



Subject: New Shelves

Some of you may have noticed beginning to sag. We will be replacing the shelves weekly. The shelves will be replaced within limits to customers during that

TOEIC Preparation
Lesson seven
EMLV 4A
Alternants
DMDA/NMA/
DRH-FCG-MSID
Duration 1 ½ hours

Today's Lesson

Learning objectives

#1

[Improving your score
on part 7 of the
TOEIC]

#2

[Understandin
g longer texts,
double and
triple texts
Handling NOT
questions]

Tips and tricks for Part 7

Part 7: In this part, you will mobilise all your understanding and investigative skills to achieve the best results.

You will have a set of 15 texts, including 10 simple texts based on everyday, mundane information, followed by 2-4 questions (29 in total).

These texts can be an advertisement on the Internet, an e-mail, an article in a newspaper. Then 25 questions, based on 5 sets of texts (two groups with two texts and three groups with three texts) including graphs and diagrams.

This section may seem complicated but it is not insurmountable.



Reminder: 3 Is

Investigate: Look for keywords in the questions (Who, What, Where, Why, When then How and So what) to know exactly what is being asked. Then read the answers using the 3 Is, especially **Interpret** to find synonyms for the choices given. Then go back to the text.

Read with intent, knowing what you are looking for!

You have an idea of the topic and you have the tools to find the right answers. Read carefully to find the specific information that is asked in the questions. Look only at what is important and do not read every word. Find the relevant details and you will get the information you need.

Use the questions to help you focus on the information hidden in the text. Read quickly but carefully the key words or phrases that will help you isolate the answer.

The title, subheadings, captions, diagrams, etc. can help you find the information you need.

Remember: don't read every word and don't worry if you don't know the meaning of some words, the context will help you.

Implement: make the right choice and move on to the next question.

Where to start?

- Be superficial! Read the text superficially. When you look at the headlines in a newspaper or a menu in a restaurant, you don't read every word. You get an overview of what is presented. To read a text quickly and get the main ideas (and not read every word), focus on the key words. The aim is to get a general idea. To do this, make sure you scan the text quickly and find key words or phrases.

- Always ask yourself:

-What is the text about? -Who is its target audience? -What is the purpose of the text?

- Often you will find clues to the subject at the beginning or end of the text.

- It is imperative not to waste time trying to understand every word. If a text contains some you do not know, the context will help you to find the general meaning.

- Practise with the following text

Exercise 1

From the Stockton Municipal Water Agency (SMWA)

Stockton is experiencing a serious water shortage due to insufficient rainfall and fast declining dam levels. We all need to conserve water. Although many Stocktonians are diligently saving water, there are many that are not. Only if each of us reduces our daily use down to 200 gallons or less, and the city implements the necessary projects, will we avoid Zero Day.

Residential

Each of us is required to use 200 gallons or less per person per day in total, whether at home, work, school, gym or elsewhere.

Commercial and Agricultural

Business and organizations are required to reduce their water use by 45% compared with the corresponding period in 2015 (pre-drought) and agricultural users by 60%.

Zero Day-Critical Water Shortages Disaster

If conservation measures are not respected, May 4 will be the day that almost all of the taps in the city will be turned off and we will have to line up for water at approximately 200 sites across the county.

Answer the questions on the text on the previous slide

- 1 . What is the notice about? _____
2. Who is the target of the notice? _____
3. Who is the author? _____
4. Where is the event taking place? _____
5. Why was the notice written? _____
6. When will something take place? _____

Part 7 of the TOEIC is a real time sink if you are not careful. You may be tempted to take time to read the texts. Don't fall into this trap because you only have 75 minutes to answer 100 questions, so every second counts! Once you have the general idea of the text, read the questions. Use them as a guide to find the information you need.

Exercise 2

Reread the text in Exercise 1 and your answers to the questions asked, then answer the following questions.

1. According to the text, what do individuals need to do to escape Zero Day?
(A) Build more dams (B) Buy more water (C) Go to 2015 consumption levels (D) Cut back to 200 gallons or less
2. If conservation measures aren't respected, what will happen?
(A) The drought will continue until the next rainfall.
(B) Water will be cut off and limited distribution will begin.
(C) 200 more sites will have water than before.
(D) The city will ask people to use a little less than before.

How to handle 'NOT' questions

'Not' questions are found in other sections of the TOEIC, but they are common in Part 7.

Example: *What is NOT true about the registration policy?*

These questions are used as a kind of trap to see if you are paying attention to detail. A good tip is to leave this kind of question for last. Answer the other questions first to get an idea of the context. This will help you when you come back to the 'trick' questions. Read the questions and answers, then go through the text, eliminating incorrect answers in your head.

Exercise 3: Read the text then answer the questions on the following slide

Tavistock College

As you prepare to register for courses, please review and complete the Course Registration Adviser Contact Preference Form. On this form, you will be asked your preferences on how you would like to communicate with your Summer Registration Adviser who will answer any questions you have as you complete your fall registration and will provide your Alternate (registration) PIN to complete the registration process. You will soon receive information about the name of your Summer Registration Adviser in an email.

Fall course registration will be open from June 17 at 9:00 am to June 28 at 5:00 pm. First-year students have been assigned a Tavistock Seminar based on information shared on your seminar preference form when provided. Please note that all Tavistock Seminars are scheduled to meet Mondays, Wednesdays and Fridays at 9:00 am, and some have an additional lab time on Fridays from 2:30 pm to 4:00 pm. You will build the remainder of your schedule around your Tavistock Seminar. Academic Advisers have been assigned according to your interests and Seminar group. We are no longer able to make changes to these selections going forward.

Ex. 3 Questions on the text on Tavistock College

1. Where will students be asked about their preferences?
(A) over the phone
(B) On a specific form
(C) At the registration office
(D) During the seminar

2. For how long will the course registration be open?
(A) until mid-June
(B) Friday afternoon
(C) The evening of June 26
(D) For about a week and a half

3. What is NOT true about the registration process?
(A) Notification of the advisers will be sent by email
(B) Registration terminates towards the end of June
(C) Academic advisers are linked to students' interests
(D) The form is about their preference of courses

Double and triple texts

As mentioned in the previous section, it is best to go through all the texts in a set first and then read the questions.

Your first reading of the texts should be a 'reconnaissance mission'.

Investigate while asking yourself the same questions: Who? What? Why? When? Where?

Many of the texts in the second part of Part 7 contain tables or graphs. Read the titles and legends of the graphs: they always reveal clues to the questions. Legends and notes should also be read carefully.

Take a good look at the graphs and look for these elements:

- *Titles and headings*
- *What is the purpose of the information on the chart/text?*
- *Look for names of people to see who the target is*
- *Particular details or information that are linked to the titles*
- *What is the focus of the collected texts?*

Cabin	Low season/high season	Maximum occupants	Description
Martis	\$200/\$230	5	Larger cottage with 2 daybeds in bedroom (with one pull-out mattress), queen bed, gas fireplace/ stove and kitchen in living area.
Manzanita	\$250/\$400	6	Large cottage with queen bed in bedroom, 2 daybeds (with pull-out mattresses) and wood burning fireplace/stove in living area, kitchen, and dining area (bathroom has tub w/shower). Not recommended for 6 adults.
Brockway	\$160/200	4	Studio style cottage with gas fireplace/stove at the foot of queen bed, daybed (with pull-out mattress) and kitchen.
Alpine	£200/\$250	5	Larger cottage with queen bed and daybed in bedroom, daybed (with pull-out mattress) and gas fireplace/stove in living area, and kitchen.
Oregon	£200/\$250	5	Larger cottage with 2 double beds in bedroom, daybed, gas fireplace/stove and kitchen in living area (bathroom has tub w/shower).
			<i>Add \$10 per night, per person over maximum occupancy. Add \$20 per night, per pet (pets not allowed on furniture or left unattended in room).</i>
			<i>Rates do not include 10% room tax. High season: May 31st to September 5; December 1st-March 1st Low season: March 1st-May 30th; September 6th-November 30th</i>

Exercise 4 Text 2

To:	reservations@paradisevalleycabins.net
From:	joe.cox45@mymail.net
Subject:	Reservation in July
Sent:	March 4
<p>Hello, A friend of mine and frequent customers of yours, the Snyder family, has raved about your cabins next to Paradise Lake and I would love to book one for my family for five days at the end of July, the 26th to 31st. It 'll be my wife, me and our two sons. We'd also like to bring our Golden Retriever; would that be OK? This trip is also a gift from my mother-in-law and she would like to pay for our stay. Could she pay by check? Many thanks Joe Cox</p>	

Exercise 4 Text 3

To:	joe.cox45@mymail.net
From:	Reservations@paradisevalleycabins.net
Subject:	RE:Reservation in July
Sent:	March 5

Dear Mr. Cox

Thank you for your inquiry and praise about our cabins. The period that you have requested is a very busy time for us as we only have one cabin available, the Manzanita. You will be able to bring your dog but will have to pay an additional \$20 per night and also leave a \$250 cleaning deposit that will be refunded to you after inspecting the room. Sadly, we no longer accept checks but do take cash, credit card or even by smartphone on arrival. I've put a hold on the cabin until noon tomorrow, so please let me know as soon as possible if you'll take it.

Kind regards,

Lisa Schweddy

Reservations Manager

Questions Exercise 4

1. Who are the intended readers of the table?
(A) Investors
(B) Tourists
(C) People looking for a place to live
(D) Real estate speculators
2. Which cottage holds the least amount of people?
(A) Brockway
(B) Oregon
(C) Alpine
(D) Manzanita
3. Who are the Snyders?
(A) Reality TV stars
(B) Owners of Paradise Valley Cabins
(C) Friends of the reservations manager
(D) Avid clients of the establishment
4. What is NOT true about the Cox' potential stay?
(A) Their dog cannot stay with them in the cabin
(B) Their payment cannot be made by check
(C) Their dog can sit with them on the sofa
(D) They have about a day to decide if they want the cabin
5. What will be the price of the trip before taxes if they bring the dog?
(A) \$1,600 (B) \$2,100 (C) \$2,310 (D) \$2,360

Putting it together - The Essentials

- Read the text once to clarify its main purpose: who it is for and why. Look at its structure to find out where to find the important information.
- Read through the questions and answer choices and then look at the text again to find the answers. Then reflect on the text and the questions/answers to find the right answers.
- For the double and triple text sections, read each text separately in the same way as the single text section. First look at the title and/or the sentence that introduces the text. Then read the text quickly to see what it is about, who it is for and why it was written.
- When working on several texts, read them all quickly and superficially, once to gather enough information about them. Then find the link between them. Next read the questions and answer choices. Finally, go back to the texts to find the right answers.
- Investigate the information in the texts by asking yourself the questions *Who*, *When*, *Where*, *What* and *Why*.
- Interpret based on your findings from the text and by looking at the answer choices.
- Implement based on the best possible choice. If you are not sure of the answer, give one anyway as there is no penalty for a wrong answer.
- In the second part of the TOEIC - the reading comprehension section - you have the freedom to answer the questions as you wish. Since Part 7 is the most laborious, perhaps you can start with it and devote as much of your energy and time as possible to the complex answers. Once you have completed it, you can work backwards through Parts 6 and 5.

The moment of truth
Are you



to do a mini-test on today's lesson on Part 7?
Don't panic: the test is not graded!!!

Mini-test



Now apply what you have learnt at the actual test speed with
questions 1 – 54 on Part 7 of the TOEIC
Recommended Time: 41 minutes (or less)

Try to spend no more than about 45 seconds on each item. If you
don't know the answer, guess and move on.

Part 7 Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters and advertisements. Each text 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 1 – 3 refer to the following article.

There is no one-size-fits all solution to making sure that your staff are happy, every company has its own corporate culture and ways of dealing with issues. One key element would seem to be staff well-being. Take the example of a famous high-tech company, where workers are provided excellent free lunches, free child-care, free transport to work, free everything-you-need. But the employers expect to see a return on their investment, and 100% dedication is a must. Everything being available at the office does, however, mean that you end up spending longer hours on site. Another well-known brand also puts staff well-being at the core of its corporate policies. Although they don't offer the same advantages as above, they do provide yoga and language classes, and healthy food options in their canteens.

It is widely known that a happy employee is a productive employee, with a thriving company as a result. With over 70% of US employees being disengaged from their jobs, with the resulting absenteeism, high accident rates, and high turnovers, corporations are realising the importance of making their employees a top priority and changing their management styles. Out with the CEO hidden away on the top floor behind a barrage of assistants and doors, in with the open-door policy that makes managers more approachable. Out with the stuck-in-a-rut pen-pusher and in with advancement opportunities for everyone. Training courses, recognition with employee-of-the-month awards and one-off bonuses never go amiss. All this has a cost, but one last thing to remember when totting up the figures is that if you don't pay your staff, they'll walk.

1. What is expected from employees in return for all the advantages mentioned?

- (A) Commitment
- (B) Irresponsibility
- (C) Good health
- (D) Language skills

2. What is NOT mentioned as being a result of employee disengagement?

- (E) A lot of people not turning up for work.
- (F) Many employees leaving the company.
- (G) The company having a high income.
- (H) A lot of people getting hurt.

3. What does the writer mean when he says, »if you don't pay your staff, they'll walk «.

- (I) Employees need high wages or they may have to walk to work
- (J) Workers should be encouraged to take regular exercise.
- (K) All staff need to take some fresh air at lunchtime.
- (L) If you don't remunerate employees adequately, they will resign.

Questions 4 – 7 refer to the following in-house memorandum

Owing to the recent takeover of our company, a fresh international element is going to come into our relations with counterparts in offices and factories all over the world. Because of this, we are planning to invest in intensive language courses for all employees who may have to be in contact with people on the other side of the planet. The courses will eventually be job-specific and will be worked on a two-stage improvement program. To set up a workable and cost-effective program, every employee will have a 10-minute assessment with their line manager to evaluate their specific needs from a function and language point of view. This will enable us to set up task-related language courses in the target languages we are going to commence with. The languages we are going to focus on at the beginning are Chinese, Spanish and Russian. The first six-month period will give you enough command of the language to travel to the country in question, with, in addition, adequate social skills and knowledge to be able to make small talk and generally get on well with your counterparts abroad. This is important as you may end up spending at most six months in their country, so you will need to be able to feel less like a fish out of water. Culture training, including local work and leisure habits, will also be part of stage one of the program. Of course, time spent in the country itself will consolidate this first step in your language and culture development.

Upon your return from a short stint in the country in question, you will be offered a second training phase, which will be more job-specific and consolidate all the knowledge you have acquired.

This program means a huge investment from the company, both financial and timewise. Anyone who signs up for the training program (with the obvious career opportunities it will offer you) is expected to commit 100%. This will mean working on your language skills outside office hours and at the weekend, as well as taking regular monthly assessments to make sure you are keeping up the level of work required. Anyone failing to get 85% in an assessment will immediately be excluded from the training program, and their place and opportunity will be given to someone else.

Please think carefully about this before your meeting with your line manager (see schedule attached to this note), and work out if you really can undertake.

4. Why will employees need to learn a foreign language?
(A) To stimulate their minds
(B) To be able to enjoy travelling more
(C) To be able to communicate with their opposite number abroad
(D) To learn to do a specific job
5. Who will be doing the employee's assessments?
(A) Foreign employees from Russia, China and Spain
(B) The person the employee reports to
(C) A consultant from another company
(D) The CEO
6. How long may employees spend in a foreign country first time round?
(A) More than 6 months
(B) Less than 6 months
(C) At least a year
(D) A very long time
7. What will happen to employees who do not get 85% in the tests?
(E) They will be fired from the company.
(F) They will be taken out of the program.
(G) They will be given monthly appraisals.
(H) They will be demoted.

Questions 8 – 11 refer to the following weather forecast

Forecasters warn milder weather after week's harsh winter will be short-lived

Another arctic blast is expected to hit much of the country by the middle of the week, forecasters have warned, days after large areas of the country were blanketed by snow.

Forecasters said that the milder weekend weather that followed last week's wintry conditions will not last, with snow expected across most areas from Wednesday. [1]

Only the south-east of the country will escape the worst of the conditions. However, all parts of the country are warned to expect fog and icy conditions on the roads – and motorists are urged to take extra care when out and about. It may be better just to put your feet up in front of a warm fire with that book you have been wanting to read for ages.

Last week, three people were injured in a car pile-up in the Midlands, while there were a dozen separate weather-related accidents, elsewhere in the country. [2] Nearly 2,000 households lost power in the west as heavy snow led to overhead electricity cables collapsing under the weight of the ice and snow. [3]

Average temperatures were between 4°C and 5°C below normal, in some places as much as 10°C lower than the average for this time of year. Overnight temperatures in many areas dipped well into negative numbers in the last half of the week. [4] Extreme records as low as -21°C were recorded, and even seaside areas saw temperatures reach lows of -8°C, the lowest since records began.

8. How long is the more clement weather expected to last?

- (A) Not long
- (B) A long time
- (C) A month or so
- (D) Forever

9. In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong? « Fortunately, none of them were too serious. »

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

10. What does the author suggest drivers should do?

- (A) Switch on their fog lights
- (B) Be sure to take snow chains
- (C) Stay in the south-east of the country
- (D) Relax and read a book

11. When did temperatures go below zero?

- (E) During the night
- (F) During the daytime
- (G) During the milder weather
- (H) Over the weekend

Questions 12 – 13 refer to the following email

Dear customer,

Owing to recent product updates (which we know you didn't ask for), as from 15th March, you'll no longer be able to access your cloud-stored files, photos and music via the Moorage phone app you have been using up to now. Moorage will also no longer support syncing to your phone app storage folder.

We would like to apologise for the inconvenience, but you are not to worry. None of your files will be deleted or lost, our storage system is just as efficient and reliable as always and getting into your Moorage files has been made even more user-friendly. Just download the new Moorage app in less than 2 minutes and you will once again be able to view, upload, listen to or organize your files at will.

Many thanks
The Moorage Team

Questions 14 – 16 refer to the following letter

Dear Mary,

I'm just writing to apologize for the series of blunders I made the other day at your dinner party. I should have been more careful about what I said and did, which would have avoided many sticky moments. The thing is that I am not really used to meeting lots of people from abroad. Could you please pass on my apologies to Aditya? I had no idea I shouldn't touch anything with my left hand, or that I should have taken off my shoes before I arrived. I had heard about not showing the soles of my feet though, and of course, wanting to shake hands with his wife was another thing I shouldn't have done, although I was totally unaware of that at the time. I really ought to look into how people do things in unusual places around the world, what they like, what one can say or not say before I go anywhere. I will keep my discomfort in mind so that next time I do a better job.

Thank you again for inviting me for such a delicious meal, and I'm looking forward to seeing you again in a month's time.

Best wishes,
Michael

12. What might customers be annoyed by?
- (A) They will need to go to a Help Center to find out what to do
 - (B) They didn't ask for an upgrade
 - (C) They will have to delete Moorage from their cell phones
 - (D) The former app was more convenient

13. What is NOT mentioned as reassuring for the customer?
- (A) Customers will still be able to access their data
 - (B) The new app is easy to download
 - (C) Greater security for accessing data has been added
 - (D) No data has been wiped out or mislaid so far

14. Who is Michael NOT used to meeting?
- (E) Strangers
 - (F) Foreigners
 - (G) Natives
 - (H) Foreign bodies

15. What was the one thing in Indonesian culture that Michael was aware of?
- (I) Using his left hand
 - (J) Removing his shoes
 - (K) Showing the bottom of his foot
 - (L) Shaking hands with a woman without it being initiated by her

16. What should Michael do next time he is invited?
- (M) Do some research
 - (N) Do some researches
 - (O) Refuse the invitation
 - (P) Stay in his comfort zone

Questions 17 – 18 refer to the following short exchange

Susan: Sounds good. Can't wait.

Tim: We're coming over for the week and would love to see you. Maybe Sunday lunch? Your place?

Tim: What time shall we come tomorrow? Let me know if there is anything we can bring.

Susan: No worry – we are expecting you for simple lunch whenever suits. Let's play it by ear.

Tim: Morning! We haven't quite adjusted to American time, so I think we'll be with you at about 1:30!

Susan: Great – see you then. No hurry, we had a huge dinner last night!

Questions 19 – 21 refer to the following advertisement

Why not take up Beekeeping?

The course is aimed at first-time bee keepers who want to make some tasty honey, or those who just want to find out more about what goes on inside a hive.

We will teach you everything you need to know to get you started.

The day courses are informative and informal. Please bring your own lunch box.

Exams and certificates (1-week course) to prove your beekeeping skills.

Come and join us to learn more about the remarkable and intriguing world of bees.

Program: A year in the life of a beekeeper A bee's lifecycle
Bee husbandry Handling live bees
Where to put your hive How to build your hive*
And so much more...

* All participants get a 10% discount on purchase of a hive kit.

17. What is not included in Tim's questions?

- (A) The venue
- (B) The meal
- (C) The timing
- (D) The menu

18. What does Susan imply at the end of the messages?

- (A) That she is impatient to eat
- (B) That she is looking forward to another delicious meal
- (C) That she is not desperately hungry
- (D) That Tim should get his skates on

19. What exclusive offer is available to people on the course?

- (E) A tasting session
- (F) A price reduction
- (G) Assessments
- (H) Free lunch

20. What are participants advised to bring?

- (I) Pots to put honey in
- (J) A notebook and pencil
- (K) A packed meal
- (L) Diploma certificates

21. What is mentioned as part of the course?

- (M) How to find a husband
- (N) How to make honey
- (O) How to care for bees
- (P) Where to buy bees

Questions 22 – 24 refer to the following email

To:	Peter
From:	James
Subject:	Partner's meeting
<p>Peter,</p> <p>Can you deal with ordering lunch for the Partner's meeting next week? As you know, there will be about 60 people. You'll need to order with care because we have 6 participants with special dietary needs (vegetarian, gluten-free, nut-free, kosher etc.). I've attached the list to this email. I would recommend Lunchbreak.com, who have dealt with several events for me recently. You should leave at least 90 minutes for this in your schedule.</p> <p>I have already handled the coffee and tea breaks with the conference organizer. I've suggested a first break at 10 or 10:30, with soft drinks, sweet snacks, and hot drinks. This should last about 1/2 hour. We should have a second break around teatime (say, 4:30 or 5:00) with the same things on offer. I wondered if we shouldn't provide a cake, given that we all know it's the CEO's 60th on the day. What do you think?</p> <p>As far as the facilities are concerned, I think I've covered everything. Please let me know if there's anything I've overlooked. Here were my main preoccupations: I.T. equipment and a high-speed connection; enough seats and tables for all participants (remember the last time?!), and wheelchair access for our Italian supplier.</p> <p>Can you get back to me A.S.A.P.?</p> <p>Thanks.</p> <p>James</p>	

22. What part of the catering should Peter take care of?

- (A) The mid-morning snack
- (B) The midday meal
- (C) The mid-afternoon snack
- (D) The cocktail food

23. What extraneous event will take place on the day?

- (A) A keynote speech
- (B) A networking moment
- (C) The boss's birthday
- (D) An anniversary

24. How much time in the day's schedule will be given over to food moments?

- (E) About an hour and a half
- (F) Around half an hour
- (G) Approximately an hour
- (H) Roughly two and a half hours

Questions 25 – 27 refer to the following document

The tide has turned, and the company is at last beginning to recover. However, long-term shareholders will need a lot of patience before they begin to see a return on their investment and should count on at least another couple of years or so. This may be disappointing, but the great recession hit us hard, and our profits declined by 6.5% annually over five years. We are now expecting 8% profit growth over the next five years, which should also encourage new investors. We are planning to plow profits back into the company as we go, to cover some of the costs of revitalizing the company. For this reason, with a high plowback rate, dividends will be lower than could be hoped for over this period.

Key areas that need to be focused on include:

Research & Development: a major investment for a new AI & Robotics department, including recruiting top talent and deploying AI to all manufacturing sites.

Marketing: at least 10% of our revenue will be spent on marketing to appropriately targeted companies. This will include participating in trade fairs and a prodigious e-marketing campaign.

Human resources: to train, encourage and motivate all employees at every level, as well as taking on new highly-experienced people for key areas.

25. What does the person mean when he says, « The tide has turned »?

- (A) There has been an abrupt change
- (B) The sea level is rising
- (C) The tide is now going out
- (D) The situation has changed

26. What can shareholders expect in the next few years in terms of dividends?

- (A) More than they might have expected
- (B) Less than they might have expected
- (C) A return on investment of 6.5%
- (D) A return on investment of 8%

27. What will the company NOT be reinvesting in?

- (E) R&D
- (F) Personnel
- (G) Accounting
- (H) Commerce

Questions 28 – 29 refer to the following advertisement

NO PLACE TO FILE YOUR PAPERS? WE HAVE THE SOLUTION!

Make a paperless world your reality with our e-document service. Moreover, it is 100% free, highly sustainable, and easily-available on-line.

Thanks to this new service, consulting archived documents it is simple and free, here's how:
In just a few clicks, you connect to your personal on-line space.

Your documents are classified and stored for 15 years and... available to you at any time to review, upload onto your computer, or even print*.

Subscribe now, on line [HERE](#).

Best regards

Eco-storage Inc.

* For ecological reasons, please keep printing to a minimum.

28. What is the service NOT promised to be?

- (A) Without charge
- (B) Durable
- (C) Reliable
- (D) Accessible

29. What does the writer imply when he says, « or even print ».

- (A) You should not make a hard copy
- (B) You ought to make a hard copy
- (C) You mustn't make a hard copy
- (D) You don't have to make a hard copy

Questions 30 – 34 refer to the following advertisement and email

BOOST YOUR INCOME

Are you fed up with those anxious end-of-month moments?
Are you stuck in a rut?
Are you sick and tired of commuter rush hour?
Do you have a computer and some basic computer knowledge?
Would you like to be able to choose your working hours?

No experience required – we provide all the training you need, and a starter pack to get you going.

CHANGE YOUR LIFE TODAY!

Call Sid on 020 665 1245 or email him at sidwork@telework.inc.

To:	Sid
From:	Polly Milton
Subject:	Telecommuting training

Dear Sid,

I am writing because I am interested in the telecommuting work you offer in your advertisement. I have left a couple of messages on your answerphone but thought, when in doubt, it would be better to send you an email as well.

My current salary is just not enough to make ends meet, and I need to increase my income. Your advertisement caught my eye because I am tired of the daily grind, the twice-daily commute, and a boss breathing down my neck in the office.

Although I have little knowledge about writing website blurbs, my computer knowledge is fairly sound. I have received training on most spreadsheet, word processing and presentation software, and adapt easily to anything new. In fact, I rather like anything new and techy, so am keen to learn more. Added to that, you say that you provide free training to help your new employees understand how it all works.

Could you please send me more information about how and when I can get started, and the cost of the training and starter pack so I can decide if I can actually afford to join your team?

Many thanks in advance, and I look forward to hearing from you.

Regards
Polly Milton

30. What is the advertisement for?
- (A) A job you can do from home
 - (B) A 9-5 office job
 - (C) A job for a month
 - (D) A job in the computer department

31. What do you think the advertiser means by, « end-of-month moments »?
- (A) Companies need more staff at the end of the month
 - (B) Commuting is harder in the last days of each month
 - (C) People can be short of money at the end of each month
 - (D) People get stuck for ideas at the end of the month

32. Why is Polly applying for the job?
- (E) She dislikes travelling by bus
 - (F) She wants to win more money
 - (G) She has problems with her neck
 - (H) She needs to earn more

33. What does Polly not know how to do?
- (I) Use a spreadsheet
 - (J) Use text editing software
 - (K) Writing website announcements
 - (L) Prepare slides for a presentation

34. What information does Polly need that is not in the advertisement?
- (M) The price of the training and starter pack
 - (N) The address of the advertiser's office
 - (O) Advice about how to change her life
 - (P) Something to look forward to

Questions 35 – 39 refer to the following invoice and email

CHAMPERS & Co.
18 Bubble Street
Partyville, USA
ORDER N°: 852558
INVOICE N°: 070218321
Deliver to:
Irma Grumbler
Pike Inc.
Salmon Street
Fishville, USA

Customer Support (1) 800 525 5225
info@champersco.com

Date shipped: 02/12/20--
Shipped by: Transporto.Inc

Bill to:
Dave Grumbler (same address)

Quantity	Description	Unit Price	Total
8	Case 6 bottles – dry	\$ 13.99 / bottle	\$671.52
1	Personalization	\$1 per label	\$48.00
			\$719.52

10% discount on all orders over 30 bottles.
All national orders delivered within 5 days.
Payment on delivery / within 10 days by check.

Subtotal	\$719.52
Sales tax (5%)	\$32.38
Shipping & Handling charge	\$200.00
TOTAL DUE	\$951.90

To: info@champersco.com

From: Irma Grumbler

Subject: Late delivery of order

Dear Sirs,

I regret to inform you that I am writing to request a full refund for my order, which I finally received on February 28th 20--. I would also like you to come and pick up the order, which we no longer require, from our premises.

Due to the lateness of the delivery, following repeated unanswered emails, and several fruitless phone exchanges, we had to find another champagne supplier for our event at the last minute. As a result, the bottles were not personalized, added to which we had to pay double the price. This is unacceptable!

I am afraid that we have found your service totally lacking efficiency and customer care qualities, and we shall not be placing an order with you for future events.



35. What did the supplier forget to apply in the invoice?

(A) The sales tax
(B) The 10% discount
(C) The freighting costs
(D) The personalization costs
36. What is one thing Irma asks the supplier to do?

(A) Come and collect the unused goods
(B) Make an adjustment to the invoice
(C) Come and visit her premises
(D) Keep to his promises next time
37. How long was the delivery delay?

(E) 5 days
(F) 10 days
(G) 21 days
(H) 28 days
38. What was different between the champagne originally ordered and the champagne served?

(I) The taste and the price
(J) The dryness and the charge
(K) The label and the cost
(L) The shape of the bottle
39. What is the buyer's overall opinion of the supplier?

(M) High
(N) Low
(O) Top
(P) Bottom

To:	Clara@start-high
From:	Robert@capitalco
Subject:	Meeting at the CES
<p>Dear Clara,</p> <p>I'm writing to take things further after meeting you at the CES this year. I am really impressed by your start-up and your very forward-thinking ideas and would very much like to invest in launching your product on the market. As you know, TTM (time-to-market) is a key factor in selling a high-tech gadget, otherwise the product is quickly outmoded, so we need to move quickly. I think we should meet as soon as possible to get down to details and work out a marketing plan than can be implemented within the next month. If I remember rightly, launching the product early May would be possible for your product unit.</p> <p>Could you get back to me A.S.A.P. so we can find a date? I think we will need a full day to go through everything. I can free up some time around 12th-13th February.</p>	

To:	Robert@capitalco
From:	Clara@start-high
Subject:	Re: Meeting at the CES
<p>Dear Robert,</p> <p>Thank you for your email and we are very pleased that you want to come on board our company. As a young start-up, we are eager to gain from your experience, and we are open to any suggestions you may make.</p> <p>About meeting up next month to discuss things in more detail. I do have a very heavy schedule, but of course you get priority, so I can juggle a few things around. I've put my calendar below, so you can see what would be best (asterisks mean the appointment can be changed).</p> <p>If you can push things back by a day, we could even have a Valentine's dinner together!</p>	

FEBRUARY							
	Monday 12	Tuesday 13	Wednesday 14	Thursday 15	Friday 16	Saturday 17	Sunday 18
A.M.	R&D	Sales	Finance*	Marketing	PR*	Tennis	
P.M.	Production*	Think Tank*					Lunch Sue
Evening	Pilates		Cinema Mike*				

Questions 40 – 44 refer to the following calendar and emails

40. What could Robert's job be?

- (A) He's a marketer
- (B) He's an engineer
- (C) He's a personal assistant
- (D) He's a business angel

41. Why do things need to happen quickly?

- (A) Because of the time difference between the two countries
- (B) Because it may take them a long time to get to the market
- (C) Because timing is essential in the electronics world
- (D) Because they are selling outmoded products

42. What will Clara benefit from if she works with Robert?

- (E) His know-how
- (F) His romantic attitude
- (G) His eagerness
- (H) His openness

43. What does Clara propose to do?

- (I) Learn to juggle
- (J) Switch a few appointments
- (K) Put her calendar on-line
- (L) Meet with Robert at another time

44. When do you think the two people will be able to meet?

- (M) 12th February
- (N) 13th February
- (O) 14th February
- (P) 15th February

Questions 45 – 49 refer to the following email, website and rental request

To:	Mary
From:	Sandra
Subject:	Our recent holiday fiasco
<p>I hope you have recovered from what was meant to be a holiday but ended up more stressful than a 10-hour-a-day office job! What a disappointment and I for one am reluctant to use a peer-to-peer website again.</p> <p>Never one to give up, I have been hunting around on the Internet for somewhere that will really give us what we are looking for next time. Here is the link to an agency I have found, so I suggest that you look, but it seems to be reliable. Let me know what you think, and we can move on from there. Otherwise, if you see something you like, why don't you book 14th-21st July? (www.brilliantbreaks.com)</p> <p>Given the number of teenagers we will have with us (8 at my last estimate), we will need somewhere with a lot of space inside and outside, so that us four parents can have some P&Q. We also do not want to spend our holidays clearing up after them, so the fact that cleaning and gardening staff are included, is an added asset. Of course, with the young, we'll need broadband too.</p> <p>So, here I am dreaming of sitting around a lovely warm pool, in a beautiful garden, looking over outstanding scenery.</p> <p>Here's to our next holiday.</p> <p>See you soon!</p> <p>Sandra</p>	

45. What is Sandra's opinion of her last holiday?

- (A) It was a remarkable success
- (B) It was immensely enjoyable
- (C) It was highly stressful
- (D) It was not meant to be

46. What does Sandra suggest to Mary?

- (A) That she books the next holiday
- (B) That she moves to somewhere else
- (C) That she browses the Internet
- (D) That she can do the cleaning

47. Which of the assets in Sandra's email is not mentioned on the website?

- (E) A swimming pool
- (F) Stunning views
- (G) An Internet connection
- (H) Cleaning and gardening staff

Questions 45 – 49 refer to the following email, website and rental request

HOME	PROPERTIES	ABOUT US	BOOKINGS	ENQUIRIES	NEWS	CONTACT	BOOKING ENQUIRIES
------	------------	----------	----------	-----------	------	---------	-------------------

BRILLIANTBREAKS (Vacation properties)



Specialized in first-rate villa holidays for the past 20 years
Choose from our select range of hand-picked, unforgettable holiday rentals:
Topmost quality Fully-equipped kitchens
Charm and character All rooms en-suite
Separate cottages for multi-generational vacations Satellite TV
Furnished and equipped to the highest standards Wi-Fi
All properties with swimming pools and tennis court access Sought-after locations

CUSTOMER STORY
"We stayed in the most delightful villa (#22) with a well-furnished living room, and 6 bedrooms, so lots of room for us all. The heated pool, and well-maintained (although rather small) garden were an enchantment. The views were stunning, and it was only a 3-minute walk to the neighbour's tennis court, to which we had free access. All-in-all, it was the best choice we ever made."

Property Enquiries / Booking information
Request a booking, make an enquiry, or check availability with the form below.

48. What difference is there between the email and the information given on the booking form?

- (A) The number of adults
- (B) The holiday dates
- (C) The number of young people
- (D) The property number

49. What might be the only drawback of the property chosen?

- (E) The Internet access
- (F) The small garden
- (G) The swimming pool
- (H) The en-suite bathrooms

Name: Mary Bell	Email: mary.bell3@bellhome	Cell: +44 1972 845 2241
Property # 22	Numbers: Adults: 4	Under 18s: 9
Holiday start date: 07/14/20--	Holiday end date: 07/21/20--	
How did you hear about us? Through a friend.		
Comments / Questions: Could you give me more details about the garden, which might be a bit on the small side for our needs?		
		SUBMIT >>

Questions 50 – 54 refer to the following emails and table

To:	All manufacturing staff
From:	HR Department
Subject:	New shift rotation schedule
<p>Following increasing demand for our XYB RFID scanner and discussions with key members of staff, we have decided that the shift rotation schedule needs to be updated. We are going to include a night shift as from next week. We have tried to organise the schedule as fairly as possible, so that nobody has too many changes to what they are used to, which would imply for certain the necessity to make changes to personal arrangements as well.</p> <p>Please note that we have also decided to make improvements to our time clock system. The new software will be installed over the weekend. As from Monday, any tardiness will result in money being docked from your pay at the end of the month. We shall also be coming down heavily on anyone who shows an unreasonable rate of absenteeism.</p>	

50. What extra hours have been added to the schedule?

- (A) 10pm to 6am
- (B) 10am to 6pm
- (C) 6am to 2pm
- (D) 2pm to 10pm

51. Which team should you belong to if you want to work as much as possible?

- (E) 1
- (F) 2
- (G) 3
- (H) 4

Week	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
1	○	○	☉	☉	☾	☾					○	○	☉	☉
2							○	○	☉	☉	☾	☾		
3			○	○	☉	☉	☾	☾						
4	☉	☉	☾	☾					○	○	☉	☉	☾	☾
5					○	○	☉	☉	☾	☾				
<div>○ Morning shift ☉ Afternoon shift ☾ Night shift</div> <div>Night shift paid double time.</div> <div>Team 1: 33.6 h/week without additional shift Team 2: 35.2 h/week with 2 additional shifts</div> <div>Team 3: 36.8 h/week with 4 additional shifts Team 4: 40 h/week with 8 additional shifts</div>														

Questions 50 – 54 refer to the following emails and table

To:	HR Department
From:	Brian, Trade Union Representative
Subject:	Your email about shift rotations
<p>Thanks for the information about the changes to our schedule. Just one or two comments:</p> <ul style="list-style-type: none">• All my co-workers were highly offended by the remarks at the end of your email. We think of ourselves as a highly motivated and engaged group, and our absenteeism level is much lower than that of our competitors. We feel that apologies are called for on this point.• Secondly, during our negotiations, we agreed that night shifts were to be paid triple. <p>Could you be kind enough to rectify these errors as soon as possible to avoid any industrial action?</p>	

52. What comments upset the employees?

- (A) The ones about changes to the working hours
- (B) The personal arrangements people will have to alter
- (C) Those concerning lateness and skipping work
- (D) The necessary improvements to the time clock

53. What error does Brian point out?

- (E) The hours of the morning and afternoon shifts
- (F) The number of working hours for each team
- (G) Triple and not double time for the night shift
- (H) The software was installed last week

54. What does Brian threaten?

- (I) To come out on strike
- (J) To hand in his notice
- (K) To ask for a pay raise
- (L) To apologise to the employees

Today's Lesson

Learning objectives

#1

[Improving your score
on part 7 of the
TOEIC]

#2

[Understandin
g longer texts,
double and
triple texts
Handling NOT
questions]

Summary

Class objectives:

Achieved target language objective ✓

#1



Achieved personal competence

Ok

Homework: Make sure that you have identified your weak points and noted what you need to work on. Make sure that you keep working regularly on your Global Exam pathway. Don't forget to integrate English into your daily routine at every opportunity. Immerse yourself in English as much as possible during the coming months. Every time you work on your English, remember to fill in your student log and to constantly update your work schedule. Good luck and see you at the graduation ceremony ☺

Bibliography

- Le Nouveau TOEIC le pack réussite – Serena Murdoch Stern and Justin Stults – Nathan
- The internet