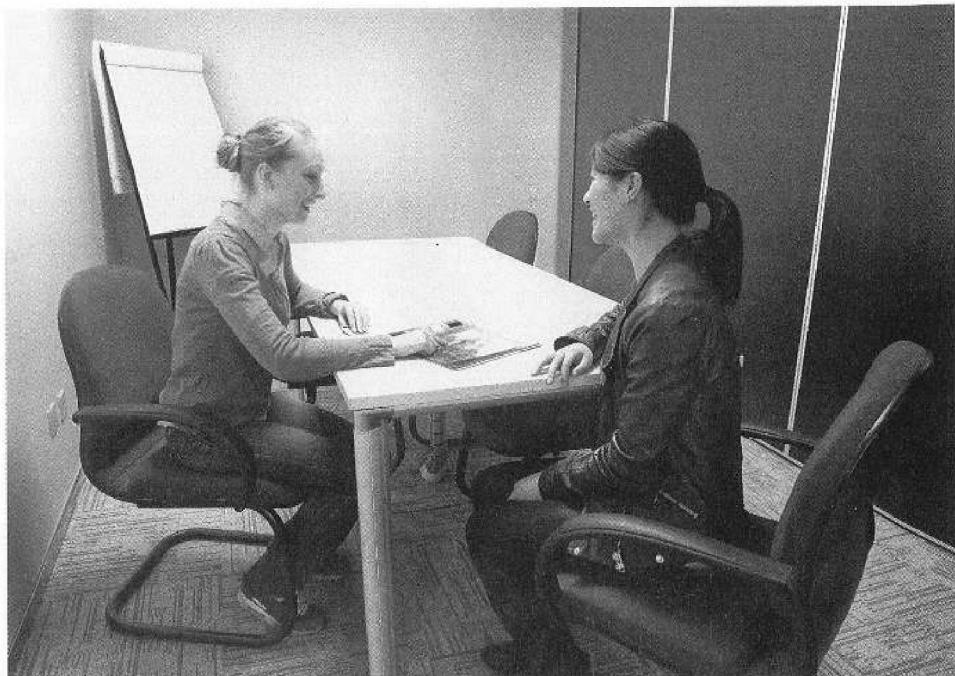


LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

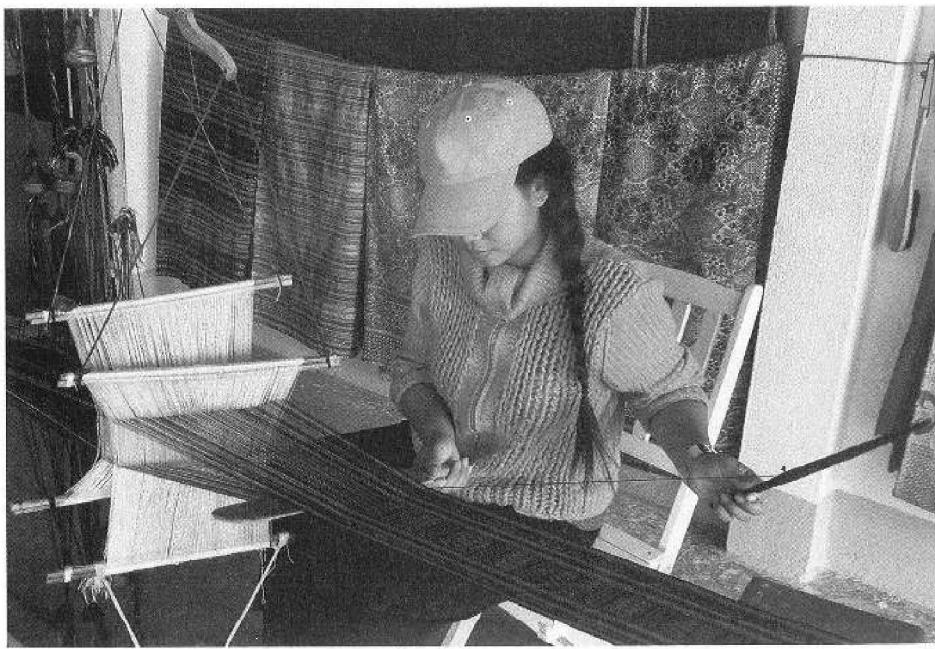
PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



C

TEST
4

2.



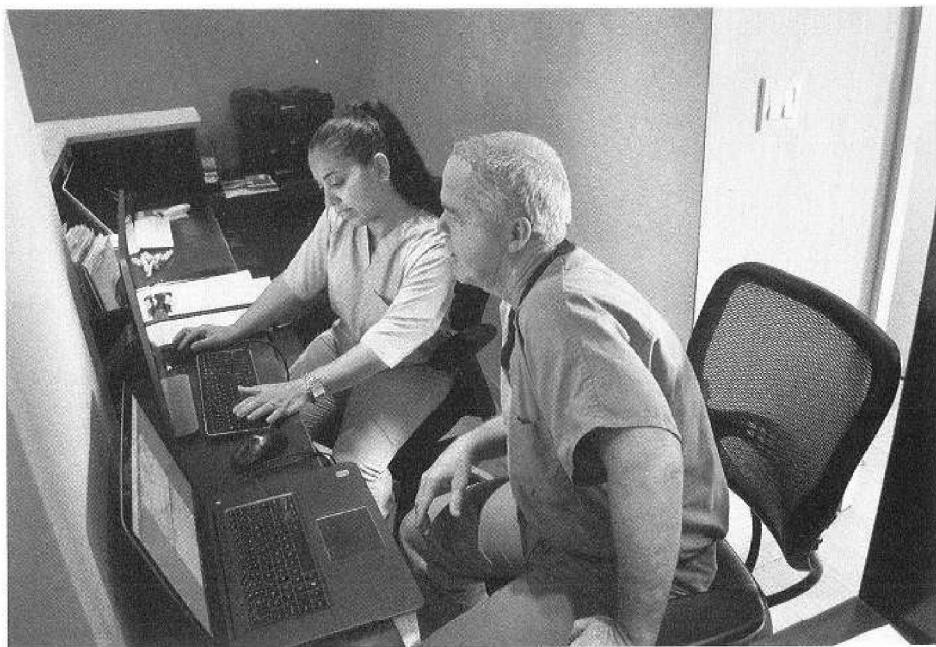
C

GO ON TO THE NEXT PAGE

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3.



C

4.



D

5.



TEST
4

6.



GO ON TO THE NEXT PAGE

TEST 4 63

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PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

- A 7. Mark your answer on your answer sheet.
- C 8. Mark your answer on your answer sheet.
- B 9. Mark your answer on your answer sheet.
- A 10. Mark your answer on your answer sheet.
- A 11. Mark your answer on your answer sheet.
- A 12. Mark your answer on your answer sheet.
- C 13. Mark your answer on your answer sheet.
- B 14. Mark your answer on your answer sheet.
- C 15. Mark your answer on your answer sheet.
- C 16. Mark your answer on your answer sheet.
- C 17. Mark your answer on your answer sheet.
- C 18. Mark your answer on your answer sheet.
- B 19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet. C
21. Mark your answer on your answer sheet. B
22. Mark your answer on your answer sheet. A
23. Mark your answer on your answer sheet. A
24. Mark your answer on your answer sheet. B
25. Mark your answer on your answer sheet. B
26. Mark your answer on your answer sheet. B
27. Mark your answer on your answer sheet. A
28. Mark your answer on your answer sheet. A
29. Mark your answer on your answer sheet. C
30. Mark your answer on your answer sheet. A
31. Mark your answer on your answer sheet. A

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

TEST
4

32. What does the man ask the woman about?
(A) Travel plans
(B) Machine repairs
(C) A delivery date
(D) A payment amount
33. What does the woman ask the man to do?
(A) Hire additional staff
(B) Provide photo identification
(C) Make a deposit
(D) Sign for a package
34. Why will the man be unavailable?
(A) He will be giving a factory tour to investors.
(B) He will be assisting some technicians.
(C) He will be conducting a safety inspection.
(D) He will be attending a training session.
35. According to the woman, what is the purpose of the call?
(A) To find out some hours of operation
(B) To schedule a doctor's appointment
(C) To ask about a discount
(D) To get information about some medicine
36. What does the woman complain about?
(A) A long wait time
(B) An unfriendly staff member
(C) An incorrect order
(D) A price increase
37. What does the man suggest the woman do?
(A) Leave a voice-mail message
(B) Use an online chat service
(C) Provide medical records
(D) Cancel a payment
38. What does the man imply when he says, "you're not leaving now, are you"?
(A) He would like to speak with the woman.
(B) He needs a ride.
(C) A work shift has not ended.
(D) The woman has forgotten about a meeting.
39. What does the man say he is working on?
(A) A seating chart
(B) A Web site
(C) A time sheet
(D) A client presentation
40. What does the woman offer to do?
(A) Work on a problem
(B) Call a customer
(C) Design an illustration
(D) Hire a consultant
41. Where does the man most likely work?
(A) At an office supply company
(B) At a catering company
(C) At a warehouse
(D) At a kitchen appliance store
42. Why does the woman call the man?
(A) To report a shipping mistake
(B) To make an appointment
(C) To change an order
(D) To negotiate a price
43. What does the man promise to send?
(A) A list of vendors
(B) A lunch menu
(C) A delivery address
(D) A confirmation e-mail

GO ON TO THE NEXT PAGE 

44. What event are the speakers mainly talking about?
(A) A technology convention
(B) A management seminar
(C) A corporate fund-raiser
(D) A job fair
45. Which department does the man work in?
(A) Shipping
(B) Accounting
(C) Manufacturing
(D) Graphic design
46. What is the man asked to do?
(A) Make an online payment
(B) Reserve computer equipment
(C) Provide written feedback
(D) Choose a catering service
-
47. What is the man purchasing?
(A) A television
(B) A laptop computer
(C) Printing paper
(D) Business cards
48. Why does the man say, "I've just started my business"?
(A) To explain an error
(B) To reject an offer
(C) To express pride
(D) To update a friend
49. What does the woman say she will do this afternoon?
(A) Meet with a colleague
(B) Market a product
(C) Create a sample
(D) Return a phone call
-
50. What are the speakers discussing?
(A) Renting some office space
(B) Reserving a banquet hall
(C) Purchasing a car
(D) Finding an apartment
51. What is Jane concerned about?
(A) Access to wireless Internet
(B) The availability of parking
(C) The size of a budget
(D) The proximity to a city center
52. Why does the man want a short-term contract?
(A) He needs to raise more money.
(B) He is moving to a new city.
(C) A company is growing.
(D) A business agreement may change.
-
53. Why is the man calling?
(A) To open a bank account
(B) To complain about repair work
(C) To ask about a loan
(D) To interview for a job
54. Who most likely is the woman?
(A) A building inspector
(B) A city official
(C) An interior designer
(D) A bank employee
55. What will the woman do after the phone call?
(A) Sign a contract
(B) Speak to a manager
(C) Meet with a customer
(D) Mail a form
-

56. According to the woman, what has happened?

- (A) Some merchandise has sold out.
- (B) A client has rescheduled a visit.
- (C) A director has reduced a budget.
- (D) A document has been lost.

57. What does the woman recommend doing?

- (A) Going to a sporting event
- (B) Searching a Web site
- (C) Inviting a company president
- (D) Using a corporate credit card

58. What will the man do next?

- (A) Pick up a rental car
- (B) Check a calendar
- (C) Talk to a colleague
- (D) Update an online account

59. Where most likely do the men work?

- (A) At a convention center
- (B) At a television station
- (C) At a bookstore
- (D) At a theater

60. Who is the woman?

- (A) A photographer
- (B) A musician
- (C) An actress
- (D) An author

61. What does the woman request?

- (A) A film ticket
- (B) A beverage
- (C) A pen
- (D) A parking pass



Orchestra Hall Concert Schedule

June 18	Andy Torino
June 25	Angela Ferrero
July 1	Javier Fernandez
July 12	Andy Torino

TEST
4

62. Why will the woman be away?

- (A) She is attending a wedding.
- (B) She is presenting at a conference.
- (C) She is going on a tour.
- (D) She is leading a training event.

63. Look at the graphic. When will the speakers go to a concert?

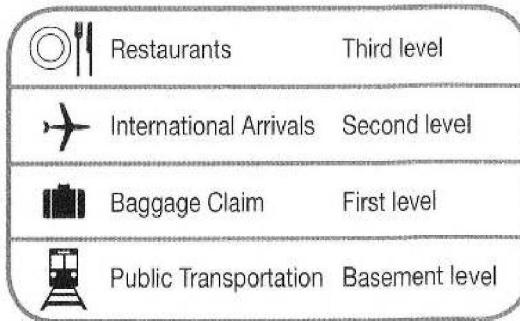
- (A) On June 18
- (B) On June 25
- (C) On July 1
- (D) On July 12

64. What does the woman say she will do next?

- (A) Read about a performer
- (B) Update a schedule
- (C) Send out an invitation
- (D) Book some tickets

Miller's Clothing Shop		
April 6		
Receipt: 00309		
Item	Quantity	Price
Jacket	1	\$50.00
Scarf	1	\$20.00
Sweater	1	\$45.00
Total \$115.00		

65. What type of event did the woman go to yesterday?
- (A) A retirement celebration
 - (B) A birthday party
 - (C) An awards ceremony
 - (D) A business conference
66. Why does the woman want to return a piece of clothing?
- (A) She received the same item as a gift.
 - (B) She found a better price in another store.
 - (C) The item was damaged.
 - (D) The item does not fit well.
67. Look at the graphic. How much will be refunded?
- (A) \$50
 - (B) \$20
 - (C) \$45
 - (D) \$115
-



68. Why was the man late?
- (A) He was caught in traffic.
 - (B) He went to the wrong location.
 - (C) He was mistaken about an arrival time.
 - (D) His prior meeting did not finish on time.
69. Look at the graphic. Where will the speakers probably go next?
- (A) The third level
 - (B) The second level
 - (C) The first level
 - (D) The basement level
70. Why does the woman say she is concerned?
- (A) Her suitcase has been lost.
 - (B) Her connecting flight has been canceled.
 - (C) Her colleague is unable to help with a presentation.
 - (D) Her mobile phone is not working properly.

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

TEST 4

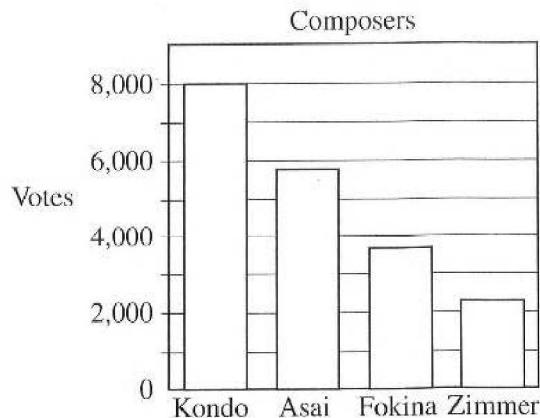
71. Where most likely are the listeners?
- (A) At a hotel
 - (B) At a restaurant
 - (C) At a warehouse
 - (D) At a food market
72. What does the business have planned for the weekend?
- (A) Construction work
 - (B) Extended operating hours
 - (C) A cooking demonstration
 - (D) An anniversary banquet
73. According to the speaker, what can the listeners do online?
- (A) Find coupons
 - (B) Place an order
 - (C) Make a reservation
 - (D) View a map
-
74. What does Ento Industries produce?
- (A) Assembly-line equipment
 - (B) Vehicle engines
 - (C) Truck tires
 - (D) Rubber gloves
75. What does the speaker emphasize about the product?
- (A) Its warranty
 - (B) Its appearance
 - (C) Its size
 - (D) Its durability
76. What does the speaker say the listener can do?
- (A) Return merchandise to the manufacturer
 - (B) Recycle used materials
 - (C) Have an item custom-made
 - (D) Request access to some study results
-
77. What problem is the speaker discussing?
- (A) Outdated vehicles
 - (B) Passenger complaints
 - (C) A decrease in ticket sales
 - (D) A staff shortage
78. What does the speaker suggest?
- (A) Reducing the number of daily trips
 - (B) Offering lower bus fares
 - (C) Conducting a customer survey
 - (D) Starting an advertising campaign
-
79. What does the speaker ask the listeners to do?
- (A) Get approval for travel
 - (B) Review a revised budget
 - (C) Meet with some customers
 - (D) Provide feedback on a schedule
-
80. Who most likely is the speaker?
- (A) An actor
 - (B) A journalist
 - (C) A book editor
 - (D) A play director
81. Why is the speaker calling the theater?
- (A) To obtain permission for photographs
 - (B) To plan for a reception
 - (C) To reserve seats
 - (D) To request a group discount
82. What does the speaker say he can do?
- (A) Read a script
 - (B) E-mail an article
 - (C) Give a presentation
 - (D) Attend a rehearsal
-

GO ON TO THE NEXT PAGE 

83. Where does the speaker most likely work?
- (A) At a furniture store
 - (B) At a construction company
 - (C) At a gardening center
 - (D) At a restaurant
84. What is the speaker offering the listeners?
- (A) Additional work shifts
 - (B) Free beverages
 - (C) Longer breaks
 - (D) More vacation time
85. What does the speaker imply when she says, "the sign-up sheet will only be there for a few days"?
- (A) She needs clarification.
 - (B) She will follow the correct procedure.
 - (C) Employees should act soon.
 - (D) Employees can submit recommendations.
-
86. What does the speaker thank the listener for?
- (A) Buying her artwork
 - (B) Introducing her to someone
 - (C) Donating some money
 - (D) Sending some brochures
87. What does the speaker invite the listener to do?
- (A) Share a story
 - (B) Speak at an event
 - (C) Attend a debate
 - (D) Join an organization
88. Why does the speaker say, "I have some meetings near your office building on Tuesday and Wednesday"?
- (A) She is accepting an invitation.
 - (B) She is indicating when she is available.
 - (C) She is offering to deliver some documents.
 - (D) She is suggesting a change in location.
-
89. What problem does the speaker mention?
- (A) An online network is down.
 - (B) A file is missing.
 - (C) A budget request has been denied.
 - (D) A scheduling error has been found.
90. What department does the speaker most likely work in?
- (A) Human Resources
 - (B) Advertising
 - (C) Accounting
 - (D) Customer Service
91. What solution has been offered?
- (A) A deadline will be extended.
 - (B) Several people will join a team.
 - (C) The scope of a project will be reduced.
 - (D) Additional computers will be available.
-
92. Where is the talk taking place?
- (A) At a software demonstration
 - (B) At a certification course
 - (C) At a press conference
 - (D) At a board meeting
93. Why does the speaker say, "This has never happened before"?
- (A) To apologize for a misunderstanding
 - (B) To explain a new procedure
 - (C) To reassure the listeners
 - (D) To request some funding
94. What will be available next week?
- (A) Updated Web site photographs
 - (B) New software
 - (C) Revised instruction manuals
 - (D) Recent sales figures
-



95. What does the speaker say about the cost of Rickson Center services?
- It is reduced for members.
 - It will increase next month.
 - The government pays for it.
 - Payment is due before April.
96. What recently happened in Keene Township?
- A new office location opened.
 - A government policy was changed.
 - A small-business contract was signed.
 - A networking event was held for business owners.
97. Look at the graphic. Which workshop is currently full?
- Business Plans
 - Budget Management
 - Networking Tactics
 - Strategic Marketing



98. Why are the listeners told to visit a Web site?
- To purchase tickets
 - To download recordings
 - To read concert reviews
 - To sign up for notifications
99. What is the topic of today's broadcast?
- A museum exhibit
 - Lives of celebrities
 - Music in movies
 - Popular musical instruments
100. Look at the graphic. Which person will be interviewed?
- Ms. Kondo
 - Ms. Asai
 - Ms. Fokina
 - Ms. Zimmer

This is the end of the Listening test. Turn to Part 5 in your test book.

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. The Telra Corporation complies with all local and national -----.
(A) regulate
(B) regulated
(C) regulatory
(D) regulations
102. If you are not satisfied with your purchase ----- CXT Electronics, return it within 30 days for a full refund.
(A) to
(B) out
(C) from
(D) along
103. Ms. Anderson has just received her invitation, so we cannot yet confirm whether ----- will attend the end-of-year banquet.
(A) she
(B) her
(C) hers
(D) herself
104. As part of the writing workshop, participants will read their compositions ----- to the group.
(A) throughout
(B) aloud
(C) meanwhile
(D) significantly
105. Our programmers have benefited from the rigorous ----- required by the company.
(A) trainee
(B) trains
(C) training
(D) trained
106. A recent ----- of restaurants across the nation suggests that people are dining out much more frequently.
(A) collection
(B) cuisine
(C) survey
(D) supply
107. During the summer, the Clayburgh Museum ----- its hours until 10:00 P.M. on the weekend.
(A) extends
(B) extending
(C) extensions
(D) extendable
108. After reviewing the latest real-estate reports, Ms. González ----- the sale of the property.
(A) replaced
(B) invested
(C) commented
(D) authorized

109. Atlas Printing ----- can accommodate large orders within 24 hours.
- (A) general
 (B) generalize
 (C) generalized
 (D) generally
110. The Kwon Group employee handbook contains ----- information about payroll, benefits, and terms of employment.
- (A) every
 (B) entire
 (C) whole
 (D) complete
111. Mr. Shim has decided that he will present the figures to the board of trustees ----- rather than appoint someone else to do it.
- (A) his
 (B) himself
 (C) him
 (D) he
112. ----- he arrived in Indonesia, risk analyst Hoi-Tung Lai has been assessing the spending of Jakarta's middle class.
- (A) While
 (B) During
 (C) Since
 (D) For
113. Robert Lum is one of the most ----- leaders in the import-export business.
- (A) persuasive
 (B) persuade
 (C) persuasively
 (D) persuades
114. Compared with other dairy products, yogurt has remained ----- inexpensive.
- (A) thoroughly
 (B) relatively
 (C) early
 (D) minimally
115. Please place all orders for new office furniture ----- February 17.
- (A) despite
 (B) before
 (C) inside
 (D) when
116. The Ott Institute designs successful training videos, but the process ----- to take longer than expected.
- (A) finds
 (B) shows
 (C) works
 (D) tends
117. Two candidates were recently interviewed for the marketing position, and ----- were impressive.
- (A) some
 (B) both
 (C) any
 (D) either
118. If Mr. Itoh is unable to attend the conference in Brasília, then Ms. Gruber will speak in his -----.
- (A) place
 (B) purpose
 (C) concern
 (D) permission
119. We have simplified the bill-paying feature on our secure Web site ----- convenience.
- (A) above all
 (B) with some
 (C) for your
 (D) by its
120. The rebate offered by Genton Vitamins will expire ----- six months.
- (A) among
 (B) within
 (C) except
 (D) besides

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121. The results of the test are only as meaningful as the quality of the specimen ----- for analysis.
- (A) submitted
(B) submittal
(C) submits
(D) submitting
122. Ms. Nguyen is assigned to oversee ----- television advertising campaigns.
- (A) indefinite
(B) deliberate
(C) compound
(D) multiple
123. Sales from the Plainlee Organics juice line ----- for less than 25 percent of the company's total revenue.
- (A) account
(B) accounts
(C) accounting
(D) accountant
124. Since Alfonso Bastian is such a great ----- to the company, he was promoted to division manager.
- (A) asset
(B) order
(C) application
(D) opportunity
125. The city ----- that all buildings pass an inspection does not apply to historic landmarks.
- (A) require
(B) requires
(C) required
(D) requirement
126. To keep an independent contracting license, Ms. Ato must ----- the correct paperwork annually.
- (A) file
(B) conduct
(C) announce
(D) transform
127. The price quoted by the movers is only an ----- cost and is subject to change.
- (A) approximately
(B) approximate
(C) approximating
(D) approximation
128. Through the years, Ontario Housewares has ----- its commitment to sell only the highest-quality kitchen appliances.
- (A) linked
(B) relieved
(C) honored
(D) attracted
129. Mr. Mehretu will discuss the ----- of the new payroll policy at the company meeting tomorrow.
- (A) specifics
(B) specifically
(C) specifies
(D) specific
130. The contract must be signed ----- the opening of formal discussions.
- (A) in order to
(B) prior to
(C) except for
(D) on top of

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following press release.

Losilly Perfumes is pleased to announce that its newest fragrance, Pink Roses, has been
----- Fragrance of the Year by the World Perfume Council. The council considers dozens of
131. entries every year, and the award carries a great deal of prestige in the industry. This is the first
time ----- of Losilly's fragrances has received this honor. Pink Roses uniquely combines the
132. scent of freshly picked roses with a hint of vanilla.

The Pink Roses scent had a ----- release early this year and is still sold exclusively online.
133.

134.

- 131.** (A) granted
(B) supported
(C) named
(D) founded

- 132.** (A) none
(B) each
(C) others
(D) any

- 133.** (A) limit
(B) limited
(C) limiting
(D) limits

- 134.** (A) The fragrance will be available in stores
next month.
(B) The previous winner was also a floral
scent.
(C) Its distinctive packaging has been
redesigned.
(D) Losilly is currently working on a
replacement product.

TEST 4

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TEST 4 111

<https://www.Fb.com/ToeicManhHa/>

Questions 135-138 refer to the following e-mail.

From: Felizia Wolfmeier <felizia@feliziasbakery.com>
To: Ji Hyun Park <jhpark@polysthetics.com>
Date: May 18
Subject: Your feedback

Dear Ms. Park:

Thank you for contacting Felizia's Bakery with your -----. We are ----- to inform you that your
135. **136.** idea, cinnamon mango cupcakes, will be added to our menu next month.

We would like to thank you by offering you a complimentary half-dozen cupcakes in the flavor of
your choice. To ----- your gift, simply take this message with you the next time you visit Felizia's
137.
Bakery.

----- We look forward to seeing you soon.
138.

Sincerely,

Felizia Wolfmeier, Owner
Felizia's Bakery

- 135.** (A) suggestion
(B) requirement
(C) complaint
(D) concern

- 136.** (A) delight
(B) delighted
(C) delightful
(D) delights

- 137.** (A) return
(B) exchange
(C) claim
(D) display

- 138.** (A) It is fortunate that we have the item in
stock.
(B) We hope you enjoy this token of our
appreciation.
(C) Please contact us with the requested
information.
(D) Gift receipts do not contain prices.

Questions 139-142 refer to the following advertisement.

Timbi Construction Shelters

If you work in the construction industry, you know how frustrating **139.** can be when unexpected rain forces you to halt work on a project. Not only do you risk inconveniencing your client when a deadline is missed, but you may have to postpone other planned projects as well.

Timbi Construction Shelters provide the **140.** you need to continue the job! These temporary structures **141.** installed directly at your work site. They remain intact for the duration of your project, enabling your crew members to work uninterrupted in rain or sunshine. They also ensure that all equipment and materials are kept dry, eliminating the risk of water and mold damage. **142.** Visit www.timbishelters.com for more information!

139. (A) it
(B) one
(C) they
(D) some
140. (A) workers
(B) financing
(C) advice
(D) protection
141. (A) can be
(B) are being
(C) have been
(D) would have been
142. (A) Make sure to explain which repairs are most critical.
(B) You will never have to delay work because of rain again.
(C) We will send a professional to your facility right away.
(D) How much time a project requires is difficult to predict.

GO ON TO THE NEXT PAGE 

TEST 4 113

<https://www.Fb.com/ToeicManhHa/>

Questions 143-146 refer to the following article.

(April 15)—Starting on May 1, the city of Moreton will adopt a new recycling system. Residents will no longer have to sort recyclable materials. -----, they can put everything into the same container. **143.**

"This process is much more streamlined," says Liam Brown of Moreton Waste Management. "It will be just as easy to recycle as it is to throw things away. -----." **144.**

Skeptics say that while collection costs may be lower with the new system, processing costs will be much higher. "It may be more ----- for residents," says Moreton resident Sophia Preston, "but ----- these recyclables have to be taken to a facility to be sorted anyway. Then the city is going to have to pay high processing fees. People ----- that the old system was better." **145.** **146.**

- 143.** (A) Instead
(B) Otherwise
(C) In the meantime
(D) As a rule

- 145.** (A) urgent
(B) amusing
(C) convenient
(D) ordinary

- 144.** (A) They have undergone additional training.
(B) It has been interesting to see the results.
(C) The benefits of this are unclear.
(D) People will be more likely to comply.

- 146.** (A) realized
(B) will realize
(C) would have realized
(D) been realizing

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following invoice.

<p style="text-align: center;">Sun and Moon Textiles  2-10-28 Ginza Chuo-ku, Tokyo 104-0061 Phone: (03) 5555-0083 E-mail: sunandmoontextiles@vendor.jp</p>				
<p>Sold To: Interior Designs Manhattan 39 E 40th St. New York, NY 10016</p>		<p>Ship To: Interior Designs Manhattan Warehouse 500 Canal Boulevard #150 New York, NY 10013</p>		
<p>Invoice #: 51001002 Invoice Date: 5 December Delivery Type: Express Air</p>		<p>Order Date: 3 December Export Date: 10 December Expected Delivery Date: 15 December</p>		
Product Description	Product Number	Quantity	Unit Cost	Total
“Slumber” Comforter	00112	30	\$65.00 USD	\$1,950.00 USD
“Slumber” Pillowcase Set (2 cases per set)	00113	30	\$25.00 USD	\$ 750.00 USD
International Shipping Invoice			Shipping	\$ 523.00 USD
			Total	\$3,223.00 USD

147. When is the purchase scheduled to arrive?

- (A) On December 3
- (B) On December 5
- (C) On December 10
- (D) On December 15

148. What is indicated on the invoice?

- (A) The order was placed online.
- (B) Payment will be due on delivery.
- (C) Charges have been added for shipping.
- (D) The products will be delivered to multiple locations.

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<https://www.Fb.com/ToeicManhHa/>

Questions 149-150 refer to the following e-mail.

E-mail

To: Administrative Staff
From: Junpei Hamano
Date: August 8
Subject: Employee Data

As you read in yesterday's company-wide memo, the system for storing employee records has recently been updated. All employees must submit their most recent résumé to empdata@okamin.com. In addition, administrative staff will soon receive a mandatory questionnaire seeking information on technical skills, including:

- Words-per-minute keyboarding skills
- Software skills, such as spreadsheet creation, word processing, and database management

If you do not know your typing speed and need to take a timed test, please contact Amy Seidel at extension 711.

Sincerely,

Junpei Hamano
Administrative Manager
Okamin Imports Ltd.

149. What is one purpose of the e-mail?

- (A) To describe the reorganization of a department
- (B) To introduce new employees
- (C) To announce technical training sessions
- (D) To provide information about new requirements

150. According to the e-mail, why should an employee contact Ms. Seidel?

- (A) To report computer problems
- (B) To request a skill evaluation
- (C) To inquire about job openings
- (D) To make an appointment with a senior manager

Questions 151-152 refer to the following policy.

Fosberg Pharmaceutical Corporation



Fosberg Pharmaceutical Corporation covers business-related travel expenses when employees travel for the company. Lodging-arrangement requests should be submitted to the Corporate Travel Department via the online travel request form. Requests must include the employee's full name, the hotel name and contact information, the reservation dates, and the purpose for travel.

Once the Corporate Travel Department has made reservations and payment, the employee will receive a confirmation number to present to the hotel clerk upon check-in. The room will be paid for in advance, but employees should be prepared to put any additional charges incurred during the trip on a personal credit card. Requests for reimbursement of additional charges should be submitted upon return.

TEST
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151. What is the policy about?

- (A) Enrolling in an employee benefits program
- (B) Making arrangements for corporate travel
- (C) Requesting a new job assignment
- (D) Finding accommodations for visiting clients

152. Why is a confirmation number needed?

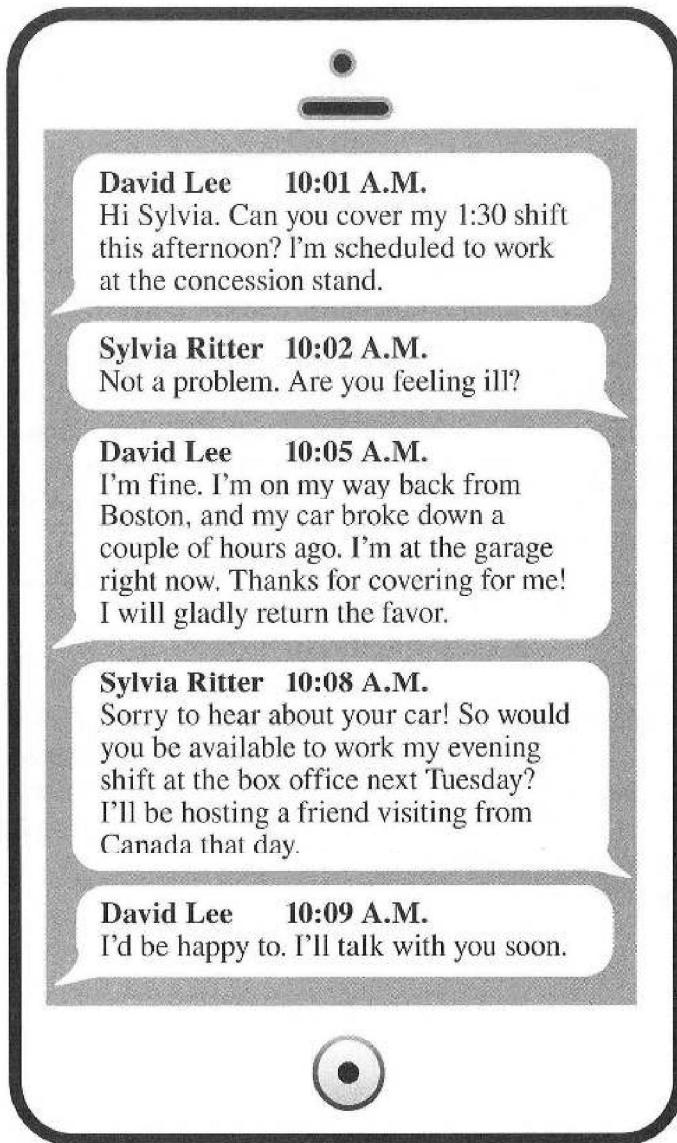
- (A) To replace a credit card
- (B) To receive a discount
- (C) To avoid additional charges
- (D) To verify a reservation

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<https://www.Fb.com/ToeicManhHa/>

Questions 153-154 refer to the following text-message chain.



153. Where do Mr. Lee and Ms. Ritter most likely work?

- (A) At a café
- (B) At a theater
- (C) At a travel agency
- (D) At an auto repair shop

154. At 10:09 A.M., what does Mr. Lee mean when he writes, "I'd be happy to"?

- (A) He is able to take Ms. Ritter's shift.
- (B) He will pay the repair bill.
- (C) He can meet with Ms. Ritter at 1:30.
- (D) He will approve a request for time off.

Questions 155-157 refer to the following e-mail.

To: Amalia Esparza <aesparza@mymail.com>

From: Dinesh Gadhavi M <DGadhavi@onthehorizonsves.com>

Date: 15 May

Subject: Opportunity available

Hello Ms. Esparza,

Thank you for becoming a client of On the Horizon Services. We are committed to helping you find a rewarding career. Based on the information you provided during our telephone interview, I found a promising opportunity. If you are interested in the job described below, please e-mail me today. We can then get started on writing a cover letter to submit with your résumé and application.

Job Title: Office Assistant
Company: Prescott Medical Center
Location: Monroe Township

Responsibilities:

- Assist with scheduling of appointments
- Prepare and mail billing statements
- Enter patient data in a digital medical records system

Sincerely,

Dinesh Gadhavi, Career Counselor
On the Horizon Services

155. Why does Mr. Gadhavi write the e-mail?

- (A) To schedule a job interview
- (B) To welcome a new employee
- (C) To promote his company's services
- (D) To inform a client about a job opening

156. What does Mr. Gadhavi ask Ms. Esparza to do?

- (A) Update her résumé today
- (B) Contact him with a decision soon
- (C) Make an appointment with a doctor
- (D) Provide him with a list of references

157. What is NOT mentioned as a responsibility of the office assistant?

- (A) Checking patients in on arrival
- (B) Sending bills to patients
- (C) Scheduling appointments
- (D) Recording patient information

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Questions 158-160 refer to the following advertisement.

PRIVATE SALE

This 3-bedroom, 2-bathroom property sits on a 2,000-square-foot elevated site in a location overlooking the Botanical Gardens. It is convenient to the Central Business District and public transportation. The home has been fully upgraded to include modern appliances, new carpets, and air-conditioning. The property includes a detached, refurbished office. Off-street parking is available.

Property valuation (January): \$325,000
No agents, please.
Listing #: PA39384

158. What is being advertised?

- (A) A gardening center
- (B) A retail store
- (C) An office building
- (D) A private house

159. Where is the property?

- (A) Next to an industrial park
- (B) In an apartment building
- (C) Near the Botanical Gardens
- (D) In a rural area

160. What is indicated about the property?

- (A) It is currently under contract.
- (B) It has no parking garage.
- (C) It is being sold through a real estate agency.
- (D) Its price has been reduced.

Questions 161-163 refer to the following article.

Salty Sea in Rough Waters

by Sandra Lo

SINGAPORE (14 January)—Tourists in the know have been coming for years to the old pier-based seafood restaurant in the shape of a ship. —[1]—. The restaurant, Salty Sea, still stands, but the familiar wooden doors with their porthole windows are closed. All of the interior furniture was auctioned off in November, and the place is set to be demolished next month. —[2]—.

All is not as it seems, however. Salty Sea

manager Nishit Kapoor has come to a hard-won agreement with the property owner, PG Realty, to rebuild the restaurant where it stands. —[3]—. According to Mr. Kapoor, PG Realty had decided to have the building torn down because the structure itself would have required massive repairs.

—[4]—. Any new structure built on the property will follow the original concept but have a more modern appearance. This comes at the insistence of PG Realty over the objections of Mr. Kapoor.

161. What is being reported?

- (A) A restaurant has been renamed.
- (B) A building has changed ownership.
- (C) A ship is being rebuilt.
- (D) A business is planning to reopen.

162. What is suggested about Mr. Kapoor?

- (A) He insisted on keeping the original design.
- (B) He wants to leave the restaurant business.
- (C) He is looking for a new location.
- (D) He turned a ship into a restaurant.

163. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Among the objects sold was a scale model of the 150-year-old ship that inspired the restaurant's design."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 164-167 refer to the following e-mail.

E-mail

To:	Staff <allstaff@estable.com>
From:	Joan Finkel <jfinkel@estable.com>
Date:	October 22
Re:	Photocopying

Dear Staff,

To ensure that we conserve company resources and protect the environment, we ask that you adhere to company policies when using the photocopy machine. As you know, making hard copies requires the use of paper, toner, and other materials that impact the environment. It can also be expensive. Currently, departments are charged 5 cents per page, which can add up quickly. To minimize these environmental and financial impacts, consider accessing materials electronically whenever possible.

When hard copies are truly necessary, please limit your use of the copy machine to 25 copies per batch. This machine is intended for light use, and printing large batches could result in excessive wear and added maintenance and replacement costs. If a higher number of copies is needed, please submit a request to the Printing Center, located on the fourth floor. We have discontinued the paper printing request form and now only process orders from our electronic form on the employee resources Web page. Please contact your department secretary if you need assistance with this procedure.

Thank you for your cooperation.

Regards,

Joan Finkel
Operations Supervisor

164. Why did Ms. Finkel send the e-mail?

- (A) To notify employees of increased charges for photocopying
- (B) To announce the new location of the Printing Center
- (C) To review the company's photocopying policies
- (D) To explain when the copy machine will be repaired

165. What is NOT mentioned as a reason for limiting the number of paper copies?

- (A) Reducing the environmental impact
- (B) Lowering the cost to departments
- (C) Increasing the speed of communication
- (D) Extending the life of the copy machine

166. According to the e-mail, when should orders be requested through the Printing Center?

- (A) When more than 25 copies are needed
- (B) When the copies are not needed immediately
- (C) When the department secretary is out of the office
- (D) When the copy machine needs maintenance

167. How should printing requests be submitted?

- (A) By calling the department secretary
- (B) By completing an online form
- (C) By filling out the paper request form
- (D) By visiting the Printing Center

Questions 168-171 refer to the following book review.

It is no secret that Xiaoyu Li's latest book, *Daring to Succeed in Business* (276 pages, Finn Business Publishing, \$26.95), was written specifically for recent university graduates. The book is heavily marketed to young people, and much of the book's introductory material is geared toward them. However, the concepts elucidated by Ms. Li are reflected in the experiences of many an established business executive. —[1]— The basic premise of the book is that in order to fulfill one's true potential, a person must be willing to take calculated risks. As founder and CEO of a large advertising firm, I can attest to this idea.

Taking risks was not something I learned to do overnight. —[2]— In fact, I spent the early years of my career firmly in my comfort zone, avoiding any major decisions that did not have a predictable outcome. What I eventually realized is that by doing this, I was effectively preventing my business from growing to its true potential. —[3]— It was not

until I started pursuing new opportunities strategically and stopped worrying about the occasional mistake that my company developed into the multimillion-dollar firm it is today. It was a change in mindset that made all the difference, but it took me years to figure out.

For this reason, I am particularly pleased that Ms. Li is presenting this idea to those who may become the business leaders of tomorrow. —[4]— In twelve clear and engaging chapters, Ms. Li narrates the experiences of several of today's big names in business. Each chapter closes with exercises designed to help readers assess their own level of risk aversion. The book concludes with a thought-provoking chapter on approaching risk responsibly that will be as helpful to people well along in their careers as it will be for those who are just starting out. For me, it was a welcome reminder of what I have learned over the years.

— Karsten Ward

- 168.** What does Mr. Ward imply in his review?
- He is not part of Ms. Li's intended audience.
 - He is a longtime collector of books about business.
 - He teaches at the same university that Ms. Li attended.
 - He has founded several successful businesses.
- 169.** What does Mr. Ward say is a reason for his own company's growth?
- His willingness to make risky decisions
 - His successful networking strategies
 - His focus on company reputation
 - His ability to obtain investment funds
- 170.** Why does Mr. Ward appreciate Ms. Li's book?
- It has motivated him to make a career change.
 - It has helped him set more ambitious goals.
 - It has reinforced lessons he learned through experience.
 - It has changed his opinion about how to evaluate a company's success.
- 171.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "Even worse, my inaction was also making way for more aggressive competitors to dominate the market."
- [1]
 - [2]
 - [3]
 - [4]

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Questions 172-175 refer to the following text-message chain.

Filiz Budak, 8:30 A.M.

Hello all. Once again when I opened up the shop earlier today, all the lights were on. Does anyone know how that happened?

Luke Ciccone, 8:33 A.M.

I set the timer right before locking the door yesterday afternoon. The lights should have shut off at 6 P.M.

Analia Rue, 8:35 A.M.

I drove by the store on my way home from the post office around 6:30, and the lights were off.

Filiz Budak, 8:37 A.M.

OK. Since this has happened the last three mornings, there's definitely a problem with the timer.

Jae Woo Han, 8:38 A.M.

I left with Luke at 5 and saw him set the timer.

Luke Ciccone, 8:42 A.M.

I agree. The lights are turning on before they are scheduled to. I'll call a repair service when I get to work for my shift. Rex Repair is always reliable.

Filiz Budak, 8:48 A.M.

Contact the company that did the installation. The paperwork should be in one of the filing cabinets. And until the timer can be fixed, the last person on duty will have to turn off each light before closing.

Jae Woo Han, 8:50 A.M.

Yes, I remember filing their invoice at the time of the installation.

Luke Ciccone, 8:51 A.M.

Will do.

172. What is most likely true about Ms. Budak?
- (A) She works in a post office.
 - (B) She has a part-time job.
 - (C) She lives near her workplace.
 - (D) She works the morning shift.
173. Who was the last person to see that the lights were off?
- (A) Ms. Budak
 - (B) Mr. Ciccone
 - (C) Ms. Rue
 - (D) Mr. Han
174. At 8:42 A.M., what does Mr. Ciccone most likely mean when he writes, "I agree"?
- (A) He believes that the timer needs to be fixed.
 - (B) He plans to follow Ms. Budak's instructions.
 - (C) He thinks that Rex Repair is a trusted repair service.
 - (D) He knows that Mr. Han saw him set the timer.
175. What is the first thing Mr. Ciccone will most likely do when he arrives at work?
- (A) Pay a bill
 - (B) Replace the lights
 - (C) Fill out some paperwork
 - (D) Look through some filing cabinets

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Questions 176-180 refer to the following letter and e-mail.

Marion Whitfield
Allman Tinplate Ltd.
28 Maylor Hill Rd.
Buckley CH7 3PL

Dear Ms. Whitfield:

The Buckley Parks and Recreation Commission is once again planning the Brighter Buckley 10K Road Race, scheduled for 17 June. Your company's support last year helped us raise £25,000, which we applied to improving the roadways in our city. We hope you will help us reach this year's goal of £28,000. We will be using the proceeds to add playground areas to Buckley's parks.

We have four sponsorship levels, or tiers, available. Tier 1 involves a contribution of £250 and gets your company logo on the back of every race T-shirt. The tier 2 sponsorship level is £500. For this we will also place your company name on the banners at the start and finish lines. For £1,000 (or tier 3), your logo will be displayed on all our flyers and local publication ads. And lastly, for £2,000 (tier 4), your company will get all three benefits noted previously plus a promotional tent at Coolidge Park, where the race begins.

Please contact me by 15 February to indicate your tier preference. For additional information on the event, visit www.buckley.gov.uk/parks/brighterbuckley. We thank you in advance for your continued support of the Buckley community.

Sincerely,

Stephen L. Sciandra

To:	Ann O'Connor
From:	Stephen Sciandra
Date:	13 February
Subject:	Race update
Attachment:	Allman Tinplate logo.jpg

Dear Ann,

I just got a response from Allman Tinplate. Please add the attached image of its logo to our T-shirt printing template. Also, Ms. Whitfield asked about the dimensions of the tent her company will have at Coolidge Park. I'm nearly certain Mr. Patel has that information. Can you find out for me?

We've heard from most of the other sponsors. I will send you the final list on 16 February. In the meantime, could you request quotes from a few printing companies? We'll need approximately ten 2-by-4 metre banners, twenty B1-sized colour posters, 200 A4-sized colour flyers, and 500 A4-sized black-and-white flyers.

Thanks,

Stephen

176. Who most likely is Mr. Sciandra?
- (A) A finance professional
 - (B) A business owner in Buckley
 - (C) A manager at a printing company
 - (D) An employee of the city of Buckley
177. What is indicated about the race?
- (A) It also took place last year.
 - (B) Its participants are all from Buckley.
 - (C) Its circuit is less than 5 kilometers.
 - (D) It is scheduled for February 15.
178. What tier did Ms. Whitfield most likely choose?
- (A) Tier 1
 - (B) Tier 2
 - (C) Tier 3
 - (D) Tier 4
179. In the e-mail, the word "nearly" in paragraph 1, line 3, is closest in meaning to
- (A) least
 - (B) almost
 - (C) seldom
 - (D) closely
180. What is one thing Ms. O'Connor is asked to do?
- (A) Reserve a promotional tent
 - (B) Seek price estimates
 - (C) Order T-shirts
 - (D) Design banners

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TEST 4 127

<https://www.Fb.com/ToeicManhHa/>

Questions 181-185 refer to the following e-mails.

To: Vimatrek staff

From: Julia Tober <jtober@workstreamdynamics.com>

Date: Monday, June 13

Subject: Survey participation requested

Attachment: Survey

Dear Vimatrek employees:

Workstream Dynamics, an independent research company located here in Groverbury, has been contracted by Vimatrek to conduct a survey of its staff. The survey contains approximately twenty questions pertaining to employee satisfaction, including work atmosphere, benefits, facilities, and opportunities for advancement. Please take a few minutes to answer the attached questions and provide your honest feedback.

Workstream Dynamics will not identify your responses by name, and your managers will not be able to view individual survey results. Please note, however, that the optional written comments on the final page of the survey will be collected in a single document and included in our report to Vimatrek management. If you wish to make a comment and would like to remain anonymous, please do not write anything that will identify you as an individual. Also, please do not forward the survey e-mail to a colleague, as each e-mail has a unique code to prevent multiple responses from a single person.

If you have any questions or concerns, you can reply to this e-mail.

Julia Tober
Workstream Dynamics

To: Vimatrek staff

From: Amar Karim

Date: Wednesday, September 21

Subject: Exciting News!

Yesterday, the *Groverbury Gazette* published a list entitled “Top Places to Work in Groverbury,” and Vimatrek was number 6 on the list! Two hundred companies were evaluated by a local company that looked at many businesses, and ten have been selected for the award.

We are honored to be recognized—especially since these evaluations were based on an employee survey you completed several months ago. It’s great to know that you enjoy working here, and we thank all of you for making Vimatrek such a great place to work.

As you know, we will be launching an extensive recruiting campaign in the next quarter, so the award couldn’t have come at a better time. With this recognition, we should have no problem hiring new staff members by the year’s end.

Amar Karim
Vimatrek Director of Marketing

181. Why is the survey being conducted?
- (A) To determine whether a policy change has been successful
 - (B) To help design a new marketing campaign
 - (C) To decide which products should be developed in the future
 - (D) To find out what employees think of their workplace
182. What does Ms. Tober suggest about survey comments?
- (A) They will be required of all employees.
 - (B) They will be identified by name.
 - (C) Managers can see them in the survey report.
 - (D) Responses will be mailed to individuals.
183. According to the first e-mail, what should survey recipients avoid doing?
- (A) Sending copies of the survey to other people
 - (B) Discussing survey questions with their colleagues
 - (C) Saving a copy of the survey on their personal computers
 - (D) E-mailing Ms. Tober about the survey
184. What is implied about Workstream Dynamics?
- (A) It is the largest employer in Grovebury.
 - (B) It is a newly formed organization.
 - (C) It conducts research in several cities.
 - (D) It provides ratings for many companies.
185. According to Mr. Karim, what does Vimatrek plan to do in the near future?
- (A) Acquire more clients
 - (B) Win more awards
 - (C) Hire more employees
 - (D) Conduct more surveys

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TEST 4 129

<https://www.Fb.com/ToeicManhHa/>

Questions 186-190 refer to the following article and e-mails.

Local Chef Wows Audience

by Luca Nesbit-Wu

VANCOUVER (16 November)—Last night at the Fête Eatery downtown, local chef Marcel Aalden gave a cooking demonstration to a rapt audience. “The event went remarkably well,” said Fête Eatery proprietor Justine Smith. “We had a sold-out show, and the customers were delighted.”

Mr. Aalden sold his own Vancouver restaurant, Marcel’s, in August and has been making guest appearances in various eateries since. “It’s a nice change from running a restaurant,” said Mr. Aalden. “I’m enjoying exploring the city and meeting new people.”

To read more about Marcel Aalden and his appearance schedule, visit his Web site: www.marcelaalden.com.

To:	Marcel Aalden < marcel@marcelaalden.com >
From:	Lydia Feinstein < lfeinstein@hmail.com >
Re:	Guest appearance
Date:	November 19

Dear Mr. Aalden,

My name is Lydia Feinstein. I own both Lydia’s Restaurant on West 16th Street and The Shaughnessy Bistro on Oak Street. I was at the Fête Eatery this past week and was very impressed, to say the least. I am writing to inquire whether you might be available to make an appearance at The Shaughnessy Bistro in January or February.

My sister Adelaide runs an advertising agency, so I could assure you good exposure and an eager clientele. Our dates are flexible. Please let me know if you are interested.

Thank you.

Lydia Feinstein
lfeinstein@hmail.com / (604)-555-0147

E-mail

To:	Lydia Feinstein <lfeinstein@hmail.com>
From:	Marcel Aalden <marcel@marcelaalden.com>
Re:	RE: Guest appearance
Date:	November 20

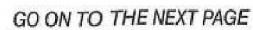
Dear Lydia,

Thank you for your e-mail. I am fully booked for January and February, but I do have an opening on December 15 due to a recent cancellation. Please let me know if the date works for you. We can then talk about the specifics of what you have in mind.

Regards,

Marcel Aalden

- 186.** Who is Ms. Smith?
 (A) A local reporter
 (B) A guest chef
 (C) A restaurant owner
 (D) An advertising executive
- 187.** What is the purpose of Ms. Feinstein's e-mail to Mr. Aalden?
 (A) To apply for a job opening
 (B) To recommend a restaurant
 (C) To answer a question
 (D) To issue an invitation
- 188.** According to the first e-mail, how did Ms. Feinstein learn about Mr. Aalden's skills?
 (A) She saw one of his demonstrations.
 (B) She dined at his restaurant.
 (C) She read an article about him.
 (D) She saw an advertisement in the newspaper.
- 189.** Why does Ms. Feinstein mention her sister Adelaide?
 (A) To offer praise for Mr. Aalden's restaurant
 (B) To suggest that her sister's expertise might be beneficial
 (C) To identify the buyer of Mr. Aalden's business in Vancouver
 (D) To imply that her sister's article has provided excellent publicity
- 190.** Where might Mr. Aalden appear on December 15?
 (A) Marcel's
 (B) The Fête Eatery
 (C) Lydia's Restaurant
 (D) The Shaughnessy Bistro

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Questions 191-195 refer to the following e-mail, survey, and class schedule.

From:	Genevieve Farhat
To:	Marketing Team, Kiernan Culinary Academy
Date:	14 January
Subject:	Meeting recap

Team,

Here's a summary of our discussion at yesterday's meeting:

- Student numbers in our professional cooking program continue to grow. Data on student addresses indicate that our effort to extend marketing reach to a broader geographical area has paid off. Over 35 percent of new students live 20 or more miles from campus. That's a 15 percent increase from last year.
- On the recreational cooking side, enrollments have declined over the last several months. Natasha is developing an electronic survey to send to past participants. Once we understand how these students' interests have changed, we will be able to update our course offerings to suit them.

Our next team meeting is scheduled for 2:00 P.M. next Monday.

Genevieve

SURVEY

Provide your contact information below to be entered into a drawing for a free cooking class:

Name: Rachel Yakoby

E-mail address: ryakoby@dymail.net

For each question, please check the option that BEST matches your interests:

1. What are you interested in learning from a cooking class?

- Basic cooking techniques/tools/skills
- Cooking foods associated with specific cultures
- Preparation and use of specific ingredients

2. What would convince you to register for a class at Kiernan Academy this year?

- Reduction in class pricing
- Online delivery of class
- More convenient on-site scheduling

Home

Institute for
Professional Chefs

**Recreational
Cooking Classes**

Contact Us

Spring Course Schedule

Kitchen Techniques

Are you a home cook with little experience? This beginner class is for you! Hands-on training will help you improve your knife skills; master roasting, stir-frying, and grilling; and gain the confidence to create tasty meals at home.

April 2-6, 9:30 A.M.–3:30 P.M. \$600

NEW! Seafood with Barbara Nakamura

Dive into the wonderful world of seafood with legendary chef Barbara Nakamura. Learn seafood-specific techniques and flavor combinations that work well together. All levels welcome

April 9-10, 9:30 A.M.–3:30 P.M. \$350

A Taste of Asia

Spend a day exploring the cuisine of China, Japan, Korea, Thailand, and Vietnam. Our instructors will show you how to prepare authentic dishes and add Asian inspiration to your standards. Intermediate to advanced students only.

April 16, 9:30 A.M.–2:00 P.M. \$150

NEW! The Versatile Egg

Eggs aren't just for breakfast anymore! Eggs are important source of protein with significant health benefits. Incorporating ideas from around the world, this course will introduce diverse meals with eggs in a starring role.

Online only, available April 18. \$100

TEST 4

191. According to the e-mail, what is indicated about the academy's professional program?
- (A) It recently moved to a new location.
 - (B) It will offer more online courses.
 - (C) Student enrollment has increased.
 - (D) It will soon develop its first marketing strategy.
192. In the e-mail, the word "suit" in paragraph 3, line 4, is closest in meaning to
- (A) contact
 - (B) dress
 - (C) satisfy
 - (D) flatter
193. What is suggested about Ms. Yakoby?
- (A) She is interested in becoming a professional chef.
 - (B) She has previously taken a class at the school.
 - (C) She won a drawing for a free recreational class.
 - (D) She lives more than 20 miles from the school.
194. What spring course would Ms. Yakoby most likely be interested in taking?
- (A) Kitchen Techniques
 - (B) Seafood with Barbara Nakamura
 - (C) A Taste of Asia
 - (D) The Versatile Egg
195. What is NOT true about the spring class schedule?
- (A) Classes are for experienced chefs only.
 - (B) Some classes will be longer than others.
 - (C) Some classes are being offered for the first time.
 - (D) A famous chef will be teaching a class.

GO ON TO THE NEXT PAGE

TEST 4 133

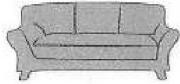
<https://www.Fb.com/ToeicManhHa/>

Questions 196-200 refer to the following Web page, online form, and online review.

http://www.woodburyupholstery.com/buyers_guide

Home **Buyer's Guide** Place Order Project Tips

Woodbury Upholstery Supply



Woodbury Upholstery Supply has a large stock of upholstery foam with a broad range of characteristics and price points. This handy buyer's guide describing our four most popular products will help you choose the one that best meets your needs.

- Q15—Extra soft. Very comfortable, but will flatten and change shape a bit over time. Best for infrequent use.
- Q25—Soft. Cost-effective, but not as long-lasting as the firmer products. Will become even softer over time.
- Q35—Medium firm. Our bestseller. Slightly costlier than the other options, but comfortable, durable, and holds up to years of heavy use.
- Q45—Extra firm. Best for dining chairs and other seating that requires stiffer padding.

Warning: These polyurethane products will burn if exposed to a flame of any kind.

Special shapes: All foam comes in standard-sized sheets. However, cutting sheets to your own specifications is easy to master. Please view the how-to video on our “Project Tips” tab.

Customer Inquiry Form

Name: Alexa Telkes	E-mail: a_telkes@bitweb.net	Phone: 973-555-0183
Message: I am restoring an old couch and need new foam to replace the cushions. I need help deciding which kind of foam to purchase. I don't want the cushions to be too hard, but I don't want them to be too soft, either. Something in the middle would be perfect. Price is not a huge issue. Since I plan to use the couch a lot, the most important thing to me is that my cushions last as long as possible. Could you please advise me on what to choose? Thank you!		

"I'll be going to Woodbury from now on."



I recommend Woodbury Upholstery Supply to anyone looking for high-quality foam for couch cushions. As a novice seamstress, I was unsure what type of padding to use for my project. Woodbury's staff was quick to assist me and very knowledgeable in addressing my questions.

The couch I needed foam for was unusually shaped, but the resources on their Web site guided me through the challenging parts of the project. Just expect to do your own foam cutting, as Woodbury doesn't accommodate requests for custom-sized pieces. I only shop for this kind of product occasionally, but I'll be going to Woodbury from now on.

Alexa Telkes (Chatham)

196. On the Web page, what is indicated about Woodbury Upholstery Supply's products?
- (A) They are of better quality than competing products.
 - (B) They are flammable.
 - (C) They are difficult to keep in stock.
 - (D) They are recommended for bed mattresses.
197. What foam type was likely recommended to Ms. Telkes?
- (A) Q15
 - (B) Q25
 - (C) Q35
 - (D) Q45
198. What is probably true about Ms. Telkes?
- (A) She owns a furniture store.
 - (B) She requested a foam sample.
 - (C) She will receive a discount on an order.
 - (D) She watched an online video.
199. According to the online review, what does Ms. Telkes like most about Woodbury Upholstery Supply?
- (A) Its extensive product offerings
 - (B) Its quick delivery service
 - (C) Its excellent customer service
 - (D) Its competitive prices
200. In the online review, the word "accommodate" in paragraph 2, line 3, is closest in meaning to
- (A) agree to
 - (B) make space for
 - (C) give a refund for
 - (D) provide lodging to

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.