

# PASS THE TOEIC® TEST

NEW EDITION

Introductory Course

MILES CRAVEN



Công ty TNHH  
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP  
THÀNH PHỐ HỒ CHÍ MINH

## PART

# 6

## TEXT COMPLETION

### GENERAL ELEMENTS

This part of the TOEIC® test consists of four short texts. Each text has four blanks — these are spaces where a word, phrase, or sentence is missing. Below each blank are four answer choices. You must choose the answer that best completes the sentence.

Part 6 of the TOEIC test is very similar to Part 5. The main focus is on grammar and vocabulary. However, Part 5 consists of single sentences whereas in Part 6 the sentences are part of a text (an e-mail, article, letter, notice, etc.). Therefore, you sometimes need to read more than one sentence in order to choose the correct answer.

In addition, one question for each text asks you to identify a missing sentence. This question tests your understanding of context. You may need to read the paragraph, or even the whole text, again to get a general idea of the purpose.

### ► QUICK CHECK

How many questions are in this part of the TOEIC test?

How many answer choices are there for each question?

What is the main language focus?

How is Part 6 different from Part 5?

What does the "missing sentence" question test?

You may find it useful to review the Grammar and Vocabulary sections before you start.

# TRY IT OUT

## EXAMPLE

### SENTINEL SYSTEMS

The safety of our employees is a top priority at Sentinel Systems. Every member of the production staff is therefore required ..... 1 ..... the “Safety in the Workplace” training seminar once every year. This is a mandatory requirement to make sure all employees work in a safe environment. Anyone who ..... 2 ..... to attend the seminar risks endangering themselves and their coworkers.

The seminars take place on the last Friday of every month, at 2:00 P.M. in Training Room B. A maximum of twenty people can attend each session. Please note that we ..... 3 ..... have four spaces left for this month’s seminar on Friday the 27th. Call Amanda at Ext. 233 to reserve your spot.

..... 4 ..... If you have any questions, contact me by e-mail.

Geoff Kleber

Human Resources

1. (A) attendance  
(B) attending  
(C) **to attend**  
(D) attend
  
2. (A) wishes  
(B) registers  
(C) applies  
(D) fails
  
3. (A) currently  
(B) openly  
(C) absolutely  
(D) hardly
  
4. (A) I look forward to seeing you there.  
(B) **Thank you for your co-operation.**  
(C) No further action is necessary.  
(D) Your concern is most appreciated.

1. After the passive infinitive *to be required*, we need to use the infinitive with *to*.

2. All options are grammatically possible, so to answer this item correctly you need to understand the context. The rest of the sentence warns of the consequences of not attending the seminar.

3. Only this adverb (meaning *at this time*) correctly completes the sentence.

4. The purpose of the notice is to encourage employees to attend the safety seminar. This sentence reflects that purpose.

**Directions:** Read each text. You will notice that there are four blanks. These are places where a word, phrase, or sentence is missing. For each blank, study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the text. Then mark your answer.

**Questions 1–4 refer to the following e-mail.**

**From:** Sandie.Jenkins@kkinc.com

**To:** Undisclosed Recipients

**Re:** New website

I am pleased to inform you all that the new KK, Inc. website is finally operational. This is great news. After months and months of hard work, the result is very impressive.

1 ..... As members of our Customer Review Panel, your contributions have been extremely useful. 2 ..... your help, I don't think we could have succeeded in creating such a good website.

As a token of our appreciation for your efforts, we 3 ..... like to give each of you a \$200 gift certificate. Please log on to the website and enter the code JYIU987R to claim your reward.

We hope you have fun 4 ..... this in our online store!

Sincerely,

Sandie Jenkins

Customer Liaison Officer, KK, Inc.

1. (A) Thank you for all your suggestions.  
(B) Good luck in your future endeavors.  
(C) Please send in your responses soon.  
(D) Be sure to claim your reward.

2. (A) Because of  
(B) Without  
(C) Apart from  
(D) Not only

3. (A) could  
(B) might  
(C) would  
(D) will

4. (A) spending  
(B) spend  
(C) to spend  
(D) spent

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

**Questions 5–8 refer to the following article.**

A group of international business experts today ..... 5 ..... the results of a three-year economic survey. Their research indicates that a global recovery might be on the way. ..... 6 ..... The group, called Business International, made the statement in a press conference at the Governor's Hotel, New York. Over fifty industry economists participated in the data review. After the forty-five minute presentation, there was a question and answer session. "We are confident that economic growth will occur ..... 7 ..... the next two years," said Dr. Neil Ormond, the president of Business International. " ..... 8 ..... not all sectors of the world economy will see improvements, the overall effect should be positive."

5. (A) pronounced  
(B) announced  
(C) denounced  
(D) renounced

7. (A) on  
(B) to  
(C) in  
(D) at

6. (A) Markets worldwide welcomed the news.  
(B) Further economic data is needed.  
(C) This report will be completed soon.  
(D) Nobody has taken responsibility yet.

8. (A) Although  
(B) However  
(C) Despite  
(D) Even

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

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

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

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

Score ..... /8

# STEPS TO SUCCESS

This section presents an effective, step-by-step approach to use when answering questions on Part 6 of the TOEIC® test.

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

**1** Preview the text quickly to get a general idea. Do not look at the answer choices.

**2** Find the first blank. Is this testing grammar/vocabulary, or is it a missing sentence that tests reading comprehension?

- For a grammar/vocabulary question, ask yourself what kind of word or phrase you need to complete the sentence (a modal verb, noun, etc.). Study the words that come before and after the blank space.
- For a missing sentence, ask yourself what the purpose of the text is and look at how the missing sentence connects with the sentences that come before and after.

**3** Remember that sometimes you may need to refer to the previous and following sentences to help you find the correct answer. Occasionally you will need to read the whole text again.

**4** Study the answer choices carefully, and eliminate any you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

## Previewing

## Key Skill for Part 6

Step 1 involves previewing. Here, that means reading the text quickly. Do not worry about the missing words or read the answer choices. Do not read every word – just focus on the key words that contain important information. Your goal is to identify the type of text (a letter, e-mail, etc.), and to get an overall understanding of what it is about. Get used to previewing Part 6 texts in this way, and you will improve your TOEIC score.



STEP 1 Quickly preview this advertisement.

### Fantastic Summer Sale!

The HomeTronics summer sale starts Monday. Don't miss the fantastic summer ..... 1 ..... on a huge range of electrical products. Take 50% off all flat screen televisions, MP3 players, and satellite receivers. Plus, for the next two weeks, we are offering shoppers the chance to enter our free prize drawing. For every purchase you ..... 2 ..... , we will give you a ticket to win a two-week dream vacation ..... 3 ..... Europe plus \$1,000 in spending money. ..... 4 ..... Hurry in now to the HomeTronics summer sale. At these prices, you'd be crazy to shop anywhere else!

1. (A) exclusions  
(B) withdrawals  
(C) discounts  
(D) cutbacks

3. (A) over  
(B) on  
(C) in  
(D) at

2. (A) make  
(B) will make  
(C) are making  
(D) made

4. (A) All items have been reduced.  
(B) We hope to see you there.  
(C) No exchange is allowed.  
(D) What are you waiting for?

STEP 2 Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

STEP 4 Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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

STEP 1 Quickly preview this notice.

## Staff Parking

I'd like to ..... 1 ..... all staff that it is not possible to park in the main parking lot at the front of the building. As you know, these spaces are limited, and are strictly for the use of our customers and other visitors. Sufficient staff parking ..... 2 ..... at the rear of the building. Staff parked outside the main entrance will be asked to move ..... 3 ..... cars immediately. Some customers have complained that they are unable to find spaces. ..... 4 ..... Thank you for your attention.

Carole Wynn, Manager

- |   |   |
|---|---|
| 1. (A) remind<br>(B) remember<br>(C) repeat<br>(D) reclaim            | 3. (A) they<br>(B) theirs<br>(C) their<br>(D) them  |
| 2. (A) provides<br>(B) to provide<br>(C) providing<br>(D) is provided | 4. (A) Comments are always welcome.<br>(B) This situation has to stop.<br>(C) Your feedback is appreciated.<br>(D) There is space for everyone. |

STEP 2 Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

STEP 4 Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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

**STEP 1** Quickly preview this article.

## Business Expert Visits City

1 There is huge excitement at the prospect of meeting the boss of one of the nation's largest and most successful enterprises. Ms. Jackson, the millionaire owner of the Happy Chicken chain of restaurants, is here to offer help to the region's small businesses. She is giving a talk to business owners Thursday at the Maryland Convention Center.

"**2** the vital role they play in our economy, many companies lack the support they need to realize their growth potential," she said. "My talks give entrepreneurs the right advice to help them **3** their goals." Ms. Jackson recently appeared in the hit TV show "Back to Business," and will host a free networking event at the Maryland Convention Center **4** June 4. For more details, visit [www.thebiz.com/events](http://www.thebiz.com/events).

- |   |   |
|---|---|
| <p>1. (A) It helps to be a celebrity.<br/>           (B) More firms are reporting growth.<br/>           (C) Louise Jackson is in town.<br/>           (D) Female bosses are popular.</p> | <p>3. (A) win<br/>           (B) achieve<br/>           (C) gain<br/>           (D) succeed</p> |
| <p>2. (A) Although<br/>           (B) However<br/>           (C) Whereas<br/>           (D) Despite</p>   | <p>4. (A) on<br/>           (B) at<br/>           (C) in<br/>           (D) by</p>              |

**STEP 2** Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

**STEP 3** Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

**STEP 4** Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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

**STEP 1** Quickly preview this letter.

Mr. Frank Leibnitz  
8974 Green Valley Drive  
Inglewood, CA 90305

Dear Mr. Leibnitz:

Thank you for attending the interview with us on June 3 for the Healthcare Assistant vacancy at Dews Retirement Homes.

Although your qualifications are impressive, ..... 1 ..... it is clear you have a great deal of useful experience, I regret that we are not able to offer you a ..... 2 ..... at this time.

There were many strong candidates, and unfortunately, on this occasion you have not been successful.

..... 3 ..... I wish you success with your ..... 4 ..... for suitable employment.

Yours sincerely,  
Raymond Lee

- |  |  |
|--|--|
| 1. (A) nor<br>(B) and<br>(C) but<br>(D) then                         | 3. (A) All employees are carefully selected.<br>(B) Thank you for your interest in our company.<br>(C) Your participation was welcome.<br>(D) We were delighted to meet you. |
| 2. (A) condition<br>(B) situation<br>(C) position<br>(D) preparation | 4. (A) research<br>(B) searching<br>(C) searcher<br>(D) search   |

**STEP 2** Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

**STEP 3** Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

**STEP 4** Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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

**STEP 1** Quickly preview this memo.

From: Dayna.Black@brm.com  
 To: "All Employees" <allstaff@brm.com>  
 Re: Employee of the Season

Yes, it is that time ..... 1 ..... ! Voting forms will be issued today. As done previously, the forms will be placed in envelopes and distributed to you by your line managers at your next departmental meetings. The forms must be completed and ..... 2 ..... to your line manager by no later than midday on Friday, March 25th.

You can vote for your 1st, 2nd, and 3rd choices. People receiving votes from outside of their own department will receive double points. Please remember, you must provide a reason to support your ..... 3 .....

We will announce the winners at the next staff meeting planned for Wednesday, March 30th. .... 4 .... If anyone has any questions, please let me know.

Dayna  
 Staff Development

- |   |  |
|---|--|
| 1. (A) yet<br>(B) already<br>(C) still<br>(D) just              | 3. (A) choice<br>(B) cause<br>(C) business<br>(D) claim  |
| 2. (A) returned<br>(B) revisited<br>(C) replied<br>(D) replaced | 4. (A) Membership is not mandatory.<br>(B) Can all staff report on time?<br>(C) No exceptions can be made.<br>(D) Please do try to attend. |

**STEP 2** Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

**STEP 3** Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

**STEP 4** Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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

# Strategy Review and Tips

Test review

## Strategy Review Reading Test – Part 6

*Remember, in the test...*

Begin by previewing the passage. Don't stop when you see a blank. Keep reading. You should read quickly to get a general idea of the content.

Carefully read each sentence with a blank. Look closely and decide what is being tested: grammar, vocabulary, or (for a missing sentence) reading comprehension.

Look at the words before and after the blank and try to identify the part of speech, and the meaning, of each missing word or phrase.

Eliminate any answers that you are sure are wrong.

Do not forget that sometimes you may need to look at other sentences elsewhere in the text to help you identify the correct answer – especially for missing sentences.

If you are not sure about the answer, don't waste time. Decide quickly and move on to the next item.

### TIPS

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

“I try to predict the missing words before I look at the answer choices. Then, when I check the answer choices, if I find the same word or something similar I know it is probably the correct answer.”

Kumiko Ito

“In Part 6, I never read the text. I go straight to the missing words. I can usually eliminate at least two answers that definitely don't fit.”

Marc Gautier

“For missing sentence questions, ask yourself what is the purpose of the text.”

Ana Velasquez

“If the information you need is not in the sentence with a blank, always start by looking at the sentence immediately before the sentence with the blank. You'll often find what you need there.”

Haruo Matsumoto

“Don't spend long on this part. There are only 16 points. Do it as quickly as you can and move straight on to Part 7.”

Soon-Bok Yoon

# Review Test

**Directions:** Read each text. You will notice that there are four blanks. These are places where a word, phrase, or sentence is missing. For each blank, study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the text. Then mark your answer.

Questions 1–4 refer to the following article.

## Mishima Motors to Expand

By Hideo Arakawa, Japan

Mishima Motors today announced plans to ..... 1 ..... expand its car manufacturing operations.

Sales of the 'Daiba' – the company's most popular model – are partially responsible for this move.

"The 'Daiba' ..... 2 ..... great success since its launch," said C.E.O Minoru Takada. "We now want to double our production over the next three years, by starting production at new facilities in Tokyo, Osaka, and Sapporo." The company's stock price rose an incredible 21 percent on hearing this news, ..... 3 ..... fears by some experts that Mishima Motors is being too aggressive.

Mr. Takada welcomed the jump in the stock price. "With such a positive response ..... 4 ..... to our ambitious program, we cannot fail," he insisted.

1. (A) significantly  
(B) fluently  
(C) strictly  
(D) commonly
2. (A) will enjoy  
(B) was enjoying  
(C) has enjoyed  
(D) had enjoyed
3. (A) even though  
(B) in spite of  
(C) however  
(D) so that
4. (A) Stock prices can go down, too!  
(B) A new program will start soon.  
(C) We appreciate your order.  
(D) The time is right for expansion.

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

Mrs. Maggie Bertram  
1025 Francis Street  
Vancouver  
British Columbia  
Canada V6Z 1L4

August 14

Dear Mrs. Bertram:

Our records show that you last ..... 5 ..... us on February 26, earlier this year. Your next dental appointment is now due. Please call 360-925-8144 to make an appointment as soon as possible.

You may be interested to know that we are offering our customers 15% off our teeth whitening ..... 6 ..... . The most important thing you wear is your smile, so ask about our Laser Plus package, and how it can get you ahead. Call us today to take ..... 7 ..... of this great offer.

..... 8 .....

Patient Support  
Bannard Associates

5. (A) visit  
(B) visited  
(C) have visited  
(D) were visiting

6. (A) renewal  
(B) provision  
(C) resource  
(D) service

7. (A) advice  
(B) notice  
(C) advantage  
(D) possession

8. (A) Get the smile you deserve!  
(B) Come and join us.  
(C) Your views are most appreciated.  
(D) Experience is not essential.

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

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

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

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

**Questions 9–12 refer to the following e-mail.**

What you will learn on page 8–9

To: jgooding@FastNet.com  
From: sales@mustick.com  
Subject: Your mustick.com order

Dear Mr. Gooding:

Thank you for ordering four e-tickets to see The Big Bash Live on Saturday, April 3 at the M2 Arena. **9** Your application for tickets **10** being processed.

You **11** receive your tickets by e-mail within two weeks. Simply print them, and take them with you to the event. You will need to show them to access the stadium. If you do not hear from us within two weeks, please **12** the Ticket Services team by e-mailing ticket-services@mustick.com.

Thank you for choosing mustick.com.

Yours sincerely,

Jason Chen  
Ticket Services

9. (A) We are glad you enjoyed the show.  
(B) The ticket price cannot be changed.  
(C) We have received your request.  
(D) Tickets to this event are very popular.

11. (A) could  
(B) should  
(C) must  
(D) have to

10. (A) is  
(B) are  
(C) will  
(D) has

12. (A) to contact  
(B) contacting  
(C) contacted  
(D) contact

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

Questions 13–16 refer to the following notice.

## Watch out for phone scams

13 ..... someone ever call saying you owed tax and demanding you make a payment immediately? Did you ever get a phone call ..... 14 ..... you of a refund, and asking for your banking details and proof of identity? If the answer is affirmative, then that was a scam!

Phone scams are fake calls from people claiming to be from a bank or other organization. They aim to trick you into revealing personal information such as bank details, passwords, etc. ..... 15 .....

- Never give personal information to people who call you unexpectedly.
- Call the company back on a known number
- Always hang up if you're in any ..... 16 .....

Don't be fooled — be smart!

13. (A) Has  
(B) Did  
(C) Was  
(D) Have
14. (A) warning  
(B) alerting  
(C) notifying  
(D) referring
15. (A) Phone scams are common.  
(B) Most calls are genuine.  
(C) Stay safe with our tips.  
(D) Contact us for more help.
16. (A) accident  
(B) inconvenience  
(C) trouble  
(D) doubt

13. (A) (B) (C) (D) 14. (A) (B) (C) (D) 15. (A) (B) (C) (D) 16. (A) (B) (C) (D)

Score ...../16

## EXTRA PRACTICE ONLINE

Go to [www.pass-the-toeic-test.com](http://www.pass-the-toeic-test.com) for more grammar and vocabulary exercises to help improve your score on the TOEIC test.