



Pass the Toeic Key - Tài liệu

anh văn (Trường Đại học Sư phạm Kỹ thuật TPHCM)



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Answer Key

LISTENING COMPREHENSION

PART 1 – Photographs

Try It Out p3 Track 1

1. D In (A), *taking* sounds similar to *talking*, but there are no *customers* in view. She is *sitting*, not *standing*, at the reception desk (B). (C) is an assumption.
2. A (B) confuses the similar-sounding *stair* and *chair*. They are not *waving at the window* (C). The curtains are open (D).
3. D He's examining a *car*, not a *card* (A). He's fixing the *tire*, not the *car door* (B). He is not *driving* the car (C).
4. B There are no *tourists* in the lake (A). (C) is incorrect because *snake* sounds like *lake*. The trees are not *under the water* (D).
5. A In (B), *trunk* sounds similar to *truck*, but we cannot see the *trunk* (B). He is *sitting*, not *standing*, in the truck (C). He is not *getting out of the truck* (D).
6. C She is not *closing* the store (A) or *cleaning the window* (B). She is looking at the *floor* not the *door* (D).

Improve Your Performance

Analyzing Distractors p8

Exercise B

1. D Correct. (A) Similar-sounding word (*taking* – *talking*). (B) Incorrect key word (*sitting* not *standing*). (C) Incorrect interpretation.
2. A Correct. (B) Similar-sounding word (*stair* – *chair*). (B) Incorrect interpretation. (C) Incorrect key word (*open* not *closed*).
3. D Correct. (A) Similar-sounding word (*card* – *car*). (B) Incorrect key word (*tire* not *car door*). (C) Incorrect interpretation.
4. B Correct. (A) Incorrect interpretation. (C) Similar-sounding word (*snake* – *lake*). (D) Incorrect key word (*near* not *under*).
5. A Correct. (B) Similar-sounding word (*trunk* – *truck*). (C) Incorrect key word (*sitting* not *standing*). (D) Incorrect interpretation.
6. C Correct. (A) Incorrect interpretation. (B) Incorrect key word (*floor* not *window*). (D) Similar-sounding word (*door* – *floor*).

Similar-sounding Words p12

Exercise A Track 2

1. large, 2. hire, 3. rest, 4. bag, 5. wait, 6. frame, 7. choose, 8. nose, 9. sock, 10. waiter

Exercise B Track 3

1. The man is sitting at home. 2. He's sailing a boat. 3. They're walking together. 4. She's setting the table. 5. There's a hat on the chair. 6. The woman is waiting for a train.

Exercise C Track 4

1. Incorrect (*copy* – *coffee*). 2. Correct. 3. Incorrect (*feeding* – *reading* / *cook* – *book*). 4. Incorrect (*cable* – *table*). 5. Correct. 6. Incorrect (*testing* – *resting*).

Mini Test – Similar-sounding Words p13 Track 5

1. C She has a black *hat*, not a *cat* (A). There are *leaves* on the ground, but they are not *leaving* the park (B). They are in the *park*, not the *dark* (D).
2. C She's looking at the *drink*, not the *sink* (A). She's using the *coffee machine*, not *copy machine* (B). She's *holding*, not *folding*, a paper cup (D).
3. B The word *complaint* (A) sounds like *paint*. The shelves are on the *right*, not the *light* (C). The *ladder*, not the *leader*, is in the middle (D).

Incorrect Key Words p14

Exercise A Track 6

1. False. She has *short* dark hair. 2. False. She's wearing a *skirt*. 3. True. 4. False. She's standing near an *escalator*. 5. True. 6. True.

Exercise B Track 7

1. False. He's sitting in a *coffee shop*. 2. True. 3. True. 4. False. The spoon is *on* the saucer. 5. False. He's *texting* on his phone. 6. True.

Mini Test – Incorrect Key Words p15 Track 8

1. C It's *light* outside, not *dark* (A). People are sitting on *sofas*, not on the *floor* (B). The *blinds*, not the *windows*, are half closed (D).
2. D There's *nobody* on the scooter (A). The scooter is *parked*, not *lying*, on the road (B). The L-sign is on the *front*, not the *back*, of the scooter (C).
3. B She's using a *fax machine*, not a *computer* (A). She's *holding* a *document*, not *opening* one (C). She's wearing a *short jacket*, not a *long jacket* (D).

Incorrect Interpretations p16

False Accounts Track 9

1. False. He is not *leaning* against the wall. 2. True. 3. True. 4. False. There are notices on the board, but he's not *looking* at them. 5. False. It is not a *vending machine*. 6. False. He's not holding a *glass*.

Unsupported Assumptions Track 10

1. Assumption. 2. Fact. 3. Assumption. 4. Fact. 5. Assumption. 6. Fact.

Mini Test – Incorrect Interpretations p17 Track 11

1. B There is a music system on the table, but we can't assume she's listening to it (A). She not typing at a desk (C). We can't assume she's going to sit down (D).
2. D He may need help, but we can't assume he is asking for help (A). He could be delivering the box so (B) is an assumption. There is a cart, but he is not sitting on it (C).
3. C We can't assume a match is about to start (A), or that the courts are closed (B). We can see tennis courts, but no signs of construction (D).

Steps to Success p18

- Practice 1** C They are indoors, but they are not *playing a game* (A) or **Track 12** sitting in a *coffee shop* (B). We do not know what they are discussing (D).

- Practice 2** D Only one woman is wearing glasses (A). We cannot **Track 13** assume a purchase is being made (B). There is a *clock*, not a *lock*, on the wall (C).

- Practice 3** A He is in a restaurant, but he is not *ordering a meal* (B). **Track 14** He's holding a *teapot*, not his *glasses* (C). He is *pouring*, not *drinking*, tea (D).

- Practice 4** D We can't assume this is a *competition* (A). The man is **Track 15** *hitting*, not *hiding*, a tennis ball (B). *Nobody* is picking up the balls (C).

- Practice 5** B She is not *washing her hair* (A). The poster is *on the wall*, **Track 16** not *on the mirror* (D). They are not watching television (C).

Review Test p25 Track 17

1. C He is not filling the car with gas (A). He is loading the *trunk*, not the *truck* (B). (D) is an assumption.
2. A The food is on a *table*, not on the *floor* (B). Nobody is sitting on the sofa (C). There is a *teapot*, not a *saucepan*, on the table (D).
3. B He standing on a *ladder*, not a *chair* (A). There is nobody sitting outside (C). The chairs are facing away from the poster (D).
4. D She's sitting *behind* the counter, not *on* it (A). (B) is an assumption. There is a picture on the wall (C), but she is not looking at it.
5. C The bus has already arrived (A). The weather is sunny, with no rain (B). They are boarding a *bus*, not a *train* (D).
6. A He is not putting food in an *oven* (B), or pouring water into the sink (C). He is *working* in, not *walking* to, the kitchen (D).

7. D We cannot tell whether they are for sale (A). There are no drivers in view (B), and it is not a *traffic jam* (C).
8. B He's *lifting weights*, not *waiting* in the gym (A). (C) is a false account. (D) is an assumption.
9. C (A) is an assumption. There is a large notice, but it is not *in the way* (B). The word *educator* sounds like *elevator* (D).
10. B The pillows are on the *bed*, not the *floor* (A). The picture is on the wall *next to* the bed, not *above* it (C). Nobody is sleeping in the bed (D).

PART 2 – Question-Response

Try It Out p31 Track 18

1. B (A) repeats *morning*, but does not answer the question. (C) is a response to a suggestion.
2. C (A) uses the same verb *finish*, but in the past simple. (B) repeats *work*, but as a verb and without answering the question.
3. A (B) repeats *going*. (C) answers a different question (*Are you going to see...?*).
4. C (A) answers a different question (*What color is...?*) and confuses *blue* with *new*. (B) repeats *printer*, but does not answer the question.
5. B (A) confuses *get back* (*return*) with *back* (*part of the body*). (C) answers a different question (*Why are you coming back...?*).
6. B (A) repeats *like* and confuses the similar-sounding words *down* and *town*. (C) answers a different question (*Why don't you want to sit down?*).
7. A (B) responds to a different statement (*Is this your ticket?*). (C) repeats *return*, but in a different context.
8. C (A) uses *soon* to mislead *recently*. (B) refers to a different subject (*He*).
9. A (B) repeats *visit*. (C) answers a different question (*Would you like to visit...?*).
10. C (A) confuses the similar-sounding words *called* and *cold*. (B) uses the same context, but does not answer the question.
11. B (A) confuses the similar-sounding words *computer* and *producer*. (C) answers a different question (*Whose is that...?*).
12. C (A) confuses *hat* with *that*, and (B) confuses *suitcase* with *shoelace*.
13. B (A) confuses the similar-sounding words *feeling* and *healing*. (C) does not answer the question.
14. A The response Yes (B) cannot answer a *Choice* question. (C) confuses *Eve* with *leave*.
15. C Neither (A) nor (B) answers the question.
16. B (A) confuses the similar-sounding words *station* and *donation*, and (C) confuses *rush* with *bus*.
17. C (A) uses the same verb, but a different subject. (B) confuses *meeting* with *seating*.
18. C (A) confuses *task* with *ask*, and (B) confuses *partly* with *party*.

Improve Your Performance

Wh- Questions p33

Exercise A

1. When, 2. How, 3. What, 4. Who, 5. Which, 6. Why, 7. Where, 8. Whose

Exercise B

1. f, 2. h, 3. g, 4. b, 5. a, 6. e, 7. c, 8. d

Questions with *What* p34

Exercise A

1. c, 2. e, 3. b, 4. f, 5. d, 6. a

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. A

Exercise C Track 19

1. B (A) answers a different question (*Who went to...?*). (C) does not answer the question.
2. A The subject is the same, but neither (B) nor (C) answers the question.

3. B (A) confuses the similar-sounding words *drink* and *think*. (C) confuses *won't* with *want*.
4. A (B) does not answer the question. (C) answers a different question (*Will you sell your...?*).
5. C (A) confuses the noun *talk* with the verb *discuss*, and does not answer the question. (B) answers a different question (*Would you like to...?*).
6. B (A) does not answer the question. (C) repeats *desk*, but answers a different question (*Do you like that desk?*).

Mini Test – Questions with *What* p34 Track 20

1. C (A) answers a different question (*Would you like to...?*). (B) confuses by repeating *time*.
2. A (B) confuses *gift* with *present* from *presentation*. (C) answers a different question (*Did the clients like...?*).
3. B (A) confuses the noun *watch* with *watching*. (C) confuses *tree* with *TV*.
4. C (A) uses *seat* which sounds similar to *eat*. (B) confuses *meet* (which sounds like *meat*) with *eat*.
5. A (B) uses *plane* which sounds similar to *plan*. (B) confuses to *pay* with *today*.
6. B (A) repeats *car*, but answers a different question (*Is that your car?*). (C) confuses *far* with *car*.
7. C (A) confuses the similar-sounding words *coast* and *cost*. (B) confuses the similar-sounding words *lost* and *cost*.
8. B (A) confuses the similar-sounding words *drink* and *think*. (C) repeats *think* but does not answer the question.

Questions with *When* or *Where* p35

Exercise A

1. d, 2. e, 3. b, 4. a, 5. c, 6. f

Exercise B

1. B, 2. C, 3. B, 4. B, 5. A, 6. C

Exercise C Track 21

1. C (A) answers the statement *Here's your black pen*. (B) answers a different question (*Is that a black pen?*).
2. B (A) confuses the similar-sounding words *hall* and *call*. (C) answers a different question (*Will you call?*).
3. A (B) repeats *interview*, and (C) repeats *place*, but neither answers the question.
4. B (A) uses *presentation* which sounds similar to *demonstration*. (C) refers to *time*, but does not answer the question.
5. A (B) confuses *short* with *report*, and does not answer the question. (C) uses *handle* (meaning *manage*) which sounds like *hand in*.
6. B (A) uses *dispute* which sounds like *suit*. (C) answers a different question (*How much was your suit?*).

Mini Test – Questions with *When* or *Where* p35 Track 22

1. B (A) answers a different question (*Can I get a taxi?*). (C) confuses *taxi* with *taxis*.
2. C (A) uses *art* which sounds similar to *start*. (B) confuses *moving* with *movie*.
3. A (B) answers a different question (*When was this machine made?*). (C) confuses *paid* with *made*.
4. A (B) confuses *take orders* with *place an order*. (C) confuses *place* with *replace*.
5. B (A) uses *heights* which sounds similar to *night*. (C) does not answer the question.
6. C (A) does not answer the question. (B) confuses *find it* with *founded*.
7. A (B) uses *looking* which sounds similar to *booking*. (C) confuses the noun *book* with *booking* (meaning *reservation*).
8. B (A) confuses the similar-sounding words *way* and *stay*. (C) answers a different question (*How long will we be at ...?*).

Questions with *Who*, *Whose*, *Why*, or *Which* p36

Exercise A

1. b, 2. d, 3. f, 4. c, 5. a, 6. e

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Exercise B

1. B, 2. C, 3. C, 4. A, 5. B, 6. A

Exercise C Track 23

1. A (B) confuses the similar-sounding words *say* and *way*. (C) repeats *way*, but in a different context.
2. C (A) uses *right* which sounds like *tonight*. (B) uses *late* which relates to *early*, but the meaning doesn't fit here.
3. B (A) uses the noun *sign*, but in the plural and with a different meaning. (C) confuses *sweaters* with the similar-sounding *letters*.
4. B (A) uses *stand* which sounds similar to *expand*. (C) does not answer the question.
5. B (A) does not answer the question. (C) uses *deposit* which sounds like *closet*.
6. A (B) uses *say* which sounds like *stay*. (C) does not answer the question.

Mini Test – Questions with Who, Whose, Why, or Which p36**Track 24**

1. B (A) uses *walk* which sounds similar to *work*. (C) answers a different question (*Do you work in...?*).
2. A (B) repeats *desk*, but does not answer the question. (C) does not answer the question.
3. C (A) answers a different question (*When was the movie?*). (B) also answers a different question (*Did you like the movie?*).
4. B (A) confuses *annual* with *manual*. (C) uses *deduction* which sounds similar to *instruction*.
5. A (B) answers a different question (*Would you like a coffee ...?*). (C) suggests *copies* might relate to *copy machine*.
6. B (A) confuses *close* (for business) with *open* (a window). (C) uses the same verb and context, but in the past simple.
7. C (A) does not answer the question. (B) answers a different question (*Is this pen yours?*).
8. A (B) refers to a different subject. (C) repeats *safe*, but without answering the question.

Questions with How p37**Exercise A**

1. e, 2. c, 3. a, 4. f, 5. b, 6. d

Exercise B

1. C, 2. A, 3. C, 4. A, 5. B, 6. C

Exercise C Track 25

1. B (A) and (C) confuse by using the similar-sounding words (*far* and *car* / *cold* and *old*).
2. B (A) answers a different question (*Can I help you?*). (C) does not answer the question.
3. A (A) uses *read*, which sounds like *need*. (C) confuses *blockage* with the similar-sounding *cartridge*.
4. C (A) uses *steak* which sounds similar to *take*. (B) gives the *time*, but does not answer the question.
5. B (A) confuses the noun *hearing* with the verb *hear*. (C) uses *work* which relates to *job*.
6. A (B) uses *exist* which sounds like *exit*. (C) does not answer the question.

Mini Test – Questions with How p37 Track 26

1. B (A) repeats *last*, but as an adjective (meaning *final*). (C) uses the past simple.
2. A (B) repeats *party*, but does not answer the question. (C) repeats *people* and uses *blame* which sounds similar to *came*.
3. B (A) responds with *how* as a distractor. (C) uses *up* which sounds like *cup*, and incorrectly implies the coffee is spilt.
4. B (A) confuses *present* with *presentation*. (C) answers a different question (*How long was...?*).
5. A (B) answers a different question (*Are you going away?*). (C) uses *contract* which sounds like *contact*.
6. B (A) repeats *training*, but does not answer the question. (C) answers a different question (*Do you run training courses?*).
7. B (A) confuses *involve* with *solve*, and does not answer the question. (C) answers a different question (*Did they solve the problem?*).
8. C (A) does not answer the question. (B) answers a different question (*Do you know Brian well?*).

Other Question Types p38**Exercise A**

1. Tag question, 2. Statement, 3. Embedded question, 4. Choice question, 5. Negative question, 6. Yes/No question

Exercise B

1. d, 2. f, 3. e, 4. b, 5. c, 6. a

Yes/No Questions p39**Exercise A**

1. f, 2. d, 3. b, 4. a, 5. c, 6. e

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. C

Exercise C Track 27

1. A (B) uses *tight*, which sounds like *flight*. (C) answers a different question (*What is the time?*).
2. B (A) answers the suggestion *What about booking a room?* (C) uses *looked* which sounds like *booked*.
3. A (B) uses *meet*, which sounds like *eat*. (C) does not answer the question.
4. C (A) uses *classroom* which sounds similar to *bathroom*. (B) uses *news* which sounds similar to *use*.
5. A (B) and (C) confuse the similar-sounding words *wrote* and *throat* with *coat*.
6. B (A) refers to a different subject. (C) answers the question *Can I* / not *Can you*.

Mini Test – Yes/No Questions p39 Track 28

1. C (A) confuses the subject, responding to the statement *I am going to...* (B) uses *fee* which sounds similar to *see*.
2. A (B) uses *far* which sounds similar to *car*. (C) repeats *come*, but is a response to an invitation.
3. A The subject is the same, but neither (B) nor (C) answers the question.
4. A (B) does not answer the question. (C) answers a different question (*Where is the head office?*).
5. C (A) uses *massage* which sounds like *message*. (B) answers a different question (*Are there any messages?*).
6. C (A) uses *wrong* which sounds similar to *long*. (B) confuses *long* with duration.
7. C (A) uses the same verb, but in a different context. (B) uses *cheese* which sounds similar to *please*.
8. B (A) confuses the similar-sounding words *waiter* and *waiting*. (C) uses the same verb, but answers a different question (*Where shall we wait?*).

Choice Questions p40**Exercise A**

1. b, 2. e, 3. d, 4. f, 5. a, 6. c

Exercise B

1. C, 2. B, 3. A, 4. A, 5. C, 6. C

Exercise C Track 29

1. A (B) confuses the verb *check* with the noun *check*. (C) cannot answer a choice question.
2. C Both (A) and (B) refer to a plural subject.
3. C (A) implies a reference to *eat out*, but does not make the choice. (B) cannot answer a choice question.
4. A (B) uses *flowers* which sounds similar to *shower*. (C) fails to make a choice.
5. B (A) repeats *reservation* in the plural, but confuses the context. (C) repeats the verb *make*, but does not answer the question.
6. B (A) is grammatically incorrect (*Neither* would be possible). (C) cannot answer a choice question.

Mini Test – Choice Questions p40 Track 30

1. A Neither (B) nor (C) can answer a choice question.
2. C (A) repeats *meeting*, but as a verb, and along with (B) incorrectly responds Yes/No to a choice question.
3. C (A) cannot answer a choice question. (B) repeats *two*, but answers a different question (*How many people...?*).
4. A (B) misleads by using *expensive* to relate to *free*. (C) repeats *are*, but does not answer the question.

5. B (A) repeats seat and uses *file* which sounds like *aisle*. (C) also repeats seat, but does not answer the choice question.
6. A (B) repeats *afternoon*, but does not answer the question. (C) also fails to answer the question.
7. B (A) misleads by using *choice* to relate to *choose*. (C) does not refer to the past, and does not answer the question.
8. C (A) uses *printer* which might refer to *print*, but does not answer the question. (B) confuses *colorful* with *color*.

Tag Questions p41

Exercise A

1. d, 2. e, 3. a, 4. c, 5. f, 6. b

Exercise B

1. B, 2. A, 3. B, 4. A, 5. C, 6. B

Exercise C Track 31

1. A (B) uses *thought* which sounds similar to *bought*. (C) confuses *print* and *again* with *printer* and *another*.
2. C (A) uses *request* which sounds similar to *success*. (B) uses *lunch* which sounds similar to *launch*.
3. A (B) confuses *fair* with the similar-sounding word *fares*. (C) repeats *train* and the verb *go*, but does not answer the question.
4. B (A) refers to a different subject. (C) uses *clerk* which sounds like *work*.
5. C (A) uses *merger* which sounds similar to *worker*. (B) confuses *walk* with *work*.
6. A (B) repeats *boss* and uses *arrived now* to confuse with *late*. (C) uses *sell* which sounds like *tell*, and confuses *later* with *late*.

Mini Test – Tag Questions p41 Track 32

1. A (B) uses the past tense. (C) uses *station* which sounds like *vacation*.
2. A (B) does not answer the question. (C) uses *unsure* which sounds similar to *brochures*.
3. B (A) uses *home* which sounds like *phone*. (C) does not answer the question.
4. C (A) uses *walk* which sounds like *work*. (B) uses *compartment* which sounds similar to *department*.
5. B (A) does not answer the question logically. (C) repeats *anywhere*, but does not answer the question.
6. B (A) repeats *they* and *job* in the plural, but confuses the context. (C) misleads by using the same verb *offer*.
7. A (B) answers a different question (*Kenny's gone to England, hasn't he?*). (C) does not answer the question.
8. B (A) repeats *paper*, but with a different meaning. (C) uses *note* which sounds like *wrote*.

Negative Questions p42

Exercise A

1. d, 2. f, 3. c, 4. a, 5. e, 6. b

Exercise B

1. C, 2. A, 3. B, 4. B, 5. A, 6. C

Exercise C Track 33

1. B (A) answers a different question (*When did you scan...?*). (C) misleads by using *scans* to relate to *scanner*.
2. A (B) confuses *moon* which with *afternoon*. (C) answers a different question (*Where is Jen?*).
3. B (A) uses *announcement* which sounds similar to *accountant*. (C) confuses *count on* (meaning *rely on*) with the similar-sounding *accountant*.
4. C (A) uses *weaker* which sounds like *speaker*. (B) uses *speak* which relates to *speaker*, but does not answer the question.
5. B (A) and (C) use similar-sounding words (*think* and *sink* sound similar to *ink*).
6. C (A) repeats *coat*, but is an illogical answer. (B) uses *wrote* which sounds like *coat*.

Mini Test – Negative Questions p42 Track 34

1. B (A) repeats *forward*, but is an illogical response. (C) uses the past tense.
2. C (A) and (B) use similar-sounding words (*great* and *plate* sound similar to *late*).

3. B (A) and (C) both refer to driving, but do not answer the question.
4. A (B) uses *phone* which sounds like *home*. (C) repeats *Lisa* and *home*, but is not a logical response.
5. B (A) confuses the subject. (C) does not answer the question.
6. C (A) uses *overdone* which sounds like *fun*. (B) is an illogical response.
7. C (A) refers to the context and repeats *year*, but does not answer the question. (B) is an illogical response.
8. B (A) uses *enjoyed* which sounds similar to *join*. (C) uses *beginner* which sounds like *dinner*.

Embedded Questions p43

Exercise A

1. b, 2. e, 3. a, 4. c, 5. d, 6. f

Exercise B

1. B, 2. B, 3. C, 4. B, 5. A, 6. B

Exercise C Track 35

1. A (B) uses *thank* which sounds like *bank*. (C) answers a different question (*When does the bank open?*).
2. A (B) answers a different question (*What time are we meeting?*). (C) misleads by using *restaurant* which assumes *eating* for *meeting*.
3. B (A) is an illogical response. (C) uses *knees* which sounds like *keys*, with a singular subject.
4. C (A) and (B) use related words to *shipped* (*ship* and *shipping*), but neither answers the question.
5. B (A) uses *collect* which sounds similar to *correct*. (C) confuses *stress* with *address*.
6. A (B) uses *tax* which sounds like *taxis*. (C) repeats *taxis*, answers a different question (*Will we take a taxi there?*).

Mini Test – Embedded Questions p43 Track 36

1. C (A) uses *shoes* which sounds like *news*. (B) does not answer the question.
2. B (A) uses *up* which sounds like *cup*. (C) answers a different question (*Can I use your cup?*).
3. B (A) uses *Paul's* which sounds like *walls*. (C) *colorful* refers to *color*, but does not answer the question.
4. C (A) uses *came* which sounds like *train*. (B) repeats *train*, but does not answer the question.
5. C (A) repeats *use*, but does not answer the question. (B) is an illogical response.
6. A (B) answers a different question (*Is Mr. Chen in his office?*). (C) answers a different question (*How old is Mr. Chen?*).
7. A (B) uses *nice* which sounds like *price*. (C) uses *guest* which sounds like *best*.
8. B (A) misleads as are no job vacancies, only *job cuts*. (C) confuses the context, referring to *cuts* as in *injuries*.

Statements p44

Exercise A1

- 1.e, 2. b, 3. f, 4. a, 5. d, 6. c

Exercise A2

1. c, 2. f, 3. a, 4. d, 5. b, 6. e

Exercise A3

1. a, 2. c, 3. e, 4. b, 5. d, 6. f

Exercise B

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

Exercise C Track 37

1. B (A) uses *decide* which sounds like *outside*. (C) refers to a different subject.
2. C (A) answers a different question (*When does the post office close?*). (B) misleads by using *main office* in place of *post office*.
3. B (A) uses *purse* which sounds like *worse*. (C) answers the question *How is your headache?*.
4. A (B) uses *ate* which sounds like *late*. (C) uses the future simple.
5. C (A) uses *can* which sounds like *plan*. (B) repeats *plan*. Both are illogical responses.
6. C (A) misleads by using the verb *suit*. (B) uses *share* which sounds like *wear*.
7. B (A) uses the past simple. (C) confuses *raining* with *training*.

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8. C (A) is an illogical response. (B) confuses *lower* with *low* in a different context.
9. C (A) and (B) are both illogical responses.
10. A (B) uses *community* which sounds similar to *opportunity*. (C) uses *chance* which is similar in meaning to *opportunity*, but the sentence is in the past simple.

Mini Test – Statements p45 Track 38

1. B (A) says where the lecture took place, and (C) says how long it lasted. Neither is a logical response to the statement.
2. A (B) uses *drink* which sounds like *ink*. (C) is illogical as the paper supply is not the problem.
3. C (A) repeats the time in a different way, but in the past simple. (B) uses *thirsty* which sounds like *thirty*.
4. B (A) uses *sit* which relates to *seat*, and *floor* which sounds like *door*. (C) uses *four* which sounds like *door*, but does not answer the question.
5. A (B) repeats *car*, but is not a logical response. (C) uses the phrase *get lost* which means *lose your way* rather than *lose something*.
6. C (A) uses *ship* which sounds like *trip*. (B) confuses the adverb *well* with *healthy*.
7. B (A) uses *contact* which sounds like *contract*. (C) uses the verb *cancel*, in the past simple, but begins Yes and therefore is not a logical response.
8. B (A) uses *collect* which sounds like *connect*. (C) confuses the verb *hold* (meaning carry) with the meaning *wait*.

Words with Multiple Meanings p46

Exercise A

- 1.a, 2. b, 3. b, 4. b, 5. a, 6. a, 7. a, 8. a

Exercise B

1. break, 2. book, 3. class, 4. full, 5. kind, 6. play, 7. address, 8. hot

Mini Test – Words with Multiple Meanings p46 Track 39

1. B (A) confuses the verb *book* (meaning *reserve*) with the noun. (C) does not answer the question.
2. C (A) confuses the verb *fix* (meaning *arrange*) with the meaning *repair*. (B) repeats *fire alarm*, but is an illogical response.
3. B (A) is an illogical response due to the verb *use*. (C) confuses the adjective *hard* (meaning *solid* or *inflexible*) with the meaning *difficult*.
4. B (A) confuses the adjective *hot* (meaning *spicy*) with the meaning *very warm*. (C) refers to weather, not indoor temperature.
5. A (B) confuses the adjective *wrong* (meaning *incorrect*) with the meaning *unsuitable*. (C) repeats *wrong*, but with the meaning *dishonest* or *unethical* rather than *unsuitable*.
6. C Both (A) and (B) confuse the noun *class* (meaning *group of students*) with the meaning *standard of travel*.
7. A (B) uses *good* meaning *kind*. (C) uses *good* meaning *skilled* or *competent*.
8. A (B) uses *play* as a verb *play music*. (C) uses the noun *play* meaning *show* or *theatrical performance*.

Similar-sounding Words p47

Exercise A

1. can, plan, than, Japan, 2. well, hotel, personnel, bell, 3. sweet, meat, sheet, concrete, 4. word, bird, third, heard, 5. say, disobey, repay, delay

Exercise B

1. C – report, support, resort, 2. C – plane, remain, came, train, 3. B – time, climb, nine, sign, 4. C – position, exhibition, competition, edition, 5. A – eight, late, straight, wait, 6. C – prize, fries, advised, surprise, 7. A – charge, large / promotion, lotion, 8. C – prefer, refer, transfer / nine, time, mind

Mini Test – Similar-sounding Words p47 Track 40

1. C (A) uses *copies* which sounds similar to *coffee*. In (B) *believe* sounds similar to *leave*.
2. B (A) and (C) use similar-sounding words (*checked* and *collect* sound similar to *project*).

3. A (B) and (C) use similar-sounding words (*design* and *mine* sound similar to *sign*).
4. C (A) and (B) use similar-sounding words (*hotel* and *sell* sound similar to *Personnel*).
5. A (B) uses *take* which sounds similar to *cake*. In (C) *read* sounds similar to *ready*.
6. C (A) uses *depart* which sounds similar to *chart*. In (B) *art* sounds similar to *chart*.
7. B (A) is an illogical response. (C) uses the verb *decide* which sounds similar to *applied*.
8. B (A) uses *play* which sounds similar to *(re)pay*. In (C) *unknown* sounds similar to *loan*.

Homophones p48

Exercise A

1. a, 2. b, 3. a, 4. b, 5. b, 6. a, 7. b, 8. a

Exercise B

1. C – Where, wear, 2. C – hour, our, 3. A – read, red, 4. B – write, right, 5. B – sun, son, 6. B – knows, nose, 7. A – ate, eight, 8. C – see, sea

Mini Test – Homophones p48 Track 41

1. C (A) confuses the adjective *new* with the past simple *knew*. (B) is an illogical response.
2. A (B) confuses the verb *meet* with the noun *meat*. (C) is an illogical response.
3. C (A) is an illogical response. (B) confuses the noun *road* with the past simple *rode*.
4. B (A) confuses the modal auxiliary *would* with the noun *wood*. (C) is an illogical response.
5. C (A) uses the contraction *They're* and (B) uses the possessive pronoun *their*, which both sound like *There*.
6. B (A) confuses the noun *hole* with the adjective *whole*. (C) is an illogical response.
7. B (A) confuses the adjective *sweet* with the noun *Suite*. (C) is an illogical response.
8. A (B) is an illogical response. (C) confuses the verb *stare* with the noun *stair*.

Steps to Success p49

Practice 1 Track 42: Warm-up: Would, Tuesday is fine/I'd prefer the 28th, Answer: C

Practice Track 43: C

Practice 2 Track 44: Warm-up: Do, Yes, usually/Not always, Answer: B

Practice Track 45: B

Practice 3 Track 46: Warm-up: What, He's a businessman/He's a student, Answer: A

Practice Track 47: B

Practice 4 Track 48: Warm-up: Can, I'll try my best/Sorry, I'm busy, Answer: B

Practice Track 49: B

Practice 5 Track 50: Warm-up: I don't want, You should leave now/Neither do I, Answer: C

Practice Track 51: A

Review Test p56 Track 52

1. B (A) confuses *living* with *leaving*, and answers a different question (*How long have you been living in Paris?*). (C) answers a different question (*Why are you...?*).
2. A (B) repeats *milk*, but does not answer the question. (C) answers a different question (*Where is the ...?*).
3. A (B) confuses the subject and meaning of *working*. (C) confuses the similar-sounding words *commuters* and *computer*.
4. C (A) refers to a different subject, and confuses *handle* with *canceled*. (B) uses *ordered* which related to the noun *order*, but does not answer the question.
5. B (A) answers a different question (*What did you study at college?*). (C) refers to the future.
6. C (A) does not answer the question. (B) confuses *So with snow and tonight with might*.
7. B (A) repeats *take out*, but as a verb. (C) uses the same verb *get*, but is an illogical response.

8. A (B) does not answer the question. (C) gives an opinion, but without context.
9. B (A) confuses *cancellation* with *station*, and does not answer the question. (C) answers a different question (*How did you get here?*).
10. C (A) does not answer the question. (B) confuses *how* with *now*.
11. A (B) relates *bought* to *credit*, and confuses *car* with *cards*. (B) relates to *play* to *cards*.
12. C (A) confuses *hat* with *that*. (B) repeats *idea*, but does not answer the question.
13. B (A) relates *big* to *little*. (C) uses *acquired* which sounds like *tired*.
14. C (A) relates *seafood* to *dinner*. (B) confuses *wear* with *where*.
15. C Both (A) and (B) confuse the homonym *right* (*write*).
16. A (B) relates *movie* to *director*. (C) confuses *sea* with *see*.
17. B (A) repeats *here*, but a different subject. (C) also refers to a different subject.
18. B (A) confuses *remaining* with *training*. (C) refers to the future.
19. C (A) answers a different question (*How was the hotel?*). (B) answers a different question (*When will you go...?*).
20. B (A) confuses *objections* with *directions*. (C) relates *asking* to ask.
21. A (B) confuses an item of clothing (sweater or jersey) with New Jersey. (C) is an illogical response.
22. C (A) confuses the context by giving directions. (B) assumes the number *seventeen*, not the date 17th.
23. A (B) does not answer the question. (C) repeats *long*, but refers to the future.
24. C (A) repeats *back*, but as part of *go back* (meaning *return*). (B) confuses *that* with *back*.
25. C (A) confuses *champagne* with *train*. (B) is not a logical response.
26. C (A) relates *fast* to *fastest*. (B) confuses *commute* with *computer*.
27. B (A) confuses *present* and *presentation*. (C) confuses the similar sounding-words *sharing* and *preparing*.
28. A (B) confuses *lose* with *use*. (C) confuses *when* with *pen*.
29. B (A) confuses *booked* (meaning *reserved*) with the noun *book*. (C) does not answer the question.
30. A (B) does not answer the question. (C) repeats *time*, but refers to the past.

PART 3 – Short Conversations

Try It Out p58 Track 53

1. C The woman passes on a message from a client, and says she rescheduled the man's appointment. These are all activities a secretary would do, not a teacher (A), flight attendant (B), or chef (D).
2. A The woman says the client *can't make it this afternoon* and *wanted to reschedule* his appointment.
3. C The client will visit *tomorrow*. The woman says she *booked him in at ten A.M.*
4. D The woman says *My class starts in five minutes*. She is at a school.
5. B The photocopier is not working and the woman says *I need to copy this test*. (A) confuses *copy* with *coffee*. The man says *It's not out of paper*, rather than he has lost some paper (C). The woman wants to *copy* a test. She has not failed a test (D).
6. D The man says *maybe you should call the maintenance department*. (A) confuses *rest* with *test*. The man suggests the maintenance department *might be able to fix it*, not the woman (B). There is no mention of waiting (C), only that the woman's class *starts in five minutes*.
7. C The man wants an *early morning call*, and the woman says he is in *Room 412*. (A), (B), and (D) do not fit the context.
8. A The man asks for an *early morning call at six thirty tomorrow*, and the woman confirms this.
9. C After booking his early morning call, the man will probably go to sleep. (A) is not mentioned. The man ends the conversation with *Good-night*, so (B) is incorrect and (D) cannot be inferred.
10. B The man mentions an *interview* and the woman says *it seems like a good place to work*. (A) misleads by using *exhausted*, suggesting physical exercise. (C) and (D) cannot be inferred.
11. D The man asks *How did your interview go?* and goes on to speak about his interview experience. The woman says *mine was hard, too*.

12. D The man says they need to go to *the main entrance* to take a bus to the station.

Improve Your Performance

Listening for Main Ideas

Questions about the Speakers p62 Track 55

1. D The woman asks the man to *sit in your seat*, and mentions *The plane is going to take off*.
2. A The woman mentions *books* and the man asks her to put them in *the window*.
3. C The woman complains of a *terrible cough*. The man looks down her throat and asks her to Say "Ahh". He is a doctor examining a patient.
4. D The woman asks for *twelve red roses*, and the man offers to *wrap them in gift paper*.
5. A The man complains his room *hasn't been cleaned* and mentions *the TV doesn't work*. He is in a hotel. (B) cannot be inferred. (C) confuses *cleaned* with *cleaner*. (D) is the person the man wants to speak to.
6. B The man wants to go to the *airport*. He asks the woman to go as *quickly as you can*, and woman mentions *traffic*. (A) relates to *airport*. (C) repeats *traffic*. (D) cannot be inferred as the man is not buying a ticket.

Questions about the Topic p63 Track 56

1. B The woman mentions *the acting, the story* and says she won't be getting *the DVD*. The man mentions *big stars*.
2. A The man says his steak is *great* and the potatoes are *tasty*. The woman says her fish is *good* but the vegetables are *overcooked*. A *waiter* is mentioned, but not (B). (C) and (D) are not mentioned.
3. D The couple speak about various events throughout the day. A *board meeting* (A) is just one event, not the main topic. (B) misleads by repeating *sales*. (C) is not mentioned.
4. C The woman begins *The elevator stopped working this morning*. The man asks when it will be fixed, but there is no mention of it being serviced yet (A). (B) is incorrect as *nobody was inside*. They decide to *take the stairs* so (C) is incorrect.
5. B The speakers mention *going to Tim's on Saturday night* and talk about who will be there. (A) is not mentioned. An address (C) and *neighbors* (D) are mentioned, but are not the topic.
6. A They are talking about getting to the *airport*. The woman prefers the *train*, and the man prefers the *bus*. The man says the train is *expensive*, but (B) cannot be inferred. The location of the *bus stop* is mentioned, but not the train station (C). (D) is not mentioned.

Questions about Activities p64 Track 57

1. D The man asks for the woman's *passport*. The woman offers her *boarding pass*. The words *lounge, flight* and *board* also indicate the woman is catching a flight.
2. A We can infer the man is a taxi driver. He is giving the woman change for a \$20 bill. He is not paying the fare (B). (C) and (D) are not mentioned.
3. C The phrases *go along, take a right, walk straight* and *on your left* indicate the woman is giving directions. She mentions a *post office*, but she is not mailing a letter (A) or working there (B). The man wants to go to a bank (D).
4. B The man says needs to *finish this report*, so he is still working on it. The woman asks him to move some furniture (A), but he refuses. He mentions a customer (client), but he is not visiting the client (C). The woman, not the man, is preparing a presentation (D).
5. B The man says the *engine* and the *battery* are not the cause of the problem. He promises the woman will be *on the road soon*. He asks for more time, but does not check the time (A). He mentions the battery, but does not say is charging it (C). (D) is not mentioned.

6. D The woman says *the vegetables will be ready soon*. The man says he *checked the steak*. They are therefore not in a restaurant (A), or buying food (B). (D) cannot be inferred.

Questions about the Location p65 Track 58

1. A The woman asks for the man's *ticket*. The man asks about a *platform*. (B) and (C) and (D) are therefore incorrect.
2. D The man asks *where the meats are*. The woman replies *near the fruit and vegetables*, and mentions a *sign*. He is shopping in a *supermarket*. (A) and (B) are incorrect. (C) is not mentioned.
3. C The woman says she needs to *return these books*. As they are overdue, the man says she may *have to pay a fine*. (A) and (B) are therefore incorrect. (D) is not mentioned.
4. B The woman mentions a *package* and refers to *bags of mail* and *stamps*. The word *scales* is a distractor for weighing food items (A). (C) is not mentioned. The phrase *hurt my back* tries to confuse with health (D).
5. C The man wants a *car for a few days* and the woman suggests a *compact* and looks for a price. The car is not being repaired in a garage (A), and the man is not buying a car (B). (D) is not mentioned.
6. A The man complains of a *toothache*. The woman asks to *take a look* and says she needs to *do something about this* urgently. We can infer she is a dentist. (B), (C), and (D) cannot therefore be inferred.

Mini Test – Listening for Main Ideas p66 Track 59

1. B The woman asks about *adult education classes*. The word *courses* also indicates a college.
2. B The woman asks about *business courses*. She is not looking for a job (A) or a vacation (C). The phrase *twice a week for ten weeks* refers to the class schedule, not a work schedule (D).
3. C The man is giving information about the *Business Administration* course. He is not studying (A) or on vacation (B). (D) is a distractor, as the word *business* appears twice.
4. A The woman mentions that *this soup is cold* and the bread is *hard*. There is food (B) and the man apologizes (C). The soup is cold, not the room (D).
5. C Only a waiter, not a friend (A), would apologize for the cold soup. A cook (B) would be in the kitchen not waiting tables in the restaurant. (D) is not mentioned.
6. D The man promises to change the soup and bring more bread. (A), (B), and (C) are not mentioned.
7. B The woman says *the annual conference in Paris is next week*. She is not going there on vacation (A). (C) cannot be inferred and (D) is not mentioned.
8. A The man says *the hotels...will be full by now* and the woman replies *I've tried everywhere*. She mentions taking a train, but not that a train is late (B). The hotels may be expensive (C), but that is not the problem. (D) cannot be inferred.
9. C The woman says she will *book a hotel further out* (of the city). (A) is incorrect, (B) cannot be inferred, and (D) is not mentioned.
10. C The man mentions *Lisa's birthday* and suggests *a party to celebrate*. (A) is not mentioned. (B) distracts by suggesting food. They are making preparations, but not for a meeting (D).
11. D The man says he will *get some sandwiches delivered*. The room they choose is *easy to clean*, but we cannot infer the man will clean it (A). The man will call to order food, not call home (B). The woman will order the *drinks*, but it is not mentioned that the man will have a drink (C).
12. D They say the party will take place in a *Meeting Room 4*, and that people can *stop by before they leave the office*. We can infer they work together.

Listening for Details

Questions about Time p68 Track 61

1. C The man says we *should be able to finish it next week*. The woman says *See you on Monday* (A) but this is a distraction. (B) is a distractor for *have a good weekend*. (D) relates to how long the project has lasted so far.
2. D The woman says *You only bought it two weeks ago*. (A) is not mentioned. (B) repeats *over the weekend*. (C) is incorrect.
3. D The woman says the lecture *starts at three and lasts for two hours*. (A) confuses the time with the length of the lecture. (B) is the start time. (C) is the time the man thinks the lecture finishes.
4. A The woman says *It's only Tuesday* and later promises *I'll do it right away*. (B) is not mentioned. (C) is the day of the meeting. (D) is a distractor for *weekend*.
5. C The man says he goes *on Mondays and Fridays*. (A) repeats *every day* in the woman's question. The man mentions *three times a week* (B) but doesn't go that often. (D) is incorrect.
6. D The man advises the woman to *do it right away when you get in tomorrow*. (A) repeats *right away* but in the context of tomorrow. (B) is the current time. (C) is not mentioned.

Questions about Reasons p69 Track 62

1. C The man says *A lot of documents seem to be missing*. (A) is a distractor for *the old system* (i.e. the previous system). (B) is not mentioned. (D) refers to *computer* and confuses the context.
2. B The man agrees it is *convenient* to be able to *walk to work*. (A) is incorrect, as his new home is smaller. (C) relates to *train* and *walk* but confuses the context. (D) relates to his previous home.
3. D The man says their coworker James is *away at a convention*. (A) repeats *main office* but confuses the context. (B) confuses *manage* with *manager*. (C) repeats *convention* but refers to the woman.
4. D The woman says *I have to wait for a client to call*. (A) is not mentioned. (B) confuses *the Jenkins account* with *accounts*. (C) repeats *invoice* but confuses the context.
5. C The man says Mr. Fraser *resigned*, and a *new Research Director* is needed. (A) confuses *resigned* and *declined*. (B) repeats *new* but confuses the context. (D) refers to the length of time Mr. Fraser was in his job.
6. A The man says he has a *really bad stomachache*. (B) repeats *wait*, but this refers to the man's annual review. (C) confuses *doctor* and *daughter*. (D) repeats *annual review* but it isn't the reason he can't come in.

Questions about Plans p70 Track 63

1. C They decide to *play tennis and go for a long walk*. (A) confuses *tennis* and *test*. (B) is incorrect as the man says they *finished that report*. (D) repeats *country* but confuses the context.
2. D The woman plans to *apply for a permanent position* and is in *Toronto*. Vancouver (A) is mentioned, but she says *I've changed my mind*. (B) repeats *contract* but confuses the context. They talk about her job (C) but she didn't quit it – it ended.
3. C The man asks *Is a credit card OK?* (A) confuses the verb *check* with the noun *check*. (B) repeats *cash* but he doesn't have enough. (D) is not mentioned.
4. A The woman mentions a *blue dress* and then later says *the blue is a little more suitable*. (B) and (C) are mentioned but are incorrect. (D) confuses *suitable* and *suit*.
5. A The woman accepts a job offer. (B) is incorrect as she will give a *month's notice*. She will be working, not on vacation (C). She has found a job, and is not looking for one (D).
6. B The man mentions plans to *close our Munich branch*. There is already a branch in London (A). (C) repeats *investors* but confuses the context. The company will employ some people in New York, not lay off employees there (D).

Questions about Offers and Requests p71 Track 64

1. A The man says he will get a sandwich and says *I can get one for you too*. He is going to buy food, not do the woman's shopping (B). The woman asks the man to buy her a drink (C). She will give him some money, rather the man lend her some (D).
2. C The man asks *Would you mind staying late tonight...* (A) repeats *five o'clock*. (B) repeats *Monday* but confuses the context. (D) relates to the woman's plans for the evening.
3. B The woman says *I can give you my monitor*. (A) and (D) are not mentioned. (C) repeats *desk* but confuses the context.
4. A The man asks *Would you like some tea or coffee?* (B) is not mentioned, but *late* and *wait* sound like *ate*. The man offers to call Mrs. Aiten on her cell phone, not give it to the woman (C). (D) confuses *check* as a verb with *check* as a noun.
5. B The man mentions a *chair* and asks *Do you mind if I take this one?* (A) is not mentioned. (C) repeats *friends*. (D) relates to *any minute* and confuses the context.
6. C The woman asks for *ten percent off all future orders*. (A) repeats *boss*. (C) confuses *competitive* with *competition*. (D) is not mentioned.

Questions about Suggestion and Advice p72 Track 65

1. B The woman suggests the man look at *job sites on the web*. The man has already tried employment agencies (A) and newspapers (C). (D) is not mentioned.
2. D The woman suggests the man *find a good taxi company* to collect *Mr. Chan*. (A) repeats *Mr. Chan*. (B) repeats *schedule*. (C) is not mentioned.
3. B The man advises the woman to contact *Media Relations* and *ask them about* a vacancy there. (A) is incorrect as the woman doesn't want to leave the company. (C) relates to *qualified*, but there is no mention of taking qualifications. (D) is not indicated.
4. D The woman says the office is *small* and suggests *moving to someplace bigger*. (A) confuses the idea of a bigger office with expanding the company. The woman suggests the man move closer to the city, not live in it (B). Moving to a different city (C) is not mentioned.
5. A The man says *How about eating out* and mentions a new *Italian place across the street*. (B) and (C) refer to what is usually done. (D) relates to the woman's suggestion.
6. A The man says *I'd I were you, I'd catch a train* to a nearby station. (B) refers to the woman's original intention. The man says the train is quicker than the bus (C). (D) is not mentioned.

Questions about Opinions p73 Track 66

1. C The man complains *The guy on the violin was terrible* and the woman says she *couldn't hear the piano*. (A) is not mentioned. (B) confuses *couldn't hear* with loud music. (D) is incorrect as they were relieved *it was only an hour*.
2. A The man says *It's so difficult to remember what goes where* and refers to *all these bins*, implying the system is confusing. (B) is not mentioned. (C) and (D) cannot be inferred.
3. D The woman says they will be *lucky* to reach the targets and she will be *surprised if we can reach any of them*. She feels the targets are *very high* already, not that they should be higher (A). (B) relates *surprised* to *surprising*. (C) is incorrect.
4. A The woman says the shop is not *marked in the leaflet* and it took her *ages to work out where it was*. (B) is incorrect as the shop was *finished last week*. (C) confuses the problem of finding space in the museum with the size of the shop. (D) is not mentioned.
5. D The man says *the company will fail* unless something is done, or they may not *survive another six months*. (A) is incorrect. (B) repeats *lucky*. (C) confuses *a lot of decisions* with *divisions*.
6. A The woman says the suggested price is *twenty percent more than our rivals* and asks if *anyone would buy it*. She thinks there is *a big difference* in price, not that it is *a little high* (B). (C) and (D) are incorrect.

Mini Test – Listening for Details p74 Track 67

1. A The man says *I need to talk about his latest invoice*. (B) confuses *invoice* and *voice*. (C) is not mentioned. (D) relates to Mr. Yang's *lunch meeting*.
2. D The woman asks *Would you like to leave a message?* She does not offer to call the man (A). (B) and (C) are not mentioned.
3. C The woman says Mr. Yang *should be out by two*. (A) cannot be inferred. (B) confuses *soon* with *noon*. (D) is not mentioned.
4. A The woman asks *Do you want to go for a meal?* (B) confuses *leaving for Houston* and *pack* with a vacation. (C) repeats *French*, but this is the type of restaurant the woman mentions. The man needs to *go home*, not *move home* (D).
5. C He is going to Houston on business the next day. He will sign a contract, not rewrite one (A). (B) is not mentioned. (C) confuses *pack* with *snack*.
6. D The man is going home to pack. (A) is incorrect. (B) refers to his trip the next day. (C) relates to the woman's request.
7. C The man says *I have a couple of shirts I'd like you to wash*. Various times are mentioned, but he is not checking the time (A). He wants someone to pick up his laundry from his room, not room service (B). (C) relates to *a couple of* (meaning *two*), but confuses *shirts* with *desserts*.
8. A The woman asks the man to put the shirts *in a blue plastic bag*. A *pink form* (B) is mentioned, but by the man. (C) repeats *closet*. (D) confuses *closet* and *deposit*.
9. B The woman says laundry collected before six PM. *should be back before ten the following morning*. (A) is not mentioned. (C) refers to the current time. (D) refers to the deadline for laundry collection.
10. D The man mentions they are *thirty minutes late*. (A) is not mentioned. (B) repeats *map*, but the woman has not forgotten it. (C) confuses the context and also confuses *on the left* with *left*, the past tense of *leave*.
11. C The man says *We were supposed to be here at three* and that they are *thirty minutes late*.
12. B The man asks the woman to *tell the reception desk we're here*.

Making Inferences

Questions about Attitude p76 Track 69

1. D The man sounds tired. He says he has driven for *five hours*, *in heavy traffic*, and *It's been raining the whole time*. He does not mention food (A), or feeling sick (B), and (C) is not indicated.
2. A The woman sounds frustrated that the client canceled the order. She says she spent *three days negotiating the deal*, and *gave them everything they asked for*. (B), (C), and (D) cannot be inferred.

Questions about Deductions p76 Track 70

1. B The woman questions whether the bill is correct, and says *I'm amazed at the cost*, adding that she doesn't have enough cash to pay. We can deduce the bill is more than she anticipated. (A) and (C) are not mentioned. (D) cannot be inferred.
2. A When asked if the *Blue Kings* are popular, the man says *Are you kidding?* which suggests they are well known. He also adds *I can't believe I got tickets*, implying tickets soon sell out. We can deduce the band is popular. (B) is incorrect. (C) and (D) cannot be inferred.

Mini Test – Making Inferences p76 Track 71

1. B The man complains it is *too hot*, and the woman says Jim is *working on it as fast as he can*. The man then says *the whole system needs replacing*. We can infer that *it* and *the system* relate to air conditioning. The windows aren't broken (A), they simply *don't open*. (C) and (D) cannot be inferred.
2. C We can tell from the man's tone and the complaints he makes that the man feels angry. (A) is a distractor, referring to *relax*. (B) and (D) cannot be inferred.
3. B We can deduce from *upgraded, first class, frequent flyer program* and *flight* that they are talking about a journey by plane. (A) cannot be inferred. (C) confuses two meanings of the

Scanned with



- adjective *full* (*completely occupied and no longer hungry*). (D) attempts to mislead by connecting *upgraded* with *promoted*.
4. B The woman says *That kind of thing never happens to me*. We can infer she feels jealous.

Steps to Success p77

Practice 1 Track 72 1 What/do, 2 Where/taking place, 3 time

1. D The man asks *How many are you sending out*, and later refers to a *post office*,
2. B (A) refers to where the woman is going. The man says the woman can use his car, but they are not in a car (C). (D) is not mentioned.
3. C The man says *It's almost six now*.

Practice 2 Track 73 1 What/discussing, 2 woman/think of/ cost, 3 What/woman/do next

1. C The woman mentions next month's conference, and they discuss *seminar rooms, accommodations* and the *cost*.
2. A The woman says *I got a good deal*.
3. D The man says *go ahead*.

Practice 3 Track 74 1 What/problem, 2 What/man/ask/woman/do, 3 How/woman/feel

1. A The woman says her notebook PC *doesn't seem to work properly*.
2. A The man asks her to *come back on Friday*. He does not ask her to come back the following week (B). (C) and (D) are not mentioned.
3. B The woman needs the computer for her work, and says *I can't wait that long*.

Practice 4 Track 75 1 Where/speakers, 2 Why/man/anxious, 3 What/woman/do next

1. D The words *boarding*, *gate*, *flight* and *ticket* indicate this at the airport. The woman says *We should go to the gate* which implies they are not yet on the plane (D). (A) and (C) are incorrect.
2. D The man is worried about Alex.
3. B The woman says *I'll call his cell phone again*.

Practice 5 Track 76 1 What/man's position, 2 What/speakers/do, 3 What/woman/do

1. A They are discussing staffing in the production department. The woman says *You already have 35 employees*.
2. C They mention they might *extend the shifts from eight to nine hours*
3. C The man suggests the woman *calculate the cost of overtime first*.

Review Test p84 Track 77

1. B The phrases *burning building*, *emergency call* and *car crash* indicate the job is a *firefighter*.
2. D She says *it's not as exciting as I first thought*. She mentions hours spent training, but doesn't say they are too long (A). (B) is not suggested. (C) repeats *exciting*.
3. B The woman mentions there was a *car crash* last week. Nobody was hurt (A). (C) is not mentioned. (D) tries to mislead by referring to *burning building*.
4. C The man is telling the woman about flight times, and accommodation options.
5. B The man says her flight arrives at *five thirty in the morning*.
6. A The man says *it's a very good rate*. (B) is not mentioned. It has four stars (C), but this is not why he recommends it. We don't know if it is available for three nights (D).
7. B They are part of the Customer Service Team.
8. A The man says *There is a lot of information*. (B) and (D) are not mentioned. (C) is incorrect as the website is *finally working*.
9. A She says she didn't know there would be a photo of her on the website. (B) is not mentioned. (C) aims to mislead by including the name of their department. (D) is incorrect.
10. D The man says his boss *came to our wedding*. (A) and (C) cannot be inferred. (B) is the topic of the conversation.
11. D The woman suggests the man asks his boss for *a raise*. (A) is not mentioned. (B) refers to the house they are looking at. (C) repeats *neighborhood* but confuses the context.

12. C The woman says *I wish we lived in a place like that* and the man replies the house *must be worth a fortune*. (A), (B), and (D) cannot be inferred.
13. C The woman passes on a message from the C.E.O. (A) refers to the C.E.O. (B) relates to the job title *Finance Director*. (D) cannot be inferred.
14. B The man is calling about the *Finance Director position*. The woman tells him he has not been *successful*. We can infer he had an interview as he says *It was good meeting the C.E.O. and the team*.
15. C The man feels disappointed he was unsuccessful in his application.
16. C They are talking about translating a customer feedback form into Chinese. They are not discussing any feedback itself (A). They mention that a *group from China is arriving*, but not an overseas booking (B). (C) confuses *appear with appearance*.
17. B The woman says the group *is arriving on the twelfth*.
18. B The man says the translation should be done *by an agency*, and the woman says *I'll try to find one*.
19. D The phrases *weighs*, *send them to Paris* and *priority mail* indicate this takes place in a post office.
20. D The man mentions he is sending books as *It's my sister's birthday*. He does not plan to visit his sister (A). He has already bought the books (B). His sister lives in Paris (C), but he doesn't plan to go there.
21. A The woman asks the man to fill in a *customs declaration*. (B) refers to when the package will arrive. (C) is not mentioned. (D) confuses *customs* (meaning *tax or duty*) with *custom* (meaning *tradition*).
22. B They are speaking about a coworker, Kevin. They discuss his present, card, and future plans. (A) refers to Kevin's travel plans only. (C) is not mentioned. (D) repeats *hiking*, but refers to Kevin's leaving present.
23. D The man mentions he has bought a card and asks *Do you want to sign it?* The woman says *Thanks*. (A) is a distractor for *found another job*. (B) confuses *card* with *yard*. (C) is incorrect as the man has already bought a present.
24. A The man says Kevin plans to *travel around South America for a year*. His girlfriend is mentioned, but no marriage plans (B). (C) repeats *another job*. (D) is not mentioned.
25. C The woman asks the man to *stop the car*, and then reviews his driving abilities.
26. A The woman says the man is *not safe on the road* and mentions *he almost hit a cyclist*. She doesn't say he practices a lot (B) but that he needs to practice a lot more. (C) is incorrect as she says *you don't concentrate*. (D) is a distractor for *your reversing is poor*.
27. C The man says *he never saw a cyclist* and seems surprised.
28. A The woman mentions eating *sandwiches at our desks* for a month until they were able to *come down here* when cafeteria reopened. They are in a company canteen.
29. B The woman says *the food is worse than before*. (A) is not mentioned. (C) repeats *sandwiches* and links this incorrectly to the man saying *I'm a bit disappointed*. (D) is incorrect as the man says *it's more expensive*.
30. B The man decides to say *something to the management*. We can infer he is going to complain. (A) refers to eating arrangements before the cafeteria reopened. The man says *I can cook better than this*, but this doesn't mean he plans to cook his own food (C). (D) is not mentioned.

PART 4 – Short Talks

Try It Out p88 Track 78

1. A The speaker asks the audience to prepare information on products they are *responsible for in the stores*. They are therefore not customers (B). (C) incorrectly relates *training program* with *instructors*. The speaker refers to *new employees* (D), but they are not the audience.
2. C The speaker mentions a *lack of knowledge about the products we sell* among staff and says *We need to make our training program more effective*. (A) and (B) are mentioned, but are the not the main topic. (D) is not mentioned.

3. C The tests will start *As of next month*.
4. D Lee says his calls is *about the new computer system we're designing*. (A) confuses *designing* with *resigning*. (B) incorrectly assumes *online search function* means planning a website. (C) repeats *new* and uses *design*, but he is not starting a new company.
5. A Lee says *a lot more work* is needed, and mentions *financial implications*. (B) is not mentioned. (C) cannot be inferred. (D) is incorrect as he says *we haven't included this in the cost*.
6. A Lee says *I'm free next Tuesday*. (B) repeats *afternoon*. (C) is not mentioned. (D) is incorrect as there are *financial implications*.
7. B Mrs. Gifford has been Vice President here for three years. (A) refers to the position she will take up next month. The speaker is the Chairman (C). (D) is not mentioned.
8. D The speaker says *she first came to us* as Vice President, three years ago.
9. B The speaker asks the audience to *join me in a round of applause to congratulate Mrs. Gifford*. (A) assumes she is leaving the company. (C) repeats *Chairman*. (D) repeats *position*.
10. D They are in a Space Museum. (A) incorrectly links *books* with a *library*. (B) is not mentioned. (C) relates the varied items the speakers lists with a department store.
11. A The speaker is announcing that *work is finally finished* on the museum's *brand new gift shop*. (B) confuses *renovation* with *donation*. The speaker does not thank anyone (C). Although she lists various products on sale, she is not advertising them (D).
12. C The speaker says *Shortly, the renovation of the cafeteria will also be completed*. (A) confuses *renovation* with *vacation*. (B) relates to the speaker's wish for strong sales. (D) repeats *financial*, but there is no suggestion of difficulties ahead.

Improve Your Performance

Listening for Main Ideas

Questions about the Speaker p92 Track 80

1. C The phrases *Welcome aboard, flight AE564, flying, an altitude of land*, and *flight* all indicate this is in an airplane.
2. C The speaker is welcoming the audience to the Seaview Bay Resort. The phrases *check in at reception* and *Welcome Guest Pack* suggest this is a hotel. The speaker says *I'm in charge here*.
3. D The speaker mentions Joe's Grill, steak, and dish, and refers to *Everyone who works with me in the kitchen*.

Questions about the Topic p92 Track 81

1. B The speaker mentions the man's experience and knowledge, and invites him to attend the *final stage of interviews*. She is talking about a job vacancy.
2. A The speaker mentions *Washing your hands* as it *prevents the spread of disease*. She reminds the audience to *clean the tables, food trays, and the area around the beds*.
3. C The ad mentions *50 percent off everything* and *great end-of-the-season bargains* for listeners who come to the store *this weekend*.

Questions about the Audience p93 Track 82

1. B The speaker mentions the *next stop* and says they will visit the *Statue of Liberty*, which is the *last destination in our tour today*.
2. B The speaker refers to a half price *promotion* in the *fruit and vegetable section*. The audience are not working on a farm (A), selling food (C), or eating in a restaurant (D).
3. C The message gives a number for callers to dial for *emergency dental advice*.

Questions about the Location p93 Track 83

1. D The speaker mentions the *Impressionist rooms*, and says there are *over sixty paintings*, mentioning *Monet* and *Renoir*.
2. C The speaker says *this train will arrive on Platform 2*.
3. B The key words mentioned are *reports, grade, end-of-semester exam, study and students*.

Questions about the Purpose p94 Track 84

1. A The speaker says it is important to *exercise regularly*, and mentions the benefits of a daily *walk*. He also mentions cycling, *golf* and *tennis*. Serious health problems (B) are mentioned, and team sports (C), but neither is the main reason for the talk. The speaker says *more exercise* results in a *longer life* (D), but this is a result of exercise, not the purpose of the announcement.
2. C The speaker says he wants to express his *gratitude* for the staff's *hard work over the last year*. They work at a conference venue (A), and have won an award, but he is not accepting it now (B). (D) is not mentioned.
3. B The woman is paying tribute to Dr. Williams, who is retiring after 37 years at the research facility. No new employees are mentioned (A). They work in a research facility, but she is not opening one (C). (D) confuses *hard work* with the need to work harder.

Mini Test – Listening for Main Ideas p95 Track 85

1. B The ad tries to attract customers with free offers and big discounts. (A) and (C) are not mentioned. The checks will result in safer cars (D), but this is not the main purpose of the ad.
2. D The ad promises *free engine and winter tire checks*. No products are mentioned (A), only services. (B) confuses a *warranty* for work done on a car with vehicle *insurance*. Prices for services are reduced, but no cars are on sale (C).
3. C The ad is directed at all listeners; *loyal customers* and people who are *new to Mike's Motors*.
4. B The report mentions a *national strike* will take place following the *breakdown in contract negotiations* between a farm workers union and management.
5. C The speaker is the *host* of a feature called *Jobs Bulletin* on *WNRC Radio*. She is a news presenter.
6. A The report is being made from the radio station. A union is mentioned but they are not outside the headquarters (B). The speaker mentions a *press conference* (C), but that was *three hours ago*. (D) refers to the union leader.
7. A The woman is preparing the audience for a talk by *local historian Peter Fletcher*.
8. C The speaker is mostly talking about *Richard Warren*, a settler who arrived in 1620. The topic is local history, but she is not speaking about its importance (A). She only introduces historian Peter Fletcher, rather than talks about him (B). The *Mayflower* is mentioned (D), but is not the topic.
9. B The talk is held at the *Cape Cod Historical Society*, and is for the *general public*.
10. D The woman is introducing *Mr. Sanchez*, who she says is the *latest member of our team*.
11. D The woman says Mr. Sanchez will work with everyone in the *Sales and Marketing Department*. (A), (B), and (C) cannot be inferred.
12. B The woman mentions *main course* and *dessert*, so this would indicate they are in a restaurant.

Listening for Details

Questions about Numbers, Dates, and Times p97 Track 87

A

1. C The payments were *paid every month for the last six months*.
2. C The speaker says *the case will probably go to trial next month*.
3. A *Parker Buildings* is the company mentioned. No other building companies are thought to be involved.

B

1. B The speaker says the cafeteria will close for *approximately one month*.
2. A The Coffee Shop is *on the third floor*.
3. D Employees will each receive *\$50 in coupons per week*.

Questions about Reasons and Requests p98 Track 88

A

1. B The speaker says the delay is because of road repairs.
2. B Passengers are advised to go to Bay 3 and wait there.
3. D The next bus at Bay 3 is the 15:45 service to London, not Newcastle.

B

1. B The ad offer ultrafast broadband at the cheapest rates.
2. A Advance Net Plus customers who have a 24-month contract can get a \$50 credit. They are encouraged to sign up for two years.
3. A New customers can get a free two-gigabyte memory stick, but only until the end of the month.

Questions about People and Places p99 Track 89

A

1. A The speaker says he will move to Sun City, Arizona.
2. C His first job was as an Assistant Manager. He was then Section Director (A). He is now Vice President (D). (B) is not mentioned.
3. A The speaker says he will be handing over responsibilities to Mr. Hammond.

B

1. D Only graduate students can borrow up to ten books at a time.
2. B The speaker says The red zone is the silent area and No talking in the red zone.
3. B Books can be left in the book drop at the West entrance if the library is closed.

Questions about Problems and Suggestions p100 Track 90

A

1. C The company asked for \$100,000, but the bank is only prepared to lend half that amount.
2. B The speaker says that they might need to wait for bigger offices.
3. D He says let's make a list of our ideas for cutting costs.

B

1. A Kathy says I can't get my work e-mail.
2. D She says I don't know when I'll be able to use it again.
3. A She asks please call me and gives a phone number.

Questions about Plans and Sequences p101 Track 91

A

1. B She begins by saying Before I begin by introducing our keynote speaker.
 2. B The talk on Innovation will take place in Room 403.
 3. A The presenter who will be introduced first is Dr. Fraser.
- B
1. C The speaker says we have two weeks before the launch.
 2. D He mentions that starting today there will be a TV advertising campaign.
 3. D He is going to fly to Los Angeles at three o'clock.

Mini Test – Listening for Details p102 Track 92

1. A The message says For a billing inquiry, please press 3.
2. C There is 50 percent discount on all headphones and speakers.
3. D The message says to speak to a customer service representative, please press 6.
4. C The ad mentions family fun and activities for children of all ages, and free meals for children under five.
5. A The Aloha restaurant specializes in authentic local food.
6. C Anyone booking online will get breakfast absolutely free.
7. A The man says that the Regent Hotel is too small for us these days.
8. C The Roosevelt is in the Adirondack Park, which is outside of the city.
9. B He hands out the brochure and says let's talk about it.
10. C There are three tables of six all booked for between seven thirty and eight.
11. B They are having a 50th birthday party.
12. D The woman says I'll go and tell the chef. We can infer she will go into the kitchen.

Making Inferences

Questions about Attitude p104 Track 94

1. B The speaker sounds grateful, saying Thank you and later repeating her appreciation.
2. A The man says the Jameson contract was something we all tried to win, and mentions the lucky woman who succeeded will get a huge bonus. His tone is jealous.

Questions about Deductions p104 Track 95

1. B The speaker asks employees who have parked there to move their cars as soon as possible.
2. A The woman says the situation isn't good, and that stocks are down again. She mentions orders have fallen.

Mini Test – Making Inferences p104 Track 96

1. A The speaker says we can't wait any longer, and that they are ten minutes behind schedule.
2. B Her tone is frustrated, especially towards the end that's their problem.
3. D The man apologizes that Carolina Strakovsky cannot perform, saying we understand that you came to hear Carolina Strakovsky, and offers a refund for those that want it.
4. A We can infer that the man feels disappointed that the event can't take place as planned.

Steps to Success p105

Practice 1 Track 97

1 What/announced, 2 How long/Vicks/Mundo Medical, 3 What/implied/news

1. C The announcer says the C.E.O. of Mundo Medical is leaving to join rival PRC Chemicals.
2. C She has been there for more than twenty years.
3. B The man refers to the announcement as shocking.

Practice 2 Track 98

1 problem/website, 2 How long/problem, 3 What/Lee/do

1. C The woman complains that there is still a wrong telephone number on the website.
2. D She says It's been almost four weeks now.
3. B She wants Lee to do this ASAP, preferably today.

Practice 3 Track 99

1 Where/announcement/made, 2 What/ passengers/do, 3 When/arrive/London

1. C The words luggage, seat, aisles, racks, and bags are related, but buffet service and train indicate the location.
2. A Passengers are asked to make sure your luggage is labeled correctly and to put small bags in the racks above your seat.
3. C The man says We will be arriving in London at 9:15. (A) is the current time in Great Britain. (B) and (D) aren't mentioned.

Practice 4 Track 100

1 What/aim/message, 2 kind/movie/7:00 P.M., 3 Where/movie/rock music

1. C The message is all about tonight's features.
2. B The romantic comedy Always a Bridesmaid is the only movie at 7:00 P.M.
3. D This is where Metal Music Mania is showing.

Practice 5 Track 101

1 Who/speaker/addressing, 2 How/Argo 250/ compare, 3 How long/guarantee/Argo 250

1. A The Argo 250 is available at all good department stores, so the speaker is not addressing buyers (A). This is a sales pitch, not a board meeting (C). The reference to returns policy and shipping is a distractor for post office (D).
2. A The speaker mentions the Argo 250 uses 50 percent of the electricity of other leading brands.
3. D The vacuum has a lifetime warranty.

Review Test p112 Track 102

1. C The announcement begins Attention Shoppers and mentions store, checkout counters, purchases, and food and drink.

2. B The announcer warns the store *will be closing in fifteen minutes* and asks shoppers to *pay for their purchases*.
3. B The announcer says that *tomorrow is bargain Tuesday*. The store is shortly to close. It is therefore Monday evening.
4. C The presenter refers to *the fans here in the stadium*.
5. D The presenter says he is joined by *both players*, who have just finished a tennis match.
6. A The match was *one of the longest in the history of this competition*.
7. C She says *Andrew is sick* and that she has to *take him to the hospital*. We can assume he is her son as she says *he'll probably be out of school for a few days*.
8. A She wants him to *finish the monthly invoices*.
9. D She is calling her office, so she is not at work (A). She will go to the hospital tomorrow (B). She says the *doctor's office is calling*, not that she is there (C). We can deduce that she is with her son at home.
10. A The speaker says *this is the office you'll be using*, and gives some general information about where things are.
11. B He says the restroom is *down the hall on the left*.
12. C He says a *client of mine is coming soon* so we can assume he will go to meet him. (A) refers to *coffee maker*. (B) and (C) are not mentioned.
13. D Thunder Bay in northern Ontario *will see some showers... in the late afternoon*.
14. A The speaker encourages listeners to *enjoy a walk or a jog in the park*.
15. B The speaker says *by mid-week we could hit 20 degrees!* It is currently 17 degrees.
16. A Phrases such as *Over the next three hours*, *After that*, and *then* indicate the speaker is outlining a series of events.
17. C The speaker says that everyone attending the seminars shares the desire *to be the best you can be in life*. He goes on to mention *personal growth and true potential*.
18. D The speaker says he will *wrap up with a question and answer session*.
19. B The speaker is announcing different news stories. (A) confuses *news announcer* with *reporter*. (C) repeats *business correspondent*, but refers to *Kate Leung* not the speaker. (D) repeats *climate change*, but reflects the focus of the first news item rather than the speaker.
20. B This extract is mostly about an *agreement reached at the World Trade Talks to reduce carbon emissions*. This is a *major step forward*. No speech is mentioned (A). (C) is incorrect as carbon emissions are to *reduce*. (D) repeats *global warming* but this is not the topic.
21. B An official announcement is expected *within the next sixty minutes*.
22. A The ad is aimed at anyone who has *had an accident at work*. The company will *deal with your employer*, so the ad isn't aimed at employers (A). (C) repeats *insurance*. (D) refers to the company placing the ad, who will *investigate your claim*.
23. A The ad mentions a *cash lump sum* and a *regular payment*, and encourages listeners to get in touch to *find out how much you could get*.
24. B Listeners are asked to *Call now* on the number provided.
25. D The message is for people calling the company. (A) is incorrect as the people are calling the *Customer Service department*. (B) confuses the people making the call with who they are calling. (C) confuses two meanings of calling; *visiting* and *phoning*.
26. D The *estimated waiting time is fourteen minutes*.
27. C Callers are asked to press *1* to leave a message if they don't want to hold.
28. B The radio presenter is outlining the sections of the show, as indicated by phrases such as *In a few moments*, *Then*, and *Finally*.
29. C The speaker refers to *our very own Laura Sharp*, implying she works for the radio station, and says she will talk about the *latest music and entertainment news*. (A) refers to *Hamir Sharma*. (B) repeats *singer*. (D) is not mentioned.
30. A The speaker starts by saying *in just a few moments* he will be asking theater critic Hamir Sharma about the *best shows in town*. (B) repeats *city life*, which is the name of the magazine Hamir Sharma is a reviewer for. (C) relates to *music* which Laura Sharp will cover. (D) repeats *health* but no survey is mentioned.

Listening Comprehension Test

Part 1 p115 Track 103

- A There are bags, but people are not *unpacking them* (B) and they are not *for sale* (D). This is at an airport, but the bags are not being *loaded onto an airplane* (C). They are on the baggage carousel.
- B Some chairs are visible, but he is not *fixing a chair* (A). There is paper on the table, and (C) confuses *folding* with *holding*, but he is holding a *hammer* (not paper). He is *standing near*, not *sitting at* the table (D).
- B It is not clear whether both men are wearing hats, but they are definitely not *taking off* their hats (A). There are no *cattle* to feed (C). They may be in a garden, but are not *relaxing* (D). They must be pulling weeds. [Some questions in the TOEIC test can only be answered by eliminating other choices.]
- C He is in the room, not *entering* it (A). The room is tidy, not messy (B). We do not know if the bed is next to the door (D).
- C This question focuses on a detail. The man may be at a hotel checking in, but he is not *checking his bag* (A). They are not in a *store* (B), or *shaking hands* (D).
- B There are no leaves on the tree. This is a play park, but there are no children playing (A). The weather looks sunny, with no rain (C). (D) confuses the wooden items in the park with house construction.
- C They are not *boots* and they are not on the *floor* (A). We do not know they are *samples* (B) or *in the way*. These are racks, not shelves, and there are no *clothes* on them (D).
- A (B) mentions *water*, but confuses the context. He is *washing*, not *drying*, the dishes (C). There are plates, but he is not *waiting* for any (D).
- C The people are *standing*, not *sitting* (A). This does not appear to be a restaurant (B), and no presentation is taking place (D).
- D She may be a nurse, but she is not *helping* anyone (A). There is no elevator (B). She has a badge, but she is not *holding* it, she's wearing it (C).

Part 2 p121 Track 104

- A (B) confuses *hear* with *here*. (C) answers a different question (*What is Mr. Jameson's position?*).
- C (A) confuses *room* (meaning space) with *Room* and does not answer the question. (B) cannot answer a choice question.
- A (B) responds to a different problem. (C) misleads linking *there* with *here*.
- C (A) repeats *out*, but does not answer the question. (B) repeats *called*, but answers a different question (*When did they call?*).
- B (A) answers the question *What presentation did you give at the conference?* (C) repeats *conference*, but does not refer to presentations.
- A (B) misleads by relating *cold* to room temperature. (C) confuses *sold* with *cold*.
- B (A) confuses *recruit* with the similar-sounding *computer*. (C) confuses the subject and repeats *new*.
- C (A) repeats *recommend*, but answers a different question (*Would you recommend...?*). (B) refers to staying in New York, but does not answer the question.
- B (A) answers a different question (*Is the train the quickest...?*). (C) confuses *vacation* with *station*.
- B (A) confuses the subject. (C) relates *assistance* to *assistant*.
- A (B) confuses the verb *break* meaning to damage with the noun *break*. (C) refers to *Do you want to take a*, but is an illogical response.
- B (A) does not answer the question. (C) confuses *replace* and *briefcase*.

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23. C Both (A) and (B) are illogical responses.
24. A (B) confuses *half* and *staff*. (C) repeats *say*.
25. C (A) answer a different question (*How much is parking?*). (B) repeats *park*, but as a noun.
26. B (A) confuses *male* (relating this to *women*) with *mail*. (C) assumes they are waiting for delivery of an order, not *mail*.
27. C (A) uses past tense of the verb *work* and the distractor *fine*. (B) confuses the subject and topic.
28. A (B) confuses *amazed* with *raise* and refers to a different subject. (C) is an illogical response.
29. B (A) answers a different question (*How long was the flight?*). (C) uses the verb *fly*, and confuses *tonight* and *flight*.
30. C (A) uses the verb *leave* in the past, but refers to a different subject. (B) confuses *relieved* with *leave*.
31. A (B) assumes the question *Would you like to go to...?* (C) refers to Australia, but answers a different question.
32. C (A) is an illogical response. (B) refers to the past.
33. B (A) answers a different question (*How much did it cost?*). (C) relates to *days*, but does not answer the question.
34. C (A) cannot answer a choice question. (B) is an illogical response.
35. C (A) relates *leaving* with *finished*. (B) confuses *imports* with *report*.
36. A (B) uses the phrase *feel like*, not *feel*. (C) repeats *today* and *good* but answers a different question.
37. B (A) repeats *book*, but with a different meaning. (C) repeats *hotel*, using *next week* as a distractor for *soon*.
38. A (B) begins *No*, which answers the slightly different question *Did Naomi say which...?*. (C) answers a different question (*When did Naomi leave college?*).
39. C (A) repeats *money* and *back* but answers a different question. (B) does not answer the question.
40. B (A) repeats *tell*. (C) repeats *help* in a different context.

Part 3 p123 Track 105

41. B The woman answers the phone and offers to take a message. (A) confuses *extension*, *line*, and *busy* with technical problems. (C) and (D) cannot be inferred.
42. A The woman tries Lucy Ward's extension number and says *the line is busy*.
43. B The woman asks the man if he'd like her to pass on a message. He says *Yes please*.
44. A They are talking about moving filing cabinets, tables, and chairs to a different location in another building. (B) is a distractor for *Maintenance Department*. They are relocating their office, not moving home (C). (D) is not mentioned.
45. C The man says *Maybe we could hire a truck*.
46. A The woman says *she will find out how much it'll cost*.
47. B The man says he is working on *this week's sales report*. They are both in an office. (A), (C) and (D) are incorrect.
48. A The woman mentions *going to lunch* at a nearby restaurant, and the man says *OK, that sounds good*.
49. B The man is working and says *I'll be along in a minute*. We can assume he wants to keep working for a short while.
50. C The words *on board*, *passengers*, *take off*, *Customs* and *captain* indicate this conversation takes place on a plane.
51. A The man says they are *waiting for two more passengers*.
52. C The woman says they *can't wait much longer*, meaning they will wait for a short time.
53. D The man complains about the desks *covered in dust and paper all over the floor*.
54. D We can tell from his tone, and from what he says (*I'm sick of it*) that the man is angry.
55. A The man says he wants to *get rid of Andy*, and *advertise for a new cleaner*.
56. D The woman says they have won *five big contracts* recently. The man says they are *starting to see the results* of their hard work.
57. A The woman says *we got the Jefferson contract last week*.
58. D He says *I'll give them a small bonus*. (B) and (C) are the woman's suggestions. (A) misleads by referring to the contract they have won.
59. C The man mentions *the meeting room upstairs* and later refers

to impressing visitors. They can't be in a hotel (A). The woman says she will go to a garden center (B). (A) confuses *coffee table* with coffee shop.

60. A The man says *we could put more lights in*.
61. C She will go to a garden center *on Saturday* to buy plants.
62. B They are speaking about painting the *ceilings and walls* on the first floor rooms, and need to know the *color*. He man is a *painter*.
63. A The man is annoyed when the woman says they *haven't received payment* for last month's work.
64. B The woman suggests calling Joanne Masters at the start of the conversation. The man later says *Tell her we need that money*, implying the woman should call Ms. Masters.
65. C They are talking about the dishes they are eating; fish and vegetable pizza. They are not in an office (A), or buying the food in a grocery store (B) or at a market (D). We can assume they are in a restaurant.
66. D They can't be housemates (A) or coworkers (C) as they do not see each other often. (B) is incorrect as the man asks *How are things at work?* They are most likely friends.
67. A The man says *We haven't seen each other for ages*.
68. C The woman complains *the roof leaks* and the *windows won't close*. They then discuss the cost of repairs.
69. D She says she will ask someone to *give us a price for the repair*. She will get someone to take a look, not look herself (A) or fix the problem herself (B). She wants to get a quote, not send a quote (C).
70. A The man says *I hope it won't cost too much*. He is worried by the possible expense.

Part 4 p125 Track 106

71. D The speaker is giving the weather forecast on *WTNC*, which we can deduce from the context is a radio station.
72. B He says *Thursday will be wet but there will be sunny periods*.
73. C The forecast says there is a *70 percent chance of rain on Friday*.
74. B The phrases *National Airlines flight*, *Gate 34*, *flight* and *final call* all suggest this is in an airport.
75. D The speaker advises Mr. Tomaselli to *proceed directly to Gate 34*, as the flight is *about to depart*.
76. A As the *gate will close in five minutes*, Mr. Tomaselli needs to get there quickly.
77. A The speaker refers to *your needs here at Ableweight Industries*. He is presenting a sales pitch to executives at the company. (B) relates to the man's field of expertise. (C) is his company. (D) refers to *customers* the man mentions.
78. B The speaker is pitching to *design and deliver a market research program*.
79. D The man says he and his team are *experts at market research*.
80. A The words and phrases *editorial* and *design departments*, *print room*, *books*, and *shipping room* indicate this is a publishing company. (B), (C), and (D) are all mentioned as part of this.
81. C The speaker mentions *the articles that you all write*. The audience is a group of reporters.
82. B The woman says *We'll end in the museum*.
83. C The ad says the magazine features *leading business experts* (A), and asks people to subscribe, so is not aimed at retailers (B). (D) misleads by relating to *International* in the title of the magazine.
84. C The magazine is *delivered monthly* to subscribers.
85. A The ad says listeners need to subscribe for *two years to get a free luxury ballpoint pen*.
86. A The man says that Ms. Wilkins *has decided to step down from her position* and will be moving to *Marston Convention Center*.
87. B The speaker refers to the audience as *department heads*, and later mentions the name of the company as the *Waterford Hotel*.
88. D He says that anyone interested should *e-mail Human Resources*.
89. A This is an automated queuing system. The extension number is mentioned, but has not been dialed (B). (C) and (D) are incorrect.
90. D The end of the message states *your estimated wait time is eleven minutes*.

91. C The phrases *make flight reservations* and *book hotel rooms* indicate the company is a travel agency.
92. A The speaker tells the people to clean the *kitchen*, *tables*, *chairs*, and *cutlery* before the inspection. (B) is not mentioned. The speaker says *this is an emergency*, but he is not speaking to emergency workers (C). *Kitchen* is mentioned, but not *kitchen suppliers* (D).
93. B The man says the complaint was made by a *member of the public* last week.
94. A The time is *ten*, and the inspectors are *arriving at one*.
95. B The speaker is talking about *this year's charity fundraising event*. The aim is to raise money (A), but she is talking about the event itself. (C) is not indicated. (D) refers to where the money raised will go.
96. D As there are *fourteen other companies*, the total is fifteen.
97. D The decision is made to hold a *sponsored car wash*.
98. B The presenter says that Brinks Machinery will stop operations *at the end of this month*. (A) confuses *shock to the town* with *earthquake*. The President is not new to the job (C), and no job losses were announced previously so there can be no increase in job losses (D).
99. C He is the *President* of Brinks Machinery.
100. B Mr. Chadley blames *cheap imports from overseas* for the failure of the company.

READING

Grammar

Word Choice – Mini Test p131

- C The structure used here is *so + adjective (tired) + that*.
- B We use *no* before nouns.
- A *Would you like* is followed by *some* before an uncountable noun.
- B We use *enough* (meaning *sufficient*) before countable nouns.
- D As *time* is uncountable, *little* is used after *very*.
- C Before the countable noun *photographs*, we use *many*.
- B Here *most* (meaning *the majority of*) is needed.
- A To refer to two related nouns, *both* is used.
- B Only *never* can complete this positive statement.
- D In this negative statement, *any* is used.

Auxiliary Verbs – Mini Test p133

- B Only *cannot* (*can't*) is possible to express present inability.
- D We use *have to* as this is something that is necessary.
- A *Could* completes this polite request.
- D We use *should have* to express advice in the past.
- C Here we use *didn't have to* (meaning *it was not necessary*).
- B To express negative possibility in the past we use *could not have*.
- D Here *might* expresses possibility.
- B To indicate present ability, we use *can*.
- A Occasionally, *must* is used to express present obligation.
- B Here, *could* completes the negative possibility.

Comparatives and Superlatives – Mini Test p135

- B The superlative of the two-syllable adjective *serious* is needed here.
- B The comparative using *as...as* completes this sentence.
- A The comparative *more interested* is used before *than*.
- C This option gives the complete comparative form of the three-syllable adjective *expensive*.
- A Only *more modern* can be followed by *than*.
- C To complete this comparative sentence, *as...as* is used.
- D Although separated, the comparative form here is *worse than*.
- A The superlative *the least difficult* is needed here.
- B After *just* (meaning *equally*) the structure *as...as* must be used.
- D The comparative form of this one-syllable adjective is *nearer*.

Subject–Verb Agreement – Mini Test p137

- A The subject is singular, so *has* completes this present perfect tense.

- B Because the definite article *is* used, only *is* can complete the present continuous tense.
- D Despite the plural *managers*, *one of* takes a singular subject.
- C The object is plural (*sports*), but the subject is *program*, which is singular.
- C Money takes a singular verb form, so *was* completes the past simple passive.
- D The indefinite article is used here, so *are* completes the present continuous tense.
- C The subject is *Singapore*, which takes the singular verb form.
- B Time takes a singular verb form, so *is* completes the present simple tense.
- B *Nobody* is a singular subject.
- A Although the name of the restaurant uses the plural *Chefs*, it takes a singular subject.

Pronouns – Mini Test p139

- D Only the *reflexive pronoun* correctly completes this sentence.
- C The *possessive pronoun* is needed here.
- A In this case we use the *possessive adjective*.
- A *Mr. Lee* is the subject, so we need the *subject pronoun*.
- C The *possessive adjective* is needed to complete this sentence.
- A The subject is *We*, so we need the *object pronoun*.
- B The *object pronoun* is needed here.
- D The *possessive adjective* completes this sentence.
- C In this case we use the *reflexive pronoun*.
- B The *possessive pronoun* is needed here.

Verb Forms and Tenses – Mini Test p141

- B For actions in progress in the past we use the *past continuous*.
- D Here we need the *present continuous* for a planned future event.
- A The action finished in the past, so the *past simple* is used.
- C The *present perfect* is used for this unfinished action.
- B For plans made earlier, we use *to be followed by going to*.
- C Only the *past continuous* can fit here, for actions in progress in the past.
- A The action is completed in the past, so we use the *past simple*.
- C The *present simple* is needed to complete this sentence.
- C With *since*, the *present perfect* is normally used.
- D We use the *present continuous* for things happening around now.

Gerunds and Infinitives – Mini Test p143

- C After *forbid* the infinitive with *to* is used.
- A After *mind* we use the gerund.
- C The gerund is needed here as the action (*wasting money*) started before.
- B This is the subject of the sentence, so we need the gerund.
- D After *suggest* we use the gerund.
- B Here the gerund is used as the object of the sentence.
- A The adjective + preposition *good at* takes the gerund.
- C The gerund is used after *regret* as the action happened before.
- B After *make + object* we use the infinite without *to*.
- B The verb *justify* takes the gerund.

Vocabulary

Word Forms – Mini Test p147

- B After the modal auxiliary *must* we use a *verb* here.
- C Only an *adverb* can describe the verb *completed*.
- B Here the countable *noun* is needed.
- C The *noun* is the only word that completes this sentence.
- C Only an *adjective* can describe the noun *vehicle*.
- D The noun *way* is described by an *adjective*.
- A The *verb* is used as an imperative.
- D The *adverb* is used because it describes the verb *become*.
- B After the modal auxiliary *could* the *verb* is used here.
- C Here the *adjective* describes the noun *talk*.

Words with Similar Meanings – Mini Test p149

- B The verb *charge* means *ask someone to pay (+ for)*.
- D The verb *reduce* means *make something smaller*.

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3. C The collocation used here is *say what you think*.
4. B To match the subject *factory* we use *closed*.
5. C The collocation used here is *consumer goods*.
6. C Members of staff are *employed* by a company.
7. D Only *advised* can be followed by *us*.
8. B The document that proves payment is a *receipt*.
9. A Of these options, only a *team* can have a captain.
10. B The collocation is *develop* (meaning *create*) a *strategy*.

Word Choice – Mini Test p151

1. A The collocation used here is *fully qualified*.
2. A Someone can *play a role* (in + noun/gerund).
3. D A ceremony is *held* in a particular place.
4. C In this case, only *significantly* can follow *increased*.
5. D Only *advice* can complete this sentence meaningfully.
6. B A *decision* is *made* (*taken/reached*).
7. C Only *have* a *discussion* makes sense here.
8. B The collocation used here is *spare parts*.
9. C Here only *various* can come before *factors*.
10. D The verb *provide* collocates with *assistance*.

Prepositions – Mini Test p153

1. B We use *in* with rooms (e.g. *office*).
2. C We use *for* with a period of time (e.g. *for years*).
3. B The structure *from ... to ...* is used here.
4. D Only *by the door* makes sense here.
5. A Here *in* (meaning *inside*) makes the most sense.
6. C Only *in* (meaning *within a certain time*) fits here.
7. D We use *in* with rooms (e.g. *basement*).
8. A *During* is used here (meaning *within the time*).
9. B For up to but not after a certain point, we use *until*.
10. D We use *since* with a period of time (e.g. *since breakfast*).

Words that Look Alike – Mini Test p155

1. C When prices rise, *inflation* can cause difficulties.
2. A To be *overrated* means *valued too highly*.
3. B Only the noun *refusal* is possible here.
4. A Here *contribute* (meaning *give money*) completes the sentence.
5. B The collocation *practically impossible* is used here.
6. D The prepositional use of *except* fits here.
7. D Only the noun *morale* (meaning *enthusiasm*) can be used here.
8. C The verb *provide* collocates with *details*.
9. B We use *obtain* (meaning *get*) with permission.
10. C Of these options, *complaints* can only be *discussed*.

Conjunctions – Mini Test p157

1. C The structure *neither ... nor* is used here.
2. B Only the conjunction *although* fits grammatically.
3. A Here *whether* (meaning *if*) completes the sentence.
4. B The purpose is given using the conjunction *so*.
5. D The conjunction *despite* can take the gerund.
6. A The condition *unless* (meaning *if...not*) fits here.
7. C Only *As soon as* (meaning *Immediately*) can be used here.
8. A The conjunction *so* (showing a result) fits here.
9. B The structure *both ... and* is used here.
10. D After *not only...* we use *but also*.

Phrasal Verbs – Mini Test p159

1. B Only *keep on* (meaning *continue*) can fit here.
2. C To *look into* means to *investigate*.
3. A Only *put off* (meaning *delay*) can fit here.
4. C The phrasal verb used is *get along well* (with someone).
5. A To *put back* means to *replace*.
6. B Only *work out* (meaning *understand*) can fit here.
7. D The flight was *held up* (meaning *delayed*).
8. C To *deal with* something means to *handle* or *take care of* it.
9. B Only *gave up* (meaning *stopped*) can fit here.
10. C The application was *turned down* (meaning *refused*).

PART 5 – Incomplete Sentences

Try It Out p161

1. A The adjective needed is *informal* (meaning *casual*).
2. D The superlative form is used here.
3. B Time takes a singular verb form, so *is* completes the present simple tense.
4. C The adverb is used because it describes the verb *become*.
5. D Only *in* (meaning *within a certain time*) fits here.
6. C The verb form used here is *to be + going to* for plans made earlier.
7. B After *refuse* the infinitive with *to* is used.
8. D Only *take up* (meaning *accept*) can fit here.
9. A The noun needed is *fine* (meaning *penalty*).
10. D Only *have* can be followed by *to* (*have to* means *necessary*).
11. C The noun *decision* takes the verb *make*.
12. B The verb that fits here is *consider* (someone for something).
13. C The possessive adjective is needed to complete this sentence.
14. D We use *in* with countries.
15. B We use *tell* (meaning *inform*) with an object.
16. A The adverb *so* is used before *many* for emphasis.
17. A Only an *adjective* can describe the noun *offer*.
18. C The adverb that fits here is *recently* (meaning *not long ago*).
19. B The adjective *careless* best fits the meaning of this sentence.
20. B The conjunction that fits here is *because* (meaning *for the reason that*).
21. A We use the modal auxiliary *should* (*not*) when giving advice.
22. C Only the comparative form *bigger* can be followed by *than*.
23. B The *present perfect* is used for actions that continue into the present.
24. D We use the conjunction *Even though* to show contrast.

Steps to Success p164

Practice 1

- 1.1 B The comparative form *more...than* completes this sentence.
- 1.2 D Only the conjunction *despite* can be followed by this noun phrase.

Practice 2

- 1.1 C The auxiliary verb *could* is used here to indicate ability.
- 1.2 D The phrasal verb *come across* (meaning *encounter*) is used here.

Practice 3

- 1.1 A The reflexive pronoun is needed here.
- 1.2 B The adjective is the word form needed to describe the noun (*report*).

Practice 4

- 1.1 A The only word choice possible here is *unsuccessful*.
- 1.2 D The tense needed here is the *past simple passive*.

Practice 5

- 1.1 B The gerund is needed as the action started before.
- 1.2 C The preposition *at* is used here to refer to a location.

Review Test p171

1. A The verb is used because it follows the modal auxiliary *should*.
2. C Only *special* collocates with *occasions* in this case.
3. D The noun *applicants* (meaning *candidates*) is used here.
4. C The *past participle* completes the *past simple passive tense* needed here.
5. D Only *required* (meaning *obliged*) has the appropriate meaning.
6. B These words look alike, but only *existed* makes sense.
7. D The adjective needed here is *qualified* (meaning *eligible*).
8. A Only the noun can come after the adjective *economic*.
9. C A hotel can be *fully booked* (meaning *all rooms are taken*).
10. A The adjective *crowded* (meaning *full of people*) fits here.
11. C This noun completes the phrase *personal assistant*.
12. B This adjective completes the phrase *the person (who is) responsible (for...)*.
13. C The structure used here is *neither...nor*.
14. D Here the reflexive pronoun is used.

15. D The noun needed here is *growth* (meaning *expansion*).
16. B Only the superlative form completes this sentence.
17. C These words look alike, but only *description* fits the sentence.
18. A The phrase used here is *to have trouble* (meaning *difficulty*) + *ing*.
19. A The adjective *easy best* fits the meaning of this sentence.
20. C We use the preposition *on* with surfaces/floors, etc.
21. A The phrasal verb *to hold (someone) up* means *to delay*.
22. A Only the adjective *irresponsible* (meaning *foolish*) fits here.
23. B The *adjective* is needed here.
24. B The noun *advantage* (meaning *benefit*) fits here.
25. A Planets can only be *discovered*.
26. B This intensifying adverb emphasizes the adjective *nervous*.
27. A This conjunction showing contrast fits here.
28. B Only the possessive *adjective* completes this sentence.
29. D The present simple tense is used with the stative verb *want*.
30. C The verb *make* collocates with noun *progress*.
31. A Here the present perfect tense is used with *since*.
32. B The possessive *pronoun* is needed here.
33. C Only *in* (meaning *within a certain time*) completes the sentence.
34. C Here *temporary* (meaning *for a limited time*) fits here.
35. A The extension was done by a *contractor* (i.e. *building company*).
36. C The conjunction *whether* (meaning *if*) best fits this sentence.
37. C The names of subjects (i.e. *Economics*) all take a singular verb form.
38. D This modal auxiliary completes the polite request.
39. D Only *bill* (meaning *banknote*) can be used here.
40. B Here *any* is used as a determiner before the uncountable noun *time*.

PART 6 – Text Completion

Try It Out p176

1. B Here the verb *to be* is followed by the adjective *pleased (to)*.
2. B Used as a preposition, *Without* is followed by the noun *help*.
3. C This modal auxiliary completes the phrase *would like to*.
4. A The gerund is used after *have fun* (meaning *enjoy*).
5. B The verb that collocates with *results* is *announce*.
6. D Only the pronoun *there* can complete this sentence.
7. C Here *in* (meaning *within a certain time*) is needed.
8. A This conjunction fits the sentence, showing contrast.

Steps to Success p179

Practice 1

1. C The noun *discounts* (meaning *price reductions*) fits here.
2. A We use the present simple tense in this case.
3. C The preposition *in* is used for places and regions.

Practice 2

1. A The verb needed is *remind* (someone about something).
2. D The simple present passive is used here.
3. C The possessive adjective completes this sentence.

Practice 3

1. D Only this conjunction can be followed by this noun phrase.
2. B The collocation used here is *achieve goals*.
3. A The preposition *on* is used for dates.

Practice 4

1. B The conjunction *and* links these two positive statements.
2. C The noun *position* means *job in a company*.
3. D Only the noun *search* can complete this sentence.

Practice 5

1. B This adverb indicates the time has arrived earlier than expected.
2. A Only *returned* has a meaning that makes sense here.
3. A The noun *choice* (meaning *selection*) completes this sentence.

Review Test p186

1. A Only the adverb *significantly* can be followed by *expand*.
2. C The present perfect is used with *since*.

3. B Only this conjunction can complete the sentence.
4. D We use *such a* before an *adjective + noun*.
5. B The past simple is used because the action is completed.
6. D Teeth whitening is a service that the company offers.
7. A Here we need the conjunction *so* to indicate result.
8. C The phrase needed here is *take advantage of* (meaning *benefit from*).
9. A The present continuous passive completes this sentence.
10. B The modal auxiliary *should* is used to indicate expectation.
11. D We use the imperative after *please* to issue polite instructions.
12. C Here the gerund is used after the phrase *thank you (for+ing)*.

PART 7 – Reading Comprehension

Try It Out p190

1. D Dr. Stevens is responding to Mr. Katsuzawa's letter asking why he was not selected for the course *Computing for Beginners*. She mentions there were *sixteen spaces available*, that they were evenly distributed between men and women, and that those selected were all *unemployed, retired or have part-time jobs*.
2. B The course runs *Monday through Friday from 10:00 A.M. until 1:00 P.M.*, making a total of fifteen hours.
3. C Dr. Steven's refers to Mr. Katsuzawa's full-time job, and questions how he *would manage to attend the course*, which runs during normal office hours.
4. B The e-mail begins by announcing the *latest edition of "Work in Action"*. Although (A) a survey is mentioned, this is not until the third paragraph so is not the main purpose. (C) and (D) are not mentioned.
5. A Ms. Shaw works for *Carpe Financial Management* and writes about sources of *financial support and funding*. (B) is too general, (C) is incorrect as she is not publishing the magazine, and (D) is not mentioned.
6. C The word *confidential* means *private* (i.e. answers will not be disclosed).
7. B The e-mail begins *Dear Customer*. It is for anyone who receives the magazine "Work in Action."
8. A The ad states that the offer is available *when you book online*. (B) is not mentioned. (C) is incorrect because you must *arrive* (not *book*) on a red date. The offer is *valid for new reservations*, which does not mean *new customers* (D).
9. C The ad mentions *the very finest cuisine* (A), that the hotel is *ideally situated for exploring the city* (B), and that it is a *perfect venue for a ... business meeting* (D).
10. A The ad states *Full payment is due at the time of booking*.
11. D Mr. Hilper's e-mail address indicates he works for *Aranlo*. He mentions *Off Mart* (A). He is writing to *Central Stationery* (C). He bought *BestBrand* printer cartridges (B).
12. D Mr. Hilper's e-mail mentions prices at *Central Stationery* and says they are *in some cases more than double those charged at other stores*. He goes on to give examples of high prices. (A), (B), and (C) are not mentioned.
13. B Referring to *OffMart*, Mr. Hilper says *I notice from their online shop...*
14. C In his e-mail, Mr. Hilper mentions one of the three filing cabinets cost \$65. In his response, Mr. Prent says this *third cabinet is the new model* and is therefore more expensive.
15. D Here, the word *value* means *appreciate* or *consider important*.
16. B Ms. Arakawa mentions changes in the length of the group tour and also the departure time, and possibly lunch venue. (A) is incorrect as the tour hasn't taken place yet. The tour is not for the staff to participate in (C) and it is already organized (D).
17. B In her memo, Ms. Arakawa says *the length of the group tours is no longer two hours*. In the schedule, the group tours are shown as lasting 90 minutes (*from 10:00 A.M. – 11:30 P.M.*). They are thirty minutes shorter.
18. D In the schedule, Mr. Walker is shown to take *Group B* on a tour of the *Print Room* in the afternoon.

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19. C In the memo, Ms. Arakawa ask Dr. Nicholson to finish his talk *in 45 minutes*. In the schedule, his talk starts at 3:00 P.M. He should therefore finish by 3:45 P.M.
20. D Here, the word *prompt* means *punctual* or *on time*.

Improve Your Performance

Reading for Main Ideas

Passage 1 p200

1. A recent conference. In the subject line, Ms. Williams refers to the conference *last Tue* and goes on to say it *went extremely well*.
2. To thank an organizations' staff. Ms. Williams begins *I would like to say "many thanks"* and finishes with *please pass on our thanks* to the staff at the Maybridge Center.
3. A convention center. Ms. Williams refers to the Maybridge Center as a *fantastic venue* and says she looks forward to *holding more events in your great facility*.

Passage 2 p201

1. Opposition to a proposed development. The article focuses on protests from residents at the plans to build a fast food restaurant and gas station.
2. To report a community meeting. The article is about a *special council meeting* that took place *last night*.
3. In a local newspaper. There is nothing to indicate this is from a college newsletter or science journal. It is a straightforward reporting piece in a local paper.

Passage 3 p202

1. Application requirements. The fax concerns an application for a bank account, and is accompanied by an application form which Mr. Wong must *complete and sign*.
2. To request information. Ms. Bertram wants to confirm some personal details from Mr. Wong.
3. A potential investor. Mr. Wong is interested in a savings account. He wants to invest.

Passage 4 p203

1. Cooperating in research. The letter mentions Dr. Gupta's *research interests*, and discusses *working together on a research project*.
2. To agree to work together. Mr. Harp says that the possibility of working with Dr. Gupta is an excellent idea.
3. A scientific researcher. Dr. Gupta's knowledge is in the field of fuel cells and renewable energy.

Passage 5 p204

1. A job vacancy. The ad is headed *Temporary Cashier* and details the job requirements.
2. People who want short-term employment. This is an ad for a full-time, but temporary (i.e. short-term) job.
3. To support a job application. Ms. Jackson mentions her work experience and personal skills.
4. She is working part-time. In her e-mail, Ms. Jackson says *I work part-time as a cashier*.
5. It is very successful. The ad mentions it is *Maine's biggest seafood and fish restaurant*.

Mini Test – Reading for Main Ideas p206

1. B The article is mainly about *Harney's*, which is described as a large *electronic retailer*. (A) is not mentioned. (C) is only mentioned in the final line. (D) is given as a reason for poor sales, but is not the main focus of the article.
2. D The article focuses on the company's fall in profits and poor performance. Five stores will close, but this is not the main focus (A). (B) is too general. Sales since the New Year (C) are referred to, but are not analyzed.
3. C Only (C) is possible. (A), (B), and (D) do not match the style or content.

4. B The article mentions the company's *recovery plan* is intended to *reduce overheads* (i.e. *cut costs*). There is no indication the company will leave Oregon (A), although five stores in Oregon will close. (C) and (D) are not mentioned.
5. A The company is clearly facing tough challenges. (B) is incorrect as profits are down. Although results are poor there is no indication the company will collapse (C). (D) is not mentioned.

Reading for Details

Passage 1 p208

1. Ms. Gillingham is the *Admissions Officer*.
2. The courses take place *on weekday evenings*.
3. Mr. Courtney says he is *especially interested in Skills for Work*.
4. He asks for a *brochure* and a *price list*.
5. He says *A friend told me*.
6. Reduced fees are available for people with *low incomes*.

Passage 2 p209

1. In *Melrose Hall*.
2. Her lecture is *Living Energy*.
3. *The Learning Brain* lasts for two hours.
4. *Sally Erskine* the *Academic Program Manager*.
5. Her lecture finishes at *1:15 P.M.*
6. The last paragraph states *Only members of the university may attend*.

Passage 3 p210

1. She *got back yesterday*.
2. They are *waiting for payment for Phase Three*.
3. She has been *on a business trip to Seoul*.
4. She is going to *Beijing*.
5. She will be back on Friday.
6. Rupert can call her *at four o'clock this afternoon*.

Passage 4 p211

1. The ad states *We are specialists at removing viruses and spyware*.
2. Any *customers in Orlando* who need emergency help.
3. The *PC Total Care service*.
4. At the bottom the ad says *Call us to discuss your requirements*.
5. The cost is \$50 per hour. (\$500 for ten hours.)
6. There is a *free consultation* with the web design team.

Passage 5 p212

1. The e-mail states that Mr. Sharpe is the *Academic Advisor* for the *Dynamic Sales and Marketing* course.
2. Five days. The dates are *July 22–July 26*.
3. Those who pass will receive a *GeoTraining Certificate of Training award*.
4. Ms. Burton mentions he can e-mail *the course planning team*.
5. He needs to pay \$4000 (the course fee \$3950 and \$50 "priority registration" fee).
6. She is the *Course Manager*.
7. The location is given in the notice as *The Hoover Building*.
8. In her e-mail, Ms. Burton asks Mr. Jones to pay *immediately*.
9. At the bottom of the notice, the bank is given as *Hanubo International*.
10. Ms. Burton mentions this is necessary because he is *registering very late*.

Mini Test – Reading for Details p214

1. A The discount for this item is given as *12 percent* in the fourth column.
2. C The *Expected delivery times* state around *5 days after the order is received*. This is within a week.
3. C In the opening line, Mr. Bryson says Mr. Ames visited *last Friday*.
4. B The letter states that shipping is free for *orders over £1000*. The total order is above this amount.
5. C The *Sub-Total* (before VAT is added) is given as £3313.70.

Making Inferences

Passage 1 p216

1. *The office manager.* Only someone senior within the company (i.e. not a client) would have the authority to issue this reminder. A cleaner would not refer to *our clients*.
2. *The problem is getting worse.* The writer states that *in recent weeks ... more and more dirty cups are being left* in the conference room. It is not suggested that customers are complaining. The number of meetings is unrelated.
3. *The current situation is bad for business.* The writer mentions that the sight of the dirty cups *makes a poor impression* on clients, inferring it is bad for business. There is no suggestion that staff should meet elsewhere, or not take drinks into the room.

Passage 2 p217

1. *He recently applied for a job.* Ms. Sharlow thanks Mr. Petain for his letter *expressing an interest in working* at the resort and mentions there were *many applications for the position*.
2. *Mr. Petain has trained as a ski instructor.* The job that he applied for is *ski instructor*, and it is stated that he has a *Level 1 qualification*. We can therefore infer he has trained as a ski instructor.
3. *He needs to achieve better qualifications.* Ms. Sharlow refers to applicants who are *extremely well qualified*, and ends by explaining *As you only have a Level 1 qualification* which implies it is appropriate, but insufficient. There is no suggestion he should reapply.

Mini Test – Making Inferences p218

1. C Mr. Bickerstaff is *well known for his profiles of business leaders* and this is referred to as his *latest publication*. Neither (A) nor (B) can be inferred. (D) relates to the topic of the book rather than the author.
2. D Mr. Ellington feels the author needed to *look beyond the borders of the United States* for business leaders to focus on. There is no mention of it being specifically useful for those wanting to own a business (A). The suggestion is there are important leaders *elsewhere* that are not covered (B). Only those *new to the subject* will enjoy this, not everyone (C).
3. A This is a book review. The book was published by *Sun Valley Press* (B). There is no indication Mr. Ellington is a successful businessman (C) or an expert in business (D).
4. B He is disappointed only business leaders from the USA are covered, and feels the author *missed a chance* to broaden the focus. This means the book is *lacking in appeal*. There is no indication the book is exciting (A), or badly written (C). The price is given as \$15.95, but there is no mention whether this is reasonable or not (D).

Steps to Success p220

Practice 1

1. B Chris writes *I'm sorry but I won't be there for the meeting* and asks John to go alone. The meeting will go ahead, not be rescheduled (A). Chris is not placing an order (C) or checking prices (D).
2. A The company installs and maintains alarms. There is no reference to a bank (B). (C) and (D) are not mentioned.
3. C Chris mentions Mr. Holden's *intruder alarm has gone off* and that he *wants me to reset the system*. (A), (B), and (D) all relate to John's meeting with Mr. Goldman.
4. D Chris wants Mr. Holden to place an order, which indicates he is a client. (A), (B), and (C) are incorrect.

Practice 2

1. A The letter is about the benefits of membership in the International Hotel Workers Association. Ms. Hernandez is not applying for a job (B). (C) is mentioned, but is not the main purpose. The letter mentions membership fees, not donations (D).
2. C The letter states *Anyone working in the hotel industry* can join. This includes senior managers (A), part-time workers (B), and full-time workers (D).

3. D The Health Care plan costs \$75 per month extra.
4. B Ms. Holstein works in the *Membership Team* of the IHWA, which is a union. (A), (C), and (D) are incorrect.

Practice 3

1. A The notice outlines what employees will do on International Volunteer Day. Participation is mandatory, so no volunteers are required (B). They will be renovating the local school, not reporting on it (C). No job vacancy is advertised (D).
2. A The notice states they will be using *the two new trucks that have our sign*. (B), (C), and (D) are not mentioned.
3. A According to the Mr. Petrov, *It should take a full day*.
4. B With teams of plumbers, electricians and painters, we can deduce this is a building company.

Practice 4

1. D This document is for customers of a delivery company. It details services and prices. There are no instructions (A), or leisure topics (B), and the content does not cover food (C).
2. C The service is for *most national locations*, meaning some areas are not covered. Where delivery is possible, it is guaranteed (A). A surcharge is only needed in the cases listed below the chart (B). Packages cannot be sent to other countries (D).
3. B The fastest international service is *Global Priority*, which could take just two days.
4. D The maximum weight for this service is 10 pounds. CDs and DVDs (A) and items not wrapped in NKP packaging (B) incur a surcharge whatever the service. No limit to the value of items (C) is mentioned.

Practice 5

1. C This heading best summarizes the content of the article. Sarco International conducted the survey, so (A) and (B) are incorrect. (D) is not mentioned.
2. B 5,000 questionnaires were sent out. 80 percent of managers replied, meaning 4,000 in total.
3. A The complaints mentioned are that meetings *started behind schedule* (B), *failed to meet their objectives* (C), and *lasted too long* (D). Only (A) is not mentioned.
4. C Eric Knowles is a reporter for the publication *Business Today*.

Review Test p226

1. C The beginning of the letter states that Mr. Dubois wrote about his *latest dining experience at Jim's Diner*.
2. A She states that when people write *it is usually to make a complaint*, so Mr. Dubois' letter was a *nice change*.
3. B He is told to show the letter to a staff member for a *20% discount* the next time he visits. (A) and (D) refer to the *Make a Difference* bonus for staff. (C) is not mentioned.
4. B Rob writes he will be at a *meeting in Los Angeles on Friday*. He is not going there on vacation (D), but for business. He is *flying out tomorrow morning*, not on Friday (C). (A) refers to his boss, who has lost his job.
5. D Here, the word *fired* means *dismissed or sacked/made redundant*.
6. D The notice publicizes a single seminar, not a training program (B). Dr. Dawkins' achievements are listed (C), but this is not the main purpose. (A) is not mentioned.
7. C The talk will take place at *The Martin Cross Building at New Jackson University*. Dr. Dawkins will give seminar during his visit. (A) and (B) refer to Dr. Dawkins' current positions elsewhere. (D) is the university department that is running the event.
8. D He is *C.E.O. of Electra International* (A), he *teaches on MBA and executive education programs* (B) and he *designs...corporate training programs* (C). Only (D) is not mentioned.
9. B Ms. Steel asks sales managers to tell their staff to *reduce their expenses*. She wants to avoid cutting budgets (A). (C) is not mentioned, and (D) cannot be inferred.
10. C She warns that savings must be *made within the next three months* or budgets will be cut. We can infer she intends to review budgets in three months. (A) may not be necessary. (B) is not mentioned. (D) refers to the amount over budget.

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11. A She mentions *train travel* (B), *receipts for all expenses* (C) and *stays in hotels* (D). Only (A) is not mentioned.
12. C The article is about creating *successful relationships in business*. (A), (B), and (D) are not mentioned.
13. D Paragraph two ends *Most of all, talk to your clients...* (A), (B), and (C) are all mentioned, but are not the most important principles.
14. C Step Two mentions *Always do what you say you are going to do* (A), *Set yourself achievable goals* (B) and *assess your progress* (D). Only (C) is not mentioned.
15. A Here, the word *fundamental* means *basic or essential*.
16. A Under *Reasons*, the customer writes *As always, I was very pleased...* which clearly indicates the customer has used the company before. (B), (C) and (D) cannot be inferred.
17. B Here, the word *unpleasant* means *disagreeable or objectionable*.
18. C The topic of this paragraph is the *reception staff* mentioned in the first line. Ivan is the translator (B). The writer is a customer (D). (A) is not mentioned.
19. B The first line states *Please find following our order...*
20. C The fax is sent on *May 27*, and Ms. Barkley wants the items by *Friday, June 5th*, which is the end of the following week.
21. D The second paragraph mentions *the order totals over a thousand dollars*.
22. D Sumiko asks readers to *sponsor me if you can*, and mentions that *whatever you do give will go to a good cause*.
23. C In line 2 she states she is running *in support of the American Stroke Association* this year. (A) was the charity she supported last year. (B) is the company she works for. (D) is *the company's official charity*.
24. C She mentions *This year, I am running...* which suggest she has run the Boston Marathon before. She also refers to *Last year*, and says *this year I want to do even better*. She *started training two months ago*, so (D) cannot be correct. (A) and (B) cannot be inferred.
25. B Under *Course Objectives*, the course is stated as being for *medical staff at UHMC (United Health Medical Centers)*.
26. A Next to the Sunday afternoon session *Team Building* is the comment *see course folders for more details*.
27. C Here, the word *competencies* means *skills or abilities*.
28. B They will stay at the *Chatfield Institute* which is a *residential management training venue*.
29. D Gladys tells Sanjaya *You MUST read the terms and conditions before applying*. (A) and (C) are incorrect. (B) is not mentioned.
30. C The chart indicates this year's funding for *Clothing* to be \$1500.
31. A Here, the word *confirm* means *check or verify*.
32. C Gladys mentions *As this is your first time attending ETF, I think it is worth submitting an application*. (A), (B), and (D) are not indicated.
33. D In the e-mail, Gladys refers to the chart and tells Sanjaya *your industry has been the hardest hit*. The chart shows that funding for *Construction* fell most, from \$2000 to \$1000.
34. D Mr. Ronson writes he is *unable to continue* and will be *leaving his position*. Staff cuts (A) and a pay raise (B) are covered, but are not the main purpose of the letter. (C) is not mentioned.
35. B In her memo, Ms. Rebecci says he started *in the beginning of April*. The letter gives the date as *September 30*.
36. A Ms. Rebecci states *I have tried to bring us up to date* and refers to *the measures I have taken*. (C) is incorrect as the memo states his coworkers will take over Mr. Ronson's role. (B), and (D) cannot be inferred.
37. B The memo states that a few months ago *the company was in terrible shape*. There have also been *staff reductions*. (A) is incorrect. (C), and (D) cannot be inferred.
38. A Here, the word *measures* means *steps or action*.
39. C Mr. Walliam is *C.E.O. of Presoneat Assurance Co., Ltd* which has offices in *Sakura Building 1*. (A) and (B) refer to the notice. (D) is not mentioned.
40. C Mr. Walliam says some people *continued working as normal* (A), and that the fire alarm *sounded at 5:20 PM*. (B). He also complains *you did not give us a time* (D). Only (C) is not mentioned.
41. B The notice states *you must leave the building immediately*. (A) is not mentioned. (C) is incorrect and (D) refers to after they have left the building.
42. C The notice states the fire alarm test will take place on *Monday, August 17*. Mr. Walliam refers to *yesterday's fire alarm test*.
43. A Here, the word *scheduled* means *planned or timetabled*.
44. B The deadline is given as *September 30*. (A) is incorrect. (C) and (D) are not mentioned.
45. A The position advertised is *Maintenance Supervisor*, and duties described include *the supervision and management of operations*. (B), (C), and (D) are not mentioned.
46. D The ad states those with *supervisory experience will be preferred*. In the e-mail, Mr. Lyton writes *I have never been a manager*. He is *used to working with computers* (A) and *has eight years' experience* (B). He qualified in 2001 (C).
47. B In his e-mail, Mr. Lyton states *the best way to reach me is on my cell phone*.
48. B Here, the word *common* means *popular or widespread*.

Reading Test

Part 5 p244

101. D Only this adjective has the correct meaning to fit the sentence.
102. B We use *much* in negative sentences with the uncountable noun *money*.
103. A This modal verb completes the deduction *must have + past participle*.
104. D The *object pronoun* is needed to complete this sentence.
105. B This pronoun is used in negative sentences.
106. A The infinitive following *want to* is used here.
107. B We use *since* to refer to a point of time in the past.
108. C A *fine* is a sum of money to be paid as a penalty for breaking the law.
109. A The subject *information* takes a singular verb form.
110. D Only the *reflexive pronoun* correctly completes this sentence.
111. C The collocation used here is *pay attention*.
112. C The noun *guarantee* (meaning *warranty*) fits here.
113. C The adverb is used here (meaning *fortunately*).
114. C We use *at* with locations (e.g. *factory gates*).
115. A The adverb that collocates with *forbidden* is *strictly*.
116. B Here we need the *present continuous* for things happening around now.
117. C We can only use *any* to complete this negative statement.
118. D Here, the *adjective* is needed to describe *it* (i.e. *the weather*).
119. B To describe the noun *comments*, the adjective *critical* is needed.
120. B Only *look into* (meaning *investigate*) can fit here.
121. D The conjunction *unless* (meaning *if ... not*) is needed here.
122. B Here, the phrase *for external use* means *not to be swallowed*.
123. A The past participle *provided by* collocates best here.
124. C *Liz* is the subject, so we need the *subject pronoun*.
125. B The only adverb that collocates with *coming* is *definitely*.
126. A The structure used here is *no alternative but (to + infinitive)*.
127. C Only the conjunction showing contrast *Although* fits here.
128. B Only the verb *insist* is followed by the preposition *on*.
129. D The conjunction *or* correctly connects the two actions.
130. A The adjective (meaning *logical*) describes the noun *decision*.
131. D The comparative structure used here is *more ... than*.
132. B The verb *allow someone to do something* is used here.
133. C Only *in* (meaning *within a certain time*) fits here.
134. C The *present perfect* is used for this recently completed action.
135. A The verb is used as a negative imperative.
136. B We use *decide between* when there are two alternatives.
137. D The past participle ending in *-ed* is used here.
138. A Only the noun *competes* this sentence.
139. C The verb *to bring (someone something)* fits here.
140. B The collocation used here is *casually dressed*.

Part 6 p248

141. B The adjective *scheduled* (meaning *planned*) fits here.
142. C The structure used here is *most of + noun*.

143. A The collocation used here is *out of action* (meaning *not working*).
 144. D If something is done *in advance* it is done *ahead of time*.
 145. B The *future simple* is used to indicate future intention.
 146. C The modal auxiliary *should* is used to indicate expectation.
 147. C The *verb* is used as an imperative.
 148. A The verb used here is *welcome* (someone + to ...).
 149. B Of these nouns, only *obstacles* can be used with the verb *overcome*.
 150. D Only this pronoun, meaning *No matter what*, fits here.
 151. C These words have a similar meaning, but only *numerous* can come before *companies*.
 152. A Here, the infinitive is used after the verb *help*.

Part 7 p251

153. B This itinerary is to attract people to sign up for a short tour of famous places in the UK. It is not aimed at tour operators (A). Tourist attractions (C) and historic sites (D) are mentioned, but only as details of the tour.
 154. D Walking tours of (A) and (B) are mentioned, and a coach tour of (C).
 155. C The Cotswolds is described as *picturesque* (meaning *beautiful*) and *an Area of Outstanding Natural Beauty*. (B) refers to the Lake District. (C) refers to York. Only one castle, Edinburgh Castle, is mentioned (A).
 156. B The e-mail begins by giving *confirmation of your participation* at the fair. (A), (C) and (D) are mentioned only as supporting details.
 157. A The e-mail states *Contact details can be found on the order confirmation*, which is attached.
 158. C She is told she can *edit your registration data online*. (A), (B) and (C) are mentioned, but are not relevant.
 159. D Here, the word *assigned* means *allocated or given*.
 160. C Mr. Hanrahan's account *has exceeded its credit limit*. (A) refers to the *overdraft charge* incurred. There is no offer to raise (B) or correct (C) his credit limit.
 161. B He has an account with the bank, so he is a customer. *Mr. Marshall* is an employee (A). (C) and (D) are not directly mentioned.
 162. A He is asked to *Please remit the amount outstanding*. Only if this is not possible should he visit his local branch, not call (B) and speak to a client services manager for assistance (D). Further charges (C) will be applied if he does not resolve the situation.
 163. C Francis says he can't conduct the performance review next Monday, and asks Suzanna to *check your diary for an alternative date*. He says he *can't reschedule* the doctor's appointment (A). (B) and (C) relate to the purpose of the meeting.
 164. D She is asked to list her *goals* (A), *successes* (B), and *anything you want to ask about* (C). Only (D) is not mentioned.
 165. B Here, the word *productive* means *constructive or useful*.
 166. C Francis is conducting Suzanna's performance review, so we can assume he is her manager. (A), (B), and (D) cannot be inferred.
 167. D A *consultant will visit your home* (A), *measure the dimensions and design a perfect layout* (B), and *discuss your requirements* (C). Only (D) is not mentioned as free of charge.
 168. A The ad mentions visiting customers and installing kitchens at their *homes*. (B) and (D) are not mentioned. (C) refers to the company's own consultants.
 169. D The ad states that *One call is all it takes*. The company designs, builds and installs kitchens. (A) and (B) are not indicated. (C) is incorrect as the company was *Established in 2003*.
 170. A The bottom of the ad states *Order this month and pay nothing for one year*.
 171. B The notice warns patients that doctors will *video some of their consultations*, but *consent* is *voluntary* for patients that participate. (A) and (C) are mentioned, but are not the intended audience. (C) is not mentioned.
 172. A No training was possible because of *limited space* at the *previous premises*.

173. C The memo states that the purchasing policy *is not being followed consistently* and explains the correct procedure. (A) is not mentioned. (B) and (D) are mentioned, but not as the main purpose.
 174. B Orders over \$300 need to be authorized by the *Line Manager*. (A) is too general. (C) is only necessary for orders over \$1000. (D) refers to recommended suppliers.
 175. D Here, the word *consortium* means *group or association*.
 176. C The article focuses on one job. This is not a job vacancy (A), nor does it mention several careers (B). (D) is mentioned but only at the very end.
 177. D Familiarity with *advanced computer programs* (A), working in *an organized and systematic way* (B), and *excellent analytical skills to identify and fix problems* (C) are all mentioned. Only (D) is not mentioned.
 178. B The letter details various course requirements. (A) is not mentioned. (C) and (D) are mentioned, but not extensively.
 179. B While he is away Mr. Halson asks Mrs. Petronelli to *please e-mail me if necessary*.
 180. C The first assignment is due *March 4*. The course begins on *April 5*. (A) and (B) are not mentioned. (D) cannot be inferred.
 181. B The ad mentions that BizPrint products are *of the highest quality* (A), and *help you create a professional image* (C). *Full-color printing* (D) is mentioned. Only the size of the cards (B) is not mentioned.
 182. D He complains details of the offer *were not explained in the advertisement*, that there was *no mention of the \$9.99 shipping fee* and that he was *not aware* BizPrint would appear on the back of the cards. (A), (B) and (C) cannot be inferred.
 183. C He says *this was not in the package I was sent*.
 184. C Here, the word *matters* means *things* (i.e. *problems*).
 185. B The invoice of \$19.99 (C) minus *the \$9.99 shipping fee* (A) gives the regular price of the 250 business cards.
 186. B Mr. Dewitt's e-mail asks for clarification of several issues; the number of accounts, meter readings, paperless billing and his tariff. He has already swapped energy accounts (A), and requested paperless billing (C). He does not want to change his tariff (D).
 187. B His e-mail begins by stating he applied *Three weeks ago*. The date is given as *June 5*, so he applied around the middle of May.
 188. B Mr. Dewitt mentions he can see *three accounts*, but in Mr. Hull's reply three days later he says *the electricity order has already disappeared*.
 189. D Here, the word *assured* means *promised or informed*.
 190. A Mr. Dewitt does not need to take any action. He should only contact Mr. Hull (B) if necessary. (C) is not mentioned. Mr. Hull will take care of (D).
 191. A The notice concerns the launch of *Staff Forum*, and also the *Staff Opinion Survey*. Both initiatives aim to help staff express their views. (B) only relates to the Survey. (C) is mentioned but is not the main focus of the notice. (D) is incorrect because the survey has not been done yet.
 192. C Ms. Northton writes she wants to *promote a more pro-active response*. This is why she is offering a bonus to anyone who *does volunteer*, not just (A). (B) is incorrect. (D) is not mentioned.
 193. C The memo is to *All Department Heads*. The notice refers to *six staff, one from each department*. Therefore there are six departments.
 194. A Here, the word *address* means *deal with or sort out*.
 195. A In her memo, Ms. Northton writes that after three weeks *I have yet to receive any expressions of interest in the two initiatives*. We can infer she is disappointed at the response. She only asks the department heads to *pass on* news of the financial incentives, rather than take more responsibility (C). (B) and (D) cannot be inferred.
 196. D The article gives advice on *Choosing the right policy*, rather than recommending travel insurance (A). (B) is too general. There is no comparison of products (C).

197. C The article recommends a *minimum* of \$3000 of cover for personal items and baggage.
198. A The documents states *Pre-existing medical conditions not included*.
199. D Here, the word *supplementary* means *additional* with or extra.
200. B The article states *Always check the terms and conditions carefully before purchasing cover*. (A) is only best for people traveling frequently. (C) and (D) cannot be inferred.

Practice Test 1

Part 1 p269 Track 107

1. C The people are outside a building, not entering it (A) and they are *sitting*, not *walking*, on the grass (B). They are not on a beach (D).
2. B Only one vehicle is visible (A). The truck is not moving (C). There is a construction worker, but he is not *lying on the ground* (D).
3. C She is not *in the kitchen* (A). She is washing something, but not *her hair* (B). Some bottles are on view, but she is not picking them up (D).
4. B This is not a *shopping mall*, and there are no people (A). We can see signs for the departure gates, but nobody is *waiting at the gate* (C). An airport is indicated, but no flight is about to *take off* (D).
5. C This question focuses on a detail. The man is reading a book, not a *newspaper* (A). They are not asking anyone anything (B). There is a sign for a cruise, and they may be tourists, but they are not *taking a cruise* (D).
6. D (A) is incorrect. There are seats, but they are not *showing people to their seats* (B). The room is ready for a presentation, but no presentation is taking place right now (C).
7. A The man is digging, not *getting into a hole* (B). He is wearing gloves, not trying them on (B). He is *working*, not *walking*, in the sunshine (D).
8. B There are no people in view so (A) and (C) are incorrect. Nobody is collecting the bicycles (D).
9. A He is not *reading* (B) or *serving food* (D). He is cooking on a range, not putting food into the oven (C).
10. D There is nothing on the counter (A). The man is cleaning his hands, not the cabinets (B). He is not drinking (C).

Part 2 p275 Track 108

11. C (A) repeats *lunch*, but refers to the past. (B) confuses the subject, and confuses *waiter* with *later*.
12. C (A) answers the question *Why did you buy that jacket?* (C) confuses *racket* with *jacket*.
13. A (B) refers to the past. (C) misleads linking *give back* with *be back*.
14. B (A) confuses *sports* with the similar-sounding *report*. (C) confuses *support* with *report* and does not answer the question.
15. B (A) repeats *ten*, but as a number not a time. (C) refers to the past, and the response says Tim left already.
16. B (A) confuses *inflammation* with the similar-sounding *information*. (C) repeats *ask*, but is an illogical response.
17. A (B) answers a different question (*Is that a car parked...?*). (C) does not answer the question.
18. C (A) answers a different question (*Where is the hotel?*). (B) repeats *time*, but does not answer the question.
19. B (A) answers a different question (*Do you and Stacey know each other?*). (C) answers the question *How long have you and Stacey known each other?*
20. C (A) confuses the verb to *suit* with the noun *suit*. (B) refers to suit, but does not answer the question.
21. A (B) confuses the context, answering the question *Do you know where...?*, which is illogical due to the subject. (C) answers the question *Will you be going to the next seminar?*
22. A (B) relates *car* to *park*, and is an illogical response. (C) also refers to *park*, but does not answer the question.
23. C (A) uses a different subject instead of *I*. (B) answers a different question (*When did you last see...?*).

24. A (B) repeats *e-mail*. (C) distracts by relating *spoken* to *speak*.
25. C (A) relates to the subject *They* but is an illogical response. (B) links *best* to *west* and confuses this with *east*.
26. B (A) cannot answer a Choice question. (C) uses *left* relating to *leave*, but refers to the past.
27. A (B) confuses *sea* with *see*. (C) does not answer the question.
28. C Both (A) and (B) are illogical responses.
29. B (A) confuses *demonstrates* with *delegates*. (C) confuses the context and answers a different question.
30. A (B) answers a different question (*Where is the other office?*). (C) confuses *brother* with *other*.
31. B (A) confuses *knocked* with the similar-sounding *lock*, and *floor* with *door*. (C) uses *forget* relating to *forgot*, but is an illogical response.
32. A (B) is an illogical response. (C) answers the question *When will you see Kate and Ryan?*
33. B (A) relates *chef* with food, but refers to a dish. (C) confuses *rice* with *prices*, and does not answer the question.
34. C (A) confuses *manage* with *manager*. (B) repeats *project*, but does not answer the question and confuses *opposed* with *supposed*.
35. B (A) answers a different question (*Are they the ink cartridges that...?*). (C) confuses *winter* with *printer*.
36. C (A) repeats *staff*, but does not answer the question. (B) answers a different question (*When was the staff meeting?*)
37. C (A) confuses *reforms* and *forms*. (B) confuses *shipment* and *equipment*.
38. A (B) cannot answer a Choice question. (C) repeats *paper*, but is an illogical response.
39. C (A) confuses *inquire* and *supplier*. (B) does not answer the question.
40. B (A) answers a different question (*Do you think you will go to...?*). (C) relates to *finishes*, but does not answer the question.

Part 3 p276 Track 109

41. A The woman says she *will be mailing* the report to Mr. Travers. (B) is incorrect as she has finished already. (C) confuses *mailing* with *e-mailing* and the e-mail the woman refers to. (D) repeats *data*.
42. A He says he was *expecting* it *last week*. (B) and (C) are incorrect as he has not seen the report. (D) is not mentioned.
43. C The woman says he *will have* it *by noon tomorrow*.
44. D She asks Rob *Do you have time to help us?* The clients have not arrived yet (A), and he hasn't helped yet (B). (C) relates to the client's company.
45. B Rob says *I'll be down in five* (meaning *in five minutes*).
46. A The woman wants him to help *putting the information sheets into the files*.
47. B The woman says *Angela Adams is leaving* and the man mentions *she has worked here for forty years*. The couple discuss what to buy as a present.
48. A She says his idea is *not very original*.
49. B The man mentions *she has worked here for forty years*. [Sometimes in the TOEIC test one piece of information can link to two answers.]
50. C The words *letters*, *stamps*, *package* and *Priority Mail* indicate the man works in a post office.
51. D The man asks *Put it on the scale, please*. (A) refers to when the mail will arrive. (B) is not mentioned. (C) confuses *scales* with *sale*.
52. B The woman mentions *cash*, but decides *I'll pay by card*.
53. D The woman mentions *freeway* and the man says *I'd better keep my eyes on the road*.
54. C She tries to make a call using the man's cell phone, which is in the *glove compartment*.
55. B At the start of the conversation, the woman says *it's after two already*. [Answers are not always in the same order as you hear the information.]
56. A The woman is speaking to the man about the possibility of purchasing offices at 54 Commerce Drive. (B) is incorrect as the man does not own the property. (C) and (D) are distractors relating to the references to finance and money.

57. D The woman says *the price is rather high*.
 58. C He suggests lowering the price by ten percent; offering \$180,000 instead of the asking price of \$200,000.
 59. C The man asks the woman for directions to HSC Dental. (A) is not indicated. (B) is incorrect. (C) confuses *I can't see* meaning *find* with sight problems.
 60. A The woman offers to *call them to say you're on your way*. There is no mention of a taxi (B). (C) and (D) are incorrect.
 61. D The man will follow the woman's directions and *take the elevator*.
 62. C They are speaking about problems sending a fax to Telco Phone Systems. (A) confuses *fax* with *tax*. (B) is incorrect as they are in e-mail contact, and no computer problems are mentioned. They are trying to place an order, but there are no contract difficulties (D).
 63. C The man says *maybe you should call*. The woman can't send a fax (A). (B) refers to the e-mail she just received. (D) repeats *equipment*.
 64. B We can deduce from her tone, and the fact she has sent *the same order form three times*, that the woman is frustrated.
 65. A The woman says *We have a train departing....* The phrases *round trip ticket*, *regular reserved seat*, and *business class* also help identify that they are in a train station.
 66. B The train departs at 9:05 (A) and *takes two and a half hours*. The man therefore gets to Boston at 11:35 A.M. (C) and (D) refer to the return journey.
 67. D The woman says *that'll be twenty-seven dollars each way*.
 68. D We can infer that the couple is at home, not in a store (A). The man is preparing to leave and they are waiting for a *babysitter*. (B) is a distractor relating to the man's dirty shirt. (C) is not indicated.
 69. A The woman says the *collar's all worn and there's a button missing*. (B) is not mentioned. (C) is incorrect as the shirt is white, and the man wants to wear a white shirt. (D) refers to the shirt the man wore last night.
 70. B The woman suggests the man *drive down to the mall* to buy a shirt. The man agrees and says *I'll be as quick as I can*.

Part 4 p279 Track 110

71. D The speaker says the ceremony is to *recognize achievement among this region's entrepreneurs*. (A) is not mentioned. (B) is a *bonus*, not the main purpose of the event. (C) is incorrect.
 72. A He says *the Internet is increasingly important to even the smallest businesses*. (B) is therefore incorrect. (C) is not mentioned. (D) refers to the future, but the *revolution* caused by online shopping has already begun.
 73. C Her company is in the *online fresh flowers market*.
 74. D The phrases *aisles*, *frozen food section* and *this store*, all indicate this is a supermarket.
 75. B The speaker says *we have some great offers for you*. (A) is mentioned, but is a reason for the offers, not the purpose of the announcement. (C) is a distractor for *fruit and vegetables*. Delivery options (D) are only mentioned at the end.
 76. C Delivery is free for anyone spending over one hundred dollars.
 77. A The woman says she *would like to arrange a time to come and interview Dr. Night*.
 78. D She is from *Business Life magazine*, and wants to write an article about Dr. Night's latest book. We can infer she is a business reporter.
 79. B The woman asks Dr. Night's secretary to *get in touch with me by the end of the week*.
 80. A The speaker mentions the audience have stayed behind to attend the event, and says that they *all work together*. They are not clients (B) or job applicants (C). (D) is not mentioned.
 81. C The purpose is to *ultimately increase our productivity*. (A), (B), and (D) are not mentioned.
 82. A The man says he will choose someone from the panel to answer any questions. Bill Sissons is the Chairman, but no vote (B) or presentation (D) is mentioned. (C) is incorrect as the speaker will direct, not ask, questions.
 83. B The ad says *We offer the best deals to hot locations all over the world*. This includes, but is not limited to, (A). (C) is not mentioned. (D) refers to where the company is based.

84. C The speaker says there is *up to 50 percent off the regular price* on "last minute" deals.
 85. B Listeners are advised to *Book online or call our team*.
 86. A The message says callers should press 2 *If you have a question about your medication*.
 87. C People who call outside normal office hours are told to call 484-555-101 for assistance.
 88. C The baby clinic is open *on Wednesdays*.
 89. A Phrases such as *cruising at an altitude of 30,000 feet*, *flight cabin crew* and *land* all indicate this is in an airplane.
 90. B The speaker says refreshments will be served *in around thirty minutes*. (A) is the current time. (C) refers to the landing time in Adelaide. (D) is incorrect.
 91. D The weather is described as *eleven degrees centigrade* and *partly cloudy*.
 92. C The speaker says employers are *optimistic about hiring prospects* and hope to *increase staffing levels*.
 93. C The man says *12,000 employers responded*. (B) relates to those who expected to increase staffing levels. (A) and (D) are not mentioned.
 94. D According to the speaker, *most demand will be in construction*.
 95. B The speaker wants to *introduce Nicola*, a new stockroom manager. He then details her experience and ends by asking the audience to *join me in wishing her a very warm welcome*.
 96. A The man says *we aim to double our store portfolio*. (B) and (C) cannot be inferred. (D) relates to Nicola's experience in her role.
 97. A The speaker asks the audience to *welcome Nicola before we begin our meal*. (B) and (D) are incorrect as they are in a restaurant, not a meeting room. (C) is not indicated.
 98. D The speaker refers to the *International Student Services department*, *education goals*, *business programs*, and the *college bulletin board*. (A) is a distractor for *Services*, which is repeated twice. The speaker says *before you choose where to work* so the audience don't have jobs at the moment (B). (C) is not mentioned.
 99. C They are currently on the second floor, and the Financial Services department is *up on the next floor*.
 100. B Information will be posted on the bulletin board, which is *next to the elevator*.

Part 5 p282

101. A Only this adjective (the opposite of *encouraged*) is followed by *from* and fits the meaning of this sentence.
 102. B The conjunction *unless* (meaning *if ... not*) completes this sentence.
 103. D The adjective ending in *-ed* is needed here.
 104. B We use the modal verb *will* for prediction.
 105. D In this case, *provide* collocates with *assistance*.
 106. A The compound noun *employment contract* is used here.
 107. C To *confirm* means to verify or substantiate.
 108. C Here *practically* (meaning *nearly/almost*) fits the meaning of the sentence.
 109. A The verb used here is *exchange* (something for something else).
 110. B Only this non-defining relative pronoun can be used here.
 111. C This verb (meaning *recognize*) fits the meaning of the sentence.
 112. B Only the noun *diversity* (meaning *variety*) describes *opinions*.
 113. D The adverb *sharply* collocates with the verb *rise*.
 114. C Here, the *adjective* is needed to describe the noun *time*.
 115. D This adjective describes how well someone can speak a language.
 116. B Here the possessive adjective refers to the singular subject *company*.
 117. C We use the adjective with *-ing* to describes the noun *job*.
 118. A This adjective means *useful*.
 119. B Only the *-ed* form of the adjective completes this sentence.
 120. A The phrase used here is *if I were you*.
 121. A This noun collocates with *thorough* and fits the meaning of the sentence.
 122. D The structure used here is *from ... to*.
 123. B Only this conjunction showing contrast fits here.

124. C This adjective is needed to describe the subject, *Mr. Arakawa*.
 125. C This pronoun (meaning *one another*) fits here.
 126. D The collocation used here is *without exception*.
 127. B The object pronoun completes the phrase *pass someone something*.
 128. A Here, only *showed* can be followed by *up* (*show up* means *arrive*).
 129. D Only *nothing* fits the sense of this sentence.
 130. B The past simple passive completes this past action.
 131. B The adjective is used to describe the noun *explanation*.
 132. A This preposition completes the phrase *in an attempt to*.
 133. C The infinite with *to* is needed here after the verb *cause*.
 134. D Only *much* can be used to intensify the comparative *better than*.
 135. A The future simple is used here for a future event.
 136. C Here, the infinitive with *to* is used after the verb *expect*.
 137. C The verb *to be affected* (meaning *influenced*) + *by* is used here.
 138. A This noun collocates with *computer* to complete the compound *computer part*.
 139. D Here the pronoun *each* is followed by *of*.
 140. C Here, only this adverb can describe the adjective *alarming*.

Part 6 p286

141. B The collocation needed here is *a view of + noun*.
 142. C The future simple is the only tense that fits the meaning of this sentence.
 143. D Only the noun can be used after the adjective *prompt*.
 144. D This adjective (meaning *reliable*) best completes the sentence.
 145. A Here *could be +ing* is used to express possibility in the future.
 146. C The preposition *among* is used after *distribute* to indicate sharing between a group.
 147. B The conjunction *but* expresses the contrast between these two clauses.
 148. A The past simple is used to indicate finished time.
 149. D Of these adverbs, only *virtually* (meaning *almost*) fits the meaning of the sentence.
 150. A The collocation here is *go missing* (meaning *disappear*).
 151. B This is the only conjunction that fits the sentence.
 152. C The gerund is needed as the object of the sentence.

Part 7 p290

153. D The letter apologizes for *shipping goods in excess of your purchase order*. The client was sent too many books. Her account is mentioned, but the details have not changed (A). (B) is incorrect and (C) refers to the €50 compensation given as a result of the mistake.
 154. B She is asked to *return the unwanted items*. The letter ends by reminding her to return the *surplus stock*. (A) refers to how she placed her order. (C) is not mentioned. (D) is incorrect as the order has already been processed.
 155. A The e-mail refers to *an outstanding invoice* and apologizes that *this has been unpaid*. (A) and (D) are not mentioned. (C) is incorrect as there is *no record of this invoice*.
 156. C The e-mail says Mr. Danapoli *has transferred* to another division. He is a coworker at Hartford Legal.
 157. D Here, the word *oversight* means *mistake* or *error*.
 158. B The last meeting is listed as *September 16*. The current meeting is *October 14*. The next meeting is *November 12*. We can infer the Steering Group meetings monthly.
 159. D Fundraising projects (A), Promoting greater student engagement (B), and Matters arising from previous meeting (C) are all mentioned. Only (D) is not mentioned.
 160. A The purpose of the memo, stated in the opening line, is *to announce two further appointments*.
 161. C The memo states that Kevin *will begin on the first of next month*. The date of the memo is *March 19*.
 162. B Both new appointments are additions to the *Marketing team*. (A), (C), and (D) cannot be inferred.
 163. C The booking begins *Jan 15* and ends *Jan 28*.
 164. C For cancellations within 24 hours there is a \$40 charge. The total charge is \$280. Therefore, he will receive \$240.

165. D The booking conditions state that claims *cannot be made after leaving the site*. (A) confuses the parking lot site with the website (not mentioned). Making a claim is not related to the phone number given (B). (C) confuses *in printed form* with a *claim form*.
 166. D The event runs from *May 23 – May 27*.
 167. A The first paragraph states that *weekdays* are *off-peak*. (B) cannot be inferred. (C) is incorrect as catering and facilities are not included. (D) is incorrect as the client must prove public liability insurance.
 168. B Here, the word *records* means *files* or *paperwork*.
 169. C Mr. Ivanski needs to send a copy of his *public liability insurance*, and return a completed *catering price list* and *facilities form*, as well as the original *terms and conditions*.
 170. D The article reports *healthy sales growth* among microchip manufacturers. (A) refers to traditional industries. (B) and (C) are incorrect because many hi-tech companies are already recovering.
 171. A Dr. Murthy feels this could be *the very beginning of a recovery*, in its *first wave of growth*. (B) is mentioned as a helpful factor. (C) relates to traditional industries. (D) is not mentioned.
 172. D *Online gaming* (A), *in-car navigation systems* (B), and *smart phones* (C) are all mentioned as driving sales of microchips. Only (D) is not mentioned.
 173. A The information covers various services that may be of interest to conference delegates.
 174. B Lost property is kept at the *main Infodesk*, which is located in *Hall 2*.
 175. B *Physical security* (A), *fire safety* (C), and *recycling* (D) are all mentioned. Only (B) is not mentioned.
 176. C Here, the word *valuables* means *important items or things of value*.
 177. A The invoice refers to *reports of false alarms*.
 178. C Mr. Edwards' name follows the report of work done, so it can be inferred that he carried out the work. (A) cannot be inferred. (B) relates to Mr. James. (D) is the writer of the invoice.
 179. C The last paragraph states *Terms strictly 14 days*. The date of the letter is *June 4th*.
 180. D The unit on the *landing* was working correctly, so a repair was not necessary. Both units were *cleaned* (A) and then *tested* (B). A new *optical unit* (C) was fitted in the *lounge*.
 181. A The hotel Mr. Whitley reserves is *Park Hotel*, which the ad states is *in New York*.
 182. D The form asks *send this page to us*. The booking is not made by phone (A). The alternative is to *e-mail us* (B). The form is completed by hand and is not on a website (C).
 183. B The ad states *Stay two nights in July and get breakfast absolutely free*. Mr. Whitley's booking is for *July 23–25*. (A) refers to online bookings. (C) is for bookings in August. (D) refers to Paramount Frequent Travel Club members.
 184. D Here, the word *unique* means *distinctive* or *exclusive*.
 185. D The ad states that Paramount Hotels are *right in the heart of* various great locations (A), provide *fine dining* (B), and have *rooms at great prices* (C). The rooms are *beautifully furnished*, but not necessarily *recently furnished* (D).
 186. C According to the article, all talks are *held in the West Road Theater*.
 187. B The article states that Asia's economy *could grow by as much as 40%* in this time.
 188. A Dr. Sherringham is a *colleague of Prof. Klysters*, who works at *Wellington Business Institute*.
 189. B Here, the word *leading* means *renowned* or *top*.
 190. B We read of *facts and figures* in Dr. Hernandes' talk (A), *statistical data* in Dr. Sherringham's talk, and *figures* used in Dr. Klyster's talk. Only (B) does not specifically refer to statistics.
 191. B The notice mentions the seminar is *for all shift supervisors*. We can therefore infer that Ms. Woods is a shift supervisor. (A) refers to *Jerry Chambers*. (C) refers to *Sharon Atkinson*. (D) could be *Celine O'Brady*.
 192. A The memo mentions *He said he's...* The subject this refers to is *Jerry Chambers*.

193. D In her memo Ms. Woods writes she *will be in New York meeting with a supplier* on the day of the seminar.
194. C Here, the word *lodging* means *making or registering* (a complaint).
195. B Agromite is a supplier and is not related to the dispute. The complaint is directed at Colby Construction (C). An attorney from (D) is acting for Mr. Chambers. Ms. Atkinson from (A) will be asked for advice.
196. C The fax states the delivery *will be with you tomorrow*. The date of the fax is *May 23*.
197. B Enrique says AveCo is *one of our best customers* and therefore he wants the situation resolved ASAP. We can infer he is concerned the client may go elsewhere. (A), (C), and (D) cannot be inferred.
198. A Here, the word *resolve* means *settle* or *sort out*.
199. A Miguel writes she should *accept it with our compliments as compensation for the inconvenience*.
200. C Miguel phoned Ms. Franklin first, who told him she needed the delivery *two days from now*. As promised, he arranged redelivery with URS Mail and after he *then tried to contact USPS* (A). (D) is not mentioned.

Practice Test 2

Part 1 p309 Track 111

- D The man is wearing a tie, but he is not *adjusting* it (A). There are some dishes, but he is not taking them away (B). (C) is incorrect because the man is not wearing a watch.
- A The women are *wearing coats*, not *buying* them (B). They are paying the cashier, not leaving the store (C). They are *standing* at the counter, not *cleaning* it (D).
- C (A) confuses *watching the news* with *reading a newspaper*. There is a plant, but the woman is not watering it (B). She is holding a newspaper, not a book (D).
- C The chairs are not *stacked* together (A). This is an exam room, but there isn't anyone taking the exam at the moment (B). (D) is not indicated.
- A The man is wearing a jacket, not putting it on (B). (C) confuses *rules* with the similar-sounding *tools*. (D) confuses *socks* with *box*.
- B There is some *writing* (noun) on the board (A), but the people are not *writing* (verb) on it. They are not touching the golf clubs in the carts (C), or playing golf (D).
- D The men are holding donation tins, not food (A). The men, not the dogs, are wearing vests (B). The dogs are in front of the display, not behind it (C).
- B There are *people and trees*, but nobody is climbing trees (A). (C) confuses the tall man carrying the ladder, with the ladder resting near a tree. (D) we cannot tell that the people sitting down are construction workers.
- C (A) cannot be proven. (B) confuses *afloat* and *boat*. They are not swimming (D).
- D The man is *playing* the guitar, not putting it away (A). He's *standing* outside the store, not *walking* out of it (B). He is playing music, but he is not in a band (C).

Part 2 p315 Track 112

- C (A) is an illogical affirmative response. (B) repeats *plan*, but as a verb.
- B (A) answers the question *How do you get to work?* (C) refers to the future.
- A (B) and (C) confuse *blue* and *knew* with *new*.
- A (B) confuses *station* with *vacation*. (C) is an illogical response.
- B (A) misleads by using the verb *sign* in the past. (C) confuses *design* with *sign*.
- B (A) answers a different question (*Do you know Danielle?*). (C) answers a different question (*What do you think of Danielle?*).
- C (A) confuses the subject, and repeats *prepared* with the meaning *ready* rather than *willing*. (B) confuses *eight* with *late*.

- A (B) does not answer the question. (C) repeats *mind*, but does not answer the question.
- C (A) confuses *reporters* with *reports*. (B) confuses *clean* with *seen*.
- A (B) and (C) mislead by assuming the wrong meaning of the verb *go* used in the question.
- B (A) repeats *time*, but does not answer the question. (C) confuses *leaves* (the plural of *leaf*) with *leaves* (meaning *departs*).
- C (A) repeats *dress* in a different context. (B) does not answer the question.
- C (A) repeats *didn't* and *see* (instead of *say*, which would fit). (B) repeats *ask*, but does not answer the question.
- B (A) repeats *should*, but is an illogical response. (C) uses *too* which sounds like *do*, and is an illogical response.
- A (B) relates *women* to *male* and confuses this with *mail*. (C) confuses the subject *mail* with a person.
- A (B) misleads relating *late* to *early*. (C) confuses *lives* and *leaving*.
- B (A) repeats *week* but refers to the past. (C) does not answer the question.
- A (B) confuses *think* with *thing* and repeats *same*. (C) confuses *tires* (plural noun) with the adjective *tired*.
- B (A) misleads by relating playing *cards* to *deal*. (C) refers to price, but confuses *steel* and *deal*.
- B (A) repeats *reception*, but with the meaning *welcome*. (C) confuses *exceptions* with *reception*.
- C (A) repeats *else*, and is an illogical response. (B) answers a different question (*What time is the meeting?*)
- C (A) does not answer the question. (B) repeats *does*, but does not answer the question.
- A (B) relates *company* with *accompany*. (C) confuses *sight* and *site*, and is an illogical response.
- B (A) answers a different question (*Have you chosen a camera yet?*). (C) repeats *camera*, but does not answer the question,
- C (A) confuses *coffee* and *copy*. (B) confuses *left* (not *right*) with *left* (meaning *remaining*).
- B (A) relates to a different subject, and confuses *standing* with *expanding*. (C) repeats *room* but does not answer the question.
- A (B) repeats *report* and is an illogical response. (C) relates *checking* to *check*, but confuses the context.
- A (B) answers a different question (*Would you like to get paid...?*). (C) does not answer the question.
- C (A) answers a different question (*Do you want to have lunch?*). (B) refers to the future.
- C (A) confuses *tax* and *fax*. (B) confuses *admiration* and *application*.

Part 3 p316 Track 113

- A The speakers are discussing where Mr. Sykes' jacket could be. (B) relates to a meeting Mr. Sykes attended on Friday afternoon. (C) refers to Mr. Sykes as a client, but he is not the subject of the whole conversation. (D) incorrectly confuses the company name *Capital Investments* with the subject of the conversation.
- C The woman says lost property is kept under the counter at the reception desk, and adds *here in this box... It's empty, see?* The speakers are at reception. (A) refers to where the meeting took place. (B) is not mentioned. (D) repeats *box*.
- D The woman says she will call Andy, the staff member who *opened up* that morning. (A) confuses *him* with Mr. Sykes. (B) refers to the *night cleaners*. (C) refers to Mr. Sykes' company.
- C The woman mentions a *projector* and says she *can't seem to get it to work*. (A) repeats *computer*, but this is not the problem. Her presentation is due to start shortly, but is not delayed yet (B). The lights are green, not broken (D).
- D The man says *It did this with me last week*. (A) is not mentioned. (B) repeats *cable*, and confuses the similar-sounding words *loose* and *lost*. The man suggests that the woman check the equipment, not that the equipment was *checked* (C).
- A The man says the woman should *check if everything is tight enough*. (B) and (C) are both possible solutions, but are not mentioned. (D) is incorrect because the man assumes the batteries are working as normal.

47. B The woman checks availability for a two-night stay, and gives a room price. She is not a secretary (A). The man is not ordering food in a restaurant (C). (D) confuses the context, as the man is not booking any tickets.
48. C He wants to book a double room.
49. A The man says *It's a little more than I wanted to spend*. (B), (C), and (D) are not indicated.
50. D The topic is focused on the man's job in London. (A) repeats *conference*, but this is not the topic. (B) is a distractor for the references to the man's job. *New York, Hong Kong and London* are mentioned, but *life in big cities* (C) is not discussed.
51. C The woman asks *Are you staying in New York for long?*
52. B The man says *I'm here for a week*.
53. D They are talking about a recent meeting. (A) is a distractor for *get an agreement signed*. (B) relates to *three times*. No presentation is mentioned (D).
54. B If they return again, the woman says *That'll be three times this year*, so they have already visited twice.
55. A They are disappointed that no agreement has been made. (B) is incorrect. (C) cannot be inferred. (D) is not mentioned.
56. B The man says *we've had a problem with our main printing press*.
57. A The woman needs the brochures urgently, but she hasn't received them yet. (B) is not indicated. (C) repeats *shipment*, but it hasn't been sent yet. (D) is not mentioned.
58. D The man says *I'll put your job at the top of my list*.
59. C The words *seminar* and *course* indicate the woman is going on a training course.
60. C The woman says *I already booked a cab*.
61. B She asks the man to e-mail Mr. Gibson as he's ready to place another order. We can deduce that Mr. Gibson is therefore a customer.
62. A The phrases *pay when you check out* and *room service* indicate the woman works in a hotel.
63. C The woman took the man's order, and will pass it on to room service. She will not prepare the food herself (A). The man does not need help (B). (D) repeats *bill* and *check*, but confuses the context.
64. D His order should arrive in about ten minutes. The man will wait.
65. A The man says *we haven't been able to get online all day*.
66. B The man says he has e-mails *I need to answer* and *orders to process*, and complains about *lost sales*. We can deduce he is frustrated by the situation.
67. D The woman says that the company's technical staff don't know how much longer the systems will be down.
68. C The man is taking a call for the woman, and checks with her before putting the call through. (A) and (B) cannot be inferred. (D) repeats *marketing* but is not the correct answer.
69. B The woman asks the man to tell Mr. Dawson she is in a meeting. (A) cannot be inferred. (C) and (D) are not indicated.
70. A The woman finally says *Put him through*. She will speak to Mr. Dawson.
74. A The report mentions a *strike*. Workers at Cheffin Industries have *walked out* and are *demanding better pay and conditions*. (B) is incorrect because no jobs have been lost. (C) confuses the *withdrawal of health benefits* with employee illness. (D) correctly states the report is about an automobile plant, but there is no mention of an accident.
75. C The report says *three hundred workers staged the strike*.
76. D The speaker says the strike appears *likely to spread*. The situation is not resolved (A). (B) confuses *health benefits* with *in good health*. Cheffin Industries has other factories, but we are not told they are a national company (C).
77. D The woman refers to Mr. James as *the latest member of our team*, and details his experience. (A) is not mentioned. (B) relates to Mr. James' role, not the topic of the speaker's talk. (C) is incorrect as no job vacancies are mentioned.
78. B The woman says Mr. James will be *our new Acquisitions Director*.
79. A His role is to explore new real estate markets, specifically in Asia and Latin America. (B) is not mentioned. (C) is incorrect as his role is to look beyond Europe (i.e. outside Europe). (D) repeats new ideas and suggestions, but refers to the audience.
80. A The speaker says Ms. Trent will speak about *our operations abroad*, specifically *new retail establishments in Europe*.
81. C The audience are asked to be at the main entrance at 2 P.M. to take a bus. (A) is the room where they will have lunch. The will visit the Riverside Mall, not meet there (B). (D) is not mentioned.
82. B At the start, the man says *In just a moment I'll hand you over to our Communications Director*. (A), (C), and (D) are not indicated. [Sometimes in the TOEIC test, the final question relates to information at the beginning of a talk.]
83. D This talk takes place before passengers board the airplane, so (A) and (C) are incorrect. (B) relates to the same context, but would not address passengers.
84. B The speaker says *We are now ready to begin boarding* and gives passengers instructions. The speaker does apologize for the delay (A), but this is not the purpose of the announcement. She thanks the audience for their patience, not asks them to be patient (C). The flight is about to depart, not arrive (D).
85. D Only passengers eligible for *priority boarding* will start to board. (A) repeats inspection. We can deduce that the passengers are already at the gate (B). (C) will begin in ten minutes.
86. B The woman wants to know the speakers and the content for the workshop. She is unhappy the man hasn't replied, but her call is not to make a complaint (A) or arrange a meeting (C). (D) repeats *weekend* but is not the correct answer.
87. A She says the event will take place next Monday. (B) refers to my third call since Wednesday. (C) is not mentioned. (D) is today.
88. B She has to put everything together and print out the details before the end of the day. As time is short, we can infer she is anxious.
89. C The speaker says *our driver Sam will pull over and drop us off* indicating this is in a bus, rather than in the street (A) or a train (D). They are not yet in the cathedral (B).
90. C The speaker they will meet back at the main entrance at five thirty.
91. D The man says *I encourage you to take all your valuables with you*.
92. A The woman says she is a waitress. She is talking to customers in a restaurant.
93. B The tuna salad is the *only thing we don't have for you today*.
94. C The Early Eater special offer is a *complimentary beverage*. (A) repeats incorrectly links *complimentary* with *appetizer*. (B) refers to the cost of a two course meal. (D) confuses fruit juices with fruit.
95. C The ad is targeted at small companies that are *doing business abroad*.
96. B The ad promises to *cut your overseas phone bill by thirty percent*, but says this is only guaranteed for the first three months; not one year (A). No free calls are mentioned (C). (D) relates to the maximum number of employees as company can have to be eligible for the offer.
97. A The speaker says customers need to sign up for one year to the International Small Business plan.

Part 4 p319 Track 114

71. B The man is introducing Dr. Hartley, who will shortly give a talk. He ends by asking the audience to *join me in welcoming tonight's very special guest speaker*. Dr. Hartley is the author of several books, but the man is not trying to promote her as an author (A). (C) refers to one of the themes of Dr. Hartley's talk (tourism) but there is no mention of a travel agency. (D) repeats *global travel*, but the man is not encouraging listeners to travel around the world.
72. D Dr. Hartley is the head of a group that focuses on the economic impact of tourism. (A) and (C) relate to her interest in the past as a student activist. (B) misleads by referring to the United Nations.
73. D She is there as a *guest speaker*. The topic is Sustainable Tourism in the 21st Century. (A) repeats *South America*, but Dr. Hartley will not answer questions on this. (B) refers to *indigenous cultures*, but this is not what Dr. Hartley will speak about. (C) is incorrect because we do not know that Dr. Hartley's latest research will be part of her talk.

98. A The speaker gives various people different responsibilities to get ready for the meeting with Fax Investments next week.
 99. C The speaker asks Trisha to present the expected sales figures for the next year.
 100. D The speaker asks Mike to take minutes of the meeting.

Part 5 p322

101. C Only this relative pronoun (meaning *the things which*) can come before the phrase *said about*.
 102. A This noun completes the phrase customer service manager.
 103. C We use the past simple for a completed past action.
 104. D The conjunction used here is either ... or, expressing choice.
 105. A This phrasal verb is used with official procedures (i.e. clearing customs).
 106. D Only the noun can be used here (with + noun).
 107. B Here, only delayed + by can be used here.
 108. A The verb select (meaning decide to use) fits the sense of this sentence.
 109. C This adverb (meaning clearly) collocates with the verb write.
 110. A Distance (i.e. miles) takes a singular subject.
 111. C Here, this adjective (meaning adjacent) is needed to describe the noun city.
 112. A The possessive pronoun completes this sentence.
 113. A This verb completes the collocation engage the services of.
 114. B Here, this adjective is needed to describe the noun situation.
 115. A This adjective (meaning in vain) collocates with efforts.
 116. B This conjunction (meaning Because of) is used here.
 117. C The past simple passive completes this sentence.
 118. B This adverb (meaning with no trouble) collocates with the adjective available.
 119. C Only this adjective (meaning acceptable) completes this sentence.
 120. A Only in (meaning within a certain time) fits here.
 121. A This noun (meaning reimbursement) fits the meaning of the sentence.
 122. C Only the adjective (meaning stylish) completes the superlative form used here.
 123. D This preposition completes the phrase on business.
 124. A This noun (meaning dedication) + to fits the meaning of the sentence.
 125. B This verb (meaning assess) is needed here.
 126. D The past simple is used as the action is in the past.
 127. B We use a noun after a matter for.
 128. B Here, any is used after the negative.
 129. B This preposition completes the phrase put money into (something).
 130. A This verb (meaning remember) fits the meaning of the sentence.
 131. C After the verb want the infinitive with to is used.
 132. B The phrase to phase (something) out means to gradually discontinue.
 133. C Here the adverb never (meaning at no time in the past) is needed.
 134. B The structure used here is no + comparative.
 135. B We say most of the people (i.e. most people).
 136. D This verb (meaning convince) fits the meaning of the sentence.
 137. A Before the uncountable noun assistance we use some to complete this positive sentence.
 138. C This noun collocates with full and fits the meaning of the sentence.
 139. A Here, at present means at the moment or currently.
 140. C The past participle completes this adverbial clause expressing reason.

Part 6 p326

141. C The collocation used here is experience difficulty.
 142. B Here, the conjunction so correctly indicates the purpose.
 143. B The future simple is the only tense that fits the meaning of this sentence.
 144. C The object pronoun is needed here.
 145. C In this case, only the verb browse can relate to the object furniture store.

146. A Here, the gerund is used after the phrase to have experience in (+ing).
 147. A The present simple passive is needed here.
 148. D After the verb deliver the preposition to is used to indicate location.
 149. A Here, fast is used as an adverb (meaning quickly) to describe the verb approaching.
 150. C This verb (meaning tell someone something they already know) fits here.
 151. B We use the present perfect to show sequence in the future following After.
 152. C Here, for is used for stating a purpose.

Part 7 p329

153. A The article refers to making purchases online and adds you need to take measure to protect yourself.
 154. B The steps suggested in the article all relate to keeping passwords secure. (A), (C) and (D) cannot be inferred.
 155. C The e-mail refers to readers As members of the public. (A) relates to Ms. Henshaw and Ms. Weitz, who work at (D). (B) is not mentioned.
 156. A The e-mail mentions the meeting is a final feedback session. Ms. Henshaw adds your suggestions have been invaluable in making our new website more attractive and accessible. The new website is already finished. (B) refers to the old website. (C) is not mentioned. (D) cannot be inferred.
 157. B The e-mail states the meeting will take place at 10:30 tomorrow. The date is Nov 11. (C) is the deadline for e-mailing feedback. (D) refers to the launch of the new website.
 158. A The median usual weekly earnings for female cashiers is given as \$386.
 159. D Only 38.8 percent of managers are women, according to the chart.
 160. C The chart states that female registered nurses earn an average of \$1143 per week, and female managers earn an average of \$1176 per week. This is almost the same.
 161. B The ad mentions they have experience in translating legal, financial, medical, engineering, manufacturing, and technical documents. (A) is not mentioned. (C) and (D) cannot be inferred.
 162. B Clients include leading Fortune 500 companies (A). No matter ... what language can be translated as their translators are from all corners of the globe (C). They can translate within 24 hours if necessary (D). Only (B) is not mentioned.
 163. A Mr. Cheng leaving his position as Shift Supervisor for the more senior position of Operations Manager at another company. (B) refers to all the support he has already received. (C) is not mentioned. (D) refers to the training opportunities he has already had.
 164. D Mr. Cheng writes he has a higher level of professional qualifications now. (A) and (C) cannot be inferred. (B) refers to Mr Cheng's personal opinion that he has made a significant contribution.
 165. C Here, the noun handover means transfer or passing on.
 166. B Employees now have to keep their own work areas and offices clean. The recycling bins have been ordered, but they haven't arrived (A). Workers may end up throwing away less trash (C), but this is not the aim of the memo. (D) is incorrect, as they will be doing the cleaning themselves.
 167. D The memo states they will save around \$2,300 per month (A). There will be less trash (B) and workers are encouraged to put recyclable trash in the green bins (C). Only (D) is not mentioned.
 168. C The tasks will be carried out by all of us. (A) refers to where the cleaning products will be kept. (B) refers to those who will organize the system. (D) refers to the employees who will take out the trash on collection days.
 169. C Here, the noun measure means action or step.
 170. D This letter accompanies a warranty providing cover of a copy machine.

171. A The company specializes in *office equipment and appliance insurance*.
 172. D He will need the policy number *if it becomes necessary to call for assistance*.
 173. D The information is advertising a two-day event. (A) cannot be inferred. (B) and (C) are not mentioned.
 174. D He is *Professor of Business Ethics at AIBS* (A), and is author of a *hugely popular book* (B). He is also *well known for his regular appearances on radio and television* (C). Only (D) is not mentioned.
 175. A Cancellations must be *at least 30 days in advance*. (B) refers to the *administration fee payable*. (C) is the cost for AIBS members, and (D) is the cost for non-members, less the administration fee.
 176. C Participants are encouraged to *quote code AP821X when making your booking*. (A) and (B) refer to the cancellation procedures. (D) refers to transport to AIBS.
 177. B The fax is *in support of Ms. Fouroux's application for an H01 B visa*. She already has a job offer (A). (C) is mentioned but is not the main purpose of the fax. (D) is not mentioned.
 178. C As Ms. West is asked to *process the application*, and the job is for *Columbus, Nebraska*, it can be inferred that she is a U.S. immigration official.
 179. A Ms. Fouroux is due to start work *next month*. The fax is sent is April. After the initial contract for six months, (i.e. in November), Mr. Elliot states *she will then be offered a permanent position*. (B) and (D) cannot be inferred. (C) is not mentioned.
 180. A He asks Ms. West to *process this application without delay*, because the date Ms. Fouroux is due to start work is *quickly approaching*.
 181. C Rooms 508 and 510 include (A), (B), and (D) but they also have *luxury spa baths*. These are called "executive deluxe" rooms.
 182. A The notice states that rooms 500–510 are executive bedrooms and that *The rest of the rooms on this floor are standard doubles*.
 183. B The memo is dated *June 4*. The notice says the work has taken *three months*. Work therefore began in early March.
 184. D Here, the word *revenue* means *income or takings*.
 185. C The final paragraph of the memo asks staff to *take some time to go and see the bedrooms*. (A) is mentioned, but only as a consequence of (C). (B) has already taken place. (D) is not mentioned.
 186. B In his fax, Mr. Fielding asks GTE Finance to *authorize an increase in my monthly credit limit*. (A) and (D) are not mentioned. (C) is a problem he has experienced *on no fewer than six occasions*, but this is not the reason for writing.
 187. D The letter states that a credit check revealed he has *two other cards, with City Credit and National Union*.
 188. D Here, the past participle *exceeded* means *surpassed or gone over*.
 189. C The letter mentions *previous defaults* (A), and that he has only had his current job for *two months*, so *more time is needed to establish eligibility* (B). The letter also mentions *your spending patterns have recently changed* (D). Only (C) is not mentioned.
 190. C Ms. Dupont says the decision will be reviewed *in six months' time*. The letter was written *March 5* so the review will be in early September.
 191. D In her cover letter, Ms. Almodovar refers to *travel and booking package vacations*. She works as a *Travel Advisor* and wants to further her career. We can therefore infer that Global Gateway is a travel agency.
 192. B She has included here *résumé* (A), *certificates showing competency in various travel booking systems* (C), and *letters of recommendation* (D). Mrs. Timson asks to see *evidence of your academic qualifications*, which implies a *diploma* (a document proving academic achievement in the U.S.) was not included in Ms. Almodovar's application.
 193. D In her letter Ms. Almodovar mentions she is *proficient in English* (A), she is a *team player* (B) and is *used to dealing with clients* (C). Although she says she has traveled widely, she does not mention she can speak any foreign languages (D).
194. A Mrs. Timson asks for *proof of your right to work in the U.S.* (B), (C), and (D) cannot be inferred.
 195. A Mrs. Timson asks Ms. Almodovar to *call my personal assistant ... to confirm your attendance*.
 196. D The article covers the expansion of Coalport Science Park. (A) is incorrect as the final paragraph does not promote the park. Job losses (B) and space (C) are mentioned, but are not the main purpose of the article.
 197. A Mr. Townsend writes he was *extremely disappointed by inaccuracies* in the article. (B) and (D) cannot be inferred. (C) is incorrect as he is the park's *Development Director*.
 198. D Here, the word *stake* means *investment or involvement*.
 199. C Mr. Townsend states the development *came to £2,750,000*. (B) is the estimated cost. (A) is the amount over budget some sources claim. (D) is the inaccurate figure claimed in the article.
 200. B The article refers to *job losses for over 60 workers*. Mr. Townsend writes that these *relate only to one company, NIC Technologies*. He goes on to say that NIC Technologies intend to *hire more than 80 personnel over the coming months*. The company will therefore soon employ more workers than they had before.

Understanding Different Accents

American English p357

Exercise B Track 119

1. did you spend, 2. see the manager, 3. the nearest bank, 4. receive your letter, 5. checking into a hotel, 6. the meeting start

Exercise C Track 120

1. The women are shaking hands. 2. People are waiting for a train. 3. Is this the fastest computer you have? 4. I didn't get your e-mail.
 5. Would you like meat or fish?

British English p357

Exercise B Track 122

1. wasn't very interesting, 2. use your computer, 3. leave the company, 4. cleaning her glasses, 5. How do you do. 6. see you shortly

Exercise C Track 123

1. We can't afford to employ more staff. 2. How long have you worked at the bank? 3. The woman is waiting at a bus stop. 4. I'll be back at around one o'clock. 5. Did you check if these figures are correct?

Australian English p358

Exercise B Track 125

1. head of marketing, 2. wear a hat, 3. were you born, 4. pointing to a graph, 5. held in a castle, 6. hope to see you

Exercise C Track 126

1. The man is getting out of a car. 2. Let me help you with those files. 3. How long have you lived in Sydney? 4. Bill's retirement party is tomorrow at seven. 5. Do you have a room with a view of the sea?

Canadian English p358

Exercise B Track 128

1. for his father, 2. cuts will save about, 3. can't understand, 4. caught stealing, 5. owns a boat. 6. writing a letter

Exercise C Track 129

1. Did you get much work done today? 2. John will be flying to New York next week. 3. What did you think of the presentation? 4. I didn't see you at the sales convention. 5. He's changing a tire on the car.

Identifying Accents p359

Speaker 1 Track 130 [F-Br]

Speaker 2 Track 131 [F-Cn]

Speaker 3 Track 132 [M-Au]

Speaker 4 Track 133 [M-Am]

A-Z TOEIC Word List

| A | appointment appreciable abroad accept access accessible accommodate accommodation accomplish accomplishment according accordingly accounting accurate achieve acquire actually additional adequate adjust adjustment admit admittance advance advanced advantage advantageous advertise advertisement advise affect afford affordable agency agenda agree agreeable agreement aid aim airline aisle alarm allow alternative ambitious amend amount analysis analyze announcement annual apologize appeal appetizer appliance applicant application apply appoint | broadcast broaden browser budget bulletin C cabin crew calculate calculation campaign cancel cancellation candidacy candidate capacity career cash cashier cause cell phone chain chain store chairman characterize characteristic charge cheap check in check out circumstances claim claimant classification classify clerk client climate closure coach code commence commission commit committee common commonly commuter company comparable compare compatible competent competition competitive competitor complaint complete complex complexity | comply compromise compulsory concede concern conclude conclusion concourse conduct confirm confirmation confusion connect connection consequence consider considerable constant constantly construction consult consultant consume consumer contain container continual continuation continue contribute contribution control convenient conveniently convincing corporate corporation cost counter courier cover letter coverage coworker crash credentials credit criteria critical criticize crowd crucial cruise currency current customer customs cutting edge | D daily damage deadline deal debit debt decision decrease dedicate deduct defect defective definite definitely degree delay delete delivery demand demanding demonstrate depart department departure deposit description designate dessert destination detail detailed detect deterioration determine determined develop development device diagnose differential director discount discrepancy discrimination discuss discussion dish dismiss Dismissive display disposable dispose dispute disruption distinctive distinguish dividend download downsize |
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|---------------|----------------|----------------|---------------|--------------|
| downturn | express | I | know | O |
| downward | extend | identification | knowledge | objection |
| dramatic | extension | identify | knowledgeable | objective |
| draw | external | immediate | | obligation |
| dull | | immediately | | oblige |
| duration | | impact | | obtain |
| duty-free | | implement | | obviously |
| E | | imply | | occupation |
| earn | | improvement | | occur |
| earnings | | incentive | | officer |
| economical | | inclined | | official |
| economize | | include | | operate |
| economy | | inclusion | | operation |
| effective | | income | | optimistic |
| effectively | | increase | | order |
| efficiency | | indicate | | organization |
| efficient | | indication | | organize |
| electrical | | individual | | organized |
| embark | | individually | | original |
| emergency | | inexperienced | | outlook |
| emphasize | | inflate | | outstanding |
| employ | | inflation | | overall |
| employee | | information | | overdraft |
| employer | | inquiry | | overseas |
| employment | | install | | overtime |
| enable | | installation | | overview |
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| examine | goal | itinerary | | |
| excel | grievance | | | |
| excellent | growth | | | |
| excursion | guarantee | | | |
| executive | guidelines | | | |
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| | itemize | | | |
| | itinerary | | | |
| | L | | | |
| | label | | | |
| | labor | | | |
| | landlord | | | |
| | laptop | | | |
| | launch | | | |
| | law | | | |
| | lay off | | | |
| | leak | | | |
| | lease | | | |
| | leisure | | | |
| | lend | | | |
| | liability | | | |
| | license | | | |
| | limited | | | |
| | list | | | |
| | loan | | | |
| | lobby | | | |
| | local | | | |
| | log on | | | |
| | log out | | | |
| | loyal | | | |
| | luggage | | | |
| | luxurious | | | |
| | luxury | | | |
| | M | | | |
| | maintain | | | |
| | maintenance | | | |
| | major | | | |
| | manage | | | |
| | managerial | | | |
| | mandatory | | | |
| | manufacture | | | |
| | manufacturing | | | |
| | marketing | | | |
| | mechanic | | | |
| | medic | | | |
| | medical | | | |
| | medication | | | |
| | medicine | | | |
| | meeting | | | |
| | membership | | | |
| | merge | | | |
| | merger | | | |
| | mileage | | | |
| | million | | | |
| | misleading | | | |
| | mortgage | | | |
| | motivate | | | |
| | motivation | | | |
| | N | | | |
| | napkin | | | |
| | narrow | | | |
| | narrowing | | | |
| | neighborhood | | | |
| | network | | | |
| | notice | | | |
| | O | | | |
| | objection | | | |
| | objective | | | |
| | obligation | | | |
| | oblige | | | |
| | obtain | | | |
| | obviously | | | |
| | occupation | | | |
| | occur | | | |
| | officer | | | |
| | official | | | |
| | operate | | | |
| | operation | | | |
| | optimistic | | | |
| | order | | | |
| | organization | | | |
| | organize | | | |
| | organized | | | |
| | original | | | |
| | outlook | | | |
| | outstanding | | | |
| | overall | | | |
| | overdraft | | | |
| | overseas | | | |
| | overtime | | | |
| | overview | | | |
| | owe | | | |
| | P | | | |
| | package | | | |
| | package tour | | | |
| | parcel | | | |
| | parking lot | | | |
| | particularly | | | |
| | patience | | | |
| | payment | | | |
| | perform | | | |
| | performance | | | |
| | permanent | | | |
| | permission | | | |
| | permit | | | |
| | personal | | | |
| | personalize | | | |
| | personnel | | | |
| | persuade | | | |
| | pessimistic | | | |
| | platform | | | |
| | plumber | | | |
| | point | | | |
| | pointless | | | |
| | policy | | | |
| | poll | | | |
| | pollute | | | |
| | popular | | | |
| | popularity | | | |
| | position | | | |
| | postpone | | | |
| | postponement | | | |
| | potential | | | |
| | power | | | |
| | practical | | | |
| | practically | | | |
| | predict | | | |

| | | | | |
|---------------|----------------|----------------|--------------|--------------|
| predictable | reach | reserve | stock | U |
| prefer | realize | resign | strategic | understand |
| preference | receipt | resist | strategy | uniform |
| premises | receive | resolve | streamline | update |
| prepare | recent | respect | strike | upgrade |
| present | recipe | respectable | submit | utility bill |
| prevent | recognize | respectful | subscribe | |
| prevention | recommend | respond | subscription | |
| price | recommendation | responsibility | subsidiary | |
| priceless | recruit | responsible | suggest | |
| priority | recruitment | restructure | suggestion | |
| private | reduce | résumé | suit | |
| probability | reduction | retail | suitability | |
| probationary | redundant | retire | suitable | |
| profession | refund | review | supervise | |
| professional | refundable | rise | supervision | |
| profile | regarding | roadside | supplier | |
| profit | regardless | route | supply | |
| profitable | regional | runway | support | W |
| progress | register | | supporter | wage |
| progressive | registration | | switchboard | warehouse |
| prohibit | regular | S | systematic | warn |
| project | regularly | salary | | warning |
| promote | regulate | sale | | warrant |
| promotion | rehearse | sample | | warranty |
| prompt | reject | satisfactory | | wastage |
| promptly | relax | satisfy | | wealth |
| property | relaxation | save | | website |
| protect | release | scenery | | weight |
| protection | relevant | schedule | | wholesale |
| publicity | remain | scrutinize | | win |
| publicize | remind | search engine | | withdraw |
| purchase | reminder | select | | workplace |
| purpose | remove | selection | | worth |
| pursue | remuneration | selective | | worthless |
| Q | renovate | service | | wrap |
| qualification | renovation | shipment | | |
| qualified | rent | shortage | | X |
| qualify | repair | shuttle | | X-ray |
| quotation | repetitive | sightseeing | | |
| quote | replacement | software | | Y |
| R | report | spare part | | yearly |
| raise | represent | spare time | | yield |
| range | representative | speciality | | youth |
| rate | require | specialize | | |
| rational | requirement | specify | | Z |
| raw materials | reschedule | staff | | zero |
| | resemble | stapler | | zone |
| | reservation | starter | | |
| | | stationery | | |

