on.



(source: <http://pinterest.com/angela628/reading-strategies/>)

Test tips: Part 5-7 of TOEIC ® deal with Reading comprising Incomplete Sentence, Text Completion, and Reading Comprehension. For Reading Comprehension, you are suggested to answer easier questions first. Look at the list of question types below. The numbers indicate the order in which you should do them to make best use of your time.

1. Specific Information (positive)

These are the easiest and quickest to find the answer for.
Do these first.

- *According to the author, who will use x?*
- *Where did x come from?*
- *Who will benefit from this change?*

2. Main Idea/Inference questions

Doing the previous question types first will help prepare you for these.

- *What is the **purpose** of this memo?*
- *Why is Mr. Jones writing this letter?*
- *What **can be said/inferred** about...?*
- *Who might read this advertisement?*

3. Vocabulary questions

These should be answered quickly. If you don't know the word or words, guess and move on.

- *The word "x" in paragraph 1 line 3 is closest in meaning to...*

4. Specific Information (negative)

These can be the most time-consuming. Leave them till last, when you may have already got information help you with the answers.

- *Which of the following is NOT true?*
- *Which of the following positions. is, NOT available?*

Moreover, when it deals with vocabulary questions, you should use context to answer them and use what you have learnt to help infer meaning.

Exercise 13: Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end, review any answers you weren't sure

1. Employees must let _____ supervisors know before taking time off work.
(A) They
(B) Them
(C) Their
(D) Theirs
2. Susan is a humble and loyal person in this organization. I want _____ to be the next leader in our community.
(A) Her
(B) Him
(C) His
(D) Hers
3. One of Mr. Simpson's primary duties is the _____ of the corporate food service.
(A) Manage
(B) Manages
(C) Manageable
(D) Management
4. We are pleased to offer you a sample copy of our _____ magazine, *IT Innovations*.
(A) Popularly
(B) Popularity
(C) Popular
(D) Popularize
5. _____ of the shipment should be expected within three days.
(A) Receive
(B) Received
(C) Receivable
(D) Receipt
6. Your security badge will be activated _____ the beginning of the work day tomorrow.
(A) By
(B) Under
(C) Onto
(D) As
7. A majority of customers rated iPhone mobile phones as _____ good or excellent.
(A) Either
(B) Both
(C) Although
(D) Whether
8. Ms. Nessie and Mr. Khan were two of the senior partners _____ visited the clients last week.
(A) Who
(B) When
(C) What
(D) Whose
9. All interns in the marketing department are encouraged to attend the upcoming _____.
(A) Subject
(B) Division
(C) Workshop
(D) Plan
10. The CEO of Mathilda Enterprises is expected to _____ a statement to the press.
(A) Act
(B) Issue
(C) Speak
(D) Whether

Questions 11-14 refer to the following e-mail.

To: Fang Zhou <fzhou@bigstar.net>
From: Naveed Rouhani <nrouhani@computertodayinc.net>
Subject: Book reviews
Date: October 10

The editors of *Computers Today* are pleased to invite you to join our list of book reviewers. As a reviewer, you _____ with one free copy of the book to be reviewed. _____, the reviewer's name and professional affiliation appear in print alongside any review that is published.

_____ reviews are approximately 600-800 words in length, though some may be longer. _____.

If you are interested in contributing to our publication, please send me a copy of your résumé. I look forward to hearing from you.

Sincerely,

Naveed Rouhani

Book Review Editor

11.

- (A) Were presenting
- (B) To present
- (C) Would be presented
- (D) Have presented

12.

- (A) Specifically
- (B) However
- (C) Otherwise
- (D) Additionally

13.

- (A) Most
- (B) All
- (C) Very
- (D) More

14.

- (A) Unfortunately, this review does not meet our requirements
- (B) More detailed guidelines for reviewers are available on our website
- (C) They were referred to us by a colleague at your place of work
- (D) We are sorry we are not able to do so at this time

Questions 15-19 refer to the following memo.

MEMORANDUM

ATTENTION ALL HOURLY EMPLOYEES


Effective immediately, paychecks will no longer be handed out on Fridays. Due to changes in payroll, we will now have paychecks available on the first and third Monday of each month. You can either pick your check up on these days in the Human Resources office (on floor 11) before 5:00 p.m., or you can sign up for automatic deposit.

For those of you who are unfamiliar with automatic deposit, this means that your check will be put directly into your checking account and you will receive a receipt of deposit from the bank each month in the mail. If you are interested in automatic deposit, you must sign up before February 23. The sign-up sheet is posted on the door of Human Resources.

For those who pick up their checks directly, remember that if you do not sign for your check on the first or third Monday, it will automatically be sent to you in the mail. Please be aware that we do not take responsibility for checks that are lost in the mail, and stop-payment fees are paid by the employee.

15. When will this change in payroll take place?
(A) Right away
(B) On February 23
(C) On Friday
(D) The first Monday of the month
16. What is automatic deposit?
(A) Payment goes into a bank account
(B) Payment is automatically sent to you in the mail
(C) Checks are handed out directly on Fridays
(D) Taxes are withheld regardless of payment method
17. What do hourly employees need to do to pick up their check?
(A) Payment goes into a bank account
(B) Payment is automatically sent to you in the mail
(C) Checks are handed out directly on Fridays
(D) Taxes are withheld regardless of payment method
18. What would be likely to happen if a check got lost in the mail?
(A) The employee would pick it up on the next Monday
(B) The company would pay for a stop payment
(C) A deposit slip would be automatically sent to the employee
(D) The employee would report the loss and cover the fee
19. Who would need to read this memo?
(A) Any worker who goes to Human Resources for their check
(B) Any worker who is paid by the hour
(C) All employees who want to learn about automatic deposit
(D) Employees interested in becoming paid by the hour

Questions 20-22 refer to the following letter.


Levine & Schmidt
88 Jhansi Street
District 2
Delhi, India
Tel: (83-8) 744 7923
Fax: (83-8) 743 7924

January 5th

Dr. Nguyen Luc
Bio-Chem Industries
86 Musang Street
Kuala Lumpur
Malaysia

Dear Dr. Luc,

Thank you for your request for information about this year's convention.
Enclosed you will find convention information as well as several brochures about accommodations in the area.

Our special events coordinator has told me that the Maxton Hotel is offering sizable group discounts this year - up to 40%. Maybe this year your entire staff could join you.

If you have any further questions about the convention or need any help with accommodations, please don't hesitate to call me at the above number.

I look forward to seeing you at this gathering and I'm hoping that you and I and Dr. Jean Delois will be able to have dinner together.

Sincerely,

Langh Thien
Langh Thien
Vice President


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| 20. What is the main purpose of this letter? | 22. What does Langh Thien suggest? |
| (A) To find the location of the convention | (A) Using the special events coordinator |
| (B) To promote the Maxton Hotel | (B) Visiting Levine & Schmidt |
| (C) To send convention information | (C) Contacting Dr. Delois |
| (D) To ask about accommodations | (D) Bringing the whole Bio-Chem Staff |
21. What accompanies the letter?
- (A) Hotel discount coupons
- (B) Information about the convention
- (C) Reports about last year's convention
- (D) A letter from Dr. Jean Delois

Questions 23-24 refer to the following classified ads.

House History Researched

Do you know the history of the house you are considering buying or selling? Let us research the owners, builders and architects associated with your home. Find out who they were and where they worked. We will provide you with photographs, maps and written research.


For more information or a free estimate, call Thorndike and Company at 312/589-9812, or



stop by our offices at 14th Street and J. You will learn the histories of many local homes, from those on K Street built during the Civil War, to the luxury homes that fill the entire city block between 8th and 9th Avenues.

23. Who would be most interested in this ad?
- (A) Photographers
 - (B) Architects
 - (C) Homeowners
 - (D) Construction engineers
24. Where could one go to learn the histories of some of the researched homes?
- (A) J Street
 - (B) 8th Avenue
 - (C) K Street
 - (D) 9th Avenue

Questions 25-26 refer to the following memo.



What mosquitos do and why their bites itch!

When a mosquito lands on you, its first task is to find a blood vessel. As blood vessels make up less than five percent of your skin, this is no small task. Once a mosquito has succeeded with its probing, it begins the extraction. To keep the blood flowing and the vessel dilated, mosquitos pump in chemicals which thin the blood and expand the vessel. Our allergic reaction to these chemicals is what causes the itch.

25. What is this article about?
- (A) Mosquito nesting habits
 - (B) The diet of a mosquito
 - (C) Why mosquito bites itch
 - (D) How mosquitos find blood vessels
26. Where do the chemicals originate?
- (A) Human skin
 - (B) The mosquito
 - (C) The blood vessels
 - (D) The blood

Exercise 14: Try to spend no more than about 60 seconds on each item; **if you don't know the answer, guess, and move on.** If you have time at the end review any answers you weren't sure about.

Questions 1-2 refer to the following text-message chain.

Roger Chandran	[4:34 A.M.]
Hi Peter. I'll probably have to stay here another day. More meetings.	
Peter Seville	[4:35 A.M.]
Roger! It's 4:30 in the morning in Taiwan! Why aren't you sleeping?	
Roger Chandran	[4:36 A.M.]
Jetlag. I've been asleep and just woke up. So--if I email you the details, can you call the airline for me?	
Peter Seville	[4:37 A.M.]
I can try. Wouldn't it be easier to handle it directly from there?	
Roger Chandran	[4:38 A.M.]
Right. But the language and time differences complicate things.	

1. What does Mr. Chandran ask Mr. Seville to do?
(A) Join him on a business trip
(B) Help him with translation
(C) Change some flight plans
(D) Set up some meetings
2. At 4:37 AM, What does Mr. Seville mean when he writes, "I can try?"?
(A) He wants to learn how to help
(B) He is unsure that he will be successful
(C) He has other work to finish today
(D) He is happy to receive an invitation

Questions 3-4 refer to the following announcement.

**OPEN TEST
METROPOLITAN POLICE DEPARTMENT
MANHATTAN**

POLICE OFFICER

STARTING SALARY: \$30,740

QUALIFICATIONS:

- U.S. citizen at time of application
- 20 years old and 6 months at time of application;
- 21 years at time of appointment
- High school diploma or a certificate of equivalency (GED)
- Valid driver's license at time of application
- At least 20/60 vision correctable to 20/20 in both eyes
- Background investigation which determines moral suitability
- Written and physical ability tests
- Medical examination, including being of proportionate weight and height
- Drug screening test

TO BE SCHEDULED, CALL (817) 555-9190

3. What is the purpose of this announcement?
- (E) To post a job vacancy
 - (F) To announce a test result
 - (G) To find a criminal
 - (H) To announce testing for a job position
4. Who isn't qualified to apply?
- (A) People under twenty-one
 - (B) Very tall people
 - (C) Illiterate people
 - (D) People who have not graduated from college

Questions 5-6 refer to the following classified ads.

NARRAGANSETT HOMES, INC.,

a major regional homebuilder, is looking for a marketing professional who is highly energetic and has a team player attitude to develop and implement marketing and sales programs. This is a highly visible position which reports directly to the president. The individual will oversee merchandising and marketing in several states.

A minimum of six years' experience in a similar position is required. Send résumé and salary requirements to:

Human Resources
Narragansett Homes
2321 Rightward Road
Marlboro, NV 55461

5. What kind of employee are they looking for?
- (A) Athletic
 - (B) Diplomatic
 - (C) Motivated
 - (D) Strong
6. In what area should the person be experienced?
- (A) Home construction
 - (B) Computer programming
 - (C) Demographics
 - (D) Product promotion

Questions 7-9 refer to the following book review.

From Coins to Credit: Banking Throughout the Ages is a concise history of banks and the banking industry from ancient times to the present. James Gallagher, who has made a career of covering financial news for several newspapers, has done a careful job of investigating his subject. Although he presents the facts carefully, Mr. Gallagher has made what could have been a dry book into one that is interesting and enjoyable. By telling amusing anecdotes about historical figures, he makes them come alive. Even people who are not particularly attracted to the subject matter will find this book engrossing.

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| <p>7. What most likely is Mr. Gallagher's job?</p> <ul style="list-style-type: none">(A) Banker(B) Librarian(C) Journalist(D) Publisher <p>8. What does the reviewer NOT mention about the book?</p> <ul style="list-style-type: none">(A) It is very long(B) It is entertaining(C) It describes people from the past(D) It is well researched | <p>9. What does the reviewer suggest?</p> <ul style="list-style-type: none">(A) Most people are not interested in history(B) A follow-up volume will soon be available(C) Mr. Gallagher is an experienced lecturer(D) The book will appeal to different groups of people |
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Questions 10-13 refer to the following report.

The Postal System has announced that postal rates are going up yet again. On the first of the year, the price of a first-class stamp will rise by 8 cents. Express mail and priority mail rates will increase by 20 percent. The rates for third-class mail will also go up, while the special book rate will be entirely eliminated. Special services such as Delivery Confirmation, Return Receipt, and Overnight Delivery will also cost more, and it has even been announced that rental rates on post office mail boxes will increase.

Everybody everywhere will be paying more for postal services next year, but one sector will be particularly hard hit. Direct-marketing companies rely on the postal system to carry out their business. These companies include catalog houses as well as sellers of mailing lists. Postal services account for a significant percentage of their costs.

Direct-marketing companies say the proposed increases in postal rates will hurt their industry and will likely even drive some into bankruptcy. "Our business is carried out almost entirely through the mail," says Esther Bergen, president of Mega Marketers, Inc., one of the largest direct-marketing companies in the country. "Of course these increases will hurt us. They will have a huge effect on the way we do business." Direct-marketing companies rely mostly on third-class mail, which is expected to have rate increases as high as 30 percent. Will this mean less junk mail arriving at your doorstep? "Possibly," says Bergen. "But the more likely outcome is that the smaller companies, which will have more difficulty absorbing the costs of the rate increases, will go under, while the larger companies will stay in business and take over the markets now covered by the smaller companies. There will probably be some increases in prices of mail-order products, but not enough to drive the average consumer away."

10. The word "drive" in paragraph 3, line 2 is closest meaning to...
- (A) Force
(B) Operate
(C) Transport
(D) Remove
11. According to the passage, who will be most affected by this change?
- (A) Direct marketing companies
(B) Greeting card manufactures
(C) Postal employees
(D) Stamp collectors
12. According to the passage, what rate do most direct-marketing companies use?
- (A) Book rate
(B) First class
(C) Third class
(D) Proposed rate
13. What are the catalog houses in this report?
- (A) Preferred postal clients
(B) Direct-marketing companies
(C) Financially stable companies
(D) First-class mail users

Questions 14-15 refer to the following report.

When personal computers first began showing up in offices around the world, people believed that this business tool would lead to something called the "paperless office." This was hailed as a great advance in business practices.

The "paperless office" theory went something like this: people would store their information on disks and computers instead of using file folders and paper. As a result, paper use would decrease. This was supposed to help preserve natural resources as well as reduce the world's solid-waste disposal problem.

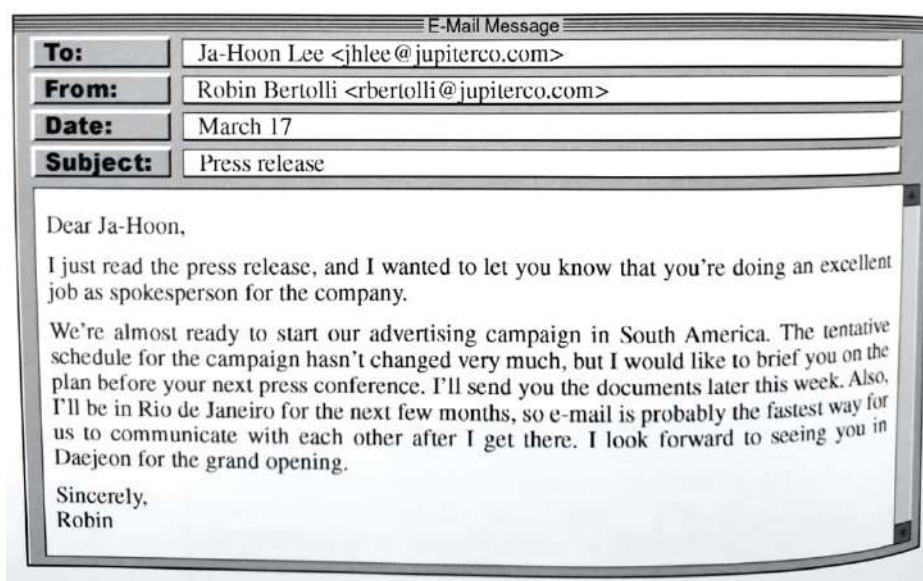
In some ways this theory has played out in practice. In offices everywhere around the world, files and records are increasingly being stored electronically rather than on paper. But the prediction has not proven to be entirely true. Documents are often printed out in part or in their entirety in order to be reviewed or shared with others. Often multiple versions of a document go through the printout stage, thus actually increasing the use of paper for each document rather than reducing it. In addition, computers have made it easier to generate notices and flyers, of which people readily make multiple copies to distribute to as wide an audience as possible. In some ways, computers have made it easier than ever before to use large quantities of paper.

So, while computers have reduced paper use in some areas, they have increased it in others. The issue of felling forests in order to manufacture paper and the question of how to dispose of so much solid waste still remain problematic.

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| 14. What is the report about? | 15. What would the "paperless office" have done? |
| (A) Selling computers | (A) Preserved resources |
| (B) Desktop publishing | (B) Confused secretaries |
| (C) The "paperless office" | (C) Cut costs |
| (D) World problems | (D) Improved communication |

Questions 16-20 refer to the following press release and e-mail.

SEOUL, South Korea, March 15—On Monday, Seoul-based Jupiter Corporation announced it is opening a new automobile manufacturing plant in Daejeon. Sales of its newest four-door sedan, the Flame, have been increasing at a dramatic rate since the car model's release in February of last year. According to a Jupiter Corporation spokesperson, sales of other cars produced by Jupiter Corporation are also at an all-time high. Jupiter expects the new factory will be able to meet consumer demand without any difficulty. The plant is anticipated to be in operation by late June, and the grand opening celebration is scheduled for July 5.



16. What is the subject of the press release?
 - (A) An increase in car advertisements
 - (B) A decline in consumer confidence
 - (C) The building of a car parking garage
 - (D) The planned opening of a new factory
17. What is indicated about Jupiter Corporation?
 - (A) It will release a new car model next year
 - (B) Its headquarters are in Seoul
 - (C) It has received several customer complaints
 - (D) Its sales have remained steady
18. Who is Ja-Hoon Lee?
 - (A) A corporate spokesperson
 - (B) A factory employee
 - (C) An advertising manager
 - (D) An automobile salesperson
19. What will Robin Bertolli probably send to Ja-Hoon Lee?
 - (A) A schedule for the grand opening of a factory
 - (B) A report of the company's quarterly sales
 - (C) A summary of an advertising campaign
 - (D) A document containing construction plans

20. When does Robin Bertolli expect to see Ja-Hoon Lee?
- (A) In February
 - (B) In March
 - (C) In June
 - (D) In July