

A powerful springboard to
A higher score on the TOEIC® test

CAMPUS TOEIC

Jim Lee | Sandy Cho



CAMPUS

TOEIC

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Introduction

1 What is TOEIC?

TOEIC® is the acronym of the Test of English for International Communication, an English language test developed by ETS (Educational Testing Service) in the United States following a request from Japanese Ministry of Foreign Trade and Industry. The test was designed specifically to measure the ability of nonnative English speakers to use English in everyday work activities in an international environment. Every year, more than 4.5 million people throughout the world take the TOEIC tests to apply for new positions, obtain credentials, and advance their careers.

2 Standards and Contexts for the TOEIC Questions

TOEIC test questions are based on the ETS quality and fairness standards and drawn from various real-life situations and work settings in an international environment.

All the TOEIC questions should ensure that they

- do not use American English-specific vocabulary, grammar, and idiomatic expressions
- include various human names of different nationalities equally
- avoid situations which are only familiar to test takers from specific cultures or which are only appropriate for specific jobs and careers
- are free of racial, ethnic, gender, socioeconomic, and other forms of bias
- present listening materials recorded in various English accents (i.e. American, Canadian, British, Australian, and New Zealand accents)

All the TOEIC questions are taken from the following contexts:

Corporate Development - research, product development

Dining Out - business and informal lunches, banquets, receptions, restaurant reservations

Entertainment - cinema, theater, music, art, exhibitions, museums, media

Finance and Budgeting - banking, investments, taxes, accounting, billing

General Business - contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor relations

Health - medical insurance, visiting doctors, dentists, clinics, hospitals

Housing / Corporate Property - construction, specifications, buying and renting, electric and gas services

Manufacturing - assembly lines, plant management, quality control

Offices - board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures

Personnel/Human Resources - recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards

Purchasing - shopping, ordering supplies, shipping, invoices

Technical Areas - electronics, technology, computers, laboratories and related equipment, technical specifications

Travel - trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays and cancellations

3 Test Format

The TOEIC test is a paper-and-pencil test made up of 200 multiple-choice questions, divided into 2 separately timed sections. Test takers respond to questions by marking one response from a choice of four (A, B, C, D) with a pencil on an answer sheet.

Section I: Listening

Part 1	Photographs	10 questions
Part 2	Question & Response	30 questions
Part 3	Short Conversations	30 questions(10 conversations, 3 questions each)
Part 4	Short Talks	30 questions(10 talks, 3 questions each)

Section II: Reading

Part 5	Incomplete Sentences	40 questions
Part 6	Text Completion	12 questions(4 reading sets, 3 questions each)
Part 7	Reading Comprehension	48 questions(single passages – 28 questions; double passages – 20 questions)
Total	7 task types / 200 questions / 120 minutes	

Listening

Comprehension

Part 1 The man is looking at the woman.

Key Expressions

- look at the restaurant menu
- look over the report
- look into the microscope
- look out of the window
- look in the drawer
- face each other
- concentrate on his work
- study the menu
- gaze at the woman
- stare at the computer monitor

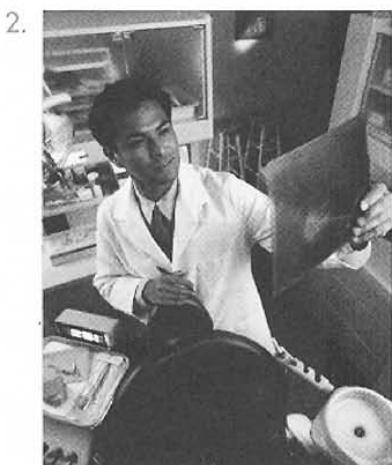
Check your listening skills 001.mp3



- (A) The man is _____ at the _____.
(B) The man is _____.
(C) The man is _____ line at a _____.
(D) The man is _____ to the people.

Possible Answers

The man is looking down on the ground. / He is concentrating on some writings on the floor. / He is examining some writings.



- (A) He's _____ a _____.
(B) He's _____ some _____.
(C) He's _____ a dental _____.
(D) He's _____ an _____ image.

Possible Answers

He is checking an X-ray image. / He is studying an X-ray. / He is gazing at an X-ray image.

More Expressions

look

- ▶ The man is looking at the woman.
- ▶ He is looking at the computer monitor.
- ▶ She's looking in the drawer.

face

- ▶ He is facing the front of the room.
- ▶ She is facing the people in the audience.
- ▶ They're facing each other.

read

- ▶ The man is reading a book.
- ▶ She is reading a sign.
- ▶ People are reading books.

study

- ▶ The woman is studying the menu.
- ▶ He is studying the sign on the road.
- ▶ They are studying in the library.

examine

- ▶ She is examining the menu.
- ▶ He is examining a product.
- ▶ He is examining a patient.

concentrate on

- ▶ He is concentrating on his work.
- ▶ She is concentrating on a book.

gaze

- ▶ He is gazing at the screen.
- ▶ She is gazing at the man.
- ▶ The man is gazing out the window.

stare

- ▶ He is staring out the window.
- ▶ She is staring at the computer monitor.

glance

- ▶ He is glancing out the window.

check

- ▶ The man is checking the paper.

Build Up your listening skills 002.mp3

1. The man is _____ the woman.
2. He is _____ the window.
3. The man is _____ the window.
4. He is _____ a product.
5. They're _____ each other.
6. He is _____ a _____.
7. The man is _____ a book.
8. He is _____ on his _____.
9. The man is _____ the _____.
10. The woman is _____ the menu.

Part 2 When does the meeting start?

Question Patterns

A Past Events

↳ When did + S + V ~?

When did John leave?

↳ When was [were] + S + p.p.?

When was the report done?

When were the rooms last cleaned?

B Future Events

↳ When is [are] + S ~?

When is the workshop in our head office?

↳ When do [does] + S + V ~?

When does the meeting start?

↳ When will + S + V [be V-ing / be p.p.]?

When will the store close?

↳ When is [are] + S + going to-V ~?

When are you going to take the document?

↳ When is [are] + S + expected to-V ~?

When are we expected to hand in the report?

Check your listening skills .003.mp3

1. When _____ Mr. Rogers _____ the _____?
(A) It was a good _____.
(B) He _____ very much.
(C) _____ the _____.

2. When _____ you _____ to _____ Paul?
(A) No, I _____ do that.
(B) In the _____ room.
(C) _____ 7 o'clock _____.

Past Events

- Q When did he go home?
A At 5 o'clock.
- Q When was John supposed to show up?
A Ten minutes ago.
- Q When were the products sent out?
A This morning, I think.
- Q When were you going to finish your report?
A By this morning.

Future Events

- Q When is the meeting?
A In an hour.
- Q When does the meeting start?
A At ten o'clock.
- Q When do you think Mr. Lee will make the announcement?
A Some time this morning.
- Q When will the ad go out?
A This afternoon.
- Q When are we going out for lunch?
A Let's take off at 12.
- Q When should I expect to get the proposal?
A By the end of the month.

Build Up your listening skills 004.mp3

1. When _____ the _____?
2. When _____ he _____?
3. When _____ the _____ out?
4. When _____ the _____?
5. When _____ we _____ for _____?
6. When _____ the _____ out?
7. When _____ John _____ to _____?
8. When _____ you _____ to _____ your report?
9. When _____ I _____ to _____ the _____?
10. _____ do you think Mr. Lee _____ the _____?

Part 3 When will the delivery be sent?

Key Expressions

- place an order for
- have the order sent out
- have the items delivered
- receive an order
- be on back-order
- send a replacement
- this coming weekend
- in the middle of next week
- by the end of the day
- until next Friday

Check your listening skills 005.mp3

Question 1 refers to the following conversation.

- M Do you know _____ the _____ is _____ to _____?
- W I called the supplier earlier, and he _____ the _____ is going to be _____ out _____.
- M I guess _____ it _____ since the post office people don't work on the _____.

1. When will the delivery be sent?

- (A) Monday
- (B) Thursday
- (C) Friday
- (D) Saturday

Question 2 refers to the following conversation.

- M Did you _____ a _____ to _____ the _____ with our new company logo?
- W I called today, but the printer said they _____ be _____ the _____ of _____ week.
- M That is fine. I _____ be _____ out _____.

2. When will the stationery be mailed?

- (A) Today
- (B) Tomorrow
- (C) Next Wednesday
- (D) Next Friday

More Expressions

Placing an Order

- I want to place an order for a dozen ink cartridges.
- I want to put in an order for ten boxes of printer paper.

Talking About Delivery

- Could you please have the items delivered by the end of this week?
- I'll make sure to have your order sent out first.
- We could have it there by 3 this afternoon.
- I can have the items at your door within an hour.

Making a Complaint

- I got the order today, but some of the items are damaged.
- The shipment I received is not what I had ordered.
- I need you to send a replacement right away.

Making an Apology

- I'm sorry, but we don't have that particular item in stock at the moment.
- I'm sorry, but the items you requested are on back-order.
- I'm sorry, but our delivery workers are on strike at the moment.

Build Up your listening skills 006.mp3

1. We could _____ it _____ 3 _____ afternoon.
2. I _____ you to _____ a _____ right away.
3. I'll _____ to _____ your _____ first.
4. The _____ I _____ is _____ I had _____.
5. I can _____ the _____ your _____.
6. I _____ to _____ an _____ for a _____ ink _____.
7. I'm sorry, but the _____ you _____ are on _____.
8. I _____ the _____ today, but _____ of the _____ are _____.
9. _____ you please _____ the _____ the _____ of _____ week?
10. I'm sorry, but we _____ that _____ item _____ the _____.

Part 4 Travel

Key Expressions

- This is your captain [driver] speaking.
- Welcome aboard ~.
- We have just left [departed] ~.
- Please remain seated.
- Do not take off your seatbelts.
- Please stay in your seats until S + V ~.
- Please remember S + V ~.
- come to a complete stop
- for your safety
- We will V [be V-ing] ~.
- Thank you for flying with us, and we hope S + V ~.
- On behalf of all of our crew, I hope S + V ~.

Check your listening skills 007.mp3

Questions 1-3 refer to the following talk.

Ladies and gentlemen, ____ is your _____. We have _____. Toronto Pearson International Airport. The time is 11:05 Eastern Standard Time. We expect to arrive at our destination, New York, in approximately 2 hours, so _____ and enjoy the flight. As you may have noticed, the seatbelt sign has just been turned off. However, we ____ all ____ to _____ as heavy turbulence is expected during our flight. ____ a few _____, our _____ will be _____ for your enjoyment. Thank you.

1. Who is giving this talk?
 - (A) A flight attendant
 - (B) A customs officer
 - (C) A pilot
 - (D) A policeman
2. What does the speaker request the listeners do?
 - (A) Get ready to land
 - (B) Stay in their seats
 - (C) Ask for refreshments
 - (D) Fill out their immigration forms
3. What is going to happen next?
 - (A) Some drinks will be served.
 - (B) A movie will be shown.
 - (C) The plane is going to land.
 - (D) The seatbelt sign will be turned off.

More Expressions

Opening

- ▶ Hello, ladies and gentlemen. This is your captain speaking. Welcome aboard Flight 705.
- ▶ Hello, this is your driver speaking. We have just departed from Toronto Greyhound Station.

Schedule

- ▶ We will be making a stopover in Tokyo for one hour before heading off to our final destination, Seoul, South Korea.
- ▶ We will make two stops before we reach our final destination, Detroit.
- ▶ We should be getting in to Tokyo at about 5:30 in the afternoon local time.

Request

- ▶ We will be making our first stop in ten minutes. Those who are getting off please make sure you have all your valuables with you.
- ▶ For your safety, please stay in your seats until the bus comes to a complete stop.
- ▶ Please remember this is a non-smoking flight, and, for your safety, all the washrooms have been equipped with smoke detectors.

Closing

- ▶ Thank you for flying with us. We hope you have a pleasant stay here in Los Angeles.
- ▶ On behalf of all of the Pacific cabin crew, I hope you enjoyed your flight. Thank you.

Build Up your listening skills 008.mp3

1. We _____ before we _____ our _____, Detroit.
2. We _____ in to _____ about 5:30 in the afternoon local time.
3. _____ your _____, please _____ your _____ the bus _____ a complete _____.
4. On _____ of all of the Pacific _____, we _____ you _____ your flight. Thank you.
5. Hello, ladies and gentlemen. _____ is your _____ Flight 705.
6. Hello, _____ is your _____. We have _____ Toronto Greyhound _____.
7. Thank you for _____ us. We _____ you _____ a _____ here in _____.
8. We will _____ a _____ in _____ for _____ before _____ to our _____, Seoul, South Korea.
9. Please _____ is a _____ flight, and, _____ your _____, all the _____ have been _____ smoke _____.
10. We will _____ our _____ minutes. _____ are _____ please make sure you _____ all your _____ you.

Practice Test

Part 1 Picture Description [009.mp3]

1.



2.



3.



4.



Part 2 Question & Response [010.mp3]

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 011.mp3

15. When does the woman have to see a client?
(A) This evening
(B) Tomorrow
(C) This weekend
(D) Next week
16. What is the problem?
(A) The man does not want to watch a movie.
(B) The woman forgot to buy the tickets.
(C) The man has to back out of his plan.
(D) The woman has to meet a client.
17. When do they plan on seeing a movie?
(A) Tonight
(B) This weekend
(C) Early next week
(D) Two weeks from now

Part 4 Short Talk 012.mp3

18. Where most likely is the talk taking place?
(A) In a restaurant
(B) At a park
(C) On a bus
(D) At a museum
19. Who most likely is giving the talk?
(A) A bus driver
(B) A museum guide
(C) A storeowner
(D) A park ranger
20. When should the listeners be back?
(A) At 1 o'clock
(B) At 2 o'clock
(C) At 3 o'clock
(D) At 4 o'clock

Part 1 The people are talking to each other.

Key Expressions

- talk to each other
- speak to one another
- converse with each other
- have a conversation
- hold a conversation
- be involved in a conversation
- have a discussion
- chat with each other

Check your listening skills 013.mp3

1.



- (A) The _____
 (B) They are _____
 (C) One man is _____ his _____.
 (D) They're _____ a _____.

Possible Answers

The men are talking to each other. / They are involved in a conversation. / The people are involved in a discussion.

2.



- (A) They're _____ a small _____.
 (B) One man is _____ the _____.
 (C) They're _____ some _____.
 (D) The men are _____ a _____ in a group.

Possible Answers

They're speaking to each other. / They're holding a conversation. / They're conversing with each other.

More Expressions

talk to each other	► The people are talking to each other at the table.
speak to one another	► They're speaking to one another.
converse with	► The men are conversing with each other.
have [hold] a conversation	► They are holding a conversation in a small group. ► The people are having a conversation.
have [hold] a discussion	► They're having a discussion around the table. ► The people are holding a discussion.
be involved in a conversation [a discussion]	► They're involved in a conversation. ► The men are involved in a discussion.
chat with each other	► They are chatting with each other.

Build Up your listening skills 014.mp3

1. They're _____ to _____.
2. They are _____ each other.
3. They're _____ a conversation.
4. The men are _____ in a _____.
5. The people are _____ a _____.
6. The people are _____ a _____.
7. The men are _____ each other.
8. They're _____ a _____ the table.
9. They are _____ a _____ in a small group.
10. The people are _____ to _____ the table.

Part 2 Who mailed the package?

Question Patterns

A Past Events

↳ Who + V-ed ~?

Who sketched the new design?

Who mailed the package?

B Future Events

↳ Who's going [supposed] to-V ~?

Who's going to write the story?

Who's supposed to give the speech today?

↳ Who's V-ing ~?

Who's participating in the charity event?

↳ Who will + V ~?

Who will look into this matter?

C Present Events

↳ Who is [are] + C ~?

Who is your new supervisor?

Who's in charge of the new project?

↳ Who + V + O ~?

Who has the sales records for last year?

↳ Who can [should] + (S) + V ~?

Who can suggest a better way to do the job?

Who should I ask for a favor?

Check your listening skills 015.mp3

1. _____ do you think I should _____ to _____ some _____?

(A) Mr. Smith _____ out.

(B) To talk about a _____ I _____.

(C) No, Ron _____ it _____.

2. _____ does the _____?

(A) Yes, I _____ work early.

(B) _____ have _____ lately.

(C) To Mr. Weir.

Past Events

- Q Who drew up the blueprints?
A Jack, the architect.

- Q Who sent out the boxes?
A Mary did. Why?

Present Events

- Q Who is your new partner?
A The guy we just hired.

- Q Who's looking after the project?
A It has not been decided yet.

- Q Who has the keys to the storage room?
A Go and speak to Sarah. She knows.

- Q Who owns the red car in the parking lot?
A I believe that belongs to one of our visitors.

- Q Who can recommend a nice place to eat around here?
A You should try the new Italian place across the road.

- Q Who should I talk to about this project?
A Your best bet is to speak to Mr. Smith.

Future Events

- Q Who's going to drive me to the airport?
A I thought you were taking a cab?

- Q Who's supposed to work the night shift tonight?
A Jack, but he's not here yet.

- Q Who's arranging the company anniversary party?
A The receptionist, Jane.

Build UP your listening skills 016.mp3

1. _____ out the boxes?
2. _____ the blueprints?
3. _____ the project?
4. _____ going to _____ the airport?
5. _____ the _____ to the _____?
6. _____ I _____ about this project?
7. _____ the _____ in the _____?
8. Who's _____ to _____ the _____ tonight?
9. Who's _____ the company _____?
10. _____ can _____ a nice _____ to _____ around here?

Part 3 Why will the man call Ms. Singh's secretary?

Key Expressions

- Do you have a moment to-V ~? • Now is not a good time.
- Can I bother you for ~? • Today is not good for me because S + V ~.
- Could we get together today to-V ~? • How about we ~?
- Would it be possible for us to-V ~? • Why don't you + V ~?
- I'm sorry, but S + V ~. • I'll come back at a later time when S + V ~.

Check your listening skills 017.mp3

Question 1 refers to the following conversation.

- M _____ a _____ to _____ the project, Ms. Singh?
W I'm sorry, but I _____ this sales _____ heading off to a _____ at five.
M All right. I'll call your secretary tomorrow and _____ an _____ some _____ early next week.

1. Why will the man call Ms. Singh's secretary?
(A) To receive some information about the project
(B) To talk about the meeting schedule
(C) To book a time to meet next week
(D) To get Ms. Singh's home number

Question 2 refers to the following conversation.

- W I _____ a _____ an early _____ Hong Kong tomorrow.
M Really? I thought the _____ next Monday, Tina.
W It _____. I am _____ a bit _____. I _____ for the big speech I _____.

2. Why will Tina go to Hong Kong?
(A) To visit her family
(B) To participate in a business function
(C) To meet a client
(D) To take care of some unfinished business

More Expressions

Request

- » Do you have a moment to talk about our new project?
- » Can I bother you for a quick review of the show?
- » Could we get together today to discuss our project?
- » Would it be possible for us to talk about the project today?

Reasons for Refusal

- » I'm sorry, but I have to take off because I need to catch a plane at three.
- » Today is not good for me because I am too busy at work.
- » Actually, now is not a good time. I have a meeting in ten minutes.

Alternatives

- » How about we get together tomorrow morning instead?
- » Why don't you swing by my office in the morning?
- » I'll come back at a later time when you are less busy.

Build Up your listening skills D18.mp3

1. _____ I _____ you _____ a _____ of the _____?
2. _____ my office in the morning?
3. _____ today to _____ our project?
4. Do you _____ a _____ to _____ our new project?
5. I'll _____ at a _____ time _____ you are _____.
6. _____ we _____ tomorrow morning _____?
7. _____ it be _____ for us to _____ about the project _____?
8. Today is _____ for me because I am too _____.
9. _____, _____ is _____ a _____ time. I _____ a _____ in ten minutes.
10. I'm sorry, but I have to _____ because I need to _____ a _____ at three.

Part 4 Recorded Message

Key Expressions

- This is Sam calling to ~.
- This is Margaret from General Public Services.
- You have reached Mike's residence.
- Thank you for calling Cinema Paradise.
- My name is Paul Owens, and I'm from Start Limited.
- get information about
- leave a message
- call you back as soon as possible
- talk to the operator
- wait on the line

Check your listening skills (019.mp3)

Questions 1-3 refer to the following telephone message.

Good afternoon, Ms. Chow. This is Sam _____ you of your _____ at your _____ office. Your appointment is set for 11 o'clock this Thursday. We _____ to _____ here 15 minutes _____ to _____ some _____. Also, please _____ to _____ your _____ card because we have _____ our _____ here, so we want to _____ that the _____ we have is _____. Thank you, and if, by chance, you _____ to your _____, please _____ us _____.

1. Why is the caller leaving this message?
 - (A) To provide a reminder to a patient
 - (B) To make an appointment with the dentist
 - (C) To find out about her insurance plan
 - (D) To receive service for his computer
2. Why does the speaker ask Ms. Chow to come early?
 - (A) To get some training before she starts working
 - (B) To provide some information
 - (C) To fill in for a worker who can't come in today
 - (D) To make up for the time she missed before
3. What should the listener do if she can't show up for her appointment?
 - (A) Send someone else
 - (B) Talk to the secretary
 - (C) Email an apology letter
 - (D) Call beforehand

More Expressions

Greeting

- ▶ Hi, this is Ron from London Life calling about your group insurance.
- ▶ Hi, you have reached John Simpson's desk.
- ▶ Thank you for calling, but I am not able to get to the phone at the moment.

Reasons for Calling

- ▶ I'm calling to remind you of your appointment with Dr. Jenkins.
- ▶ I'm calling in regard to the message you left on my answering machine this morning.
- ▶ I'm calling because I need to speak to you about our presentation tomorrow.

Request

- ▶ Please leave a message after the beep.
- ▶ If you are calling to get information about our upcoming shows, please press 1 now.
- ▶ If you have any questions, please give us a call at 736-2031.
- ▶ If you'd please leave your name and phone number, I will call you back as soon as possible.

Build Up your listening skills 020.mp3

1. Please _____ a _____ after the _____.
2. Hi, you have _____ John Simpson's _____.
3. _____ you _____ any _____, please _____ us a _____ 736-2031.
4. I'm _____ to _____ you of your _____ Dr. Jenkins.
5. Hi, _____ Ron _____ London Life _____ your group insurance.
6. Thank you for calling, but I am _____ to _____ to the _____ the _____.
7. I'm _____ I _____ to _____ to you _____ our _____ tomorrow.
8. _____ you are _____ to _____ about our _____, please _____ 1 now.
9. I'm _____ in _____ the _____ you _____ on my _____ machine this morning.
10. If you'd please _____ your _____ and _____, I will _____ you _____ as soon as possible.

Practice Test

Part 1 Picture Description 021.mp3

1.



2.



3.



4.



Part 2 Question & Response 022.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 023.mp3

15. Where is the conversation taking place?
(A) In the airport
(B) In a hotel
(C) In a cab
(D) In an airplane

16. Why is the man worried?
(A) His flight is being delayed.
(B) He might not be able to get a room at the hotel.
(C) He has to stay in New York longer than he had expected.
(D) He is not well-prepared for the meeting.

17. What does the woman suggest?
(A) They cancel the hotel reservation.
(B) They call a cab company.
(C) They phone the hotel.
(D) They go to New York another time.

Part 4 Short Talk 024.mp3

18. What does Home Electric provide?
(A) Free estimates
(B) Service around the clock
(C) Tours around the company
(D) Emergency kits

19. What should one do to get an operator on the line?
(A) Wait on the phone
(B) Press number 1
(C) Call during office hours
(D) Call one of the sales reps

20. What most likely is the time now?
(A) 8 a.m.
(B) 9 a.m.
(C) 4 p.m.
(D) 5 p.m.

Part 1 The man is working on the vehicle.

Key Expressions

- attend to a customer
- work on a car
- inspect an item
- care for the dog
- take care of the animal
- treat a patient
- fix the roof
- repair the pool
- check out the groceries
- be being served

Check your listening skills 025.mp3

1.

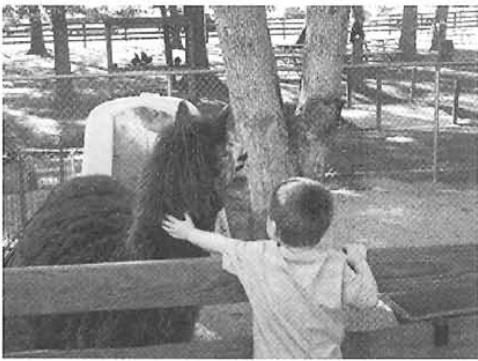


- (A) The man is _____ the _____ for a _____.
- (B) The man is _____ the _____ of the car.
- (C) The man is _____ the _____.
- (D) The man is _____ his car _____ a _____.

Possible Answers

He is looking after the vehicle. / He is fixing the car. / He is taking care of the car.

2.



- (A) The _____ is _____ into the _____.
- (B) The _____ is being _____.
- (C) The _____ is very _____ today.
- (D) The boy is _____ the _____.

Possible Answers

The boy is paying attention to the animal. / The boy is petting the animal.

More Expressions

attend to ▶ The hairdresser is attending to the customer.

work on ▶ The hairdresser is working on the customer.

inspect ▶ The woman is inspecting an item in the store.

care for ▶ He is caring for the plants.

take care of ▶ He is taking care of some paperwork.

treat ▶ The doctor is treating a patient in his office.

fix ▶ The man is fixing the copier.

repair ▶ The man is repairing the plumbing.

check out ▶ She is checking out the items on the shelves.

serve ▶ The customers are being served.

Build Up your listening skills 026.mp3

1. He is _____ the _____.
2. The man is _____ the _____.
3. The customers are _____.
4. The man is _____ the _____.
5. He is _____ some _____.
6. The _____ is _____ the customer.
7. The _____ is _____ the customer.
8. The woman is _____ an _____ in the store.
9. The doctor is _____ a _____ in his office.
10. She is _____ the _____ on the _____.

Part 2 Where will the meeting take place?

Question Patterns

A Where + Be

↳ Where is [are] + S ~?

Where is your new car? / Where are the computers that came in today?

B Where + Do

↳ Where do [does] + S + V ~?

Where do you live now? / Where does John work now?

↳ Where did + S + V ~?

Where did you leave your report?

C Where + Can / Will / Should

↳ Where can + S + V ~?

Where can I put this box?

↳ Where will + S + V ~?

Where will the meeting take place?

↳ Where should + S + V ~?

Where should I put this package?

D Where + Have

↳ Where have [has] + S + p.p. ~?

Where have you been this morning?

Check your listening skills 027.mp3

1. _____ will the _____ be _____ this year?

(A) It's _____ year.

(B) _____ the Prince _____.

(C) _____ o'clock today.

2. _____ do you think we _____ these _____?

(A) I'll _____ with you later.

(B) Yes, I will _____ them _____ the _____.

(C) _____ them _____ the _____.

More Expressions

Where + Be

- Q Where is your new apartment?
A It's close to the office.
- Q Where are the boxes Mr. Lee asked us to deliver?
A They should be in the storage room.

Where + Do

- Q Where did you leave your report?
A I put it on your desk earlier.
- Q Where do you go after work these days?
A I take night classes at a local college.
- Q Where does Peter work these days?
A He works for a local bank.

Where + Can / Will / Should

- Q Where can I park my car around here?
A Try the lot across the road.
- Q Where will we go tomorrow?
A To a sales seminar in our head office.
- Q Where should I meet you later?
A Why don't we meet in the lobby?

Where + Have

- Q Where have you been all day?
A At the dentist's.
- Q Where has Peter gone this morning?
A He's at the dentist office.

Build UP your listening skills 028.mp3

1. _____ we ____ tomorrow?
2. _____ is your _____ ?
3. _____ you _____ all day?
4. _____ I _____ you later?
5. _____ you _____ your _____ ?
6. _____ Peter _____ these days?
7. _____ Peter _____ this morning?
8. _____ I _____ my _____ around here?
9. _____ you _____ these days?
10. _____ are the _____ Mr. Lee _____ us to _____?

Part 3 Who most likely are they?

Key Expressions

- put up the display
- look over a résumé
- fill out a form
- be not working properly
- act weirdly
- come and take a look at
- make it to your office
- run some copies of
- Would you do me a favor and ~?
- Why don't I ~?

Check your listening skills 029.mp3

Question 1 refers to the following conversation.

- W Did you _____ the _____ by the front window yet?
M No, I _____ had the _____ yet. I was _____ some _____ and _____ because they were on the wrong shelves. Do you _____ start _____ the _____ now?
W Yes, we _____ that _____ the _____ of the _____ since the sale starts next Monday.

1. Who most likely are they?

- (A) Store clerks
- (B) Fashion designers
- (C) Window cleaners
- (D) Children's book writers

Question 2 refers to the following conversation.

- M Hi, I _____ my _____ a few _____, and I am _____ to _____ you have received it. _____ is Ralph Ramirez.
W I'm sorry, but your name is _____ my _____. I _____ think we _____ it.
M Really? _____ you _____ me your _____? I'll _____ to you right now.
W Sure, but our fax machine is _____ right now. Would you _____ it to me _____?

2. Who most likely is Mr. Ramirez speaking to?

- (A) A delivery person
- (B) A job applicant
- (C) A potential employer
- (D) A phone operator

More Expressions

Checking

- ▶ Have you finished setting up the display window yet?
- ▶ I am calling to find out if you've had time to look over my résumé yet.

Problem

- ▶ Mr. Smith, our fax machine is not working properly.
- ▶ Our copier has been acting weirdly all day.

Request

- ▶ Could you come and take a look at it for us today?
- ▶ Would you do me a favor and run off some copies of this for me?
- ▶ Could you fill out this form, please?

Response

- ▶ Sorry, but I have not had a chance to work on that yet.
- ▶ Of course. I'll have them ready for you before lunch today.
- ▶ I can't make it to your office until after lunch.

Alternative

- ▶ Okay, why don't I send it to you again right now?
- ▶ Actually, I'll call him myself and give him a piece of my mind.

Build Up

your listening skills 030.mp3

1. Our _____ has been _____ all day.
2. I _____ to your office _____ after lunch.
3. Could you _____ this _____, please?
4. Okay, _____ it to you _____ right now?
5. Mr. Smith, our _____ machine is _____.
6. _____ you _____ up the _____ yet?
7. Of course. I'll _____ for you _____ today.
8. Actually, I'll _____ him myself and _____ him a _____ of my _____.
9. Would you _____ a _____ and run off some _____ of this for me?
10. I am _____ to _____ out _____ you've had _____ to _____ my _____ yet.

Part 4 Advertisements

Key Expressions

- be the place for you
- take advantage of
- can [will] help you with
- have a special sale
- not miss out on
- come down to
- call our toll-free number
- be located on

Check your listening skills 031.mp3

Questions 1-3 refer to the following advertisement.

If you are _____ your _____, or _____ to _____ how to _____ international _____, or just simply want to try your hand at _____ poems, George Brown _____ is the place for you. At George Brown, we _____ an array of _____ for _____ who want to learn new skills. So, if you are _____ new _____, you _____ look _____ else. We also offer many recreational activities such as tennis, swimming, and yoga, to name a few. _____ who _____ to the institute, we also _____, our toll-free number at 1-800-777-8989.

1. What is George Brown?
 - (A) A restaurant
 - (B) An adult school
 - (C) A research institute
 - (D) A health club
2. What is offered to those who are too busy?
 - (A) Evening classes
 - (B) Weekend classes
 - (C) Summer classes
 - (D) Online classes
3. How can one find out more about George Brown?
 - (A) By going to the institute
 - (B) By making a phone call
 - (C) By reading their brochure
 - (D) By logging on to their website

More Expressions

Opening

- ▶ If you are thinking of improving your language skills, George Brown Institute is the place for you.
- ▶ Mark's Warehouse will finally open its doors this Saturday, so we are inviting everyone to join us at our grand opening sale.

Details

- ▶ Everything in the store will be on sale, with up to 50% savings on shirts, coats, and pants.
- ▶ The events include a foreign movie festival, a traditional food contest, and exhibits of artistic works.
- ▶ With over 100 years of experience, we have all the expertise and the know-how to get you the loan you need at the best rate.

Closing

- ▶ Come visit Office Depot, located on Seminole Drive. We are open 7 days a week till 5 p.m.
- ▶ Chaplin's Electronics Store is located on 5th Street, five minutes away from City Hall.
- ▶ Our quality of service surpasses expectations every time. So, if you need something painted, pick up the phone, and call us at 736-2031.

Build Up your listening skills 032.mp3

1. Chaplin's Electronics Store is _____ 5th Street, five _____ City Hall.
2. _____ in the store will be _____, _____ 50% _____ on shirts, coats, and pants.
3. Come _____ Office Depot, located on Seminole Drive. We are _____ a week _____ 5 p.m.
4. If you are _____ your _____, George Brown Institute is the _____ you.
5. Mark's Warehouse will _____ its _____ this Saturday, so we are _____ everyone to join us at our _____.
6. _____ over 100 _____ of _____, we _____ all the _____ and the _____ to _____ you the _____ you need at the _____.
7. The events _____ a _____ festival, a traditional _____, and _____ of _____ works.
8. Our quality of service _____ every time. So, if you _____ painted, _____ the phone, and call us at 883-0114.

Practice Test

Part 1 Picture Description 033.mp3

1.



2.



3.



4.



Part 2 Question & Response 034.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 035.mp3

15. Who most likely is Mr. Lee?
(A) A student
(B) A teacher
(C) A secretary
(D) A receptionist

16. What does the man want to know?
(A) Whether the woman is going to take the class or not
(B) If enough students have enrolled
(C) How to use the copy machine
(D) If the woman is prepared for the class

17. What does the man ask the woman to do?
(A) Make some copies
(B) Run down to the store
(C) Call him in the morning
(D) Have lunch with him

Part 4 Short Talk 036.mp3

18. What is being advertised?
(A) A comedy movie
(B) A tragic play
(C) A comedy performance
(D) A dance troupe

19. When will the performance take place?
(A) Today
(B) This weekend
(C) Next week
(D) Next month

20. Where has Larry worked for the last six months?
(A) In the city
(B) Out of the county
(C) In the army
(D) On the east coast

Part 1 The musicians are performing outdoors.

Key Expressions

- perform outdoors [indoors]
- play some music
- play a musical instrument
- make music
- look at a sheet of music
- entertain the crowd
- lead a musical group
- applaud the performance

Check your listening skills 037.mp3

1.



- (A) The women are _____.
(B) The people are _____ the _____.
(C) The two women are _____ to buy concert tickets.
(D) The _____ are _____.

Possible Answers

They are making music together. / They are putting on a performance. / They're playing the same musical instrument.

2.



- (A) She's _____ her desk.
(B) She's _____ some _____.
(C) She's _____ some _____.
(D) She's _____ the ____ of the _____.

Possible Answers

She's performing indoors. / She's playing the piano. / She's making music.

More Expressions

perform

- ▶ The band is performing outdoors.
- ▶ They're performing indoors.

play / make

- ▶ The women are playing some music together.
- ▶ The musicians are playing the same musical instruments.
- ▶ The musicians are making music together.

walk

- ▶ The performer is walking up to the stage.

look

- ▶ The woman is looking at a sheet of music.

entertain

- ▶ The group is entertaining the crowd.
- ▶ A man is entertaining the customers.

lead / conduct

- ▶ The conductor is leading the group.
- ▶ A man is conducting a musical group.

applaud

- ▶ The audience is applauding the performance.

Build Up your listening skills 038.mp3

1. The _____ is _____.
2. The _____ is _____ the _____.
3. A man is _____ a _____.
4. The group is _____ the _____.
5. The _____ is _____ to the _____.
6. The _____ are _____ together.
7. The woman is _____ a _____ of _____.
8. The women are _____ some _____.
9. The _____ is _____ the _____.
10. The _____ are _____ the _____.

Part 2 What kind of movies do you like watching?

Question Patterns

A What + Noun

↳ **What ~ + did + S + V ~?**

What suggestion did he make?

↳ **What kind of [type of / sort of] ~ + do [does / did] + S + V ~?**

What kind of movies do you like watching?

B What + Verb

↳ **What is + V-ing ~?**

What is happening with the project?

↳ **What + are + Noun ~?**

What are your plans for this weekend?

↳ **What + did [should] + S + V ~?**

What did you do with John this morning?

What should I do if Paul doesn't show up on time?

C What → Other Wh-words

What day did you watch the movie? = **When** did you watch the movie?

What is the closest **place** to eat around here? = **Where** is the closest place to eat around here?

What company will you be working for? = **Who** will you be working for?

What is the fastest **way** to get this done? = **How** can we get this done the fastest?

What's the **charge** for these items? = **How much** are these items?

Check your listening skills .039.mp3

1. _____ was the _____?

(A) We're _____.

(B) A _____ company _____.

(C) Thanks, but I _____ about _____.

2. _____ does Mr. Smith have to _____ the _____ that needs to _____ today?

(A) He _____ about his weekend.

(B) I will _____ and _____ the _____ right away.

(C) He _____ which _____ we are _____.

More Expressions

What + Noun

- Q What suggestion did your boss make?
A He offered me a pay raise.

What + Verb

- Q What kind of books do you like reading?
A I like detective novels.
- Q What is happening with the book you are writing?
A I need more time to finish it.
- Q What did you buy at the store today?
A Some items for my party.
- Q What should I do if the boss doesn't arrive on time?
A Call his secretary.

What → Other Wh-words

- Q What day did you go over to John's place? (= When)
A Last Friday.
- Q What is the best place to go for the weekend? (= Where)
A Amusement parks, maybe.
- Q What company did he use to send the package? (= Who)
A Probably SpeedEx.
- Q What is the quickest way to get to your place? (= How)
A By subway.
- Q What's the price of this book? (= How much)
A Ten dollars.

Build Up your listening skills 040.mp3

1. _____ the _____ of this _____?
2. _____ you _____ at the store today?
3. _____ kind of _____ do you _____?
4. _____ your _____?
5. _____ you _____ over to John's _____?
6. _____ is the _____ to _____ your _____?
7. What is the best _____ for the weekend?
8. What is _____ the book you are writing?
9. What company _____ you _____ to _____ the _____?
10. What _____ I _____ the boss _____ on time?

Part 3 Where is this conversation most likely taking place?

Key Expressions

- I wonder if [what] ~.
- Would it be possible to-V ~?
- Do you want (me) to-V ~?
- Would you like ~?
- Could I (please) V ~?
- Would you like to-V ~?
- Have you p.p. ~?
- I'll just V ~.
- Would you be kind enough to-V ~?
- I just V-ed ~.

Check your listening skills (041.mp3)

Question 1 refers to the following conversation.

- M The _____ is rather _____ today. I _____ there is a problem.
W I _____ anything _____. I hope it will arrive soon, or we'll be late to work. Do you want to _____ a _____?
M We _____ have to. I see it coming around the corner.

1. Where is this conversation most likely taking place?

- (A) At a bus station
- (B) At a train stop
- (C) In a business office
- (D) In a cab

Question 2 refers to the following conversation.

- M Excuse me. _____ it be _____ to _____ this _____?
W Of course. Is there _____ else I can _____ you?
M Yes, I'd like to _____ the _____ again. I _____ your _____ here are really _____.

2. Where most likely are they?

- (A) At a copy store
- (B) In a restaurant
- (C) At an airport
- (D) In a bakery

More Expressions

Opening Statement & Question

- ▶ The bus is delayed. I wonder what the problem is.
- ▶ Pardon me. Could I please have a napkin here?
- ▶ I need to look over the notes I made at today's meeting. Have you seen where they are?
- ▶ Hey, Carol. Would you be kind enough to turn down the music a little? I am expecting an important guest.

Response

- ▶ Yes, it is a bit late. Should we just catch a cab?
- ▶ Of course. Would you also like a refill on your coffee?
- ▶ I saw Ms. Chang taking them with her. Do you want me to call her on the intercom?
- ▶ No problem, Jack. When are you expecting the guest?

Answer & Solution

- ▶ Yes, let's do that. I don't feel like walking into the meeting late today.
- ▶ Yes, and could I also have the check as well?
- ▶ That's okay. I'll just drop by her office to get them.
- ▶ I just called her, and she's about 5 minutes away from here.

Build Up

your listening skills 042.mp3

1. Pardon me. _____ I please _____ a _____ here?
2. Yes, it is a bit late. _____ we just _____ a _____?
3. That's okay. I'll just _____ her office to _____ them.
4. Of course. _____ you also _____ a _____ on your _____?
5. No problem, Jack. _____ are you _____ the _____?
6. The bus is _____. I _____ the _____ is.
7. I just called her, and she's about 5 _____ here.
8. Yes, let's do that. I _____ walking into the meeting late today.
9. I saw Ms. Chang _____ them ____ her. _____ you _____ her on the intercom?
10. I need to _____ the _____ I made at today's meeting. _____ you _____ they are?

Part 4 Company Announcements

Key Expressions

- The first thing I want to say is about ~.
- The first topic on today's agenda is ~.
- I am going to start today's announcement with the news about ~.
- Please be informed that S + V ~.
- We are planning to-V ~.
- Thank you, and we apologize for ~.
- If you'd like further information, please speak to ~.
- Those with questions, please ask ~.

Check your listening skills 043.mp3

Questions 1-3 refer to the following announcement.

It is _____ down clearly in our _____ that all employees _____ the office _____ 8:30 each morning. _____, there are _____ members who have been _____ off lately. Now, you may feel that _____ five minutes is _____ going to _____ that much of a _____; _____. _____ And, for that reason, a meeting was held last night, and a _____ has been _____ to _____ this _____ once again. _____, _____ who walks into the office _____ will receive a _____. If you _____, we will be forced to _____. We hope you take this matter seriously and come into work well before 8:30.

1. What is the announcement mainly about?
 - (A) A new staff member who has recently joined the company
 - (B) A managerial meeting scheduled for this afternoon
 - (C) A rule that the employees have been neglecting
 - (D) The new working hours for the company employees
2. When will the mentioned policy take effect?
 - (A) Immediately
 - (B) Tomorrow morning
 - (C) Next Monday
 - (D) Next month
3. What will happen to those who receive three warnings?
 - (A) They will get a pay reduction.
 - (B) They will get fired.
 - (C) They will be demoted.
 - (D) They will have to work late.

Opening

- ▶ Good morning, staff. The first topic on today's agenda is the fire alarm system.
- ▶ Good afternoon, everyone. Please be informed that we will be having a company outing this Saturday at Thompson Park.
- ▶ I am going to start today's announcement with the news about the retirement of Mr. Sam Jackson.

Details

- ▶ Some people from Waterworks Maintenance will be here tomorrow afternoon to upgrade the system.
- ▶ This day will be filled with games, sporting events, and lots and lots of prizes.
- ▶ In his honor, we are planning to hold a farewell party this Friday at the Horizontal Hotel.

Request

- ▶ If you have an appointment booked with a client tomorrow afternoon, please try to reschedule it for another time.
- ▶ The last thing I want to mention is that everyone should say something nice to Sam before he leaves the company this Friday.

Closing

- ▶ Thank you, and we apologize for not making this announcement at an earlier time.
- ▶ If you'd like further information, please speak to Sarah, the receptionist.

Build Up your listening skills 044.mp3

1. Good morning, staff. The first _____ on today's _____ is the _____ system.
2. This day will be _____, sporting events, and lots and lots of _____.
3. In his _____, we are _____ to _____ a farewell _____ at the Horizontal Hotel.
4. I am going to _____ today's _____ with the _____ about the _____ of Mr. Sam Jackson.
5. Some people from Waterworks _____ will be _____ tomorrow afternoon _____ the system.
6. If you'd like _____, please _____ Sarah, the _____.
7. Good afternoon, everyone. Please _____ that we will _____ a company _____ this Saturday at Thompson Park.
8. If you _____ an _____ a client tomorrow afternoon, please try to _____ it _____.
9. Thank you, and we _____ this announcement at an _____ time.
10. The _____ thing I _____ to _____ is that _____ should say something nice to Sam before he _____ the _____ this Friday.

Practice Test

Part 1 Picture Description 045.mp3

1.



2.



3.



4.



Part 2 Question & Response 046.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation [047.mp3]

15. Where most likely are they?

- (A) At a restaurant
- (B) At a post office
- (C) At a travel agency
- (D) At an accounting office

16. How will the man pay?

- (A) With cash
- (B) With a check
- (C) With a corporate card
- (D) With a personal credit card

17. What does the man request?

- (A) To call in advance
- (B) To send the tickets to his house
- (C) To meet him for lunch
- (D) To look at the itinerary

Part 4 Short Talk [048.mp3]

18. What is the speaker mainly talking about?

- (A) A change in the company's bonus system
- (B) A new rule regarding the use of the refrigerator
- (C) A special sale on refrigerators
- (D) A new schedule for the company cleaning staff

19. According to the speaker, what has caused the serious problem?

- (A) The cleaning staff going on strike
- (B) The low quality of the cafeteria food
- (C) The breaking down of the company refrigerator
- (D) Neglect in the use of the company refrigerator

20. What is scheduled to happen at 5 o'clock Friday?

- (A) Staff members will clean out their desks.
- (B) Leftover food will be trashed.
- (C) A new refrigerator will arrive.
- (D) A dinner party will be held.

Part 1 The man is giving a lecture to the people.

Key Expressions

- address the audience
- talk to the people
- give a lecture
- speak to the people
- lecture in front of an audience
- give a speech
- make a presentation
- deliver a speech

Check your listening skills 049.mp3

1.



- (A) The people are _____ the _____.
 (B) _____ of the people is _____ a _____.
 (C) An _____ is _____ at the moment.
 (D) _____ man is _____ the people in the room.

Possible Answers

One man is gesturing with his hand. / One man is giving a lecture to the others. / A man is speaking in front of the others.

2.



- (A) One man is _____ to the others.
 (B) A woman is _____ the speaker.
 (C) One man is _____ to the people _____ down.
 (D) A woman is _____ her _____ a question.

Possible Answers

A man is addressing the audience. / A man is giving a lecture. / A man is giving a speech.

More Expressions

address

- ▶ The man is addressing the audience.
- ▶ A woman is addressing a crowd of people.

talk [speak] to

- ▶ A man is speaking to the people in their seats.
- ▶ One man is talking to the people in the room.

lecture

- ▶ A man is lecturing in front of an audience.
- ▶ The woman is lecturing to a class.

give a lecture

- ▶ One man is giving a lecture to the rest of the people.

give [deliver] a speech

- ▶ A man is giving a speech to the audience.
- ▶ A man is delivering a speech to the audience.

make a presentation

- ▶ A woman is making a presentation in front of an audience.

Build Up your listening skills 050.mp3

1. The woman is _____ to a class.
2. The man is _____ the _____.
3. A man is _____ a _____ to the audience.
4. A woman is _____ a _____ of people.
5. A man is _____ an audience.
6. A man is _____ a _____ to the audience.
7. One man is _____ the people _____ the room.
8. A man is _____ the people _____.
9. One man is _____ a _____ to the _____ of the people.
10. A woman is _____ a _____ in front of an audience.

Part 2 How are you getting to the airport tomorrow?

Question Patterns

A Method

↳ **How are you getting to ~?**

How are you getting to the airport tomorrow?

↳ **How do [will] + S + V ~?**

How do I use this copy machine? / How will you get to the office?

B Quantity / Price

↳ **How many (of) + Noun ~?**

How many people are there in your office? / How many of us are going to the seminar?

↳ **How much (time) ~?**

How much is this box of apples? / How much time do you need to repair the copier?

C Duration / Frequency

↳ **How long does + S + V ~?**

How long does the ride take?

↳ **How often do [should] + S + V ~?**

How often do you work out? / How often should I check the mailbox?

D Speed

↳ **How soon can + S + V ~?**

How soon can you get over here?

↳ **How quickly can + S + V ~?**

How quickly can you finish this report?

Check your listening skills 051.mp3

1. _____ does John think the _____ will _____?

(A) He is _____ this _____.

(B) _____ or so.

(C) Sure, let's _____ it _____ us.

2. _____ are you _____ the seminar?

(A) Yes, it's very _____ to _____ you, too.

(B) It will be _____ the _____.

(C) I'm _____ a _____ Paul.

More Expressions

Method

- Q How are you getting to the company retirement party this evening?
A Jim will come to pick me up at five.

Quantity / Price

- Q How many of you are planning to take the trip?
A Five including me.

Duration / Frequency

- Q How much time do you need to finish this report?
A At least another week or so.

Speed

- Q How soon can you get this done?
A Tomorrow at the earliest.
- Q How quickly can you repair the copier?
A I need to check it first.

Build Up your listening skills 052.mp3

1. _____ is this camera?
2. _____ can you _____ this _____?
3. _____ do I _____ this _____ machine?
4. _____ can you _____ the _____?
5. _____ will the _____ be _____?
6. _____ of you are _____ to _____ the _____?
7. _____ do you _____ over _____ your mom's place?
8. _____ do you _____ to _____ this _____?
9. _____ does it _____ to _____ the office from here?
10. _____ are you _____ the company _____ this evening?

Part 3 What are they talking about?

Key Expressions

- make a mistake
- have to hand-correct
- Couldn't we just V ~?
- be the right person to-V
- take on a project
- stand behind someone
- have a great reputation for
- be fair to someone

Check your listening skills 053.mp3

Question 1 refers to the following conversation.

- M The printing company _____ a _____, so we _____ all the brochures.
There must be at least 1,000 copies.
- W Are you kidding me? _____ we just _____ the brochures _____ to the printing company
and _____ the work?
- M Normally I would, but we just _____. The conference is in two days.

1. What are they talking about?
(A) An error that needs immediate attention
(B) The schedule for the upcoming conference
(C) The need for extra copies of the brochures
(D) The number of people expected to attend the seminar

Question 2 refers to the following conversation.

- W _____ do you think the _____ to _____ the new project is?
- M I definitely _____ Mr. Smith. He's the _____ person we have in this office.
- W Yes, I think you are right. He also _____ a great _____ to his team members.

2. What are they talking about?
(A) A project they had completed
(B) A qualified worker for an opening position
(C) A new office they will be moving into
(D) The bad reputation of the new boss

More Expressions

Problem / Issue

- ▶ The printer is not working properly.
- ▶ You need to replace your battery.
- ▶ We need to make a decision to see who is going to lead the next project.
- ▶ Yolanda was supposed to give a presentation today, but she came down with a terrible fever.

Suggestion

- ▶ Why don't you call for repairs?
- ▶ Well, we have a couple of models here that I want to show you.
- ▶ Let's get together this afternoon to discuss it in detail.
- ▶ Well, the only person who knows the material as well as she does is you, Peter.

Response

- ▶ Okay, I will take care of it right away.
- ▶ Considering the fact that my car is a bit old, I'll just take the cheaper one.
- ▶ Sure, how is three o'clock for you?
- ▶ Me? Are you kidding me? I can't speak in front of all those people.

Build Up your listening skills 054.mp3

1. _____ you _____ repairs?
2. The printer is _____.
3. Sure, _____ is three o'clock _____ you?
4. Okay, I will _____ of it _____.
5. Let's _____ this afternoon _____ it _____.
6. Me? Are you _____ me? I _____ all those people.
7. _____ the fact that my car is a bit old, I'll just _____ the _____ one.
8. We need to _____ a _____ to see _____ is going to _____ the next project.
9. Well, the _____ person who knows the _____ she does is you, Peter.
10. Yolanda _____ a _____ today, but she _____ a terrible _____.

Part 4 Announcement – Life Situations

Key Expressions

- May I have your attention, please?
- Could I have a moment of your time, please?
- Just a reminder to everyone that S + V ~.
- will be closed off for [reason] for [time]
- will be closing in [time]
- be being delayed due to ~
- Would S please V ~?
- Those with questions, please V ~.
- We will keep you updated as S + V ~.
- We sincerely apologize for ~.
- We are very sorry for ~.

Check your listening skills 055.mp3

Questions 1-3 refer to the following announcement.

May I have your attention, _____! This is a _____ to everyone that the _____ on the east side of the _____ is _____ for _____. However, there are _____. We are _____ any _____ this may cause you.

1. Where is this announcement taking place?
 - (A) At a theater
 - (B) At a mall
 - (C) At a park
 - (D) At a subway station
2. What is being announced?
 - (A) A sale at a store
 - (B) The cost of parking at the place
 - (C) Some construction that is taking place now
 - (D) The schedule during the holiday
3. Where are the listeners asked to park their cars?
 - (A) In the east parking lot
 - (B) In the underground lot
 - (C) In the lot across the road
 - (D) In the west parking lot

More Expressions

Greeting

- ▶ May I have your attention for a minute, please?
- ▶ Could I have a moment of your time, please?

Details

- ▶ The library will be closing in fifteen minutes.
- ▶ A car is parked in front of a loading dock, and it is blocking the delivery trucks from entering.
- ▶ Flight 399 to Boston has been delayed due to a severe snowstorm.

Request

- ▶ Would the owner of the car please remove it at once?
- ▶ Please keep your eyes on the monitors located throughout the airport for updates.
- ▶ Those with questions, please consult any of our employees at the information desks.

Closing

- ▶ We sincerely apologize for the inconvenience and appreciate your understanding.
- ▶ We are very sorry for the inconvenience this may cause you.

Build Up

your listening skills 056.mp3

1. The library _____ fifteen minutes.
2. _____ I _____ your _____ for a minute, please?
3. _____ I _____ a _____ of your _____, please?
4. Would the _____ of the car please _____ it _____?
5. We are very _____ the _____ this may _____ you.
6. Flight 399 to Boston _____ a severe _____.
7. We sincerely _____ the inconvenience and _____ your _____.
8. Please _____ your _____ the _____ located throughout the airport _____.
9. Those with questions, please _____ any of our _____ at the _____.
10. A car is _____ in front of a loading dock, and it is _____ the delivery _____ entering.

Practice Test

Part 1 Picture Description (057.mp3)

1.



2.



3.



4.



Part 2 Question & Response (058.mp3)

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 059.mp3

15. What are they talking about?
(A) How hard Mary has been working lately
(B) Where to place John in the office
(C) The seating arrangement for a new staff member
(D) The close relationship Mary has with Jeff

16. Who is Jeff?
(A) A computer programmer
(B) An accountant
(C) A sales rep
(D) A professor

17. According to the woman, what do Jeff and Mary have in common?
(A) They grew up in the same neighborhood.
(B) They like to work until late.
(C) They live very close to the office.
(D) They went to the same school.

Part 4 Short Talk 060.mp3

18. Where is this announcement most likely taking place?
(A) At a supermarket
(B) In a public library
(C) At a concert
(D) In an airport

19. When will the store close?
(A) In an hour
(B) In half an hour
(C) In ten minutes
(D) In five minutes

20. What will happen this Friday?
(A) A sale will begin.
(B) The renovation work will finish.
(C) The store will be giving away cash.
(D) The place will be closed.

Part 1 The man and woman are standing at the counter.

Key Expressions

- stand at the counter
- walk beside each other
- walk in the same direction
- sit across from the others
- rest on a park bench
- stand behind the counter
- lean against the wall
- play in front of a building
- pass under the bridge
- sit side by side
- be placed next to the desk
- be stacked on top of each other

Check your listening skills 061.mp3

1.



- (A) The _____ is _____ the counter _____ a _____.
 (B) The _____ is _____ a camcorder.
 (C) The salesperson is _____ an _____ the customer.
 (D) The man and woman are _____ the counter.

Possible Answers

They are standing across from each other. / The woman is leaning on the counter. / The store clerk is standing behind the counter.

2.



- (A) The people are _____ their _____.
 (B) They are _____ one wall.
 (C) They are _____ the room.
 (D) A boy is _____ a _____ on the floor.

Possible Answers

They are sitting side by side. / They are sitting on the floor. / The people are sitting next to each other.

More Expressions

in / at / on

- ▶ A box has been placed in the corner.
- ▶ She is working at the computer.
- ▶ There are books on the table.

against

- ▶ The people are leaning against the wall.

over

- ▶ There is a picture hanging over the bed.

under

- ▶ A chair has been placed under the table.

side by side

- ▶ The men are standing side by side.

next to

- ▶ There is a lamp next to the bed.

beside

- ▶ The man is standing beside the woman.

across from

- ▶ The men are sitting across from each other.

opposite

- ▶ They're sitting opposite each other.

behind

- ▶ The cashier is standing behind the counter.

in front of

- ▶ The customers are lined up in front of the counter.

ahead of

- ▶ One man is ahead of the others.

down

- ▶ They're walking down the steps.

on top of

- ▶ The kettle has been placed on top of the stove.

Build Up

your listening skills 062.mp3

1. _____ a lamp _____ the bed.
2. One man is _____ the others.
3. She is _____ the computer.
4. They're _____ the _____.
5. The men are _____.
6. A box has been _____ the _____.
7. They're _____ each other.
8. There is a picture _____ the bed.

9. The man is _____ the woman.
10. The people are _____ the wall.
11. A chair has been _____ the table.
12. The men are _____ each other.
13. The _____ is _____ the counter.
14. The kettle has been _____ of the stove.
15. The customers are _____ in _____ of the counter.

Part 2 Why did you quit your job?

Question Patterns

A Why + Verb

↳ Why do [does / don't / doesn't] + S + V ~?

Why do you take the bus to work? / Why don't you come along?

Why does John work at home? / Why doesn't he bring his lunch?

↳ Why did [didn't] + S + V ~?

Why did you quit your job?

Why didn't you take the book with you?

↳ Why be + (not) + S + V-ing ~?

Why are you going away this weekend?

Why aren't you leaving?

↳ Why be + (not) + S + p.p. ~?

Why isn't your work done?

Why are the doors locked?

↳ Why has [have] + (not) + S + (been) + p.p. ~?

Why has the date been changed?

Why hasn't the work been completed yet?

Why haven't you begun working?

B Why + Adjective

↳ Why be + (S) + Adjective ~?

Why is it so cold in here?

Why are the offices so empty this morning?

Check your listening skills 063.mp3

1. _____ the papers _____ with the rest of our _____?

(A) We'll _____ our _____ next Monday.

(B) Okay, let's _____ a _____ after _____ them.

(C) They are going to _____ in a separate _____.

2. _____ was the _____?

(A) Just for a _____.

(B) Sure, I _____ it _____.

(C) Some relevant _____ are _____ to be _____.

- Q Why did you leave your position?
 A To find a better job.

- Q Why didn't you attend the workshop yesterday?
 A I thought it had been canceled.

- Q Why do you want to see the performance?
 A Because it received good reviews.

- Q Why doesn't the computer work?
 A You need to check the plug first.

- Q Why is our dish taking such a long time?
 A It'll be here very shortly.

- Q Why aren't you coming to the opening ceremony?
 A I won't be in town then.

- Q Why was your car repaired?
 A It had some engine trouble.

- Q Why has the factory stopped operating the assembly line?
 A It wasn't profitable.

- Q Why is it so hot in here?
 A The air conditioner is out of order.

- Q Why was Kelly late for the staff meeting?
 A The traffic was bad this morning.

Why + Verb

Why + Adjective

Build Up your listening skills 064.mp3

1. Why is _____ in _____?
2. _____ was your _____?
3. _____ you _____ your _____?
4. Why _____ the computer _____?
5. _____ is our _____ such a _____?
6. _____ was Kelly _____ the staff _____?
7. _____ do you _____ to _____ the _____?
8. _____ you _____ the workshop yesterday?
9. Why _____ you _____ to the opening _____?
10. Why has the _____ the _____ line?

Part 3 How will the man most likely get to the meeting?

Key Expressions

- manage to-V
- find something by chance
- check it out
- Do you know if S + V ~?
- be expected to-V
- Would you like me to-V ~?
- pick someone up
- get a chance to-V

Check your listening skills [065.mp3]

Question 1 refers to the following conversation.

W Steve, this apartment is very nice. _____ did you _____ it?
M You know, I _____ it _____. I was walking by and _____ the _____ on the front lobby window. I _____ it _____ and liked it right away.
W Wow, I have been trying to find a nice apartment _____ a _____ I know, but he has _____ been _____ to get me anything I like.

1. How did Steve find his place?

- (A) He was referred by a friend.
- (B) He talked to a landlord he knows.
- (C) He used a rental agent.
- (D) He saw a sign on display.

Question 2 refers to the following conversation.

M I am _____ to _____ a _____ at the conference tomorrow at the Prince Hotel near the bus station. Do you _____ the _____ there?
W I think it does, but I'll _____ tomorrow. _____ you like _____ to _____ you _____?
M _____ it's _____ too much _____, that would be great.

2. How will the man most likely get to the meeting?

- (A) By car
- (B) By subway
- (C) By bus
- (D) By bike

More Expressions

Question

- ▶ How did you find this place?
- ▶ How was your vacation? Did you have a good time in Mexico?
- ▶ May I ask you how you learned about our company?
- ▶ Would you happen to know if there is a bus that runs from here to the hotel?

Response

- ▶ I found it while surfing the Internet.
- ▶ Yes, it was fantastic. How about your vacation in New York?
- ▶ I accidentally overheard my manager talking about the position.
- ▶ I believe bus number 12 goes there.

Follow-up

- ▶ Really? You are so lucky.
- ▶ It was a disaster. There was a heavy snowstorm, so my flight was delayed for sixteen hours.
- ▶ Very well. I will call the general manager to come and join us.
- ▶ Is that right? I'd better check to see how often it runs.

Build Up your listening skills 066.mp3

1. I found it _____ the Internet.
2. I _____ bus number 12 _____ there.
3. May I ask you _____ you _____ our company?
4. Is that right? I'd _____ check to see _____ it runs.
5. Yes, it was fantastic. _____ your _____ in New York?
6. Very well. I will _____ the general manager to _____ and _____ us.
7. _____ your _____? Did you _____ a _____ in Mexico?
8. I _____ my manager _____ about the position.
9. Would you _____ if there is a bus that _____ here _____ the hotel?
10. It was a _____. There was a _____, my flight was _____ for sixteen hours.

Part 4 News Reports

Key Expressions

- In sports news today, S + has (been) p.p. ~.
- In today's top news, S + has (been) p.p. ~.
- Now, to our local news. S + will be V-ing ~.
- S + has made an announcement that S + V ~.
- The proposed plan to-V ~ has (been) p.p. ~.
- Now, here is [a name] with the details of the story.
- This has been [a name] with the sports.
- I'll be back in an hour with more updates.
- We'll be right back after these commercial breaks.

Check your listening skills 067.mp3

Questions 1-3 refer to the following report.

The proposed _____ the _____ from downtown to the airport in Palm Springs has been _____ by city officials. _____ is set to _____ the _____ of _____ and _____ the _____ of _____. Meanwhile, all _____ to _____. However, if you _____ your car, you should _____ yourself at least an hour of _____ if you are planning to drive to the airport.

1. What is being constructed?
(A) A government building
(B) A new airport
(C) A road
(D) A bus station
2. When will construction begin?
(A) Right away
(B) In February
(C) In June
(D) In September
3. What does the speaker suggest travelers do?
(A) Take the subway
(B) Drive their cars
(C) Reserve tickets in advance
(D) Talk to a city official

Opening

- ▶ In sports news today, the Detroit Tigers signed a multi-million dollar contract with left-handed pitcher Jim Gonzales.
- ▶ Now, to our local news. City officials made an announcement this morning that they will build a new highway in the northern part of the city.
- ▶ In today's top news, the construction of the city's new art gallery will begin this month and will last until the end of the year.

Details

- ▶ This left-hander is one of the most invigorating players to watch. He throws a tailing fastball at speeds of up to 100 mph.
- ▶ The plan is to reduce the traffic congestion that has been a problem for those who commute to work every day.
- ▶ The new gallery is going to be bigger with more space for new exhibitions. Now, here is Sam Jones with the details of the story.

Closing

- ▶ This has been Ron Willis with the sports. I'll be back in an hour with more updates.
- ▶ For those who are planning to commute, we advise you to use public transportation.
- ▶ The grand opening of the new gallery is expected to take place in early January of next year.



your listening skills 068.mp3

1. This has been Ron Willis _____ the _____. I'll _____ an hour with more _____.
2. The grand _____ of the new _____ is _____ in early January of next year.
3. The _____ is _____ the _____ that has been a problem for those who _____ every day.
4. This _____ is one of the most invigorating _____ to watch. He _____ a tailing _____ of up to 100 mph.
5. In today's top news, the _____ of the city's new art _____ will _____ and will _____ the _____ of the _____.
6. In sports news today, the Detroit Tigers _____ a multi-million dollar _____ left-handed pitcher Jim Gonzales.
7. The new gallery is going to be _____ with _____ for new _____. Now, _____ Sam Jones with the _____ of the story.
8. Now, to our local news. City _____ an _____ this morning that they will _____ a new _____ in the _____ part of the city.

Practice Test

Part 1 Picture Description

069.mp3

1.



2.



3.



4.



Part 2 Question & Response

070.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 071.mp3

15. Why is the woman relieved?
(A) She finally got a job.
(B) A hiring has taken place.
(C) The mail has been sent.
(D) She doesn't have to work this weekend.
16. How will the new worker get the packet?
(A) By email
(B) By messenger
(C) In person
(D) In the mail
17. What does the man want to do?
(A) Get a new job
(B) Get an employment packet
(C) Work this weekend
(D) Meet the new employee

Part 4 Short Talk 072.mp3

18. What is the report mainly about?
(A) The new city mayor
(B) The bankruptcy of a plant
(C) The unemployment rate
(D) The opening of the Simpson Tire Factory
19. What does the speaker say is unfortunate?
(A) The new mayor is doing a poor job.
(B) Jeff is going to quit his job at the station.
(C) Many people will lose their jobs.
(D) The factory workers are on strike.
20. Who is Mr. Brown?
(A) A reporter
(B) A factory worker
(C) The city mayor
(D) The owner of the Simpson Tire Factory

Part 1 The people are going for a walk in the park.

Key Expressions

- walk across the street
- walk toward the archway
- walk down the steps
- walk on the sidewalk
- walk side by side
- walk a dog
- take a walk
- go for a walk
- stroll on the pathway
- head in the same direction

Check your listening skills 073.mp3

1.



- (A) They are _____ their _____.
 (B) They are _____ their _____ a _____.
 (C) They are _____ a _____.
 (D) They are _____ the _____ to _____.

Possible Answers

They're walking in the same direction. / They're walking with their dogs. / They're strolling outside.

2.



- (A) The people are _____ the bank.
 (B) The _____ are _____ at the moment.
 (C) There is a _____ in _____ of the _____.
 (D) Some people are _____ the _____.

Possible Answers

They're headed in the same direction. / They're walking on the sidewalk. / They're taking a walk on the sidewalk.

More Expressions

walk

- ▶ The couple is walking across the street.
- ▶ The woman is walking toward the archway.
- ▶ The passengers are walking down the steps.
- ▶ The pedestrians are walking on the sidewalk.
- ▶ They are walking side by side.
- ▶ A woman is walking her dog in the park.

take [go for] a walk

- ▶ The people are taking a walk in the park.
- ▶ The people are going for a walk in the park.

stroll

- ▶ Some people are strolling on the pathway.

head

- ▶ The people are heading in the same direction.

Build Up your listening skills 074.mp3

1. They are _____.
2. The _____ is _____ the street.
3. A woman is _____ her _____ the _____.
4. Some people are _____ the _____.
5. The people are _____ a _____ the _____.
6. The woman is _____ the _____.
7. The people are _____ a _____ in the park.
8. The _____ are _____ the _____.
9. The _____ are _____ the _____.
10. The people are _____ the _____.

Part 2 Whose bike is this? / Which car is yours?

Question Patterns

A Whose (Possession)

↳ Whose + Noun + Be + S?

Whose bike is this?

Whose job is it to take out the garbage?

Whose office is in front of yours?

B Which (Limited choices)

↳ Which + Noun + Be + C ~?

Which car is yours?

Which man is your boss?

Which store is open on Christmas Day?

↳ Which + Noun + V + O ~?

Which button turns on the oven?

Which employee did most of the work?

↳ Which + Noun + do [does / should / can...] + S + V ~?

Which task should do first?

Which game do you want to go and see?

Check your listening skills 075.mp3

1. _____ should I _____ the client's office?

(A) The red _____.

(B) Okay, you can _____ it.

(C) Please _____ him _____.

2. _____ is _____ yours?

(A) It's _____ the _____.

(B) Yes, that's the one.

(C) Paul Reid's office.

Whose

- Q Whose bag is that on the table?
 A It belongs to the receptionist.
- Q Whose job is it to secure the building tonight?
 A Mr. Long is on duty tonight.

Which

- Q Which desk is yours?
 A The one in the middle.
- Q Which shops are open late on weekends?
 A All of them, except for the hardware store.
- Q Which man is your uncle?
 A The one with the striped shirt over there.
- Q Which task is most urgent?
 A Please take care of the Brown account first.
- Q Which mail service do I need to use?
 A Why don't you use registered mail?
- Q Which of you worked on the Johnson project?
 A I did.
- Q Which lever turns on the machine?
 A The one in the middle.
- Q Which job should I take care of first?
 A Why don't you look over the sales report?

Build Up your listening skills 076.mp3

- _____ desk is _____?
- _____ is your _____?
- _____ work is most _____?
- _____ is that _____ the table?
- _____ lever _____ the machine?
- Which _____ should I _____ of _____?
- Which _____ service do I _____?
- Which shops are _____ on _____?
- _____ is it _____ the building tonight?
- _____ of _____ the Johnson project?

Part 3 What is the problem?

Key Expressions

- I can't believe S + V ~.
- You're not going to believe this, but S + V ~.
- I'm sorry (to tell you this), but S + V ~.
- We need to call ~.
- Could you call the company, and ~?
- Did you check to see if S + V ~?
- Maybe it would be wiser to-V ~.
- Maybe we should V ~.

Check your listening skills 077.mp3

Question 1 refers to the following conversation.

M I can't believe I _____ the _____ with the _____ the car.
W Don't you _____ a _____ in your office?
M No, I _____ my spare _____ my _____ the other night. I am going to have to _____ her a _____ and _____ her to _____ here.

1. What is the problem?

- (A) The man's wife is not home.
- (B) The man is locked out of his car.
- (C) The man doesn't have a parking permit.
- (D) The man cannot get into his office.

Question 2 refers to the following conversation.

M We _____ a _____ on the sixth floor, and the _____ is quite _____.
_____, we _____ an _____ in this building.
W Are you _____ me? I live with my mother, and she _____ up the _____ every day because of her knees. _____ an apartment on a _____?
M I'm sorry, but we _____ one _____ the _____.

2. What is the problem?

- (A) There are no vacancies in the building.
- (B) The elevator in the building is out of order.
- (C) The woman's mother was recently involved in an accident.
- (D) The available apartment is too difficult to walk up every day.

Problem

- ▶ The machine has been acting weirdly all day. I think we are going to have to call a repairperson.
- ▶ You're not going to believe this, but our copier has conked out again.
- ▶ I'm sorry to tell you this, but the fax machine is not working right now.
- ▶ We need to call the Facilities Department again. The copier is out of order again.

Response

- ▶ Could you call the company right now and have someone come and take a look right away?
- ▶ Did you check to see if it's plugged in?
- ▶ Maybe we should get a new machine instead of fixing it.
- ▶ Maybe it would be wiser to buy a new one.

Follow-up

- ▶ Okay, I will call up the company right now.
- ▶ Actually, I forgot to do that.
- ▶ Could you check around for a new machine?

Build Up your listening skills 078.mp3

1. _____ you _____ to see _____ it's _____ in?
2. Okay, I will _____ the company right now.
3. Maybe it _____ be _____ a _____ one.
4. Could you _____ for a new _____?
5. Maybe we should _____ a _____ machine _____ it.
6. You're _____ going to _____ this, but our _____ has conked out _____.
7. I'm _____ to tell you this, _____ the _____ machine is _____ right now.
8. We _____ to _____ the _____ Department again. The _____ is _____ again.
9. Could you call the company right now and _____ someone _____ and _____ a _____ right away?
10. The machine has been _____ all day. I think we are going to have to call a _____.

Part 4 Weather Reports

Key Expressions

- This is [a name] with the day's weather report.
- Here is [a name] with the weather update for the week.
- The [a weather condition] we have been enjoying will come to an end ~.
- The current temperature outside is [sits at] ~.
- a sudden change in the wind direction
- The temperature is expected to ~.
- There is a 50% chance of ~.
- This has been [a name] with the 5-minute weather report.
- I'll be back in an hour with more updates.

Check your listening skills 079.mp3

Questions 1-3 refer to the following report.

Good morning, _____ of Syracuse! _____ Jim Brown with the day's _____. The _____ we've _____ the _____ of _____ week is going to _____ by this afternoon. _____ is _____ for us since there are many events happening around the city this weekend. The _____ outside is 7 _____, but it is _____ to 2 degrees _____ zero this Saturday. This great weather will _____ the middle of next week when we can expect another snowstorm and below-zero temperatures once again. So, _____ this _____ and go out and do something.

1. When will the snowstorm end?

- (A) Today
- (B) The end of the week
- (C) This weekend
- (D) Next week

3. What does the speaker suggest?

- (A) To drive carefully
- (B) To drop by the weather report center
- (C) To take an umbrella
- (D) To enjoy the good weather

2. What is the current temperature?

- (A) 7 below zero
- (B) 2 below zero
- (C) 2 degrees above zero
- (D) 7 degrees above zero

More Expressions

Opening

- ▶ Good morning, this is Ron Springs with the day's weather report.
- ▶ Good afternoon. This is Jerry Lewis with the 2 o'clock weather update.
- ▶ Now, here is Susan with the weather update for the week.

Details

- ▶ After a long week of fine weather, we are expecting a rain shower this afternoon.
- ▶ The cold temperatures that have hit the city will stay with us for at least a week.
- ▶ A sudden change in the direction of the wind is forcing Arctic winds to head south into our area.
- ▶ The cold temperatures are expected to stay with us until Tuesday.

Suggestion

- ▶ So, if you are planning to go outside today, make sure you are prepared for freezing temperatures.
- ▶ The temperature is expected to drop to the negative degrees, and those who are planning to go out should wear warm clothes.

Closing

- ▶ I'll be back in an hour with more weather updates from around the city.

Build Up your listening skills 080.mp3

1. Now, _____ Susan with the _____ for the week.
2. The _____ are _____ to _____ with us _____ Tuesday.
3. Good morning, _____ Ron Springs _____ the day's _____.
4. I'll _____ an _____ more _____ from around the city.
5. Good afternoon. _____ Jerry Lewis _____ the 2 o'clock _____.
6. The _____ temperatures that have _____ the _____ will _____ with us _____ at least a _____.
7. _____ a long week of _____, we are _____ a _____ this afternoon.
8. A sudden _____ in the _____ of the _____ is _____ Arctic _____ to _____ south into our area.
9. So, _____ you are planning to _____ today, make sure you are _____ temperatures.
10. The temperature is _____ to _____ to the _____ degrees, and those who are planning to go out _____ clothes.

Practice Test

Part 1 Picture Description [081.mp3]

1.



2.



3.



4.



Part 2 Question & Response [082.mp3]

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 083.mp3

15. What is the problem?
(A) Mr. Singh is not available to give a presentation.
(B) The overhead projector is out of order.
(C) They cannot attend the presentation.
(D) There is no one to set up the equipment.

16. What will the woman do in five minutes?
(A) Set up the overhead projector
(B) Meet her client
(C) Go to lunch
(D) Talk to Mr. Singh

17. When will the man most likely take care of the problem?
(A) Right away
(B) Before lunch
(C) During lunch
(D) After lunch

Part 4 Short Talk 084.mp3

18. What is the weather forecast for the weekend?

- (A) Sunny skies
- (B) Snowstorms
- (C) Cold temperatures
- (D) Rain showers

19. What does the speaker advise the listeners to do?

- (A) Wear warm clothes
- (B) Stay indoors
- (C) Take their umbrellas
- (D) Enjoy the weather

20. When will the next weather report air?

- (A) In five minutes
- (B) In thirty minutes
- (C) In sixty minutes
- (D) In ninety minutes

Part 1 The people are boarding the train.

Key Expressions

- step onto the train
- board the bus [the train / the airplane]
- get on [off] the bus [the train / the airplane]
- line up [be lined up]
- pull out of the station
- land at the airport
- be crowded with
- be packed with
- be available
- be occupied

Check your listening skills 085.mp3

1.



- (A) The subway has already _____ the station.
 (B) _____ are _____ the train.
 (C) People are lining up _____ the _____.
 (D) A man is _____ a _____ to the _____.

Possible Answers

The people are boarding the train. / The train has arrived at the station. / The doors of the train are open.

2.



- (A) The bus is _____ passengers.
 (B) The people are getting _____ the bus.
 (C) The _____ are _____ up _____ the bus.
 (D) _____ of the people are _____ onto the _____.

Possible Answers

The bus is packed with passengers. / There are many people standing on the bus. / The passengers are riding on a bus.

More Expressions

board ▶ Some people are boarding the airplane.

step onto ▶ The passengers are stepping onto the train.

get on ▶ The men are getting on the train.

get off ▶ The passengers are getting off the train.

step out of ▶ A man is stepping out of the train.

land at ▶ The airplane is about to land at the airport.

arrive at ▶ The bus has just arrived at the stop.

pull out of ▶ The train is pulling out of the station.

wait for ▶ The people are waiting for the train to arrive.

be lined up ▶ Several buses are lined up in a row.

be crowded with ▶ The station is crowded with passengers today.

be packed with ▶ The train is packed with passengers.

be available ▶ Some seats on the bus are available.

be occupied ▶ All of the seats are occupied at the moment.

Build Up your listening skills 086.mp3

1. The men are _____ the train.
2. A man is _____ of the train.
3. The train is _____ the station.
4. _____ buses are lined up _____ a _____.
5. _____ on the bus are _____.
6. The train is _____ passengers.
7. _____ of the _____ are _____ at the moment.
8. The _____ are _____ the train.
9. Some people are _____ the _____.
10. The airplane is _____ at the airport.
11. The passengers are _____ the train.
12. The station is _____ passengers today.

Part 2 Are you going to visit the factory today?

Question Patterns

A Be

↳ Is [Were] there + S ~?

Is there a way to get to the station quicker?

Were there any calls for me?

↳ Are + S + going to-V ~?

Are you going to visit the factory today?

B Do

↳ Do [Did] + S + V ~?

Do you have time to go over this report with me?

Did you complete the project?

↳ Do you think + S + V ~?

Do you think we can do this on time?

C Have

↳ Have + S + p.p. ~?

Have you seen my wallet? / Have you been to England?

D Will / Would

↳ Will you + V ~?

Will you help me load these onto my truck? / Will you be able to come to the meeting?

↳ Would you like to-V [be able to-V] ~?

Would you like to look over the report? / Would you be able to come into work tomorrow?

check your listening skills 087.mp3

1. _____ any _____ for _____ today?

(A) It's _____ into two.

(B) A _____ of _____.

(C) Thank you very much.

2. _____ you be _____ the _____ in the meeting?

(A) Yes, I will _____ him today.

(B) Yes, we're _____ that.

(C) No, the _____ will _____ longer.

Be

- Q Is there a bus to City Hall from here?
 A Yes, there's one every ten minutes.

Do

- Q Are you going to order office supplies?
 A No, not until the end of the week.
-
- Q Do you carry any toothbrushes here?
 A Yes, they're in the fourth aisle.
-
- Q Did you win the tournament over the weekend?
 A It was postponed.
-
- Q Do you have a copy of the seminar agenda?
 A Yes, here you are.
-
- Q Do you think we should buy a gift for Susan?
 A No, she doesn't like that.

Have

- Q Have you seen John today?
 A He called in sick this morning.

Will / Would

- Q Will you help me pack these books?
 A Certainly. I'll be right with you.
-
- Q Would you like to have lunch with me?
 A Sure. Do you know any good restaurants?
-
- Q Would you be able to meet me this afternoon?
 A I'm sorry, but today is not good for me.

Build Up

your listening skills 088.mp3

1. _____ you _____ John today?
2. Do you _____ any _____?
3. Will you _____ these books?
4. _____ a _____ City Hall from here?
5. _____ to have _____ me?
6. Are you _____ to _____ office _____?
7. Do you _____ a _____ of the seminar _____?
8. Do you think we _____ a _____ for Susan?
9. Would you be _____ me _____ afternoon?
10. Did you _____ the _____ the weekend?

Part 3 What does the woman suggest they do?

Key Expressions

- Have you by any chance p.p. ~?
- Why don't you ~?
- S should [need to-V] ~.
- Why don't we ~?
- Do you think we should V ~?
- Can you tell me ~?
- We'd better V ~.
- Could you do me a favor and ~?

Check your listening skills 089.mp3

Question 1 refers to the following conversation.

- W Rick, _____ you by any chance _____ a pair of _____ around here somewhere? I need them to read over this budget report, and I can't see a thing without them.
- M Actually, I _____ anything. _____ under the pile of magazines over there?
- W I already did, but they're not there. I'd _____ go and _____ my _____.

1. What does Rick suggest?

- (A) To buy a new pair of glasses
- (B) To check her desk drawers
- (C) To look under the magazines
- (D) To read the report thoroughly

Question 2 refers to the following conversation.

- M We need to _____ a great _____ our _____ line of _____. Do you think we should _____ the _____ we used the last time?
- W Actually, I _____ think they did such a _____ the last time. _____ just _____ the _____ directly and _____ what kind of _____ we get from them?
- M You know, that is an _____. We could _____ the consumers _____ by having a contest and by _____ prizes to the winners as well.

2. What does the woman suggest they do?

- (A) Use a consulting company
- (B) Pick up a new cell phone
- (C) Get ideas from their customers
- (D) Meet with the consulting company

More Expressions

Question

- ▶ Have you by any chance seen a blue file in the room? I'm sure that I left it here in the corner.
- ▶ Do you think we should get in contact with a consulting company to get a new name for our product?
- ▶ I'm feeling a bit under the weather. I need to call it a day and visit my family doctor.

Response

- ▶ No, I haven't seen any files here.
- ▶ Yes, I know a company that does an excellent job with this kind of stuff.
- ▶ You look rather pale. Are you going to be okay?

Suggestion

- ▶ Why don't you ask the receptionist to see if anyone has turned it in?
- ▶ Could you do me a favor and call them to arrange a meeting soon?
- ▶ You'd better take a couple of days off and get some rest.

Follow-up

- ▶ Okay. I'll go and ask her right away.
- ▶ Sure. I'll call them right now.
- ▶ Yeah, I guess I have overworked myself these days.

Build Up your listening skills 090.mp3

1. Okay. I'll _____ and _____ her right away.
2. You _____ rather _____. _____ going to be _____?
3. Yeah, I guess I have _____ myself these days.
4. You'd _____ a couple of _____ and get some _____.
5. _____ you do me a favor and _____ them to _____ a _____ soon?
6. _____ the receptionist to see if anyone has _____ it _____?
7. Yes, I know a _____ that does an _____ with this kind of stuff.
8. I'm _____ a bit _____ the _____. I need to _____ a _____ and _____ my family _____.
9. _____ you by any chance _____ a blue _____ in the room? I'm sure that I _____ it here in the corner.
10. Do you think we should _____ in _____ a _____ company to _____ a new _____ for our product?

Part 4 Traffic Reports

Key Expressions

- Now, to our local traffic report in the city.
- This is [a name] with the local traffic update.
- be causing [creating] a problem
- be backed up
- be advised [asked] to-V
- be expected to-V
- If you are thinking of ~, you should V ~.
- We'll be (right) back with ~.

Check your listening skills 091.mp3

Questions 1-3 refer to the following traffic report.

Good morning, _____ Rob Richman _____ the local _____ _____. The _____ highway on 401 westbound from Lester Avenue to University Street has been _____ to ___ lanes _____. All _____ are _____ to _____ such as Highway 20 or local roads. The _____ is _____ to _____ next Monday. We'll be back with more updates in one hour.

1. Who is most likely speaking?
(A) A policeman
(B) A radio announcer
(C) A local merchant
(D) A university professor
2. What does the speaker recommend?
(A) To leave early to avoid traffic
(B) To take another road
(C) To use public transportation
(D) To drive with caution
3. When is the construction expected to finish?
(A) Today
(B) Next week
(C) In two weeks
(D) In four weeks

Opening

- ▶ Now, to our local traffic report in the city.
- ▶ Good morning, this is Sarah McKenzie with the traffic conditions around the city.
- ▶ Thank you for tuning in. This is Ralph Morris with the traffic report around the city.

Details

- ▶ The road conditions in the city are bad today. The heavy snowfall last night is creating traffic jams all around the city.
- ▶ A major collision involving 4 vehicles at the intersection of Main and College streets is causing havoc around that area.
- ▶ The major highways leading to the city from the suburbs are all backed up for miles due to the heavy rainstorm.
- ▶ The police have just arrived at the accident scene to direct traffic, but the clean-up is expected to take a few hours.
- ▶ Commuters are advised to use public transportation today as more snow is expected throughout the day.
- ▶ If you are thinking of going out today, you should leave your cars at home and use public transportation.

Closing

- ▶ We'll be back again in half an hour with more traffic updates.
- ▶ For further updates, call the Road Traffic Authority at 755-9325.

Build UP your listening skills 092.mp3

1. Thank you for ____ in. This is Ralph Morris ____ the _____ around the city.
2. If you are thinking of going out today, you _____ your ____ at home and _____.
3. _____ are _____ to use _____ today as more _____ is _____ the day.
4. Good morning, this is Sarah McKenzie _____ the _____ around the city.
5. The major _____ leading to the city from the suburbs are all _____ the heavy rainstorm.
6. We'll be back again _____ an _____ more _____.
7. The police have just arrived at the accident scene _____ traffic, but the clean-up is _____ to _____ a few _____.
8. _____, _____ the Road Traffic Authority at 755-9325.
9. The _____ in the city are _____ today. The heavy _____ last night is _____ all around the city.
10. A major _____ involving 4 _____ at the _____ of Main and College streets is _____ havoc around that area.

Practice Test

Part 1 Picture Description 093.mp3

1.



2.



3.



4.



Part 2 Question & Response 094.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 095.mp3

15. What does the man have to do?
(A) Read over something
(B) Make some photocopies
(C) Give Jane a hand
(D) Work on his new project
16. What does the woman suggest?
(A) The man should give the work to her.
(B) The man should seek help from a co-worker.
(C) The man should shorten the pages.
(D) The man should become more familiar with the work.
17. What does the man mention about Jane?
(A) She is busy with her project.
(B) She is reading over some materials.
(C) She is busy helping the woman.
(D) She pays attention to details.

Part 4 Short Talk 096.mp3

18. What has caused the traffic jams on the roads?
(A) Accidents
(B) The weather
(C) Road blocks
(D) Construction
19. What does the speaker advise the listeners to do?
(A) Leave for work an hour early
(B) Take an umbrella this morning
(C) Use public transportation
(D) Stay indoors today
20. When is the next weather update?
(A) In ten minutes
(B) At 8 o'clock
(C) In half an hour
(D) At 9 o'clock

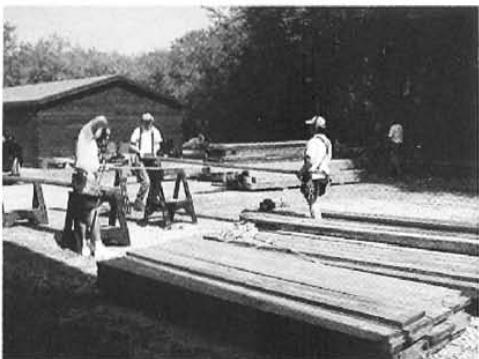
Part 1 The man is pushing a cart.

Key Expressions

- carry a bag
- move a wheelbarrow
- pull a cart
- push a cart
- lift a box
- load a truck
- hold a pen
- use a ladder
- operate a machine
- transport a piece of wood

Check your listening skills 097.mp3

1.



- (A) A tent is _____ at the mountain.
(B) Construction _____ are _____ from the site.
(C) _____ are _____ up.
(D) Two workers are _____ something.

Possible Answers

The men are transporting a piece of wood. / They are moving a wooden plank. / Two men are carrying a piece of wood.

2.



- (A) A man is _____ a _____ him.
(B) A man is _____ a _____ his shoulder.
(C) They're _____ some boxes on the ground.
(D) They're _____ the _____ the parking lot.

Possible Answers

They are moving a cart. / They are transporting a cart. / They are pulling a cart.

More Expressions

Spot the action taking place by the characters.

carry ▶ The woman is carrying a knapsack on her back.

move ▶ A woman is moving a cart in front of him.

pull ▶ The man is pulling a cart behind him.

push ▶ She is pushing a cart across the road.

lift ▶ He is lifting a box onto the table.

load ▶ The man is loading boxes into the back of the truck.

hold ▶ A man is holding a hammer in his right hand.

use ▶ A woman is using a ladder to climb up to the roof.

operate ▶ She is operating a sewing machine.

transport ▶ A man is transporting a cart.

Build Up your listening skills 098.mp3

1. A man is _____ a cart.
2. He is _____ a box _____ the table.
3. She is _____ a _____ machine.
4. The man is _____ a _____ him.
5. She is _____ a cart _____ the road.
6. A woman is _____ a cart _____ of him.
7. A man is _____ a _____ in his _____.
8. A woman is _____ a _____ to _____ up to the _____.
9. The woman is _____ a _____ on her back.
10. The man is _____ boxes _____ the _____ of the truck.

Part 2 Would you prefer coffee or tea?

Question Patterns

A Choice of an Object

↳ ~ Object 1 or Object 2?

Would you prefer coffee or tea?

Are you taking the bus or the train to New York?

B Choice of Time

↳ ~ Time 1 or Time 2?

Do you want to see the picture now or later?

Should we have dinner before or after watching the movie?

C Choice of an Action

↳ ~ Phrase 1 or Phrase 2?

Do you want to stay inside or go out?

Would you rather organize these or sort through that pile over there?

↳ Sentence 1, or Sentence 2?

Can we start now, or do we have to wait for John?

Should I take these down, or will you do it yourself?

Have you sent out the contract, or is it still being drafted?

Check your listening skills 099.mp3

1. _____ you _____ juice or _____ juice?

(A) I _____ to.

(B) It's very _____.

(C) Orange juice, please.

2. Do we _____ any ink _____, or do I have to _____ some?

(A) I think you'd _____ the _____.

(B) No, it only _____ one _____.

(C) I believe it will _____ two more _____.

Object

- Q Would you prefer a blue shirt or a red one?
 A Actually, I'd like a green one.

Time

- Q Do you want to see the manual now or this afternoon?
 A Later today.
- Q Should we get a bite to eat before or after the movie?
 A After the show sounds good to me.
- Q Are we going to discuss it today or next week?
 A Why don't we talk about it right now?

Action

- Q Did your sales rise or fall last quarter?
 A They rose.
- Q Are you taking the express train to London or flying there?
 A I haven't decided yet.
- Q Would you rather trash those documents or start sorting the files?
 A Either is fine with me.
- Q Have you hired someone for the job, or are you still looking?
 A Why? Do you want to recommend someone?
- Q Can you do the work yourself, or should I give you a hand?
 A I may need your help.

Build Up your listening skills 100.mp3

1. Did your _____ or _____ last quarter?
2. _____ you _____ a _____ shirt or a _____ one?
3. Would you be _____ pizza or pasta?
4. Are we going to _____ it _____ or _____?
5. Do you want to _____ the _____ or _____?
6. Should we _____ a _____ to eat _____ or _____ the movie?
7. Are you _____ the express _____ to London or _____ there?
8. Can you _____ the work _____, or should I _____ you a _____?
9. _____ you _____ someone for the job, or are you _____?
10. Would you rather _____ those _____ or start _____ the files?

Part 3 What will Ron do next?

Key Expressions

- I'm going to-V ~.
- Do you want me to-V ~?
- I have [need] to-V ~.
- (You should) go and V ~.
- Why don't you (just) V ~?
- Don't forget to-V ~.
- Did you get a chance to-V ~?
- make sure to-V

Check your listening skills 101.mp3

Question 1 refers to the following conversation.

M I am _____ some boxes here to _____ the delivery that's coming today.
W _____ just _____ the delivery guy to _____ the order _____ the _____ at the end of the hall, Tom?
M No, there is _____ now.

1. What will Tom probably do?

- (A) Go down to the storage room
- (B) Move some boxes around
- (C) Deliver some goods
- (D) Fill out an order form

Question 2 refers to the following conversation.

M I have to _____ the office soon. I'm meeting Mr. Rashid in his office at 11 this morning. Do you _____ what the _____ to _____ is?
W Go and ask Ralph, the assistant sales manager. He's _____ Mr. Rashid's office _____ before.
M Thank you. I'll _____ and _____ right away.

2. What will Ron do next?

- (A) Call Mr. Rashid on the phone
- (B) Talk to one of his co-workers
- (C) Ask Mr. Rashid to visit his office
- (D) Greet a customer

Action

- ▶ I'm going to sort the boxes in the backroom for the inventory check.
- ▶ I have to take off in five minutes to meet Mr. Lee at the head office this morning.
- ▶ I need to look over the notes I made at today's meeting. Did you get a chance to see them?

Response

- ▶ Do you want me to do anything to help? I'm not very busy right now.
- ▶ It will take all day if you do that by yourself. You'd better ask someone else for a hand.
- ▶ Okay, but don't forget that you have a meeting with Ms. Keller at three today.
- ▶ I saw Mr. Singh taking them with him. Do you want me to call him on the intercom?

Follow-up

- ▶ Sure, you could start by taking down the boxes that are on the top shelf.
- ▶ Thanks, I had almost forgotten about that. I'll make sure to be back by then.
- ▶ That's okay. I'll just drop by his office to get them.

Build Up your listening skills 102.mp3

1. That's okay. I'll just _____ his office to get them.
2. Do you _____ anything to help? I'm _____ very _____ right now.
3. Thanks, I had _____ about that. I'll _____ to _____ by then.
4. I'm going to _____ the boxes in the _____ for the _____ check.
5. Sure, you could start by _____ the boxes that are _____ the _____.
6. Okay, but _____ that you _____ a _____ Ms. Keller _____ today.
7. I have to _____ in five minutes _____ Mr. Lee at the _____ this morning.
8. It will _____ if you do that _____. You'd _____ someone else ____ a ____.
9. I saw Mr. Singh _____ them ____ him. Do you _____ him on the intercom?
10. I need to _____ the notes I made at today's meeting. Did you _____ a _____ them?

Part 4 Speech

Key Expressions

- I'd like to thank you for ~.
- I'm honored to-V ~.
- It is with great pleasure that S + V ~.
- The first [next / last] thing on our agenda is ~.
- The first [next / last] thing I want to mention is ~.
- I'd like to mention ~.
- give a big hand
- give a big round of applause

Check your listening skills 103.mp3

Questions 1-3 refer to the following speech.

Hello, everyone! I'd like to _____ you all here today. First, I _____ some _____ to tell all of you. We have _____ been _____ as the industry _____ in _____ by the leading newspaper of this country. I'd like to mention that this _____ the hard work you all did in the past year. Now, to _____ our agenda, I am going to _____ the day's _____. This morning, we will _____ you into a series of _____ that will _____ you _____. Then, after lunch, we will _____ to a _____ our general manager, Mr. Shultz.

1. What does the company most likely produce?
(A) Toy trains
(B) Packaged food
(C) Books
(D) Stationery
2. Who is listening to this talk?
(A) Customers
(B) Educators
(C) Employees
(D) Journalists
3. To what does the speaker credit the success of the company?
(A) The employees
(B) Their competitive pricing
(C) The quality of their product
(D) A newspaper article

More Expressions

Opening

- ▶ I'd like to thank you for taking the time out of your busy schedules to attend today.
- ▶ I'm honored to be standing before you today to accept this award on behalf of our team.
- ▶ Dear attendees, it is with great pleasure that I get to introduce our keynote speaker for today's talk, Dr. Linda Smith.

Details

- ▶ As you know, we have been enjoying the success our company has been going through during the last two years.
- ▶ The next thing on our agenda is to welcome our new recruit.
- ▶ I'd like to mention that this would not have been possible without the complete dedication of our researchers.
- ▶ She is here today to talk to us about the contents of her latest book, entitled *The Behavior of Infants*.

Closing

- ▶ The hard work you have been doing is going to pay off at the end of the year. Let's all keep our heads up and work toward that goal.
- ▶ I'd like for all of you to continue your great work, and I hope that we will break even more records this year.
- ▶ Now, would you all join me in giving her a big hand to welcome her onto the stage?

Build UP your listening skills 104.mp3

1. The next thing on our _____ is to _____ our _____.
2. I'd like to thank you for _____ the _____ out of your _____ to attend today.
3. Now, would you all _____ me in _____ her a _____ to welcome her onto the stage?
4. I'm _____ to be _____ you today to _____ this award on _____ of our team.
5. She is _____ today _____ to us about the contents of her _____ book, _____ *The Behavior of Infants*.
6. I'd like to mention that this _____ the complete dedication of our researchers.
7. I'd like for all of you to _____ your _____, and I hope that we will _____ even more _____ this year.
8. As you know, we have been _____ the _____ our company has been _____ during the last two years.
9. Dear _____, it is _____ that I get to introduce our _____ for today's talk, Dr. Linda Smith.
10. The _____ you have been doing is going to _____ at the end of the year. Let's all _____ our _____ and work toward that goal.

Practice Test

Part 1 Picture Description 105.mp3

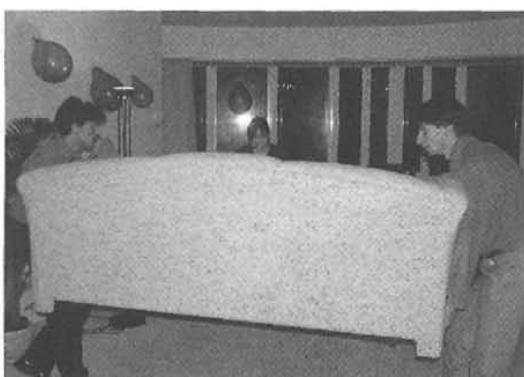
1.



2.



3.



4.



Part 2 Question & Response 106.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 107.mp3

15. Who did the woman hear of the news from?
(A) The president
(B) A worker at their branch office
(C) A client
(D) A friend
16. Why does the woman advise the man to hurry?
(A) Many want to work at the new branch office.
(B) There is only one day left to put in a request.
(C) He is known for leaving things till the last minute.
(D) It takes a long time to get to the branch office.
17. What will Jim do?
(A) Open a new branch store
(B) Ask to be moved
(C) Request more money
(D) Submit a report

Part 4 Short Talk 108.mp3

18. What will the listeners do today?
(A) Stop the construction from happening
(B) Vote on a place for the playground
(C) Select the location of the new school
(D) Talk about the neighborhood watch program
19. When is construction expected to begin?
(A) Today
(B) Next week
(C) Next month
(D) Next year
20. What will the listeners do next?
(A) Fill out a form
(B) Visit the playground
(C) Pick up a form
(D) Go back to their homes

Part 1 Some merchandise is on display.

Key Expressions

- be on display
- be displayed
- be arranged
- be organized
- be full of
- be stocked with
- be filled with
- be sorted
- be for sale
- be stacked

Check your listening skills 109.mp3

1.



- (A) Some _____ are being _____ on the _____.
 (B) The _____ is _____ customers.
 (C) A man is _____ a _____ from the shelf.
 (D) The _____ has been _____.

Possible Answers

There are baked goods on display. / The items have been sorted in the display. / The goods have been arranged.

2.



- (A) The sales _____ is _____ the counter.
 (B) The woman is _____ the store _____.
 (C) The _____ is _____ the store.
 (D) The items are _____ outside.

Possible Answers

Some goods have been placed outdoors. / Some clothes have been arranged outdoors. / The clothes are displayed on a rack.

More Expressions

- | | |
|-----------------|---|
| be on display | ▶ Some merchandise is on display.
▶ Some goods are on display at the store. |
| be displayed | ▶ Loaves of bread are displayed in the showcase.
▶ Some items have been displayed in front of the store. |
| be arranged | ▶ Merchandise is being arranged on the shelves.
▶ The items have been arranged on the shelves. |
| be placed | ▶ Some goods are placed on the counter.
▶ Some of the clothes have been placed on hangers. |
| be for sale | ▶ The merchandise is for sale.
▶ Different items are laid out for sale. |
| be filled with | ▶ The shelves are filled with merchandise. |
| be full of | ▶ The showcase is full of products. |
| be stocked with | ▶ The shelves are stocked with merchandise. |
| be organized | ▶ The products have been organized into boxes. |
| be sorted | ▶ The items have been sorted into boxes. |
| be stacked | ▶ The bottles are stacked on top of each other. |

Build Up your listening skills 110.mp3

1. _____ items are laid out _____.
2. Some _____ are _____ the counter.
3. The _____ are _____ merchandise.
4. Some _____ are _____ at the store.
5. The _____ are _____ merchandise.
6. The items have been _____ the boxes.
7. The _____ are _____ each other.
8. Merchandise is _____ on the shelves.
9. The products have been _____ boxes.
10. Some items have been _____ the store.

Part 2 Why don't we go to a movie tonight?

Question Patterns

A Suggestion

↳ Why don't you [we] + V ~?

Why don't you take it with you?

Why don't we go to a movie tonight?

↳ How about V-ing ~?

How about going with me today?

How about meeting the client this afternoon?

↳ Let's + V ~ .

Let's go over after lunch today.

Let's sit down and talk about it.

B Request

↳ Can [Could] you + V ~?

Can you take this down to the post office for me?

Could you give me a hand with these boxes?

↳ Would you mind V-ing [if I + V] ~?

Would you mind making copies of these reports for me?

Would you mind if I use your car?

↳ Will [Would] you happen to-V ~?

Will you happen to have an extra pen handy?

Would you happen to know who Mr. Lee is?

Check your listening skills 111.mp3

1. _____ your proposal _____ ?

(A) It was a lovely _____.

(B) That's an _____.

(C) A hamburger _____.

2. _____ you please _____ Mr. Wright that I'll _____ the ticket _____ tomorrow?

(A) Sure, I'll _____ him _____ he gets in.

(B) They are two dollars _____ the _____.

(C) I've already _____ a _____ for you.

Suggestion

- Q Why don't we take off at six today?
 A That sounds good.
- Q Why don't you come to Gordon Park with us?
 A Certainly, I'd love to go.
- Q How about taking the subway to the bus terminal?
 A That's a good idea.
- Q Let's invite John Reed to give the training seminar.
 A Sounds like an idea. He's definitely qualified.

Request

- Q Can you e-mail the client for me?
 A I'd be glad to.
- Q Could you lend me a hand with these boxes?
 A Sure. I'll be right there.
- Q Would you mind taking this to Mr. Wong's office?
 A No, but I don't know where his office is.
- Q Would you mind if I borrow this book for a while?
 A No, go right ahead.
- Q Do you happen to know where Jack lives?
 A I'm sorry, but I have no idea.
- Q Would you happen to know where we keep our staplers?
 A Did you look in the cabinet?

Build Up your listening skills 112.mp3

1. Can you _____ the client _____?
2. _____ take off at six today?
3. Do you _____ Jack lives?
4. _____ if I _____ this book for a _____?
5. _____ you _____ me a _____ these boxes?
6. _____ come to Gordon Park with us?
7. _____ this to Mr. Wong's office?
8. _____ the subway to the bus terminal?
9. Let's _____ John Reed _____ the training seminar.
10. Would you _____ where we _____ our staplers?

Part 3 Where did the woman learn to cook?

Key Expressions

- Where did you + V ~?
 - be scheduled to-V
- Do you know if there is ~?
 - You might want to-V ~.
- Would you happen to know ~?
 - check something out
- Sorry to bother you, but ~?
 - go and V ~

Check your listening skills 113.mp3

Question 1 refers to the following conversation.

- M This salad is very _____. ____ did you ____ the ____ ?
W It's my ____ old _____. I _____ her _____ when I was young.
M Wow, you should _____ from your mom and open up a restaurant. This stuff is
the best I _____.

1. Where did the woman learn to cook?

- (A) From a restaurant chef
- (B) From a recipe book
- (C) From her mother
- (D) From a cooking school

Question 2 refers to the following conversation.

- M Would you _____ I might _____ a _____ in this hotel? I forgot to
_____ a gift for my boss at the department store earlier.
W I am sorry to inform you of this, but our _____ is _____ at the moment.
However, the gift _____ at the _____ is _____. You might want to ____ your _____.
M Yes, that's right. Thank you.

2. Where will the man most likely do his shopping?

- (A) At the hotel gift shop
- (B) At a department store
- (C) At the airport
- (D) At a store around the corner

Opening

- ▶ Would you happen to know if there's a gift shop around here?
- ▶ This is really good. Where did you learn to cook like this?
- ▶ Would you happen to know where the shuttle bus leaves?
- ▶ Excuse me. Sorry to bother you, but do you know if there's an ATM around here?

Response

- ▶ There is one two blocks north of here.
- ▶ I took a cooking class a while back. It was a bit difficult, but I think my husband is really happy with it.
- ▶ You can catch the bus at the west exit, but it's not scheduled to leave for another 30 minutes.
- ▶ Just around the corner, but the machine is out of cash. You might want to use the one on the next block.

Follow-up

- ▶ Thanks. I think I will go and check it out right now.
- ▶ Wow, I should get my wife to take the class as well.
- ▶ Thank you. Then I have some time to have breakfast.
- ▶ Thank you for the information.

Build Up

your listening skills 114.mp3

1. There is one _____ of here.
2. Thanks. I think I will go and _____ it _____ right now.
3. This is really good. _____ did you _____ to _____ like this?
4. Wow, I should _____ my wife _____ the _____ as well.
5. Would you _____ the shuttle _____?
6. Would you _____ if there's a _____ around here?
7. Excuse me. Sorry to _____ you, but do you _____ there's an _____ around here?
8. You _____ the _____ at the _____, but it's _____ to leave for _____ 30 minutes.
9. I _____ a cooking _____ a while back. It was a bit _____, but I think my husband is really _____ it.
10. Just _____ the _____, but the machine is _____ cash. You _____ use the one on the next block.

Part 4 Talk

Key Expressions

- I've asked you to gather here today to-V ~.
- You are all here today because S + V ~.
- I called you all here because S + V ~.
- As you all know, we will be V-ing ~.
- I would like (you) to-V ~.
- Would you please V ~?
- Would everyone kindly V ~?
- Those who ~, please talk to ~.
- Let's all ~.
- feel at home

Check your listening skills 115 mp3

Questions 1-3 refer to the following talk.

I _____ all here _____ we have _____ a _____ kind of color _____ that we are _____ in our company right away. _____ to _____ the details of _____. _____, I want to stress the fact that you _____ very _____ when using the _____. It can be very _____. You _____ at all times _____ your lab _____ and _____ when _____ the _____ in one of the darkrooms. You must also make sure that the exhaust _____ is on. Remember, the liquid does _____, and it will be _____ the _____ with the photographic papers next to it. If you are not sure, please ask before you use it.

1. What is the purpose of the talk?

- (A) To ask the staff members always to keep the liquid in the refrigerator
- (B) To provide an explanation of how to use the product safely
- (C) To let the staff members know that they are prohibited from entering the lab
- (D) To make sure to reserve the use of the darkrooms in advance

2. Who most likely are the listeners?

- (A) Computer technicians
- (B) Factory workers
- (C) Photo lab employees
- (D) Opticians

3. Where is the liquid being kept?

- (A) In lab number 1
- (B) In lab number 2
- (C) In lab number 3
- (D) In lab number 4

Opening

- ▶ I've asked you to gather here today to let you know that we are going to have a new manager starting with us next week.
- ▶ You are all here today because I have some good news to tell each and every one of you.
- ▶ As you all know, we will be moving into our new facility at the beginning of the next week.

Details

- ▶ Mr. Lewis, who has been working in this field for 20 years, will head the Accounting Department starting Monday.
- ▶ We have been chosen to participate in the competition that everyone has been waiting for.
- ▶ I would like everyone to clean out your desks and files and empty your lockers.

Closing

- ▶ Would you please welcome him and make him feel at home here?
- ▶ Would everyone kindly give a warm hand of welcome for Mr. Lewis?
- ▶ Those who are interested, please talk to Mr. Harris by the end of the day.
- ▶ Thanks. Let's all get to work now.

Build UP your listening skills 116.mp3

1. Thanks. Let's all _____ now.
2. Would you please _____ him and _____ him _____ here?
3. Would everyone kindly _____ a _____ hand of _____ for Mr. Lewis?
4. _____ are _____, please _____ Mr. Harris _____ the _____ of the _____.
5. I _____ everyone to _____ out your desks and files and _____ your lockers.
6. As you all know, we will be _____ our _____ at the _____ of the _____.
7. _____ are all _____ today _____ I _____ some _____ to _____ each and every one of you.
8. We have been chosen to _____ the _____ that everyone has been waiting for.
9. Mr. Lewis, who has been _____ in this _____ for _____ years, will _____ the Accounting Department _____ Monday.
10. I've _____ you to _____ here today to _____ you _____ that we are going to _____ a _____ starting with us next week.

Practice Test

Part 1 Picture Description 117.mp3

1.



2.



3.



4.



Part 2 Question & Response 118.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation [119.mp3]

15. What did the man do last month?

- (A) Attend a sales seminar
- (B) Take night school
- (C) Join a fitness club
- (D) Travel overseas

16. Where did they meet?

- (A) At a sales meeting
- (B) At a music concert
- (C) At a school
- (D) At a gymnasium

17. Where is the conversation taking place?

- (A) In a fitness center
- (B) At a sales seminar
- (C) In a classroom
- (D) At the airport

Part 4 Short Talk [120.mp3]

18. Who most likely is giving the talk?

- (A) A chef
- (B) A supermarket clerk
- (C) A waiter
- (D) A farmer

19. What does the speaker mention about the chef's special?

- (A) It is on special.
- (B) It comes with a drink.
- (C) It costs only \$9.99.
- (D) It includes vegetables.

20. Who would most likely choose the second meal recommended by the speaker?

- (A) Vegetarians
- (B) Regulars
- (C) Children
- (D) Seniors

Part 1 The waiter is serving a customer.

Key Expressions

- serve a customer
- be served
- look at [study] a menu
- make [place] an order
- order their meals [food]
- take an order
- pour some liquid
- be seated
- (be) set up
- be arranged

Check your listening skills 121.mp3

1.



- (A) _____ the _____ have _____.
 (B) There are _____ tables and chairs _____ along the building.
 (C) The _____ are _____ the _____.
 (D) Tables and chairs _____.

Possible Answers

There are tables and chairs set up outside. / Some of the tables have parasols. / The tables and chairs have been set up outdoors.

2.



- (A) The _____ are _____ their _____.
 (B) The _____ man is _____ the restaurant's _____.
 (C) The waiter is _____ some _____.
 (D) The woman is _____ an _____.

Possible Answers

The waiter is serving the customers. / The customers are seated at a table. / The man standing is pouring a drink for the woman.

More Expressions

serve a customer	► The waiter is serving a customer.
be served	► The patrons are being served.
make [place] an order	► One woman is placing an order. ► The patrons are making their orders.
order their meals [food]	► The people are ordering their meals. ► Customers are ordering their food.
look at [study] a menu	► The woman is looking at a menu. ► They're studying the menu.
take an order	► The waiter is taking orders from the customers.
pour some liquid	► The man is pouring some liquid.
be seated	► The customers are seated at a table.
(be) set up	► The tables and chairs have been set up outdoors. ► There are tables and chairs set up at an outdoor café.
be arranged	► Tables and chairs are arranged on the patio.

Build Up your listening skills 122.mp3

1. They're _____ the menu.
2. The _____ are being _____.
3. The man is _____ some _____.
4. The waiter is _____ a customer.
5. Customers are _____ their _____.
6. The _____ are _____ their _____.
7. The customers are _____ a table.
8. Tables and chairs are _____ the _____.
9. The waiter is _____ the customers.
10. There are tables and chairs _____ an _____ café.

Part 2 This is your new bag, isn't it?

Question Patterns

A Negative question tags

↳ Affirmative sentence, V + not + S?

This is your new bag, isn't it?

That was a great presentation, wasn't it?

We're running a bit late, aren't we?

You're thinking of staying home today, aren't you?

Our new office looks nice, doesn't it?

You want to go there, don't you?

John said he'd take care of the problem, didn't he?

Stock prices will go up, won't they?

You've looked at the sales figures, haven't you?

B Affirmative question tags

↳ Negative sentence, V + S?

This is not your seat, is it?

John never keeps his word, does he?

You're not staying here longer, are you?

You didn't happen to find my keys around here, did you?

You wouldn't have any money on you, would you?

You haven't taken the videos back, have you?

check your listening skills 123.mp3

1. You _____ the _____ to the client, didn't you?

(A) Yes, it _____ good.

(B) She is the _____ there.

(C) Yes, two days _____.

2. _____ of the _____ were _____ the _____, weren't they?

(A) They will be _____ your _____ has cleared.

(B) Yes, we _____ them _____.

(C) You will _____ an e-mail _____ the _____.

More Expressions

Negative Question Tags

- Q We're getting a bit behind, aren't we?
A Don't worry. We'll catch up soon.
- Q That was a perfect game, wasn't it?
A Yes, it was amazing.
- Q Our new car looks nice, doesn't it?
A Yes, I like it very much.
- Q All of the staff members went to the party, didn't they?
A Except Harry.
- Q Gas prices will go down, won't they?
A I hope so.
- Q Your task has already been carried out, hasn't it?
A Sorry. I was too busy.

Affirmative Question Tags

- Q This is not John's book, is it?
A No, it's mine.
- Q Ralph never lies, does he?
A Are you kidding me?
- Q You didn't happen to see my pen, did you?
A I saw you leave it on your desk.
- Q You wouldn't have any tissues, would you?
A Here you are.
- Q You haven't read this book, have you?
A No, but I want to.

Build Up your listening skills 124.mp3

1. Ralph _____, does he?
2. Our new car _____, doesn't it?
3. That _____ a _____ game, wasn't it?
4. Gas prices _____, won't they?
5. _____ getting a bit _____, aren't we?
6. You _____ this book, have you?
7. _____ of the staff members _____ to the _____, didn't they?
8. You _____ happen to _____ my pen, did you?
9. You _____ any _____, would you?
10. Your task _____ already _____, hasn't it?

Part 3 Who is Mr. Shaw talking with?

Key Expressions

- Could you let me know wh- + S + V ~?
- I'd appreciate it if you could V ~.
- Do you think I can [could] V ~?
- Could you tell me wh- + S + V ~?
- I bought [tried on] ~, but it's a bit ~.
- I was wondering wh- + S + V ~.
- I'm terribly sorry, but S + V ~.

Check your listening skills

125.mp3

Question 1 refers to the following conversation.

- M I _____ a cell _____ a few days ago, but _____ seems to be _____.
W I'm _____, Mr. Shaw. I will _____ the _____ right away and _____ a _____ one of the _____ here _____ the _____ as soon as possible.
M Thank you, but do you think it's _____ for them to _____ to _____ instead? I don't think I will have time to come back here this week.

1. Who is Mr. Shaw talking with?
(A) A colleague
(B) The manufacturer
(C) A salesperson
(D) A telephone operator

Question 2 refers to the following conversation.

- M My name is Larry Sinclair, and I am _____ in _____ here. I was _____ what _____ the _____ the airport in the morning.
W The _____ bus _____ the _____ at 4:30 a.m., and there is a bus _____ minutes, sir.
M Thank you. _____ you also _____ me _____ the _____ around here is?

2. Who is Larry most likely speaking with?
(A) A gift shop worker
(B) An airport staff member
(C) A hotel clerk
(D) A travel agent

More Expressions

Opening

- ▶ My wife bought a shirt here the other day, but it's a bit too small for me. Do you think I can exchange it for a bigger size?
- ▶ Hi, I just tried on this jacket, but it's a bit tight for me. Do you think I could try on a bigger size?
- ▶ I'd appreciate it if you could tell me when the next shuttle bus to the hotel leaves.
- ▶ Could you let me know when the shuttle bus starts running in the morning? I need to go to the airport early to greet my associate.

Response

- ▶ Of course. Do you have your bill with you?
- ▶ I'm terribly sorry, but we don't have that particular jacket in size 100 right now.
- ▶ The bus runs every fifteen minutes. The next one should be here in 5 minutes, sir.
- ▶ Our service starts at 4 a.m., sir, so you shouldn't have any problems. What time is your associate coming?

Follow-up

- ▶ Yes, I have it here somewhere.
- ▶ Okay, then show me some T-shirts, please. Where are they?
- ▶ Thank you. Could you tell me where I can get some money exchanged as well?
- ▶ He's going to be on the seven o'clock flight. Do you think I can have a wake-up call at five thirty?

Build Up your listening skills 126.mp3

1. Okay, then _____ me some _____, please. Where are they?
2. Thank you. _____ you _____ me _____ I _____ get some _____ as well?
3. I'd _____ it _____ you could _____ me _____ the next _____ bus to the hotel _____.
4. The bus _____ minutes. The _____ one should be _____ minutes, sir.
5. I'm terribly _____, but we _____ that particular _____ in _____ 100 right now.
6. Hi, I just _____ this jacket, but it's a bit _____ for me. Do you think I could try on a _____ size?
7. He's going to be _____ the seven o'clock _____. Do you think I can have a _____ at five thirty?
8. Our service _____ 4 a.m., sir, so you _____ any _____. What time is your _____ coming?
9. My wife _____ a _____ here _____, but it's a bit too _____ for me. Do you think I can _____ it _____ a _____ size?
10. Could you _____ me _____ the _____ bus _____ in the morning? I need to _____ to the airport _____ to _____ my _____.

Part 4 Instructions

Key Expressions

- Here is ~, and it is ~ to-V ~.
- I want to let [someone] know that S + V ~.
- Let me explain ~.
- You are asked to-V ~.
- Don't forget to-V ~.
- You must make sure to-V ~.
- Make sure that S + V ~.

Check your listening skills 127.mp3

Questions 1-3 refer to the following instructions.

_____ is our _____ machine, and it is very _____. First, _____ the _____ you want to send _____ on the feeder. You will notice that the _____ will be _____ into the machine. Next, _____ the _____ of the _____, and then push the _____. The pages will be fed into the memory of the machine _____ by _____. When the _____ is _____, you will _____ a _____. Also, I want to let you know that this machine is much _____ than the _____ we had before.

1. What is being instructed?
 - (A) How to use a photocopier
 - (B) How to use a fax machine
 - (C) How to recycle paper
 - (D) How to use a telephone
2. What is a characteristic of the new machine?
 - (A) It has a larger memory than the old one.
 - (B) It makes color copies.
 - (C) It's faster than the old one.
 - (D) It turns off automatically.
3. What happens when the transaction is completed?
 - (A) It makes a sound.
 - (B) It restarts from the beginning.
 - (C) The machine will turn off automatically.
 - (D) It will go into sleep mode.

More Expressions

Opening

- ▶ The phone you just picked up has many features. Let me briefly explain some of the most useful functions for you.
- ▶ You made a good purchase here because this phone is the latest phone on the market.
- ▶ Whenever a customer wishes to exchange an item, you must ask yourself some questions before you formally accept the exchange.

Instructions

- ▶ Make sure the battery completely runs out before you recharge it for the first time.
- ▶ This adapter is very sensitive, so you must be very careful when you put it into the socket. Do not force it in because it can damage your phone.
- ▶ First, is there a receipt that proves the customer has actually purchased the item?
- ▶ Second, is there any evidence indicating the use of the returned item?
- ▶ Lastly, has the item to be exchanged lost its value for resale?

Special Features

- ▶ This button here allows you to record your conversation.
- ▶ This phone comes with a built-in television that you can watch anywhere in the city, including while you are riding the subway.

Closing

- ▶ If the returned item fits the above requirements, then the exchange is officially acceptable by our head office regulations.

Build Up your listening skills 128.mp3

1. _____ the battery completely _____ you _____ it for the first time.
2. First, is there a _____ that _____ the customer has actually _____ the item?
3. You made a _____ here _____ this phone is the _____ phone _____ the _____.
4. The phone you just _____ has many _____. _____ briefly _____ some of the most useful _____ for you.
5. If the _____ item _____ the above _____, then the _____ is officially _____ by our head office regulations.
6. This phone _____ a built-in television that you can _____ in the city, including _____ you are _____ the _____.
7. _____ a customer _____ to _____ an item, you _____ yourself some questions _____ you formally _____ the exchange.
8. This _____ is very _____, _____ you must be very _____ you _____ it into the _____. _____ it in _____ it can _____ your phone.

Practice Test

Part 1 Picture Description

129.mp3

1.



2.



3.



4.



Part 2 Question & Response

130.mp3

5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 131.mp3

15. What does the woman say will happen in the company?
(A) The CEO will be fired.
(B) A lot of people will be let go.
(C) All of the executives will be retiring.
(D) Many people will be moved around.

16. Who is going to leave the company?
(A) The president
(B) The vice president
(C) Mr. Jackson
(D) Mr. King

17. Why does the woman think Mr. King is going to get promoted?
(A) He has been with the company the longest.
(B) He has a close relationship with the new president.
(C) He did an excellent job on his last project.
(D) He was responsible for reorganizing the company.

Part 4 Short Talk 132.mp3

18. When will the old furniture be moved?
(A) On Friday
(B) On Saturday
(C) On Monday
(D) On Tuesday

19. What will the listeners do this Friday?
(A) Take out the furniture
(B) Wash some clothes
(C) Stack up some boxes
(D) Pack their belongings

20. What are the employees asked to do as they leave?
(A) Pick out a desk
(B) Take a container
(C) Change into casual clothing
(D) Place the chairs on top of the desks

Part 1 There are cars parked along the curb.

Key Expressions

- be left open
- be surrounded by
- be lined with
- cross the road
- curve into the road
- in the driveway
- on the porch
- along the curb
- on either side of
- on both sides of

Check your listening skills 133.mp3

1.



- (A) A car is _____ of the _____.
(B) The house has _____ up _____.
(C) The _____ is _____ after.
(D) Some _____ are _____ in the _____.

Possible Answers

The garage door has been left open. / The cars are facing the same direction. / The vehicles have been left in the garage.

2.



- (A) The road is _____ vehicles.
(B) The street is _____.
(C) There are _____ on _____ of the road.
(D) There is a _____ at the moment.

Possible Answers

The road is not very busy today. / There are trees on both sides of the road. / A street lamp is standing on the sidewalk.

More Expressions

- be left open ▶ A window has been left open.
- be surrounded by ▶ The house is surrounded by a fence.
- be lined with ▶ The street is lined with trees.
- cross the road ▶ Some people are waiting to cross the road.
- curve into the road ▶ The road curves into the distance.
- in the driveway ▶ A vehicle is parked in the driveway.
- on the porch ▶ A man is relaxing on the porch.
▶ Two women are having a conversation on the porch.
- along the curb ▶ There are cars parked along the curb.
- on either side of ▶ There are buildings on either side of the road.
- on both sides of ▶ Trees have been planted on both sides of the road.
- on the sidewalk ▶ A man is walking on the sidewalk.
- in a similar style ▶ The houses are built in a similar style.

Build Up

your listening skills 134.mp3

1. The street is _____ trees.
2. A _____ has been _____.
3. The road _____ the distance.
4. A _____ is _____ in the _____.
5. The house is _____ a _____.
6. There are cars _____ the _____.
7. The houses are _____ in a _____.
8. Some people are _____ to _____ the _____.
9. _____ have been _____ on _____ of the road.
10. Two women are _____ a _____ on the _____.

Part 2 Isn't Peter going to the meeting today?

Question Patterns

A Negative Questions

↳ Isn't [Aren't / Weren't] + S + going [scheduled / supposed] to-V ~?

Isn't Peter going to the meeting today?

Aren't we scheduled to have a meeting today?

Weren't you supposed to leave early today?

↳ Wasn't [Weren't] + S + p.p. ~?

Wasn't the conference held last month? / Weren't the schedules changed?

↳ Doesn't [Didn't] + S + V ~?

Doesn't Mr. Lee know that you are here? / Didn't we solve the problem?

↳ Don't you want to-V ~?

Don't you want to come over tonight?

↳ Don't you think (that) + S + V ~?

Don't you think we should take off now?

↳ Hasn't [Haven't] + S + p.p. ~?

Hasn't John left yet? / Haven't they sent the shipment yet?

↳ Won't [Wouldn't] you + V ~?

Won't you be meeting Mr. Smith today? / Wouldn't you prefer to take your car?

B Statements

It's time to start the meeting. / The printer is not working right.

You're looking good these days. / I'm thinking of signing up for a gym near here.

I wonder if Peter is still working in his office. / I can't believe I have to work overtime tonight.

Check your listening skills 135.mp3

1. _____ you going to _____ those items?

(A) Yes, but I have to _____ this _____.

(B) Sure, I'll get the _____ right away.

(C) No, _____ are some _____ in the back.

2. Steve Johnson _____ to _____ you at the _____ area.

(A) I _____ why he _____ to _____ me.

(B) Okay, I'll _____ some _____ over the weekend.

(C) I _____ the _____ your desk.

More Expressions

Negative Questions

- Q Aren't you going to deliver the product today?
A No, it's not urgent.

- Q Wasn't the seminar held in June?
A No, in July.

- Q Don't you think we should call the manager first?
A You're probably right.

- Q Didn't we order more chairs?
A Yes, this morning.

- Q Hasn't Peter bought the gift yet?
A Yes, he already has.

- Q Wouldn't you rather walk there?
A No, I'd prefer to take the subway.

- Q I wonder if they sent our shipment.
A I'll call to check.

- Q I'm thinking of joining a club of technical writers.
A You must get much help from them.

- Q We are short of paper today.
A I'll place an order right away.

- Q I thought the workshop was delayed.
A No, it has been pushed up.

- Q I can't believe the company picnic has been canceled.
A We were really looking forward to it.

Statements

Build Up your listening skills 136.mp3

1. We are _____ paper today.
2. _____ we _____ more chairs?
3. _____ you rather _____ there?
4. _____ Peter _____ the _____ yet?
5. I _____ they _____ our shipment.
6. I _____ the _____ was _____.
7. Don't you think we _____ the manager _____?
8. Aren't you _____ to _____ the product _____?
9. I'm _____ a _____ of technical _____.
10. I _____ the company _____ has been _____.

Part 3 What does Mr. White want?

Key Expressions

- S is waiting for you ~.
- I'll go and V ~.
- Would it be okay if S + V ~?
- I'd better V ~.
- Would you happen to-V ~?
- Don't forget that S + V ~.
- Why don't you V~?
- Do you want me to-V ~?

Check your listening skills

137.mp3

Question 1 refers to the following conversation.

W Dave, there is a _____ here _____ you. He's _____ you at the _____ area.
M Ah, Mr. White _____ here. He called earlier _____ a _____ to open up a travel agency. _____
go and see him _____.
W _____ it be _____ I _____ you in the meeting? I am interested to _____ the loan
_____ works.

1. What does Mr. White want?

- (A) To take a trip somewhere
- (B) To get a job at the bank
- (C) To borrow some money
- (D) To make a payment on his loan

Question 2 refers to the following conversation.

M Would you happen to _____ any _____ here?
W We should _____ in the back _____ the _____. Why don't you _____ me, and
I will _____ you?
M Thank you. The _____ has _____ really _____ lately.

2. What does the customer want to purchase?

- (A) A pair of jeans
- (B) A heavy jacket
- (C) A backpack
- (D) An umbrella

More Expressions

Opening

- ▶ John, you have a visitor. He says his name is Owen Stone. He's waiting for you in the waiting area.
- ▶ Do you have any ink cartridges in stock today?
- ▶ Don't forget that you need to go down to the storage room and get some paper today. We're short of paper.

Response

- ▶ Mr. Owen? Ah, he is the guy who called this morning about a loan. I'll go and see him now.
- ▶ I'm sorry, but we sold the last one this morning. The next delivery will be arriving this afternoon. Can you check back with us after 2 o'clock?
- ▶ We're completely out. Do you want me to pick up some from the stationery store?

Follow-up

- ▶ Okay, but don't forget that you have a meeting in 20 minutes.
- ▶ All right. I'll swing by after I get off work today.
- ▶ I think you'd better do that. I have to make some copies of this report for Mr. Brown this morning.

Build Up your listening skills 138.mp3

1. All right. I'll _____ after I _____ work today.
2. Do you _____ any ink cartridges _____ today?
3. Okay, but _____ that you have a _____ 20 minutes.
4. We're completely _____. Do you want me to _____ some from the _____ store?
5. Mr. Owen? Ah, ____ is the guy who _____ this morning _____ a _____. I'll go and see him now.
6. I think _____ do that. I have to _____ some _____ of this _____ for Mr. Brown this morning.
7. John, you _____ a _____. He says his name is Owen Stone. He's _____ you in the _____.
8. _____ that you need to _____ down to the _____ and _____ some _____ today. We're _____ paper.
9. I'm sorry, but we _____ the _____ one this morning. The next _____ will be _____ this afternoon. Can you _____ with us after 2 o'clock?

Part 4 Talks

Key Expressions

- I'd like to apologize for ~.
- I'm quite certain that S + V ~.
- make up for
- have to cancel ~ because of ~
- be expected to-V
- Hello, everyone, and welcome to ~.
- My name is ~, and I'm [will be] your guide today.
- We'll start off the day by V-ing ~.
- Please make sure to-V ~.
- Don't forget to-V ~.

Check your listening skills 139.mp3

Questions 1-3 refer to the following talk.

Hello, everyone! I'd like to _____ in advance _____ what I am _____ you. There has been some _____ in our _____, so the _____ that you _____ to be _____ at has _____ your rooms. However, do not _____ because we have been _____ you _____ at the Sky Hotel, which is a _____ hotel. I'm quite certain that you will be very comfortable there. Also, to _____ our mistake, Sunny Travels will _____ you _____ a _____ for two at the fine _____ on the basement floor of the hotel.

1. What is the talk mainly about?
 - (A) A mix up in reservations
 - (B) An upcoming trip they will take
 - (C) A place they will be visiting today
 - (D) A restaurant they will go this evening
2. What does the speaker mention about the Sky Hotel?
 - (A) It is fully booked today.
 - (B) It is very close by.
 - (C) It only has double beds.
 - (D) It is rated as a luxurious hotel.
3. How will the tour company compensate the travelers?
 - (A) By providing them with a free meal
 - (B) By giving them a free flight ticket
 - (C) By taking them around the city
 - (D) By giving them their money back

More Expressions

Opening

- ▶ Welcome, everyone! My name is Jeff Wills, and I will be your guide today.
- ▶ Hello, everyone, and welcome. Today, we will be going on a 10-kilometer hike up the mountain.
- ▶ Good afternoon, and welcome to Peter's historic cabin.
- ▶ Good morning, everyone. My name is Richard Benson, and I'm your assigned tour guide for today.

Instructions

- ▶ On our trip, we will make three stops along the way. The first part of our trip is the local museum.
- ▶ The first part of our trip is probably the most difficult part. However, once you get through it, the rest will be smooth sailing.
- ▶ This cabin was originally built in 1889 but has gone through many refurbishings over the years.
- ▶ We'll start off the day by taking a short hike up the mountain to observe the wild animals.

Closing

- ▶ Please make sure to pack a bottle of water as well as a towel to wipe off your sweat.
- ▶ Please don't stick your hands out of the window as it is dangerous to do so.
- ▶ Now, would everyone please follow me out to the yard, where we will get a spectacular view of the lake below us?
- ▶ So, everyone, let's all get ready to leave. Also, don't forget to pack your video or digital cameras.

Build Up your listening skills 140.mp3

1. Good afternoon, and _____ to Peter's _____.
2. Welcome, everyone! My name is Jeff Wills, and I will be _____ today.
3. Please _____ your _____ out of the window as it is _____ to do so.
4. We'll start the day by _____ a short _____ up the mountain to _____ the wild animals.
5. Please make sure to _____ a bottle of _____ as well as a towel to _____ off your _____.
6. Hello, everyone, and welcome. Today, we will be _____ on a 10-kilometer _____ up the mountain.
7. So, everyone, let's all get _____. Also, don't forget to _____ your video or digital _____.
8. On our trip, we will _____ along the way. The _____ part of our _____ is the local _____.
9. Now, would everyone please _____ me out to the _____, where we will get a _____ of the _____ below us?
10. The _____ part of our _____ is _____ the most _____ part. However, _____ you _____ it, the rest will be smooth sailing.

Practice Test

Part 1 Picture Description 141.mp3

1.



2.



3.



4.



Part 2 Question & Response 142.mp3

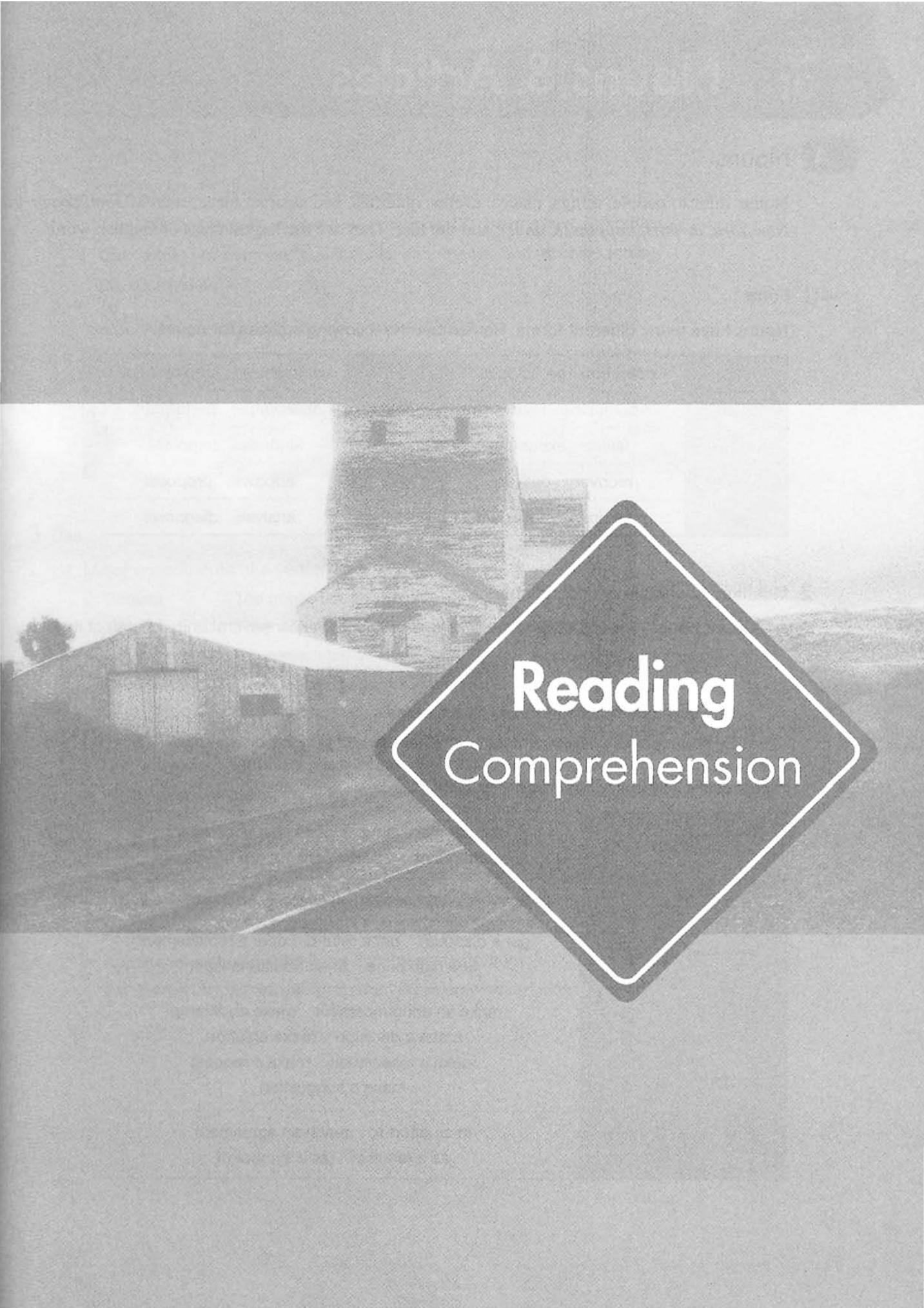
5. Mark your answer on your answer sheet.
6. Mark your answer on your answer sheet.
7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.

Part 3 Short Conversation 143.mp3

5. What did Sandy do recently?
(A) She got a new job.
(B) She bought a new computer.
(C) She took a computer course.
(D) She finished a project.
16. What does Sandy say about her new job?
(A) She can't wait until he starts.
(B) She doesn't like her co-workers.
(C) She is not used to the system.
(D) She is not interested in it.
17. What will the woman most likely ask Peter to do?
(A) Give her a few days off from work
(B) Move her to another department
(C) Refer her to a job that has opened up
(D) Teach her about the use of the computer system

Part 4 Short Talk 144.mp3

18. What will the listeners see first?
(A) A video
(B) The Korean pavilion
(C) Japanese culture
(D) A ceramic display
19. How many types of masks are displayed in the museum?
(A) 100
(B) 200
(C) 300
(D) 400
20. What does the speaker mention about the Korean pavilion?
(A) It is being held in the biggest room.
(B) It was only recently added to the museum.
(C) It is displaying ancient clothes at the moment.
(D) It will be the first place they will visit today.



A black and white photograph showing a road curving away from the viewer towards a bridge spanning a body of water. The sky is filled with soft, layered clouds. In the foreground, a dark, diamond-shaped sign with a white border and rounded corners is positioned at an angle. Inside the sign, the words "Reading Comprehension" are written in a large, bold, sans-serif font.

Reading
Comprehension

Lesson 01

Nouns & Articles

A Nouns

Nouns refer to people, things, places, events, qualities, and abstract ideas, such as *Tom, doctor, true New York, airport, happiness, anger*, and the like. They are the largest class of English words.

1 Form

Nouns have many different forms. Remember the following suffixes for nouns.

-tion	operation	participation	-ment	agreement	employment
-sion	confusion	revision	-ance	observance	performance
-ure	failure	exposure	-ness	kindness	happiness
-y	recovery	delivery	-al	approval	proposal
-ant	participant	applicant	-sis	analysis	diagnosis

2 Meaning: countable or uncountable

(1) **Count noun:** A noun that is treated as one unit (singular) or several units (plural) of its kind

employer → employers

company → companies

box → boxes

- Very tall modern buildings in a city are called skyscrapers.
- An employer is a person or institution that hires employees or workers.

*Count nouns frequently appearing on the TOEIC®

People / Jobs	a customer	an employee	an accountant	
	an attendant	a participant	a representative	
Things	an account	an opening	a seatbelt	a month a year
Money-related	get a discount	get a refund	offer a replacement	
	at a high price	at an additional cost		
Collocations with "make"	make an announcement	make an attempt		
	make a decision	make an effort		
	make a reservation	make a request		
	make a suggestion			
Other collocations or idioms	in an effort to	reach an agreement		
	as a result of	as a symbol of		

(2) **Noncount noun:** A noun that is neither a single unit nor several units of its kind

clothing, money (*the whole group*)
information, advice (*abstract ideas*)
weather, rain, wind (*natural phenomena*)

water, paper, air (*fluids / solids / gases*)
English, history (*languages / studies*)

- This website has a lot of useful informations. (X) (*informations* → *information*)
- Our factory has computers, electronic equipments, and machine tools. (X) (*equipments* → *equipment*)

*Noncount nouns frequently appearing on the TOEIC®

advice	baggage	correspondence	evidence
equipment	furniture	information	merchandise
luggage	mail	permission	work
advertising	clothing	housing	seating

3 Use

(1) Major constituents of a sentence

- ① Subject The construction was successful.
- ② Object They will start construction next week. (*after the verb*)
 He wants a job in construction. (*after the preposition*)
- ③ Complement The tunnel is huge construction.

(2) Noun phrases

- Our employees work very hard. (*possessive + noun as a head*)
- We threw a welcoming party for the new manager. (*article + adjective + noun as a head*)

(3) Personal nouns vs. Non-personal nouns

- Attendant reached nearly 200. (X) (*Attendant* → *Attendance*)
- Please contact the manufacture. (X) (*manufacture* → *manufacturer*)
- Analyst revealed a strong stock market. (X) (*Analyst* → *Analysis*)
- Applications should submit the documents by tomorrow. (X) (*Applications* → *Applicants*)
- We hired an additional interpretation. (X) (*interpretation* → *interpreter*)

B

Articles

Articles are words used before the noun, such as *a*, *an*, or *the*.

1 Form

There are two kinds of articles: indefinite article (*a / an*) and definite article (*the*).

a pen (one)

cf. two, three, four, ... ten pens (*more than one*)

an apple (one)

cf. two, three, four, ... ten apples (*more than one*)

2 Meaning

(1) Indefinite article

① Meaning "one"

I need a pen. *cf.* I need two pens / some pens.

② New information

I wrote a letter to my professor, but he says he didn't receive it.

(2) Definite article

① A whole class of similar things

The telephone was invented by Alexander Graham Bell.

cf. Telephones were more popular in Europe than in the United States. (*things in general*)

② Old information

I met a girl on a blind date. The girl was from another city. (= She)

3 Use

	Count nouns	Noncount nouns
a / an	a flower, an airplane (singulars)	X
the	the flower, the airplane (singulars) the flowers, the airplanes (plurals)	the advice (no plurals)
X	flowers, airplanes (plurals)	advice (no plurals)

(1) **A or an** cannot be used before noncount nouns.

- Registration forms are available for a distribution in the office. (X) (*a distribution* → *distribution*)

(2) **A or an** must be used before singular nouns.

- A surveys is being distributed in the reception area. (X) (*A surveys* → *A survey*)

(3) Count nouns without **a** or **an** must be in the plural form.

- Applicant should submit all the necessary documents. (X) (*Applicant* → *Applicants*)

- We ask shopper not to drink or eat in the store. (X) (*shopper* → *shoppers*)

(4) No article is necessary for plural count nouns.

- They are students. cf. They are the students of this school.

- We bought expensive chairs. cf. We bought the expensive chairs.

Check-UP Quiz

Circle the correct word to complete each sentence.

1. (Enroll / Enrollment) is higher than last year.
2. (Productive / Production) has recently increased.
3. They will start (construct / construction) early next month.
4. Customer (satisfied / satisfaction) is important in increasing sales.
5. All factory workers must follow proper (safe / safety) precautions.
6. (Applications / Applicants) should be submitted within the next five days.
7. (Participation / Participants) must sign in two weeks in advance.
8. We need to hire an (interpretation / interpreter) for the upcoming conference.
9. The ongoing (maintaining / maintenance) is being performed by a group of technicians.
10. Students should register under the (supervising / supervision) of their advisor.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. In the last two years, there has been enormous _____ in Internet advertising.
(A) grows (B) growth (C) grown (D) grower
2. Job seekers may benefit from the increasing _____ among venture businesses.
(A) compete (B) competitive (C) competition (D) competitively
3. _____ at this year's environmental protection seminar reached almost 500.
(A) Attendant (B) Attendance (C) Attended (D) Attendee
4. It is the _____ of the concert coordinator to organize seating.
(A) responsible (B) responsibly (C) responsibility (D) irresponsibleness
5. This year's job fair in Virginia was known to be a notable _____.
(A) success (B) successes (C) succeed (D) successful
6. Over 30% of National Bank's account holders switched to the new _____. plan.
(A) save (B) saved (C) savings (D) safely
7. The online bank offers a _____ that enables customers to transfer money abroad.
(A) serviceable (B) servicing (C) serviced (D) service
8. All _____ in the meeting should register two weeks in advance.
(A) participate (B) participating (C) participation (D) participants
9. For any _____ you have about the new overtime policy, contact Ms. Holly.
(A) concerns (B) importance (C) conditions (D) expedition
10. Please accept our _____ for last week's technical problems.
(A) appreciation (B) description (C) charges (D) apologies

Part 6 Text Completion

Questions 1-3 refer to the following e-mail.

Date: Thu, Aug 9, 2007 11:38:49
From: Julia Pearson <pearson@cip.com>
To: Erica Sanchez <erica@cip.com>, Barbara Thompson <thompson@cip.com>, Allen Frances <frances@cip.com>, Patricia Wong <patricia@cip.com>
Subject: Departmental lunch on August 16

Hi, everyone.

I _____ to take our group out for lunch before the end of August and before the fall workload

1. (A) liked
- (B) will like
- (C) would like
- (D) have liked

craze hits us.

Looking at our schedules, with various people taking vacation time, I'd like to set it up for Thursday, August 16, which seems to be a day when everyone should be here. _____, as I will be on

2. (A) Also
- (B) Lately
- (C) Only
- (D) Then

vacation from Friday, August 10, to Wednesday, August 15, the day of the lunch will be my first day back to work.

Even if Thursday is not a regular working day for you, please _____ on attending.

3. (A) plan
- (B) plans
- (C) to plan
- (D) planning

Could you please let me know if you will be able to attend so that I can get an idea of how many of us there will be?

Thanks,

Julia

Part 7 Reading Comprehension

Questions 1-2 refer to the following e-mail.

The screenshot shows an email window with the following details:

From: Iris Gall (IrisG@edprop.com)
Sent: Tuesday, May 18, 2007 9:10 AM
To: patrick_puckett@hotmail.com
Subject: Your storage space

Dear Mr. Puckett,

I am Iris Gall, your Storage Advisor. You have made a great choice with Midtown Mini-Storage. You will now have no charge for 24 hour access — from 7 a.m. to 10 p.m., 7 days a week — for your complete convenience.

In addition, you will have:

- Free off-street parking to avoid getting parking citations.
- Free pushcarts and dollies so you can easily move your goods.
- Free automatic elevators so you can quickly get to your space.

We can also assist you by arranging a Professional Moving Service, a Do-It-Yourself Truck Rental, or Boxes and Packing Supplies for you. Just let us know, and we'll immediately take care of it.

Your **Reservation #618195** is due June 26, 2007.

Please feel free to call me anytime with your questions.

We look forward to serving you.

Iris Gall
Storage Advisor
Midtown Mini-Storage
1-800-STORAGE (786-7243)

1. What is the purpose of the letter?
 - (A) To confirm the arrangement of a service
 - (B) To make a reservation at a storage company
 - (C) To announce a revised working-hour policy
 - (D) To take care of a problem at a storage space
2. What is a service offered at no additional charge?
 - (A) Truck rental
 - (B) Moving service
 - (C) Off-street parking
 - (D) Packing supplies

Adjectives & Adverbs

A Adjectives

Adjectives describe the qualities, features, or states of people, things, places, etc. That is, they provide more information about nouns or pronouns. After nouns and verbs, adjectives are the third largest class of English words.

1 Form

Adjectives have many different forms. Remember the following suffixes for adjectives.

-able	considerable comparable	-ic	economic specific
-ive	defective impressive	-ous	cautious spacious
-ful	successful doubtful	-ant /-ent	resistant consistent
-al	additional substantial	-ate	appropriate accurate
-y	easy risky	-ly	friendly timely

2 Meaning: Adjectives have various meanings related to the qualities, features, or states of nouns.

3 Use

(1) As a noun modifier – before a noun

- There is a lot of useful information on the Internet.

(2) As a verb complement – after a linking verb

- Their services are reliable and affordable.
- The company still remains competitive.
cf. common linking verbs: be, become, get, appear, seem, look, sound, smell, taste, feel, remain

(3) As an object complement – after a noun

- They make their services reliable.

B

Adverbs

Adverbs are used to say when, where, or how something happens. Most of them are related to adjectives.

1 Form

(1) Adjective + -ly

careful → carefully

lucky → luckily

suitable → suitably

cf. noun + -ly → adjective

friendly staff

in a timely manner

costly housing

(2) Similar-looking adverbs with different meanings

late – lately

hard – hardly

high – highly

near – nearly

2 Meaning

(1) **Manner** – slowly, quickly, well

We did the job carefully.

(2) **Place** – here, there, aboard, abroad

They moved overseas.

(3) **Time** – recently, already, soon, before

They came yesterday.

(4) **Duration** – briefly, temporarily, permanently

Our service is temporarily unavailable.

(5) **Frequency** – always, usually, hardly ever, never

She often visits her parents.

(6) **Degree** – very, extremely, somewhat, rather

He completely agreed with me.

3 Use

(1) To modify verbs

- The team worked cooperatively on the report.
- Analysts have correctly predicted the weak economy.

(2) To modify adjectives

- The annual convention was considerably successful.

(3) To modify other adverbs

- Our marketing division worked exceptionally hard.

- (4) To modify prepositional phrases
 - College graduates usually get jobs directly after graduating.
- (5) To modify adverb clauses
 - Mr. Lee arrived soon after the meeting was over.
- (6) To modify whole sentences
 - Unfortunately, we cannot ship the materials on time.

Check-Up Quiz

Circle the correct word to complete each sentence.

1. We promise (regular / regularly) **shipping** schedules after the holiday.
2. The dining room **is** (spacious / spacially) and well-decorated.
3. The construction project has been quite (successful / successfully).
4. Competition is becoming (increasing / increasingly) **fierce** these days.
5. Job applications should be filled **out** (complete / completely) before submission.
6. Cindy worked extremely (hard / hardly) **to** pass the exam.
7. The speaker (accident / accidentally) mispronounced the name of the CEO.
8. (Fortunate / Fortunately), Jenny got a job right after getting her diploma.
9. The lunch menu at the company cafeteria is (extreme / extremely) popular.
10. We offer legal consulting services (complete / completely) **free of charge.**

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. The sales executive is extremely _____ to see the item so popular on the market.
(A) happy (B) happier (C) happily (D) happiness

2. We will offer _____ instructions on how to use the machine.
(A) specific (B) specifics (C) specify (D) specifically

3. The computer system will be _____ functional by tomorrow morning.
(A) complete (B) completing (C) completely (D) completion

4. Applicants should submit all _____ documents before June 21.
(A) necessary (B) necessarily (C) necessity (D) necessitating

5. The quality of their service has remained _____ consistent for many years of business.
(A) remarks (B) remarkably (C) remarkable (D) remarked

6. The real estate agency is now available in highly _____ properties in the city center.
(A) desire (B) desiring (C) desirably (D) desirable

7. Please contact our _____ customer service representatives for questions.
(A) profession (B) professional (C) professionally (D) professionalism

8. The training ensures that our employees fulfill their tasks _____.
(A) efficient (B) efficiency (C) efficiencies (D) efficiently

9. Complimentary airport shuttle services are _____ daily from 4:00 A.M. to 1:00 A.M.
(A) approaching (B) available (C) expressed (D) potential

10. The recent advertising campaign was _____ successful.
(A) potentially (B) highly (C) nearly (D) slowly

Part 6 Text Completion

Questions 1-3 refer to the following e-mail.

Date: Tues, 9/11/07
From: Ray Keating
To: Part-timers
Subject: Part-time Orientation THIS FRIDAY

Hi, all.

If you're getting this message, it means you haven't attended one of my _____ orientations

1. (A) mandatory
(B) possible
(C) successful
(D) accessible

for new part-timers in the design department. (If I'm mistaken, please write back to let me know). All part-timers are _____ to go through this training even if you've been here for a while. I'll be holding

2. (A) require
(B) requires
(C) required
(D) requiring

one session THIS FRIDAY, 9/14/07, from 12-2 p.m. and another session to be determined later in September. Please let me know as soon as possible if you will attend the session this Friday.

It will go from 12-2 p.m., and we'll meet in 104b RH (behind the MAIN WORKSTATION on the first floor). Pizza and drinks will be _____, and there will be a scavenger hunt to conclude our training.

3. (A) requested
(B) provided
(C) retrieved
(D) informed

The first team successfully to complete the scavenger hunt will get \$10 gift certificates to the company cafeteria!

Thanks,

Ray Keating
Design Department Supervisor
Midway Games

Part 7 Reading Comprehension

Questions 1-3 refer to the following e-mail.

The screenshot shows an email window with the following details:

From: Danny Tebbe (danny@lucerne.com)
Sent: Mon 1/17/08 10:03 AM
To: All employees (all_employees@lucerne.com)
Subject: Potluck

LUCERNE PUBLISHING ROUNDTABLE POTLUCK

Who: Everyone with an interest in learning more about the publishing world

When: Friday, March 9, 2008, 4:00-6:30 PM

Where: 305 Russell (Main Hall)

What: An informal potluck. Bring a dish/side/dessert/drink to pass around (plates/cups/utensils will be provided). After dinner, the Publishing Manager of McGlow Valerie Keneman will share with us her experience in the publishing world. If you want to know more about the world of publishing, want to mingle with colleagues you haven't met yet, and want some free food with stimulating conversation, then please join us!

Best,
Danny Tebbe

1. Who is the event intended for?
 - (A) Professional cooks
 - (B) Publishing managers
 - (C) Company employees
 - (D) Hall security guards

2. Who is invited as a guest at the event?
 - (A) A manager from Lucerne Publishing
 - (B) A manager from McGlow
 - (C) A manager in the main hall
 - (D) A manager at a catering company

3. What is NOT the purpose of the event?
 - (A) To enjoy free food and drink
 - (B) To provide cooking utensils
 - (C) To meet the people they work with
 - (D) To become familiar with publishing-related knowledge

A Subject-Verb Agreement

Subject-verb agreement is a matching relationship between the subject and verb in a clause with respect to number and person.

1 Form

Singular subjects must go with singular verbs; plural subjects must go with plural verbs.

- The system performs better than the old one.
- These systems perform better than the old ones.
cf. The directors has agreed on the new overtime policy. (X) (*has* → *have*)
She wish to transfer to the Tokyo branch. (X) (*wish* → *wishes*)

2 Meaning & Use

(1) Some subjects ending in -s are singular in meaning.

- Mathematics is my favorite subject. (*a field of study*)
- Sam Electronics is expanding its market to European cities. (*a proper noun*)
- Ten dollars is not a lot of money. (*a plural noun as a whole*)

(2) Group nouns (*audience, committee, family, government, team*) can be singular or plural.

- The committee agrees / agree with the city planning process.
- My family is an extended family.
- My family are all here. (= *My family members are all here.*)
cf. It is always best to choose the singular verb, except where the idea of "plural" is strongly suggested.

(3) Subjects followed by modifying phrases

- The exhibition of Roman paintings have attracted many art students. (X) (*have* → *has*)
- The timetable showing this month's classes are available on the first floor. (X) (*are* → *is*)
- Suggestions made by the security personnel was presented at the meeting. (X) (*was* → *were*)

B Noun Phrase Agreement

Nouns and their modifiers must agree in number.

1 Form

Noun Modifiers		Examples	
Singular	a/an, every, each, another	every / each employee is	another problem was
	much, less, (a) little	much competition is	little information was
Plural	many, several, (a) few, other, a variety of	many / several students are a variety of skills are	few employees were other employees were
Either	some, any, no, most (of), a lot of	some students are most problems are	some information is most of the equipment is

2 Meaning

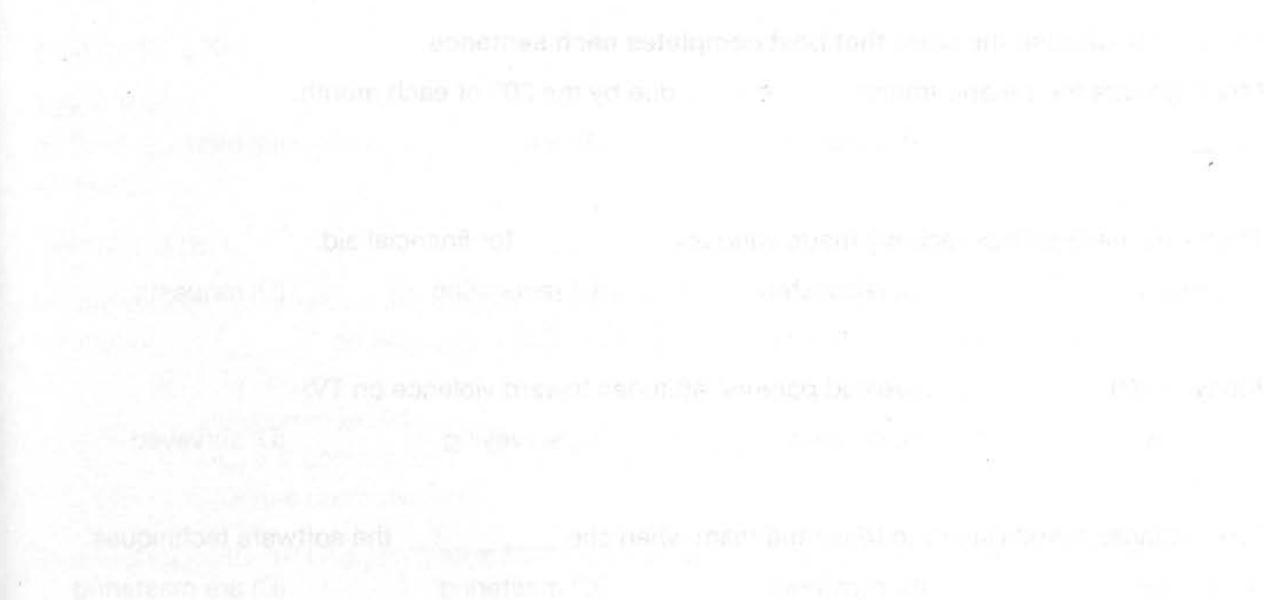
- (1) **Singular (one)** – a/an, every, each, another
- (2) **Abundance** – many, several, a variety of, other, much, most (of), a lot of
- (3) **Moderate number or amount** – a few, a little, other, some, any
- (4) **Lack in number or amount** – few, little, less, no

3 Use

- (1) **A/an, every, each, another, many, several, and (a) few** cannot modify a noncount noun.
 - A new managers was hired for the construction project. (X) (*managers* → *manager*)
 - Every information is reliable. (X) (*Every* → *Some, Most, Little, etc.*)
 - Few equipment was damaged. (X) (*Few* → *Little*)
 - Each applicants for the job must provide a résumé with full personal details. (X) (*applicants* → *applicant*)
- (2) **Much, (a) little, and less** cannot modify a count noun.
 - Much students came to visit the teacher. (X) (*Much* → *Many, Some ...*)
 - There is little milk left in the cup.

(3) *Some, most (of), a lot of, any, and no* can modify either a count noun or a noncount noun.

- Most students have just received their test results. (*most + plural count noun*)
- Most information is posted on the bulletin board. (*most + non-count noun*)



Check-UP Quiz

Circle the correct word to complete each sentence.

1. The bank (offer / offers) loans only to people with full-time jobs.
2. A wide variety of physical fitness (program / programs) are available.
3. A repair shop specializing in sports cars (has / have) recently contacted us.
4. Every (athlete / athletes) in the tournament (is / are) required to take a drug test.
5. Many (response / responses) revealed positive feedback on the education program.
6. (Few / Little) information was provided on our safety regulations.
7. Most (employee / employees) must get regular check-ups.
8. The (change / changes) proposed by the accounting team are effective.
9. The directors (regulate / regulates) the use of company vehicles.
10. This booklet contains (a / more) reliable information on energy saving.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

Part 6 Text Completion

Questions 1-3 refer to the following letter.

January 18, 2008

Susan Turton
20 Bank Street, White Plains
NY 10606

Dear Ms. Turton,

We are pleased to offer you the position of an entry-level clerk at ActiveBase, Inc.

Your work _____ on February 1, 2008, and your compensation will start at \$600 per week.

1. (A) commence
(B) commenced
(C) will commence
(D) has commenced

Please contact the HR Administrator, Ms. Jane Peluso, _____ to your starting date.

2. (A) prior
(B) superior
(C) advance
(D) according

Also, please complete the necessary personnel and payroll forms. Ms. Peluso will _____ detailed

3. (A) comprehend
(B) draw
(C) solve
(D) provide

information about your benefits package on your first day of work.

Please carefully examine the enclosed Employment Acceptance Form, sign it, and then return it to our office as soon as possible as we cannot move on with any further procedures until we have received it. The other forms must be filled out, signed, and submitted within one week of the commencement of your employment.

We look forward to meeting you soon.

If you have any inquiries, please call me or Ms. Peluso immediately.

Very truly yours,

Ken Greenblatt
HR Manager
ActiveBase, Inc.

Part 7 Reading Comprehension

Questions 1-3 refer to the following business letter.

Shangwan Corp.

211 Orchard Street
Thailand

March 14, 2008

Attn: Mr. Andrew Han
Sales Manager
Evergreen Light Bulbs
4-16 Hill Road
Hong Kong

Dear Mr. Han,

Re: Order No. 768197

I regret to inform you that there is a problem with the order we placed recently. On March 7, 2008, we requested an order for 20,000 long-lasting light bulbs. After receiving the shipment, we realized that only 2,000 of them had been shipped.

This discrepancy has caused our company substantial trouble since we had to make an urgent purchase to fill the orders our own customers made.

Please satisfy the missing portion of the order immediately, and make sure that this type of mistake never happens again. Otherwise, we will have no other choice but to turn to other suppliers.

I look forward to reading your response.

Yours sincerely,

T. Leung

T. Leung
Purchasing Officer

1. What is the purpose of the letter?

- (A) To place an order
- (B) To ask for supplies
- (C) To report a problem
- (D) To ensure cooperation

2. What is stated as a problem?

- (A) A delayed shipment
- (B) The wrong amount of an item
- (C) A complaint made by a customer
- (D) An inconvenience in shipping methods

3. What does T. Leung ask Evergreen Light Bulbs to do?

- (A) Contact the purchasing officer
- (B) Ensure future product quality
- (C) Send a new order immediately
- (D) Compensate his company

A Personal Pronouns

Personal pronouns are the most common type of pronoun. They are used when it is not necessary to use or repeat more precise noun phrases. Unlike their name “personal” pronouns, they can refer to things as well as people.

1 Form

Type Number	Subject Pronouns	Possessive Adjectives	Object Pronouns	Possessive Pronouns	Reflective Pronouns
Singular	I	my	me	mine	myself
	you	your	you	yours	yourself
	he	his	him	his	himself
	she	her	her	hers	herself
Plural	it	its	it	X	itself
	we	our	us	ours	ourselves
	you	your	you	yours	yourselves
	they	their	them	theirs	themselves

2 Meaning: Reference to a noun or a noun phrase within a text

- Susan works for a law firm. She likes her job.
- I visit my parents once a week. They live in a small city.

3 Use

(1) Subject pronouns

- Mr. Hwang left for Busan this morning. He took the KTX. (*subject*)
- cf. Preparatory “It”
 - It is not easy to learn a second language. (= *Learning a second language is not easy for anyone.*)
 - It is easy for young children to learn a language. (= *Learning a language is easy for young children.*)

(2) Possessive adjectives & possessive pronouns – to show ownership

- That's my folder. (= *I own that folder.*)
- This is your computer, and that's hers. (= *her computer*)

(3) Object pronouns

- The manager offered a job. John took it. (*object*)
- That's her. She's wearing glasses. (*complement*)

(4) Reflective pronouns

① Used when the object is the same as the subject

- He saw himself in the mirror.

② Used to emphasize the subject or object

- He visited the office himself. (= *He, not anyone else, visited the office.*)
- The visitor asked to see our CEO herself. (= *The visitor asked to see our CEO, not anyone else.*)

③ As an idiomatic expression

- She wrote the report by herself. (= *alone*)
- She was totally besides herself last night. (= *out of her sense*)
- Between ourselves, I'll tell you the secret. (= *between you and me*)

B Demonstrative Pronouns

Demonstrative pronouns are used to point to things. But when they are used as adjectives, they can refer to either people or things.

1 Form

Singular	this	that
Plural	these	those

2 Meaning

(1) Near the speaker

- Here's the file. Put this in the file cabinet.
- Look at my pants. I bought these at a discount.

(2) Distant from the speaker

- There's a folder on the desk. Bring that to me.
- You take these bags, and I'll take those.

3 Use

(1) Used as pronouns or adjectives

- This report is well written, but that is not.
- Please tell those people to wait for a while.
- Your bags look heavy. Why don't you put those down?

(2) That of / Those of to mean “the one(s)”

- His own experience is different from his friends. (X)
→ His own experience is different from that of his friends.
- The products of E-Market are better than rival companies. (X)
→ The products of E-Market are better than those of rival companies.

C Indefinite Pronouns

Indefinite pronouns refer to things in a general, vague way. They can also be used as determiners.

1 Form

Indefinite pronouns, unlike personal pronouns, do not vary their form.

Important indefinite pronouns on the TOEIC®

	Pronouns	Adjectives
Singular Plural	another (is) others (are)	another book (is) other people (are)
Singular Plural	the other (is) the others (are)	the other book (is) the other books (are)

2 Meaning

- (1) **Another** – one more in addition to the one already mentioned
- (2) **Other / Others** – several more in addition to the one(s) already mentioned
- (3) **The other / The others** – the rest of a specific group

3 Use

(1) Frequent usage

- I have three books. One is mine, another is Tom's, and the other is yours.
- I have three books. One is mine, and the others are Tom's.
- There are 50 students in my class. Some are from Mexico, and others are from Japan.

(2) Reciprocal pronouns – to show mutual relationships

- Tom and Mary love each other.
- The team members helped one another.

Reciprocal pronouns are used to show mutual relationships between two or more people or things. They are formed by adding the suffix -other to the singular personal pronoun *each*.

Two singular anti-qualified

The verb *love* is used here to show mutual relationship between two people. The verb *helped* is used here to show mutual relationship between the team members.

Two plural anti-qualified

The verb *love* is used here to show mutual relationship between two people. The verb *helped* is used here to show mutual relationship between the team members.

Two plural qualified reciprocal anti-qualified

The verb *love* is used here to show mutual relationship between two people. The verb *helped* is used here to show mutual relationship between the team members.

Two plural qualified reciprocal anti-qualified

Circle the correct word to complete each sentence.

1. When you complete the form, please mail (it / them) to us.
2. My employees and I would like to show (our / their) thanks for your cooperation.
3. Jerry Demon will resign and start (his / him) own business.
4. She took care of all legal matters by (her / herself).
5. Because Ms. Blaire's performance was remarkable, Mr. Tebbe gave (her / herself) some incentives.
6. (It / That) is necessary to increase production to fulfill orders.
7. The two teams helped each (another / other) to improve the quality of their work.
8. I will cancel the previous check and send you (another / other).
9. Companies are seeking ways to serve (its / their) customers more effectively.
10. You should provide us with (your / yours) account information.

check-UP Quiz

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. Mr. Chang, with _____ work experience and competence, deserves the promotion.
(A) he (B) his (C) him (D) himself
2. Business owners should think about what _____ can do for the public.
(A) he (B) she (C) they (D) you
3. After comparing several estimates, we decided to move _____ because the moving costs were so high.
(A) us (B) our (C) ours (D) ourselves
4. William will attend the conference by _____ since the other members are busy with the proposal.
(A) he (B) his (C) him (D) himself
5. The first candidate's qualifications are superior to _____ of the second candidate.
(A) this (B) that (C) these (D) those
6. To remain competitive in modern societies, _____ is essential to stay on top of world issues.
(A) it (B) they (C) that (D) this
7. All department heads should submit _____ annual budget estimates to the Finance Department by the end of the month.
(A) ourselves (B) theirs (C) their (D) ours
8. The hiring committee agreed that it was impossible _____ him to perform the assignment.
(A) to (B) for (C) with (D) that
9. The majority of IT directors are reporting a significant _____ in e-mail spam.
(A) increase (B) accent (C) access (D) impression
10. You can improve your _____ and accomplish more with time management skills.
(A) harvest (B) measures (C) productivity (D) economies

Part 6 Text Completion

Questions 1-3 refer to the following letter.

September 29, 2007

Ian Lao
4145 Lavista Rd
Northlake Square
Tucker, GA 30084

Dear Mr. Lao,

We are disappointed to hear about your problem with the purchase of your new Magellan-Maestro 3140 GPS. Under normal circumstances, we request that our customers contact their local dealer in the _____ of any trouble; yet we realize that this incident requires our

1. (A) affair
(B) event
(C) opening
(D) happening

special attention. _____, we ask you cautiously to repack the product in its original

2. (A) Nevertheless
(B) However
(C) Therefore
(D) Still

carton and mail it to us. Then our quality control experts will perform a thorough examination and will decide what the source of this problem is.

In case it proves to be a minor malfunction, we will make the proper repairs and return the _____ to you within twenty working days. If we determine that the unit is defective, we

3. (A) production
(B) producing
(C) produce
(D) product

will provide you with an immediate replacement.

Again, we regret that you went through such an inconvenience and appreciate your patience and your purchase of our Magellan-Maestro 3140 GPS.

Part 7 Reading Comprehension

Questions 1-2 refer to the following invitation.

January 5, 2008

Dear Mr. David Wilder,

The Philippine American Business Association of the Eastern Michigan Area cordially invites you to celebrate PABA's 30th anniversary. The reception will be held on Thursday, February 28, 2008, from 5:00 PM to 6:30 PM. We are pleased to present Dr. Todd DeVries, the Dean of the Pullman State University Business School, as our speaker at the reception.

Attendance is open only to invited guests. To confirm your attendance, we ask that you complete and return the enclosed registration form to the Philippine American Business Association at 649 Mission Street, Lansing, MI 48922. Alternatively, you may complete an online form at the webpage www.paba.org/workshop/response.html.

If you have any general questions, please contact the reception coordinator, Emily Riojas, at 415-543-6222, or send us an e-mail through the link on the webpage.

Thank you, and we look forward to meeting with you.

Sincerely,

Liying Cui

Liying Cui

Chief Association Officer

The Philippine American Business Association

1. What is Dr. Todd DeVries scheduled to do at the reception?
(A) Give a talk
(B) Present an award
(C) Introduce Emily Riojas
(D) Ask some general questions

2. According to the letter, what is a requirement for attending the reception?
(A) The payment of a fee
(B) Prompt arrival
(C) A reply to the invitation
(D) Formal attire

A Comparatives

Comparative forms of adjectives or adverbs are used to say that two things are different in quality or quantity.

1 Form

(1) Regular comparatives

-er	more ~
fast – faster (1 syllable)	difficult – more difficult (more than 2 syllables)
busy – busier (2-syllable adjective ending in -y)	diligently – more diligently (more than 2 syllables)

(2) Irregular comparatives

good / well – better	bad / ill – worse	far – farther / further
many / much – more	little – less	

2 Meaning

(1) To say that two people or things are unequal in a particular way

- He is much older than her.
- The new service looks more attractive than the old one.
- The team is less cooperative than we are.

(2) To say that two people or things are equal in a particular way

- My hands are as cold as ice.
- You can take as many booklets as you need.
- I earn as much money as he does.
- He speaks as good English as Elaine. (= He speaks English as well as Elaine.)

3 Use

(1) *Than* is used to introduce the second element in a comparative structure.

- The salary is higher than other companies'.
- She speaks better English than most of her colleagues.
- cf. Jim is the smarter of the two.

(2) To determine whether a comparative is an adjective or an adverb, look at the verb before it.

- The new office is more spacious than the old one.
- Sam responded to us more promptly than the other candidates.

- (3) *Even; much, still, and far* are used to modify comparatives.
- The new system is **much** better than the existing one.
 - Our sales division works **even** more cooperatively than ever before.
- (4) **The + comparative, the + comparative**
- The **older** I get, the **happier** I am.
 - The **more experience** you have, the **higher salary** you will get.
- (5) **than V-ed: expect, think, schedule, anticipate**
- Sales were **higher** than expected.
 - The components arrived **earlier** than scheduled.
- (6) **Idiomatic expressions**
- You need to contact us as soon as possible. (= as soon as you can)
 - Full-timers are offered transportation as well as free meals. (= not only free meals but also transportation)

B Superlatives

Superlative forms of adjectives or adverbs are used to single out one thing as having a unique quality. They compare three or more people or things.

1 Form

(1) Regular comparatives

-est	most ~
fast – fastest (1 syllable)	difficult – most difficult (more than 2 syllables)
busy – busiest (2-syllable adjective ending in -y)	diligently – most diligently (more than 2 syllables)

(2) Irregular comparatives

good / well – better – best	bad / ill – worse – worst
far – farther / further – farthest / furthest	many / much – more – most
little – less – least	

2 Meaning & Use

- (1) Used to pick out one person or thing as having a unique quality

- She earns the most at her company.
- Mary seems the most successful of all the applicants / of all.
- He is the most intelligent guy I've ever met.

- (2) Idiomatic expression

- Please submit the survey by next week at the latest.

Check-Up Quiz

Circle the correct word to complete each sentence.

1. Suburban residents would benefit from (cheaper / more cheap) transportation.
2. The demand for our new vehicle is (much / more) bigger than we had expected.
3. The dinner at the restaurant was (more / most) delicious than anticipated.
4. Questionnaire respondents should mail it as (quicker / quickly) as possible.
5. Sheila is known to be the (more / most) accurate accountant in the entire company.
6. The (quiet / quieter) the engine is, the more passengers feel comfortable while traveling.
7. Shea Stadium offers the (more / most) comprehensive exercise facilities of all the others.
8. Nathan is the (more / most) dedicated employee that I have ever met.
9. People do not buy as (many / much) kitchen appliances as they did in the past.
10. Data processing has become (much / so) faster than ever before.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. As credit card companies compete more, credit cards are issued more _____ than in the past.
(A) easy (B) easier (C) ease (D) easily

2. Using the two substances together produces much _____ results than when either one is used alone.
(A) strong (B) stronger (C) strongest (D) strongly

3. Designing the bridge connecting the two regions was _____ than they had thought it would be.
(A) difficult (B) difficulty (C) more difficult (D) much difficult

4. It was reported that Top Airlines cancelled more flights _____ any other airline last month.
(A) as (B) while (C) than (D) of

5. The revised building safety regulations seem as strict _____ the previous ones.
(A) as (B) than (C) in (D) of

6. The longer you own a house, _____ taxes you will pay for the profits you have earned.
(A) few (B) fewest (C) the fewer (D) the fewest

7. The team insisted that their new product design was _____ than their competitors' latest release.
(A) so efficiently (B) more efficient (C) most efficiently (D) as efficient

8. Fun Films expects \$20 million in ticket sales and _____ more from licensing to foreign distributors.
(A) all (B) ever (C) very (D) even

9. Despite the bad weather, the concert was _____ attended by the fans of the singer.
(A) well (B) quite (C) many (D) some

10. Ticket sales increased _____ after the musician's interview on TV.
(A) expressively (B) accidentally (C) dramatically (D) eagerly

Part 6 Text Completion

Questions 1-3 refer to the following memorandum.

Chinese Teaching Position Available

The Chinese Cultural Program (CCP) is _____ qualified instructors to teach Mandarin Chinese.

1. (A) charging
(B) seeking
(C) expressing
(D) containing

Applicants must be available to teach in the summer and fall of 2008.

Responsibilities will include participation in all curriculum planning and testing activities (e.g., interviewing and scoring placement tests). The schedule for Chinese classes may include morning, evening, and weekend classes. Please indicate your availability in your cover letter. Classes will be offered _____ student demand.

2. (A) due to
(B) in spite of
(C) on behalf of
(D) according to

The starting salary will be \$2,000 per month plus health insurance. The contract may be renewed for subsequent sessions _____ on students' needs and a performance evaluation.

3. (A) depend
(B) depended
(C) depending
(D) dependant

If you are interested, please e-mail a cover letter and C.V. to Phil Zhang at zp2001@teach.edu by February 29, 2008.

Part 7 Reading Comprehension

Questions 1-2 refer to the following advertisement.

For a limited time only!

Take a friend or family to Kensington Resort FREE OF CHARGE

Ticket purchasers of a trip to Kensington Resort are eligible to be accompanied by one person for free. The ticket purchaser must be over 21 and is required to pay in full at the time of purchase. Come out and enjoy the beautiful summer breeze at this fabulous resort.

This specially designed event also includes a luxurious lunch buffet at the Sunlife Restaurant, which is located on the first floor of the Kensington Resort Suites. As this special offer is valid only until the end of August 2007, purchasing your tickets early is encouraged. Excursions on Saturdays and Sundays are not offered, and the offer cannot be used in conjunction with any other offer.

1. What is being advertised?
(A) A hotel suite
(B) A family dinner
(C) A buffet lunch
(D) A trip to a resort

2. According to the advertisement, what is true about the advertised product?
(A) Trips on weekends are also offered.
(B) The ticket does not include a meal.
(C) Two people can go on the trip with one ticket.
(D) The offer is valid until the end of the year.

A Gerunds

Gerunds are derived from verb forms which end in -ing. They are called verbal nouns because they act like nouns.

1 Form

Base verb + -ing (V-ing)	hope – hoping study – studying	die – dying stop – stopping	play – playing prefer – preferring
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2 Meaning & Use

(1) As subjects and complements

- Studying English is fun.
- Seeing is believing.

(2) As objects of certain verbs

- They finished eating.

*Gerunds are often associated with situations that are already established.

Verbs with only V-ing objects

admit	avoid	consider	delay	discontinue
discuss	enjoy	finish	mention	mind
postpone	quit	recommend	stop*	suggest

* We stopped talking. (= We didn't talk anymore.)

We stopped to talk to him. (= We stopped the thing we were doing to talk to him.)

(3) As objects of prepositions

① When a verb is used after a preposition

- Our company is interested in entering the European market.

② Preposition to + V-ing

- Some foreigners are used to using chopsticks.
- I'm looking forward to hearing from you.

Major structures followed by V-ing

be accustomed to	be/become used to	be committed to	be dedicated to
be devoted to	look forward to	object to	

③ Preposition + either a noun or a gerund

- Please call us for orders.
- Please call us for ordering items. (V-ing + object)

B Infinitives

Infinitives are verb forms that show no person or tense. They usually refer to actions and events in a more general way. Basically, infinitives are used with the marker *to*. Without *to*, they are called “bare infinitives.”

1 Form

to + Base verb (to-V)	go – to go	eat – to eat	work – to work	get – to get
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2 Meaning & Use

(1) As subjects or complements

- To study English is fun. → It is fun to study English.
- My goal is to get a job in engineering.

(2) As objects of certain verbs

- Mr. Tang wants to attend the conference.
- He expects to leave tomorrow.

* Infinitives are used to express future possibilities. They often refer to something that has not yet taken place.

Verbs with only to-V objects

afford	agree	attempt	decide	expect	need
plan	refuse	hope	want	wish	

(3) As object complements

① Verb + Object + to-V

- The boss wants Mr. Tang to attend the conference.
- We expect him to leave tomorrow. (active) cf. He is expected to leave tomorrow. (passive)

Verbs with to-V complements

advise	ask	allow	cause	enable	encourage	expect
tell	permit	persuade	remind	request	require	

Frequent passive structures with to-V complements on the TOEIC®

be advised to-V	be asked to-V	be allowed to-V	be encouraged to-V
be expected to-V	be permitted to-V	be persuaded to-V	be prepared to-V
be requested to-V	be required to-V		

② Verb + Object + Bare infinitive

- All the staff listened to the boss announce that he would resign. (*sensory perception*)
- Our new CEO's tactics made the company grow and become more efficient. (*causative verb*)
- If you have any other ideas, please let me know. (*causative verb*)
cf. Helen asked me to help her (to) move her desk.

Verbs with bare infinitive complements

see	observe	watch	look at	hear
listen to	make	let	help	

(4) Phrasal modals + to-V

- My secretary is able to type 800 words a minute.
- She used to work at a bank. *cf.* She is used to working at night.

Phrasal modals followed by to-V

be able to-V	be about to-V	be going to-V	be likely to-V	be supposed to-V
be willing to-V	have to-V	used to-V	would like to-V	

(5) Idiomatic expressions

- In order to pay for the repairs, they need \$5,000. (= *To pay for the repairs*)
- In an effort to increase profits, we are looking for cheaper supplies.
- In an attempt to lose weight, Miranda has started to go on a diet.

Check-Up Quiz

Circle the correct word to complete each sentence.

1. We expect (to have / having) higher profits in the upcoming season.
2. The company discontinued (to produce / producing) the all-terrain vehicle.
3. We encourage our employees (to study / studying) foreign languages.
4. You are not permitted (to take / taking) pictures in the gallery.
5. Students are expected (to arrive / arriving) at least 30 minutes before the ceremony.
6. Applicants (require / are required) to possess at least five years of experience.
7. The designers are fully (prepare / prepared) to develop a new product line.
8. The new cooling system performs a better job of (regulation / regulating) temperatures.
9. We are able (to pay / paying) you a substantial bonus in the coming month.
10. It is extremely urgent (to solve / solving) traffic congestion problems in the city area.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

Part 6 Text Completion

Questions 1-3 refer to the following memorandum.

Subject: KOA Design Employee of the Year
From: "Eric Caron" <caron@koa.com>
Date: Thu, November 20, 2007 14:27:23 -0600

Based on the committee's recommendations, I am pleased _____ the FY2007 KOA Design

1. (A) announce
(B) announcing
(C) to announce
(D) to be announced

Employee of the Year. Mr. Pat Lockwood was chosen as the recipient of this prestigious award for his _____ to his project. He will receive a plaque along with a \$3,000 cash award.

2. (A) contributions
(B) acquisitions
(C) requests
(D) benefits

Please extend your hearty congratulations to our FY2007 KOA Design Employee of the Year.

KOA Design will host an Employee of the Year Award ceremony and reception at 3:00 p.m.
December 11, 2007, at the KOA Design Headquarters in Silver Spring, Maryland.

3. (A) until
(B) on
(C) since
(D) through

All KOA Design employees are invited. I encourage you to attend and celebrate this year's award.

Congratulations to all the nominated employees, and a special "Thank You" to all who were involved in the nomination process.

Part 7 Reading Comprehension

Questions 1-3 refer to the following advertisement.

UBC GLOBAL Search Expert HUMAN RESOURCES ASSISTANT

JOB DESCRIPTION

UBC is looking for a detail-oriented, energetic team player. The person who takes this position will be given the chance to offer assistance in all aspects of Human Resources, such as recruiting, hiring, and training newcomers, as well as doing other routine work related to the human resources field.

Responsibilities include receiving résumés, planning interviews and meetings, coordinating new hire training, arranging company meetings, and scheduling travel for Human Resources executive staff. In order successfully to perform this job, an individual must be ready to get actively involved in any given duties.

Candidates should have a minimum four-year college degree and have the ability to write e-mails, business correspondence, and meeting agendas. Candidates should also have the ability to take care of inquiries and requests both from clients and from managerial staff. In addition, candidates should have strong research and communicative skills. All candidates must be fluent in English. Knowledge of an additional language is a plus.

Send a résumé along with two letters of recommendation to:

Personnel Department
3024 UBC
Jefferson City, MO 65109

1. What is one of the stated job responsibilities?

 - (A) Conducting research on new projects
 - (B) Developing a new hiring process
 - (C) Providing project policies
 - (D) Organizing conference calls
2. According to the job advertisement, what is NOT a requirement for this position?

 - (A) Well-developed writing abilities
 - (B) Strong managerial skills
 - (C) Proficiency in English
 - (D) A college degree
3. What should an interested candidate submit to apply to UBC?

 - (A) A language test report
 - (B) An application form
 - (C) Research papers
 - (D) Two references

A Present Participles

Present participles are the verb forms ending in *-ing*. They are used as adjectives or for the progressive aspect of the verb.

1 Form: Same as gerunds

Base verb + <i>-ing</i> (V-ing)	hope – hoping study – studying	die – dying stop – stopping	play – playing prefer – preferring
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cf. Fold your sleeping bag. (*a bag for sleeping* → gerund)

Do not wake a sleeping lion. (*a lion which is sleeping* → present participle)

2 Meaning & Use

(1) To show the progressive aspect

- Our company's **sales** are increasing rapidly these days. (present progressive)
- We were having an important meeting with a client. (past progressive)

(2) As active adjectives

① To modify nouns before them

- People liked the exciting game. (*The game excited people.*)
- That's amazing news. (*The news amazes the hearer.*)

Present participles frequently used as adjectives on the TOEIC®

an amazing result	a challenging task	a demanding job / supervisor
a dining experience	existing equipment	lasting impressions
missing baggage / luggage	opening remarks	overwhelming task
remaining staff	a rising cost	a worrying consequence

② To describe nouns as complements

- The movie was boring. (*subject complement*)
- The audience found the speech interesting. (*object complement*)

(3) To modify nouns as reduced relative clauses

- The people using the service are satisfied. (= *who use the service*)
- Anyone ordering an item should register first. (= *who orders an item*)

B Past Participles

Past participles are the verb forms usually ending in *-ed*. They are used as adjectives or for the perfect tense and the passive voice.

1 Form

Base verb + -ed (V-ed)	hope – hoped	die – died	play – played
	study – studied	stop – stopped	prefer – preferred
	*break – broken	lose – lost	meet – met

*Irregular verbs have their own past participles.

2 Meaning & Use

(1) To show the perfect aspect

- I have eaten at the Chinese restaurant. (*present perfect*)
- We had completed the statement when he came. (*past perfect*)

(2) To indicate the passive voice

- Your lease is enclosed in the package.
- The store was closed when we got there.
- The parking space has been designated for new managers.

(3) As passive adjectives

① To modify nouns before them

- Please submit a revised business plan. (→ *The business plan needs to be revised.*)
- Please refer to the attached file. (→ *The file is attached to an e-mail or something else.*)
- The upgraded system seems more secure than the old one. (→ *The system was upgraded.*)

Past participles frequently used as adjectives on the TOEIC®

an attached file	a complicated issue	a designated parking area
a dignified manner	distinguished service	an enclosed document
a finished product	a limited capacity	motivated staff
an upgraded résumé	revised regulations	a signed contract

② To describe nouns as complements

- The new team members are highly motivated. (*subject complement*)
- The employees found the issue quite complicated. (*object complement*)

(4) To modify nouns as reduced relative clauses

- The service used on the Internet is convenient. (= which is used on the Internet)
- Complete the form provided in the envelope. (= which is provided)

Check Up Quiz

Circle the correct word to complete each sentence.

1. We were (frustrating / frustrated) to hear the news.
2. The manager's resignation was quite (disappointing / disappointed).
3. They found the software program (fascinating / fascinated).
4. Ms. Howard's previous work experience is (impressive / impressed).
5. The committee members are extremely interested (in / with) the proposal on reducing costs.
6. The project has been led by a highly (motivating / motivated) group of workers.
7. The audience found Mr. Han's speech both (interesting / interested) and informative.
8. Make sure to present yourself in a (dignifying / dignified) manner when meeting with clients.
9. Please examine in detail the (revising / revised) ordering procedures.
10. Special offers are available for a (limiting / limited) time only.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

Part 6 Text Completion

Questions 1-3 refer to the following announcement.

ANNOUNCEMENT OF CATALOG PRICE REDUCTIONS

Dear customers,

In the past, we did not have much positive news regarding our pricing policy. This time, however, we are thrilled to make an announcement that will please you. Please continue reading.

This notice is to inform you that, for a _____ period of time only, we are cutting the prices

1. (A) limit
(B) limited
(C) limiting
(D) limitation

on some of our items. Please take the time to examine the enclosed catalog. I have marked the items _____ are currently reduced. What a nice surprise!

2. (A) whose
(B) where
(C) what
(D) that

Do not hesitate to take advantage of these affordable prices. Even better news is that in case you wish to order in bulk, we are willing to come to mutually agreeable terms and conditions. So do not miss this great opportunity. Get your order in, for these prices are only in _____ until the end

3. (A) effect
(B) stock
(C) validity
(D) advance

of March 2008.

You may not understand how much I enjoy writing this type of notice. I appreciate your future orders and loyalty to our company.

Michael Kim

Sales executive

Union Business Machines Co., Ltd.

Part 7 Reading Comprehension

Questions 1-3 refer to the following notice.

Dear valued customer,

Our policy has been to provide customers with ground coffee when their coffee grinders undergo malfunctions. However, as more and more customers fail to remit their payment on time these days, we have determined to enforce a stricter policy in such cases.

Our new policy is effective as of September 3, 2007, and its details are as follows:

1. If a customer delays his or her payment for over 20 days and the machine does not work properly, we will stop supplying ground coffee. Instead, we will fix the unit, but the customer will be responsible for the expenses. Any payment related to these repairs will be reimbursed to the customer after he or she has remitted the unpaid balance in full.
2. A surcharge on accounts suspended for more than 60 days will be assessed.

Admittedly, this might sound a little extreme and may come as a surprise; nevertheless, we see no other alternative. As you know, we have always been committed to providing quality products and reliable service in order to meet your requirements. Without our patrons' cooperation and support, we are unable to continue to provide all of this.

In case of any inquiries concerning our new policy, please do not hesitate to contact us.

Miller Coffee Grinder Co.

319 Tegarden Rd
Gulfport, MS 39507
(Tel.) 228-896-1445

1. What is the main topic of the notice?
 - (A) An unpaid balance
 - (B) A revision in a policy
 - (C) An extra service charge
 - (D) A stricter safety regulation
2. What is NOT suggested about the new policy?
 - (A) Ground coffee will not be supplied when a payment is delayed by 20 days.
 - (B) Customers should remit the full payment in order to get their repair expenses back.
 - (C) No extra cost will be charged for accounts unpaid over 60 days.
 - (D) The new policy will be put into effect in the beginning of September 2007.
3. Why did the Miller Coffee Grinder Co. make such a decision?
 - (A) To maintain quality service
 - (B) To provide ice more promptly
 - (C) To continue overseas production
 - (D) To cooperate better with customers

Lesson 08

The Passive Voice

Voice gives information about the roles of different participants (doer or receiver) in an event. Voice may be active or passive. In the active voice, the grammatical subject and the doer of the action are the same. In the passive voice, however, the grammatical subject is the receiver of the action.

1 Form: be + past participle (p.p.) + by

Active	Passive
Jane helps the boy. Jane helped the boy. Jane will help the boy.	The boy is helped by Jane. The boy was helped by Jane. The boy will be helped by Jane.
Jane is helping the boy. Jane was helping the boy.	The boy is being helped by Jane. The boy was being helped by Jane.
Jane has helped the boy. Jane had helped the boy. Jane will have helped the boy.	The boy has been helped by Jane. The boy had been helped by Jane. The boy will have been helped by Jane.

2 Meaning

- (1) The passive indicates that the grammatical subject is the receiver of the action.

Mr. Johnson writes a sales report every month. (active: subject = doer)



- (2) In the passive, the doer is often omitted.

- They will deliver the invitation in person. → The invitation will be delivered in person (by them).

3 Use

- (1) Only transitive verbs can be in the passive.

- The company gave a pay raise to every employee.
→ A pay raise was given to every employee (by the company).
- They will complete the new building in nine months.
→ The new building will be completed (by them) in nine months.
- Workers need to fully understand the working procedures.
→ The working procedures need to be fully understood (by workers).

cf. When an object follows the verb, the active must be used.

We have been undergone a major renovation. (X) (*undergone* → *undergoing*)

- (2) Intransitive verbs cannot be in the passive because they do not have objects.
- They were remained calm. (X) (~~were remained~~ → *remained*)
 - The accident was happened last night. (X) (~~was happened~~ → *happened*)
 - The sales have been risen for the last few months. (X) (~~have been risen~~ → *have risen*)

Intransitive verbs to note on the TOEIC®

appear	arrive	deteriorate	disappear	emerge	exist	expire
happen	last	remain	occur	rise	take place	

- (3) Some verbs can only be used in the passive.
- Mary bore a pretty baby girl. (X) → A pretty baby girl was born of Mary. (O)
 - The victims of the accident were promptly hospitalized.

- (4) The passive is used when the doer of the action is unknown or unimportant.
- The window was broken. (= Someone broke the window.)
 - English is spoken in New Zealand. (= People speak English in New Zealand.)

(5) Idiomatic expressions

- Our lab is equipped with the latest computer technology.
- In Korea, parents are deeply involved in their children's education.

Expressions frequently appearing on the TOEIC®

be accompanied by/with	be equipped with	be committed/dedicated to
be concerned about/with	be impressed with/by	be interested in
be involved in	be satisfied with	

Check-UP Quiz

Circle the correct word to complete each sentence.

1. The store is conveniently (locating / located) in the center of the city.
2. Please carefully review the materials (containing / contained) in the packet.
3. This relocation plan (is / has) pleased most executives.
4. The accounting system is currently being (installing / installed).
5. They have recently been (ordering / ordered) more construction materials.
6. The report (distributed / is distributed) at the meeting revealed some incorrect figures.
7. People (interested / are interested) in the position should contact Mr. Kim.
8. Staff (remaining / remained) in the building after working hours should report to the security office.
9. The recommendations (are made / made) by the consultant will be included in the monthly report.
10. The technician will be (installed / installing) the new software on your computer.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. Please refer to the brochure _____ details of our products for further information on new items.
(A) describing (B) is describing (C) described (D) describe

2. Employees _____ at a construction site must wear a protective hat at all times to avoid accidents.
(A) work (B) worked (C) working (D) to work

3. *World Now* is a magazine _____ quarterly and distributed to the Asia Pacific region.
(A) publish (B) published (C) publishing (D) is published

4. The changes _____ by the purchasing division were small but effective at reducing expenses.
(A) propose (B) proposed (C) proposing (D) are proposed

5. Down payments on new houses should _____ within 10 days of the date of the contract.
(A) receive (B) received (C) to receive (D) be received

6. Tickets to the *Hannah Montana* movie will _____ online starting next Friday.
(A) have sold (B) be selling (C) be sold (D) have been selling

7. The managers _____ a lot of complaints about overtime hours from their employees.
(A) are receiving (B) receives (C) were received (D) have been received

8. The CEO's comments about social responsibility have been _____ by some workers.
(A) misinterpret (B) misinterpreted (C) misinterpreting (D) to misinterpret

9. Please be informed that any online purchase over \$200 will _____ for free delivery.
(A) equip (B) supply (C) arrange (D) qualify

10. Several problems have _____ since the very beginning of the development.
(A) emerged (B) engaged (C) released (D) reacted

Part 6 Text Completion

Questions 1-3 refer to the following notice.

Public Transportation Saves Your Way

The residents of Brisbane benefit from a _____ and well-organized public transportation

1. (A) skilled
(B) earnest
(C) important
(D) comprehensive

network that merges into the downtown area. Find out how to travel effectively throughout the main areas of Brisbane.

Advantages All Around

- **It's cheaper:** Commuting by public transport will save a lot more on your travel expenses compared to driving your own car.
- **It's faster:** You will surely save time; traveling from the eastern suburban area to downtown Queensland normally takes up to an hour during peak hours, but it has been reduced to only 20 minutes _____ the bus-only lane.
 2. (A) despite
(B) thanks to
(C) as well as
(D) in addition to
- **It's cleaner:** Buses emit as much as ten times less toxic gases than private vehicles. Because they run on electric power, the metro is _____ cleaner.
 3. (A) all
(B) very
(C) any
(D) even
- **It's more restful:** Read your favorite fiction, familiarize yourself with current events, or just relax while riding on a bus. You won't need to deal with aggressive drivers, which is often the case when driving your own car.

Part 7 Reading Comprehension

Questions 1-2 refer to the following memorandum.

Seattle Library Networking Cards!

The Office of Activities & Programs is pleased to announce that we have partnered with Print Digital Plus to offer you custom Library Networking Cards. To order your personal set of cards, please visit: www.pdpstore.com/aei_networkcards. New Seattle Library users that enrolled in a membership after January 2008 will have their information uploaded by the second week of March. If you need networking cards before then, please contact Print Digital Plus to place a separate order. Their contact information is provided at the end of this memorandum.

Orders can be placed in quantities of 100 (\$50.00), 250 (\$60.00), and 500 (\$75.00). All card orders will be shipped to the Office of Activities and Programs in 160 Thorndike Hall. You will be contacted for pick-up via e-mail once your order has arrived.

Should you have any questions about this product, please do not hesitate to contact Print Digital Plus at 631-738-8100.

1. According to the memorandum, what is true about the service?
 - (A) User information for new members is available in March.
 - (B) New members cannot place a separate order.
 - (C) Library users can place an order only in person.
 - (D) All card orders will be shipped via e-mail.

2. How can a library member order a networking card?
 - (A) By mail
 - (B) Via e-mail
 - (C) By phone
 - (D) On a website

Tense & Aspect

Tense refers to verb forms that show the time of an action or event. English has two basic tenses: present and past. Future is indicated by the modal verb *will*, and, strictly speaking, progressive and perfect verb forms are called aspect. It shows whether an action or event is treated as finished or is still in progress or still relevant to the moment of speaking.

1 Form

Aspect \ Tense	Present	Past	Future
Simple	write(s) talk(s)	wrote talked	will write will talk
Progressive be V-ing	am/is/are writing am/is/are talking	was/were writing was/were talking	will be writing will be talking
Perfect have V-ed (p.p.)	has/have written has/have talking	had written had talked	will have written will have talked
Perfect Progressive have been V-ing	has/have been writing has/have been talking	had been writing had been talking	will have been writing will have been talking

* Write and talk are lexical or main verbs, be and have are auxiliary verbs, and will is a modal verb.

2 Meaning

(1) The Present

① Present simple – a general event or activity

- He always arrives at work on time. (*a repeated action*)
 - Mr. Thomas lives in New York. (*a general fact*)
 - The sun rises in the east. (*a timeless fact*)
- cf.* He usually gets to work at 8:30 in the morning. (*often used with always, usually, every ~, etc.*)

* We use the present tense instead of the future tense in adverb clauses of time or condition.

- When they will come, we will start the meeting. (X) (*will come → come*)
- By the time the project will be complete, another project will begin. (X) (*will be → is*)
- If the taxi will arrive by 3 o'clock, we'll be able to get to the airport on time. (X) (*will arrive → arrives*)

② Present progressive – a temporary event or activity

- John is eating lunch. (*an activity in progress*)
 - Ian is living with his parents. (*a temporary situation*)
- cf.* John is studying right now. (*often used with now, right now, at the moment, etc.*)
- cf.* We are having a business lunch tomorrow. (*a fixed plan*)

- ③ Present perfect – a past event or activity related to the present time
- I have worked at Sony since 1998. (*a long-term duration*)
cf. I have taught English for almost ten years. (*often used with for and since*)
 - Ben has just come back from his business trip. (*a finished action*)
cf. We have already reviewed the final report. (*often used with just, already, and yet*)
 - The oil price has doubled in the last four years. (*a lasting result*)
 - Have you ever visited South America? (*experience up to now*)
cf. I have never met a person from Africa in my entire life. (*often used with ever, never, and yet*)
- ④ Present perfect progressive – an extended or repeated event that began in the past and continues to the present time
- I have been studying English for five hours. (*a relatively short-term duration*)
cf. I have studied English for five years. (*a relatively long-term duration*)
 - We have been using this store since we moved to this neighborhood. (*a repeated action*)
cf. It has been raining all day. (*often used with for, since, all morning, all day, all week, etc.*)
cf. We have used this store since we moved to this neighborhood. (*on one or two occasions*)

(2) The Past

- ① Past simple – an event or activity which finished in the past
- It rained almost every weekend last summer. (*a repeated event*)
 - Mr. Shaw joined the company in 2003. (*a finished event*)
cf. We received the shipment two weeks ago. (*often used with last ~, ~ ago, yesterday, when, etc.*)
- ② Past progressive – an event or activity which continued for a temporary period in the past
- The team was working on the project when the manager came in.
 - He was walking down the street at 10:30 yesterday.
 - While Simon was traveling in New York, he ran into an old friend.
- ③ Past perfect – an event or activity which took place and finished before another in the past
- Helen had worked at the post office until 2001.
 - * The past perfect is often used with adverb clauses of time.
 - By the time we arrived at the airport, Mr. Lee had already left.
 - Mr. Kao had worked for the company for 10 years when he retired last year.
- ④ Past perfect progressive – an extended or repeated event which took place before a particular point in the past
- I had been waiting for Eric for three hours when he finally came back to his office.

(3) The Future

- ① Future simple – the prediction of a future event
- Joy will take the TOEIC® next month.
 - I will take the TOEIC® next month.
- * The future simple is often used with *next ~, soon, following ~, in ~, etc.*

- The manager will be back in three days.
- The team will meet some time next week.
cf. I am going to take the TOEIC® next month. (*a planned event*)

② Future progressive – an event or activity in progress in the future

- I will be having a meeting at 10 A.M. tomorrow.
- Maria will be working on her essay for the next three months.

③ Future perfect & perfect progressive – an event or activity that will finish before a specific future time

- I will have finished this report by 5 p.m.
cf. I will have finished this report by the time you finish yours.
- He'll have been keeping a journal for five years next month. (*the continuity of an event*)

check-up Quiz

Circle the correct word to complete each sentence.

1. The CEO (made / will make) his final decision on the price changes next month.
2. The new subway line has been running (for/ since) last January.
3. Due to recent thefts, new security measures (began / will begin) yesterday.
4. Ms. Yuan (joined / has joined) the Product Development Team three months ago.
5. As of next month, Dr. Zhang will (work / have worked) at State Hospital for twenty years.
6. By the time you get to his office, Chris (had left / will have left) for the airport.
7. The company has been a leader in multimedia software ever since it (is / was) founded.
8. Power Motors always (is providing / provides) excellent customer service.
9. We will ship your order as soon as you (send / will send) us a written confirmation.
10. Since it (was founded / has been founded), the publishing company has released many bestsellers.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

Part 6 Text Completion

Questions 1-3 refer to the following advertisement.

SUBSCRIBE by March 14 and get one concert free!

The 2008-09 season of the Illinois Cultural Center will be unlike any other, as Shannon Jones pulls out all the stops in his final season as Music Director.

We cordially invite you to join this historic season by _____ to one of our new

1. (A) subscribe
(B) subscriber
(C) subscribing
(D) subscribed

3- and 4-concert mini-series designed to fit your musical tastes, your calendar, and your budget. And, if you subscribe by March 14, we'll give you one _____ concert FREE.

2. (A) infrequent
(B) additional
(C) ongoing
(D) incidental

You'll receive a certificate good for the best available seat to one of more than 50 concerts in the _____ season, so you can enjoy even more of the music you love.

3. (A) prior
(B) current
(C) upcoming
(D) first

Part 7 Reading Comprehension

Questions 1-2 refer to the following news article.

Nassen will launch its new car in March of 2008

The car plays a very important role in our lives, and it is a simple role that we all know very well; cars give us the ability to travel anywhere without a problem. This is why the car has become such an essential part in our lives. No longer are we boxed inside our homes by the walls of distance, poor weather and the lack of public transportation. Rather, the car has brought a level of freedom that all of us can appreciate and cherish.

Nassen, the familiar and famous name in the field of cars, is set to unveil a new dazzling, stylish car into the car markets of the world.

The famous car company, Nassen, will introduce its new car in March of 2008, and it is expected that even the critics will admire every corner, side and curve of the car. In the coming sports car events, the car will also prove to be a worthy competitor due to its fully advanced features and powerful engine.

1. What is the purpose of the article?
(A) To announce a rise in car prices
(B) To describe problems with a car
(C) To report an introduction of a new car
(D) To demonstrate advanced features of a car

2. What is described about Nassen's new sports car?
(A) Improved quality
(B) Fuel efficiency
(C) Simple operation
(D) New safety features

Types of Verbs, Modals, & Conditionals

Verbs express actions (e.g. walk, eat), existence (e.g. be, become, exist), mental conditions (e.g. think, believe), and so on. There are three main classes of verbs: lexical (e.g. attend, sleep, work), auxiliary (e.g. do, be, have), and modal (e.g. will, can, must). Lexical and auxiliary verbs change their forms according to tense, person, and number while modal verbs do not change their forms.

A Transitive and Intransitive Verbs

All lexical verbs can be divided into two types: transitive or intransitive. Intransitive verbs are basically complete in themselves and do not need any further elements to complete their meaning. But transitive verbs need objects to make their meaning complete.

1 Form

Whether transitive or intransitive, verb forms are either regular (*walk, walks, walked, walking*) or irregular (*speak, speaks, spoke, spoken, speaking*).

Types of irregular verbs

A-A-A Type	cut—cut—cut set—set—set	put—put—put shut—shut—shut
A-B-A Type	come—came—come run—ran—run	become—became—become overcome—overcame—overcome
A-B-B Type	bend—bent—bent pay—paid—paid	mean—meant—meant spend—spent—spent
A-B-C Type	begin—began—begun take—took—taken	speak—spoke—spoken write—wrote—written

English has a large proportion of transitive verbs and a relatively small number of intransitive verbs. It is convenient first to remember those intransitive verbs frequently used on the TOEIC®.

Frequent intransitive verbs

appear	arrive	deteriorate	disappear	emerge
exist	expire	happen	last	remain
occur	rise	take place		

2 Use

Transitive and intransitive verbs form several basic sentence patterns.

Type 1: Subject + Intransitive verb

- Mr. Park works [at a scientific lab].

Type 2: Subject + Intransitive verb + Subject complement

- He is a senior researcher. He looks happy.

Type 3: Subject + Transitive verb + Direct object

- He takes the subway [to work every morning].

Type 4: Subject + Transitive verb + Indirect object + Direct object

- He gives his subordinates directions.

Type 5: Subject + Transitive verb + Object + Object complement

- He always keeps his office clean.

(1) Intransitive verbs cannot take an object.

- The machine remains power. (X) (~~remains power~~ → *remains powerful*)

(2) Intransitive verbs cannot form the passive.

- He was appeared exhausted. (X) (~~was appeared~~ → *appeared*)

(3) Transitive verbs do not need prepositions after them.

- The man approached to us. (X) (~~approached to~~ → *approached*)

- We discussed with new marketing strategies all evening. (X) (~~discussed with~~ → *discussed*)

(4) Some transitive verbs take two objects. (Type 4)

- Morgan gave me the book. → Morgan gave the book to me.

- He bought his wife a bunch of flowers. → He bought a bunch of flowers for his wife.

Verbs that take two objects

To	give	hand	lend	offer	pass	sell	send	show	teach
For					buy	get			

B Modal Verbs

Modal verbs add extra meanings to main verbs by showing degrees of certainty, obligation, freedom to act, and ability.

1 Form

Ability	can, could → be able to-V
Future Plan	will, shall → be going to-V
Strong Obligation	must → have to-V
Weak Obligation	should → be supposed to-V
Past Habit	would → used to-V
Permission	may, might → be allowed/permited to-V

2 Meaning & Use

(1) A modal verb always needs a main verb in its base form.

- The manager **should** employees. (X) (*should* → *should + main verb*)
- He **must** attended the monthly meeting. (X) (*must attended* → *must attend*)
- The team **might** being disappointed with the sales results. (X) (*might being* → *might be*)
- The service **will** begins next month. (X) (*will begins* → *will begin*)
- She is going to submitted a job application. (X) (*is going to submitted* → *is going to submit*)

(2) Ability

- Nobody can talk and listen at the same time. (= Nobody is able to talk and listen at the same time.)

(3) Obligation, permission, or suggestion

- You **must** think clearly before making a decision. (*strong obligation*)
- The manager **should/ought to** be responsible for the planning. (*weak obligation*)
- Students **may** leave the room now. (*permission*)
- You **can** take the course next semester. (*permission or suggestion*)

(4) Possibility, certainty, or prediction

- He **must** be on his way. (*most certain*)
- He **will/would/should** be on his way. (*rather certain*)
- He **may/might/could** be on his way. (*least certain*)

C

Conditionals

Conditionals are used to express a condition or hypothesis about a situation.

1 Form

Present condition	If + S + present simple..., S + present simple... If you heat water to 100°C, it boils.
Will-condition (the 1st conditional)	If + S + present simple..., S + will + base verb... If you stay, I will stay, too.
Would-condition (the 2nd conditional)	If + S + past simple..., S + would + base verb... If you stayed, I would stay, too.
Would-have-condition (the 3rd conditional)	If + S + past perfect..., S + would + present perfect... If you had stayed, I would have stayed, too.

2 Meaning & Use

(1) Present condition: factual (*always true*)

- If oil is mixed with water, it floats. = When oil is mixed with water, it floats.

(2) The will-condition: predictive (*stating a future event*)

- If you complete this course, you will get a great job.
- If you have any questions, we will help.

(3) The would- & would-have-conditions: imaginative (*contrasting with a present or past event*)

- If I were you, I would accept the job offer. (*the would-condition*)
= Were I you, I would accept the job offer.
- If we had known the problem, we could have done something. (*the would-have-condition*)
= Had we known the problem, we could have done something.

(4) If ~ should

- If you should have any questions, feel free to contact us. (*polite expression*)
= Should you have any questions, feel free to contact us.
= If you happen to have any questions, feel free to contact us.

cf. If ~ were to

- If I were to be a teen again, I would choose to be a doctor.

(5) Without / But for

- Without your help, I could not pass the exam.
= But for your help, I could not pass the exam.
- Without your help, I could not have passed the exam.
= But for your help, I could not have passed the exam.

Check-Up Quiz

Circle the correct word to complete each sentence.

1. The supervisor would not even (consider / considered) our proposal.
2. Mr. Lee gave (our / us) a detailed schedule after the meeting.
3. To remain (competition / competitive), Xingwan had to dismiss some full-time employees.
4. All construction workers must (wear / to wear) a helmet in construction sites.
5. If a company (will ask / asks) its employees to work overtime, they will have to offer extra money.
6. Problems (have / were) emerged during the beginning stage of production.
7. We used (attending / to attend) most of the exhibitions that our company held.
8. If we (knew / had known) the truth, we would have found some better solutions.
9. Please contact our customer service representative if you (have / had) any questions.
10. The company has (risen / increased) the price of its cars twice this year.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. Although oil prices have recently increased, the cost of raw materials has barely _____.
(A) rise (B) risen (C) rising (D) rose

2. We were able to _____ an experienced graphic designer through an advertisement in the local paper.
(A) hire (B) hires (C) hired (D) hiring

3. Visitors are not permitted _____ photographs anywhere in the museum.
(A) take (B) taking (C) to take (D) to taking

4. The factory could _____ the production by this week if the shipment had arrived earlier.
(A) have finished (B) had finished (C) be finished (D) finish

5. Promotions will _____ given depending on the results of job evaluations at the end of each year.
(A) is (B) be (C) are (D) were

6. If the manager understood the consistent technical issues, he _____ the sales team.
(A) helps (B) will help (C) would help (D) would have helped

7. By the time the engineers noticed the problem, some important files _____.
(A) disappear (B) are disappearing (C) had disappeared (D) will have disappeared

8. When the stadium renovation project is completed, it will be able to _____ members better services.
(A) offer (B) control (C) restore (D) become

9. All the participants should _____ the secretary of their arrival at the hotel.
(A) speak (B) report (C) notify (D) attend

10. The workshop is _____ for employees who have stayed less than six months.
(A) based (B) intended (C) agreed (D) invited

Part 6 Text Completion

Questions 1-3 refer to the following advertisement.

Booktopia Books & Music, Inc. is one of the most well-known book retailers in New York, _____ bookstores in all five boroughs under the brand names Booktopia, Blithe, Bliss, and

1. (A) operating
(B) operate
(C) to operate
(D) is operating

Devours. Booktopia is also in business with an online bookstore www.booktopiabooks.ny.com, which, in addition to books, carries a comprehensive collection of recent music, movies, and stationery supplies.

With its headquarter located in Manhattan, NY, Booktopia provides book lovers _____

2. (A) to
(B) on
(C) into
(D) with

stimulating and enjoyable experiences when shopping for books and other items that will enhance book lovers' knowledge as well as enrich their lives. Purchasing books through Booktopia's online bookshop ensures even more reliable services at more _____ prices.

3. (A) intelligent
(B) cheerful
(C) reasonable
(D) extended

Visit our website at www.booktopiabooks.ny.com for more details on our company's history and vision, and sign up for a membership to take advantage of member benefits and special offers.

Part 7 Reading Comprehension

Questions 1-5 refer to the following notice and e-mail.

Join actor, novelist, and environmentalist

MATT LAWRENCE

as he talks about his new novel.

Tampa Bay Center April 3, 1-3 p.m.

Tickets are FREE and Open to WellSpring Book Club Members Only!

Starting March 15, 2008, at 10:00 AM, you can book your ticket online. In order to reserve your ticket, go to the WellSpring Book Club's homepage at <http://www.wellspringbookclub.com> and click on the link titled "Matt Lawrence Book Talk." When the online reservation is complete, you will receive an e-mail confirming your reservation.

Please be advised that you will have only booked a spot for "A Book Talk with Matt Lawrence." Reserved tickets must be picked up at the WellSpring Book Club main office starting March 25, 2008, from 9-5 p.m., and NO LATER THAN Thursday, March 29 at 6:00 p.m.

A valid WellSpring Book Club membership card should be presented for pick-up. Tickets that are not picked up by March 31 will be canceled. Any reservation made by persons other than a WellSpring Book Club member will be canceled. Due to limited seating, there is a one-ticket limit per valid WellSpring Book Club membership card!

From bookclub@wellspringbookclub.com
Sent Monday, March 28, 2008 9:10 AM
To members_listserve@wellspringbookclub.com
Subject Matt Lawrence Reminder!!

Greetings to WellSpring Book Club members,

WellSpring Book Club members who reserved MATT LAWRENCE tickets MUST pick them up by TOMORROW, Thursday, March 29 at the WellSpring Book Club main office by 6 PM. Otherwise, they will be reissued and distributed to those on the waiting list!

Members on the waiting list will be notified, via e-mail, on Friday, March 30 regarding ticket availability.

On the day of the book talk, April 3, doors open at 12:30 PM for ticket holders and close promptly at 2:55 PM. Tickets are for general admission seating — so please come early! The event is fully booked, so you should expect a big crowd! Nobody will be allowed to enter after 2:55 PM!

Thank you for your support of this event.

Annie Kow

Activity Organizer
WellSpring Book Club

What is the purpose of the notice?

- (A) To announce an upcoming event
- (B) To promote a newly released book
- (C) To request enrollment in a membership
- (D) To offer information on an online bookstore

What does the notice say about Mr. Matt Lawrence?

- (A) He works solely as a writer.
- (B) He joined the WellSpring Book Club.
- (C) He has recently published a book.
- (D) He will talk about how to be a good writer.

How can a member receive a reserved ticket?

- (A) On the Web
- (B) Via e-mail
- (C) In the mail
- (D) In person

What is NOT true about the book talk?

- (A) Tickets are available on the day of the event.
- (B) There are no remaining seats left for the event.
- (C) Members should book a seat before getting a ticket.
- (D) Ticket holders are encouraged to show up ahead of time.

i. In the e-mail, the word “promptly” in paragraph 3, line 1 is closest in meaning to

- (A) nearly
- (B) slowly
- (C) properly
- (D) immediately

Lesson

11

Conjunctions

Conjunctions are grammatical items used to show a logical relationship between words, phrases, clauses, and sentences. Conjunctions are divided into two types: coordinating and subordinating.

A

Coordinating Conjunctions

Coordinating conjunctions connect elements of equal grammatical status.

1 Form & Meaning

Meaning	Form	
	Simple conjunctions	Correlative conjunctions
Addition/Listing	and	both A and B not only A but also B
Contrast	but, yet	not A but B
Alternative	or	either A or B
Cause & effect	so, for	
Negative addition	nor	neither A nor B

2 Use

- (1) Coordinating conjunctions must be located between two parallel structures.
 - But he did not take the job, they offered a good salary. (X)
 - They offered a good salary, but he did not take the job. (O)

 - For they offered a good benefits package, he took the job. (X)
 - He took the job, for they offered a good benefits package. (O)
 - Because they offered a good benefits package, he took the job. (O) (*Subordinating Conjunction*)

- (2) Coordinating conjunctions must join two elements of equal grammatical status.
 - The presentation was interesting and informative. (*two words*)
 - The research project will take both time and money.

 - You can apply by e-mail or in person. (*two prepositional phrases*)
 - There are problems not only with the management but also with the employees themselves.

 - Our boss neither eats meat nor drinks coffee. (*two verb phrases*)

 - They offered a good salary, but he did not take the job. (*two clauses*)
 - The concert was cancelled, so we had to wait another week.

B Subordinating Conjunctions

Subordinating conjunctions indicate the meaning relationship between a subordinate clause and a main clause. The subordinate clause is often called an adverb clause because it functions as an adverb in the sentence.

1 Form & Meaning

Meaning	Form
Time	after, as*, before, once, since*, until, when, while*, whenever, as soon as, by the time
Reason	as, because, since, now that
Contrast	though, although, even though, while, whereas
Condition	as long as, if*, in case, in the event that, provided (that), unless
Purpose	so that

*As, since, while, and if have more than one meaning.

(1) As

- As it was cold, we decided to stay home. (= Because)
- As I sat reading the paper, the door suddenly opened. (= When, While)

(2) Since

- Since he did not pay the bill, his service was interrupted. (= Because)
- I have met many people since I came here. (present perfect)

(3) While

- While their service is reliable, it is expensive. (= Although)
- While I was studying, the phone rang. (= During the time that)

(4) If

- If it rains tomorrow, I will stay home. (condition)
- I am not sure if he is interested in the position. (= whether)

2 Use

(1) The subordinate clause may come before or after the main clause.

- Because it was cold, I decided to stay home. = I decided to stay home because it was cold.

(2) Within a subordinate clause indicating time or conditions, the present tense is used for the future.

- We will start production as soon as the materials arrive.
- By the time he retires next month, he will have worked here for 20 years.
- If it rains tomorrow, the picnic will be cancelled.
- We will sign the contract unless the profits are too low.

- (3) Subordinating conjunctions must be followed by a subject and a verb.
- Because the weather was bad, we stayed home.
 - Although it was cold, I went swimming.
 - Although the bad weather, the concert was a success. (X) (*Although* → *Despite*)

cf. Prepositions are followed only by a noun or a noun phrase.

- Because of the bad weather, we stayed home. (= *Due to*)
- Despite the cold weather, I went swimming. (= *In spite of*)
- She quit her job due to it was not rewarding. (X) (*due to* → *because*)

Easily confused conjunctions and prepositions

Meaning	Conjunctions (+ Clause)	Prepositions (+ Noun)
Reason	because, since, as	because of, due to, owing to
Contrast	although, even though, though, while	in spite of, despite
Condition	unless	without, except (for)
Time	while, when	during

C

Conjunctive Adverbs

Conjunctive adverbs express a logical relationship between two clauses or sentences. These are also called linking adverbs.

1 Form & Meaning

Meaning	Form
Cause & effect	therefore, thus, moreover
Contrast	however, nevertheless, nonetheless, otherwise

2 Use

(1) Position in a sentence

- He was sick. However, he attended the meeting.
- He was sick. He, however, attended the meeting.
- He was sick; however, he attended the meeting.

(2) Conjunctive adverbs vs. Conjunctions

① Cause and effect

- Tom worked hard; therefore, he passed the exam. (*conjunctive adverb*)
- Tom worked hard, so he passed the exam. (*coordinating conjunction*)
- Because Tom worked hard, he passed the exam. (*subordinating conjunction*)

② Contrast

- The pay is low; nevertheless, Steve is happy with his job. (*conjunctive adverb*)
- The pay is low, but Steve is happy with his job. (*coordinating conjunction*)
- Steve is happy with his job although the pay is low. (*subordinating conjunction*)

Check-Up Quiz

Circle the correct word to complete each sentence.

1. The project was delayed (because / although) funding was insufficient.
2. (Although / Since) the economy is picking up, Camdex failed to show a profit.
3. The outdoor party was postponed (because / due to) the heavy rain.
4. (While / During) performances, you are not allowed to use your cell phone.
5. We will cancel the order (unless / without) you ship it within two days.
6. The items have been popular for many years, (for / yet) they are reliable.
7. (Despite / Although) the cold weather, the railway construction was completed on time.
8. (If / So) you're buying a house, make sure to consult a legal advisor.
9. Teachers offer their knowledge, skills, (and / because) expertise to their students.
10. If you're unhappy with a purchase, you can either request a refund (and / or) a replacement.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

- the company's overall profits have declined, some of its products still sell quite well.
(A) Despite (B) However (C) Until (D) Although
- The number of people purchasing a new home is still increasing _____ a significant limit on mortgages.
(A) although (B) because (C) despite (D) nevertheless
- A filter for your water purifier will be offered free of charge _____ your warranty remains valid.
(A) as long as (B) unless (C) so that (D) as soon as
- there's an emergency, we will provide a phone number residents can call for assistance.
(A) While (B) In case (C) Now that (D) Though
- Repairs for our products are free of charge _____ they are done by our local dealerships.
(A) although (B) until (C) while (D) provided that
- the subway construction work is complete, traffic congestion will be significantly reduced.
(A) Regarding (B) Although (C) Now that (D) Instead of
- The leading actor did not perform as well as we thought, _____ the movie was quite good as a whole.
(A) otherwise (B) yet (C) so (D) since
- All employees in the main office were required to show up early this morning _____ a building inspection.
(A) while (B) in that (C) in case (D) due to
- meeting with the manager in person, Milo decided to send an e-mail.
(A) According to (B) Further (C) Instead of (D) However
- Passengers should arrive at the airport at least two hours _____ to their departure.
(A) prior (B) suited (C) conducive (D) forward

Part 6 Text Completion

Questions 1-3 refer to the following article.

“Doing Business in Thailand”

For those who are interested in doing business in Thailand

The American Chamber of Commerce has created a highly detailed and _____ guide

1. (A) variable
(B) apparent
(C) redundant
(D) comprehensive

that should be treated like a bible by anyone looking to start up a business in Thailand.

From guidance on how to establish an office to the legal and financial aspects of a company, and even including advice on the local media, the book covers it all. _____ chapter is color-coded

2. (A) All
(B) Each
(C) Such
(D) Any

with statistical data, graphs, bar charts, and up-to-date listings.

In a nutshell, this guide is tailored for a Thailand audience. It will make you feel _____,

3. (A) know
(B) knowingly
(C) knowledge
(D) knowledgeable

confident, and ready to get serious about starting a business.

Part 7 Reading Comprehension

Questions 1-5 refer to the following advertisement and e-mail.

Spring Breeze in Amazing Europe!

April and May are the perfect time to plan a visit to amazing European cities. Trees grow and flowers bloom. Cafés and small restaurants are on every corner of the streets throughout Europe. If you are looking for a place that will make your exciting trip more delightful, the Hotel Sainte-Marial will be an ideal place to stay while visiting beautiful Europe.

Located in all major European cities, including Rome, Paris, and Prague, the Hotel Sainte-Marial promises to provide you with an enjoyable and memorable experience in Europe. Take advantage of everything this relaxing and comfortable hotel can ever offer in April and May since our special package this year includes everything you need.

The special offer includes:

- accommodations
- continental breakfast
- a welcome drink
- unlimited domestic calls
- frequent airport shuttle services
- a fitness center
- a multilingual business center
- 24-hour housekeeping service

Guests of the Hotel Sainte-Marial can also indulge in our brand-new indoor pool with a one-on-one trainer and a spa offering total body treatment. Please remember to ask one of our staff members at the front desk about special sightseeing tour options as well.

Hotel Sainte-Marial special package

- 2-night stay EUR 500.00
- 3-night stay EUR 690.00
- 5-night stay EUR 1,020.00
- 7-night stay EUR 1,200.00

For reservations or questions, please contact us at 011-420-235-3373.

*** Fees, taxes, and tips for the pool and spa facilities are not included in the above prices.

From ddiaz@hotmail.com
Sent Tues 5/17/08 3:04 PM
To customers@sainte-marial.com
Subject Complaining about poor quality hotel accommodation

Booking Ref: 3576629

I have recently returned from a three-day stay at the Hotel Sainte-Marial Prague, and I want to mention that my stay was an awful experience rather than an enjoyable one like you stated I would have in your brochure.

First of all, when I arrived at the hotel, my hotel room was not fully ready for use. It was 2 PM, and I understand that it may be a little early for check-ins. However, I informed the staff in advance of my flight schedule and was told that my room would be ready by then. Anyway, I had to stay in the lobby for over an hour before entering my room.

Also, the 24-hour housekeeping service was not the same as I had expected. As I had some friends I had to attend to, I returned to the hotel a little after midnight. I spilled a drink on my bed and asked for immediate maid service, which unexpectedly was not available.

Another problem occurred on the day of my departure from Prague. The "frequent" airport shuttle took over half an hour to catch, so I almost missed my flight back home. Overall, my three-day stay at the Hotel Sainte-Marial was a disaster.

As your service did not match what was described, I believe I am entitled to get a full refund. Please pay immediate attention to this matter and respond to me as soon as possible.

Yours faithfully,

Delia Diaz

1. What did the hotel advertise as a new feature?
(A) A fitness center (B) An airport shuttle
(C) An indoor pool (D) A business center

2. What is NOT included in the cost of the vacation package?
(A) Lodgings (B) Sightseeing tours
(C) Housekeeping services (D) Food and beverages for breakfast

3. What rate was Ms. Diaz probably charged?
(A) EUR 500.00 (B) EUR 690.00
(C) EUR 1,020.00 (D) EUR 1,200.00

4. What is the purpose of Ms. Diaz's e-mail?
(A) To request a discount on her future vacation
(B) To report a change in her vacation schedule
(C) To thank the manager for taking care of her problems
(D) To complain about services she received at a hotel

5. According to Ms. Diaz, what is a discrepancy between the advertisement and the actual service?
(A) The housekeeping services
(B) The continental breakfast
(C) The indoor pool and spa
(D) The multilingual business center

Lesson 12

Relative Clauses

Relative clauses provide extra information about a noun in the main clause. They are sometimes called adjective clauses because they describe and help to identify the person or thing being talked about. They are normally introduced by relative pronouns, like *who*, *whom*, *whose*, *which*, *that*, and *what*.

1 Form & Meaning

Antecedent	Case	Subject	Object	Possessive
People		who	who(m)	whose
Things		which	which	whose, of which
Both		that	that	X
The thing which		what	what	X

(1) The relative pronoun as subject of a relative clause

- He has three sons. + They are doctors.
→ He has three sons, and they are doctors.
→ He has three sons who/that are doctors.

- He bought a book. + It is very interesting.
→ He bought a book, and it is very interesting.
→ He bought a book which/that is very interesting.

- I know the thing. + It is important to you.
→ I know the thing which is important to you.
→ I know what is important to you.
cf. I know that is important to you. (X)

(2) The relative pronoun as object of a relative clause

- He is the employee. + We hired him.
→ He is the employee, and we hired him.
→ He is the employee who(m)/that we hired.
→ He is the employee we hired.

- He has a job. + He likes it a lot.
→ He has a job, and he likes it a lot.
→ He has a job which/that he likes a lot.
→ He has a job he likes a lot.

- She is the woman. + I gave the form to her. (*object of a preposition*)
→ She is the woman who(m) I gave the form to.
→ She is the woman to whom I gave the form.

- This is the thing. + I wanted it.
→ This is the thing which I wanted.
→ This is what I wanted.
cf. This is that I wanted. (X)

(3) The relative pronoun as possessive determiner

- I met a girl. + Her mother is a teacher.
→ I met a girl, and her mother is a teacher.
→ I met a girl whose mother is a teacher.
- The company will launch other products in the coming year. + Its profits doubled last year.
→ The company, [whose profits doubled last year], will launch other products in the coming year.
→ The company, [the profits of which doubled last year], will launch other products in the coming year.

2 Use

(1) Subject relative pronouns

- ① The main verb in a relative clause must agree with the antecedent in number and person.
- He is the person who handle orders. (X) (*handle* → *handles*)
 - He is the person who taking care of orders. (X) (*taking* → *takes*)

- ② No extra subject is needed after a subject relative pronoun.

- He is the person who he is responsible for orders. (X) (*who he is* → *who is*)
- We are offering a salary that it is highly competitive. (X) (*that it is* → *that is*)

- ③ *That* cannot be used after a comma (,).

- Pablo speaks good English, that helps the company. (X)
→ Pablo speaks good English, which helps the company. (O) (*which = Pablo speaks good English*)
- Ann got a promotion, that also gave her a raise. (X)
→ Ann got a promotion, which also gave her a raise. (O) (*which = a promotion*)
- Ms. Kim has two sons, that are lawyers. (X)
→ Ms. Kim has two sons, who are lawyers. (O) (*non-defining: She has only two sons.*)
cf. Ms. Kim has two sons who are lawyers. (O) (*defining: She has more than two sons.*)

(2) Object relative pronouns

- ① No extra object is needed after an object relative pronoun.
- Mr. Chao gave a presentation that we fully appreciated it. (X) (\rightarrow it)
 - The candidate whom they selected him has extensive experience. (X) (\rightarrow him)

② Objective relative pronouns can be omitted.

- He is the employee who(m) we hired.
→ He is the employee we hired.
- This is the book which I bought yesterday.
→ This is the book I bought yesterday.
- She is the woman who(m) I gave the form to.
→ She is the woman I gave the form to.

cf. She is the woman to whom I gave the form. (O)

She is the woman to who I gave the form. (X)

She is the woman to I gave the form. (X)

③ That cannot be used after a preposition.

- The building which he lives in is located in the city center. (O)
- The building that he lives in is located in the city center. (O)
- The building in which he lives is located in the city center. (O)
- The building in that he lives is located in the city center. (X)

(3) Possessive relative pronouns

① Whose generally refers to people but can also refer to things.

- I have a friend whose father is a firefighter. (O)
- cf. I have a friend the father of which is a firefighter. (X) (human antecedent)
- I found a coin whose date has become illegible.
= I found a coin the date of which has become illegible. (non-human antecedent)

② Whose must be followed by a noun without a determiner.

- The man whose his wife you are admiring is a writer. (X)
→ The man whose wife you are admiring is a writer. (O)

(4) Relative Adverbs

- That's the reason why he quit smoking.
→ That's the reason for which he quit smoking.
- That is how they live.
→ That is the way they live.
cf. That is the way how they live. (X)
- Now is the time when I need him most.
→ Now is the time at which I need him most.
- This is the place where they used to live.
→ This is the place in which they used to live.

Check-Up Quiz

Circle the correct word to complete each sentence.

1. Any employee (who / whom) shows great performance will be rewarded.
2. Sales staff members (their / whose) English is fluent will have a chance to move abroad.
3. We issue a membership card (which / who) can be used in many facilities.
4. The banquet will be held for Dr. Park, (which / who) has served for the last twenty years.
5. We hired a sales manager (who / who he) will be in charge of the entire division.
6. To improve your health, you should eat food (contains / that contains) less fat.
7. Students (who / they) do not pass the final exam must attend summer classes.
8. The new computer system, (that / which) was installed last month, is more user-friendly.
9. London is a city (that / who) has been an ideal location for many financial corporations.
10. We need to understand (that / what) our customers want.

Practice Test

Part 5 Incomplete Sentences

Questions 1-10 Choose the word that best completes each sentence.

1. Hotel guests _____ request late check-out service should call the front desk.
(A) who (B) whose (C) when (D) what
2. Attached please find a draft agenda for the shareholder meeting _____ you requested.
(A) then (B) that (C) what (D) when
3. We sincerely show our thanks to Dr. Clarkson, _____ has put considerable effort into improving the design.
(A) anyone (B) whose (C) who (D) whichever
4. Employees _____ wish to attend the event should request leave using normal leave procedure.
(A) when (B) what (C) whom (D) who
5. Venus Delivery will be adopting the network connection technology, _____ will improve internal office communication.
(A) which (B) that (C) when (D) what
6. The executive wants a report _____ explains the purchasing patterns of consumers in their 30s.
(A) who (B) whose (C) that (D) what
7. To remain competitive, we must know exactly _____ other companies are trying to achieve.
(A) that (B) what (C) how (D) whether
8. Kart Motors has recently built a factory in Arizona, _____ will become operational next week.
(A) who (B) what (C) where (D) which
9. Orientation sessions for new students will be held _____ the next few weeks.
(A) across (B) between (C) throughout (D) among
10. The recent booklet contains information that is accurate and to the _____.
(A) point (B) grade (C) feet (D) spot

Part 6 Text Completion

Questions 1-3 refer to the following news article.

Increasing Fuel Prices Are Everybody's Concern

The price of gasoline has been on the rise for the last few months, and there is no sign of end to this fuel increase, experts report. The _____ rises are prompting worries from local retailers,

1. (A) latest
(B) immediate
(C) shortest
(D) original

not to mention customers.

According to Dr. Griff Campbell, a professor at McCall University and a prominent economy specialist, _____ gasoline prices are attributable to higher crude oil prices. He also adds

2. (A) rose
(B) rises
(C) rising
(D) risen

that higher fuel prices can lead to undesirable effects on the national economy and might cause inflation. This phenomenon is expected to continue during the end of 2008.

Although the impact on the general public seems less severe, the _____ on businesses in

3. (A) effecting
(B) effected
(C) effective
(D) effect

shipping and public transport will be evident.

"This, in turn, will eventually force those business owners to charge their customers higher fees if they want to make profits and maintain their businesses," said Dr. Campbell.

Part 7 Reading Comprehension

Questions 1-5 refer to the following letter and e-mail.

Edwards Supplies

3616 South I-10 Service Road West
Metairie, LA 70001
(504) 522-1955

April 8, 2008

Mr. Gerald Broeker
8508 Line Avenue
Shreveport, LA 71106

Our ref: Account #2008176

Dear Mr. Broeker:

It has come to my attention that you have an outstanding balance for an order made back in October 2007. Your October invoice was \$525.00, and you do not seem to have paid it at any time. According to our records, our accounting staff sent you a bill on February 10, but we have not heard from you yet.

If this payment has already been taken care of, please disregard this notice. In the case that you have failed to pay this invoice for any reason, please remit the outstanding amount in full by April 25, 2008, at the latest. Based on our contract, a 5% late fee will be charged as interest after the due date.

For any questions or concerns, contact me immediately by telephone at (504) 522-1955 or by e-mail at customer@edwardssupplies.com. Please make sure to include the account number (#2008176) and my name in all correspondence since I am in charge of your account.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Julie Bosma

Julie Bosma
Accountant

Subject Outstanding invoice (#2008176)

Date April 15, 2008

From geraldb@gmail.com

To customer@edwardssupplies.com

Dear Sir or Madam,

I recently received a letter from Edwards Supplies stating that my invoice (account # 2008176) is currently overdue. The reason I did not remit this payment is that I have not yet received a written statement regarding the outstanding amount.

I assume that the statement might have been mailed to my previous address in California since I recently relocated to my current address in Louisiana.

Please verify my current address in your account records. Also, if you fax me a copy of the bill at 504-882-1352, I will confirm the charges and send you a check as soon as possible.

If you have any concerns or questions, please let me know.

Thank you,

Gerald Broeker

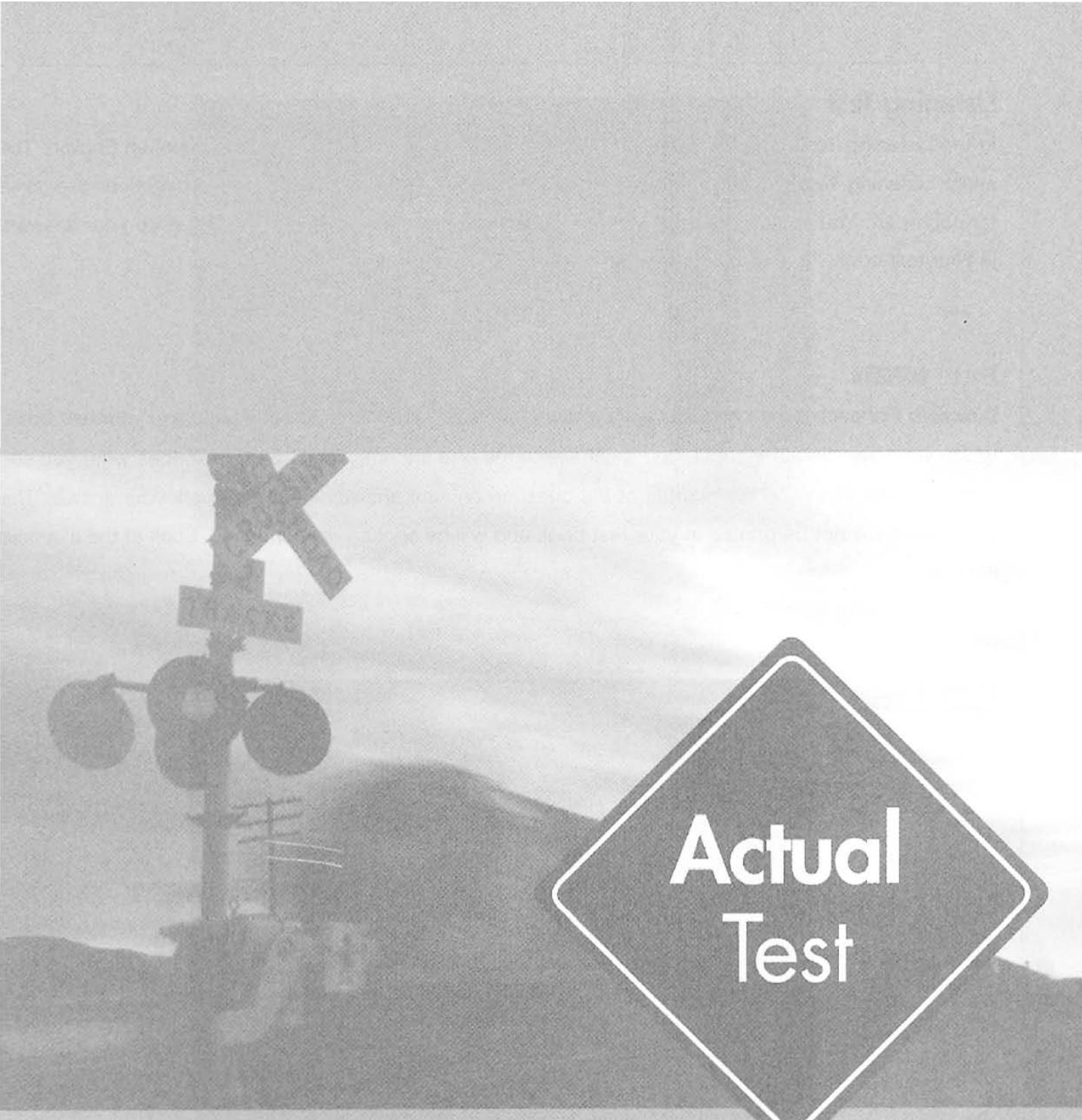
1. What is the purpose of Ms. Bosma's letter?
(A) To confirm a payment record
(C) To explain a policy on interest
(B) To apologize for errors in a bill
(D) To request an overdue payment

2. What does Mr. Broeker request in the e-mail?
(A) To remit the late payment
(C) To send a faxed statement of his charge
(B) To relocate him to Louisiana
(D) To confirm the overdue charges

3. What is mentioned about Mr. Broeker?
(A) He has already remitted the payment.
(B) He has recently moved to a new place.
(C) He must pay late fees immediately.
(D) He now lives in California.

4. What requested information did Mr. Broeker fail to include in his e-mail?
(A) His fax number
(B) His account number
(C) The reason his payment is late
(D) The name of his account representative

5. In the e-mail, the word "verify" in paragraph 3, line 1 is closest in meaning to
(A) confirm
(C) request
(B) specify
(D) present



A black and white photograph of a weather vane with a compass rose and a wind gauge, mounted on a tall pole, set against a backdrop of rolling hills under a cloudy sky.

**Actual
Test**

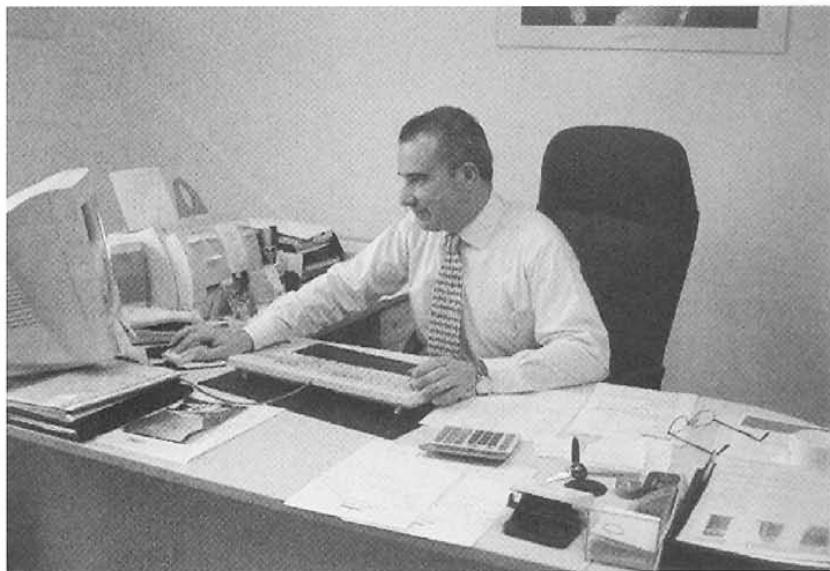
Listening Test

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 1 145.mp3

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. Look at the example item below.

Example



Statement (B), "The man is working at the desk." is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

1.



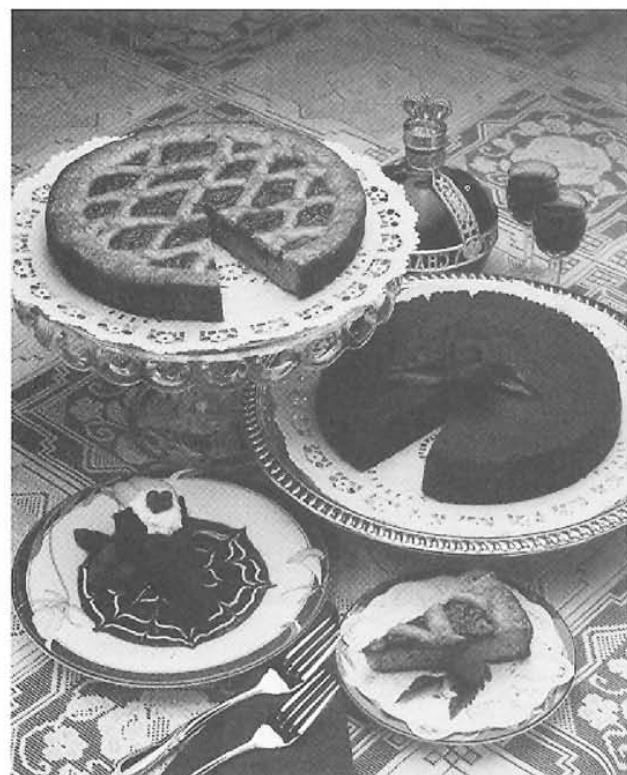
2.



3.



4.



5.



6.



7.



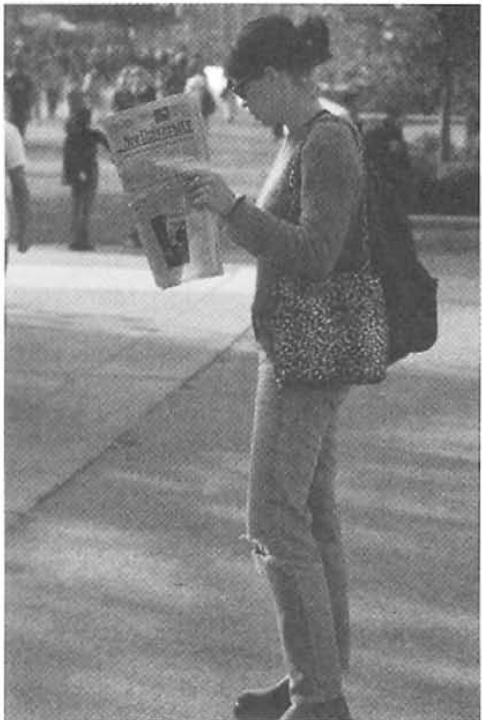
8.



9.



10.



Part 2 146.mp3

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.

Example

- You will hear Where is the meeting room?
You will also hear (A) To meet the new director.
 (B) It's the first room on the right.
 (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
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27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.
32. Mark your answer on your answer sheet.
33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

Part 3 147.mp3

Directions You will hear some conversations between two 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.

41. Where is the conversation taking place?
(A) In a travel agency
(B) In an airport
(C) In a post office
(D) In a convenience store
42. What is the woman doing?
(A) Sending a package
(B) Picking up an airline ticket
(C) Getting a physical checkup
(D) Buying some groceries
43. Where will the woman most likely go next?
(A) To the airport
(B) To the post office
(C) To a travel agency
(D) To a market
44. Where does Peter work?
(A) In the Personnel Department
(B) In the Sales Department
(C) In the Advertising Department
(D) In the Marketing Department
45. Who is the man going to see?
(A) Mr. Wong
(B) Jane Sanders
(C) Tim Gomez
(D) The general manager
46. Where are they?
(A) In the Sales Department
(B) In the hallway
(C) In Mr. Wong's office
(D) In the Personnel Department

47. What is the man going to do?
(A) Take some money out of the bank
(B) Put some gas in his car
(C) Go meet someone
(D) Drive the woman to work
48. What does the woman mention about the bank?
(A) It is closed.
(B) It is far.
(C) It is small.
(D) It is new.
49. How will the man most likely get to the bank?
(A) On foot
(B) By car
(C) By subway
(D) By bus
-
50. What did the man originally plan to do tomorrow?
(A) Attend a seminar
(B) Deliver a product
(C) Buy a new car
(D) Go to the post office
51. What does Ms. Wilson request the man do tomorrow?
(A) Drive her to the head office
(B) Help her with the seminar preparations
(C) Give her a hand with some work
(D) Hand in the price quotes
52. When will the man attend the seminar?
(A) Today
(B) Tomorrow
(C) Next week
(D) Next month
53. What did the woman ask the man to do?
(A) Get some medication
(B) Drive her to the mall
(C) Wait in the waiting room
(D) Pick up her car
54. What does Peter say about the pharmacy?
(A) It is a bit too far.
(B) It is very busy.
(C) It only carries over-the-counter drugs.
(D) It is next to the supermarket.
55. What will the man most likely do the next time?
(A) Go to the supermarket
(B) Leave a bit earlier
(C) Take his time
(D) Walk a bit faster
-
56. What happened to the woman's car?
(A) It is at home.
(B) It is being repaired.
(C) It is parked at the company.
(D) It is being used by a friend.
57. How will Jane come to work from now on?
(A) By car
(B) By subway
(C) On foot
(D) By taxi
58. According to the man, what is expensive these days?
(A) Gasoline
(B) Food
(C) Cars
(D) Subway fare

59. What are they talking about?
(A) The weekend weather
(B) Their company event
(C) One of the staff members
(D) Their upcoming camping trip
60. What does the man suggest they do?
(A) Cancel the picnic
(B) Move to another location
(C) Prepare a shelter
(D) Buy some tents
61. What will the man do next?
(A) Call all the employees
(B) Set up the tents
(C) Go to the picnic
(D) Check out the storage room
-
62. How will the man get to Mr. Lee's get-together?
(A) He is going to drive his car.
(B) He will get a lift from a co-worker.
(C) He will walk there.
(D) He is going to ride his bicycle.
63. Where does the woman have to go first?
(A) Head office
(B) A gift shop
(C) A repair shop
(D) A post office
64. Where will they meet?
(A) Downtown
(B) At the party
(C) In Mary's office
(D) At a bus stop
65. What is the man planning to do this evening?
(A) Attend a concert
(B) Buy a new door
(C) Watch a movie
(D) Work overtime
66. How can the tickets be purchased?
(A) By calling the ticket agent
(B) By reserving them a week in advance
(C) By showing up at the park
(D) By paying for them with a credit card
67. What does the woman suggest the man do?
(A) Get to the park early
(B) Take Mr. Lee with him
(C) Go another day
(D) Buy the tickets in advance
-
68. What did Jack tell the man?
(A) The party has been canceled.
(B) There is a dress code.
(C) The shopping mall is having a sale.
(D) The banquet will start in 20 minutes.
69. What do the man and the woman have in common?
(A) They will both receive an award this evening.
(B) They both are not sure where the event will take place.
(C) They both do not want to go but have to.
(D) They both do not have anything to wear to the event.
70. What will the woman do next?
(A) Buy some clothes
(B) Go to the party
(C) Pick up some presents
(D) Finish her work

Part 4 148.mp3

Directions You will hear some short talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each short 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.

71. What is the talk mainly about?
(A) The launch of their new product
(B) Their sales record from last year
(C) Making more profits this year
(D) Getting rid of the inactive accounts
72. What will the speaker take care of?
(A) Getting more business
(B) Getting more phones hooked up
(C) Scheduling meeting with the clients
(D) Talking to the board members
73. How are they going to achieve their goal?
(A) By getting extra phones in the office
(B) By employing more workers
(C) By going out to meet their clients
(D) By appointing a new board of directors
74. Where can this announcement be heard?
(A) On the Golden Gate Bridge
(B) At a restaurant
(C) On a ship
(D) At Fisherman's Wharf
75. What will the listeners do at Fisherman's Wharf?
(A) Some sightseeing
(B) Board the ship
(C) Visit Alcatraz
(D) Get something to eat
76. When will the tour end?
(A) At 4:00 p.m.
(B) At 4:30 p.m.
(C) At 5:00 p.m.
(D) At 5:30 p.m.

77. What is the main purpose of the talk?
(A) To inform the visitors about the factory's operations
(B) To provide information about the company's product to the customers
(C) To ensure the quality of the products to the buyers
(D) To show the employees how to work the machines in the factory
78. Who is listening to the talk?
(A) Factory workers
(B) Customers
(C) Buyers
(D) Lab technicians
79. What will they see next?
(A) The factory floor
(B) The assembly line
(C) The warehouse
(D) The laboratory
-
80. What event is being planned?
(A) The company's move
(B) An anniversary celebration
(C) A birthday party for a manager
(D) The promotion of one of the staff members
81. When should a helper show up?
(A) At 4 o'clock
(B) At 5 o'clock
(C) At 6 o'clock
(D) At 7 o'clock
82. What does the speaker ask the managers to do?
(A) Bring the guest list to him
(B) Recruit more helpers
(C) Help out with the preparations
(D) Show up to the party early
83. Who is most likely giving the talk?
(A) A museum director
(B) A tour guide
(C) A waiter
(D) A fisherman
84. Where is the talk taking place?
(A) In a restaurant
(B) On the boardwalk
(C) At the museum entrance
(D) In a bus
85. What is mentioned about the museum?
(A) It is a famous place.
(B) It has been recently built.
(C) It has been visited by many tourists.
(D) It is only open on weekends.
-
86. Where does this talk take place?
(A) At a car race
(B) At a sporting event
(C) At an auto show
(D) At an electronics shop
87. How often does the event take place?
(A) Once a month
(B) Once every six months
(C) Once a year
(D) Only every two months
88. What does the speaker mention about the vehicle?
(A) It is fuel efficient.
(B) It is sold only in North America.
(C) It is the fastest car in the market.
(D) It does not use gas to operate.

89. What is the report mainly about?
(A) A new kind of computer
(B) A new plant
(C) A new city mayor
(D) The unemployment rate
90. Who is Mr. Watkins?
(A) A news reporter
(B) A public servant
(C) A representative of Macrotech
(D) A business tycoon
91. How long will the construction take?
(A) One month
(B) Six months
(C) Twelve months
(D) Twenty-four months
-
92. What is the speaker talking about?
(A) The food selection for lunch
(B) The result of a recent study
(C) The conference schedule
(D) The winner of this year's award
93. Who is the speaker most likely addressing?
(A) Medical doctors
(B) Educators
(C) Students
(D) Hotel employees
94. When will they have some drinks?
(A) At 10 a.m.
(B) At 12 p.m.
(C) At 1 p.m.
(D) At 3 p.m.
95. How will the company vehicles be used?
(A) To make deliveries
(B) To entertain clients
(C) To visit customers
(D) To drive the president around
96. How can the sales staff reserve the vehicle?
(A) By talking to the receptionist
(B) By asking the speaker
(C) By filling out a request form
(D) By calling a rental company
97. Where can the key be picked up?
(A) At the security office
(B) At the rental car company
(C) At the reception desk
(D) At the speaker's office
-
98. In which department does Mr. Miller work?
(A) The Operations Department
(B) The Human Resources Department
(C) The Accounting Department
(D) The Administration Department
99. Why is Steven calling?
(A) To apply for an open position
(B) To set up a training session
(C) To schedule a meeting
(D) To seek service for his computer
100. How will Ms. Chow contact Steven?
(A) By phone
(B) By fax
(C) In person
(D) By email

NO TEST MATERIAL ON THIS PAGE

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.

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. Last year's job fair in London was a remarkable -----, drawing over 200,000 participants worldwide.
(A) success
(B) successes
(C) succeed
(D) succeeding
102. Neither the president ----- the sales manager spoke directly about the recent layoffs.
(A) or
(B) nor
(C) yet
(D) but
103. Guests can experience excellent ----- service at our newly opened Italian restaurant.
(A) dine
(B) dines
(C) dining
(D) dined
104. Adrienne recently launched an online store to sell ----- specially handcrafted jewelry.
(A) herself
(B) her
(C) she
(D) hers
105. Surprisingly, this year's job ----- for marketing positions seem both knowledgeable and experienced in their field.
(A) occupations
(B) offers
(C) accounts
(D) applicants
106. Anyone who needs to take more than three days off is ----- to discuss it with the Human Resources head.
(A) require
(B) requires
(C) requiring
(D) required

107. To remain competitive in today's business, executives should possess expertise, experience, ----- insights into the global market.
- (A) and
(B) because
(C) after
(D) as
108. It seems that newspapers do not always convey accurate ----- of their articles' authors.
- (A) viewers
(B) view
(C) viewable
(D) views
109. Detailed instructions regarding how to install the gadget are enclosed ----- the product.
- (A) with
(B) along
(C) from
(D) until
110. The manufacturer is now ----- relocating to a suburban area due to increasing maintenance costs.
- (A) consider
(B) considers
(C) considering
(D) considered
111. As the CEO is scheduled to arrive at 4 P.M., the meeting agenda must be finalized ----- she comes.
- (A) since
(B) before
(C) though
(D) afterward
112. Al's Restaurant can ----- accommodate conferences and groups up to 130 guests in a private setting.
- (A) deeply
(B) easily
(C) softly
(D) slowly
113. Employees should behave in a ----- manner and not do anything likely to cause offence or dispute when meeting with clients.
- (A) dignify
(B) dignified
(C) dignifies
(D) dignity
114. Please make sure to have the final contract ----- by both the company and the lawyer.
- (A) been signed
(B) sign
(C) signed
(D) are signing
115. Professor Ramirez made an insightful ----- about school violence and its effect on education.
- (A) administration
(B) arrangement
(C) presentation
(D) profession
116. After the morning session, the seminar will be ----- by a lunch held at a nearby hotel.
- (A) advanced
(B) delayed
(C) proceeded
(D) followed
117. Due to the ----- complaints we have had over the past few months, we have decided to dismiss some of the customer service representatives.
- (A) supportive
(B) spoiled
(C) voluntary
(D) numerous
118. In case you experience any mechanical problems, please do not hesitate to contact the ----- at the number stated on the box.
- (A) manufactured
(B) manufacturer
(C) manufacturing
(D) manufacture

119. Candidates have been ----- to report their decisions about the job offers to the personnel manager by next Friday.
(A) instructed
(B) agreed
(C) demanded
(D) intended
120. The new ventilation system is expected to provide a better job of ----- fresh air to get into the whole building.
(A) allowing
(B) allow
(C) allowance
(D) allowable
121. The retirement ceremony will start at 10 A.M. and is expected to end ----- 1 P.M. at the latest.
(A) on
(B) by
(C) in
(D) of
122. School will be closed ----- the remainder of the week.
(A) for
(B) at
(C) than
(D) which
123. Our recent publication ----- information and education about herbal gardening and crafting with natural materials.
(A) observes
(B) arrives
(C) contains
(D) believes
124. For employees ----- stay with GSI for several months or years, their salaries will be transferred to a bank account they provide.
(A) who
(B) whose
(C) when
(D) what
125. If the fire alarm -----, please proceed to the nearest exit so you can avoid possible accidents.
(A) ringing
(B) be rung
(C) to ring
(D) rings
126. The Grand Oriental Hotel is conveniently located ----- an hour's drive of the downtown Chicago area.
(A) within
(B) onto
(C) so that
(D) on
127. We regret to inform you that although your application is -----, you definitely lack experience in domestic finance.
(A) impress
(B) impressed
(C) impressive
(D) impressively
128. From looking at the ----- on Hisaki Sugoiga's résumé, we assume that he will be an asset to our marketing team.
(A) accomplished
(B) accomplishes
(C) accomplishments
(D) accomplishing
129. These online sales and special ----- on books and CDs are offered only for a limited time and are only available at Biblio.com.
(A) deliveries
(B) restraints
(C) discounts
(D) returns
130. If you have multiple monitors connected to your computer, you may be able to use the mouse ----- with the primary monitor.
(A) doubly
(B) nearly
(C) only
(D) as

131. ----- you have become a full-time employee at Novell Tech., we would like to welcome and congratulate you on your accomplishment.
- (A) Regarding
(B) Usually
(C) Instead of
(D) Now that
132. Analysis of the commercial building sector in Canada has been ----- enhanced with the release of the Natural Resources Survey.
- (A) greater
(B) great
(C) greatly
(D) greatness
133. You are eligible either for a 15% discount off any ----- price or for a 5% discount off any promotional price.
- (A) numerous
(B) duplicate
(C) standard
(D) divided
134. Please take a moment to review the provided materials to find out how ----- you share information.
- (A) effect
(B) effective
(C) effectively
(D) effectiveness
135. Hard copies of the revised company handbook are now available for ----- at the Office of Documents in Suite 310.
- (A) distribute
(B) distributor
(C) distributed
(D) distribution
136. ----- you are planning to purchase a home, make sure to consult with a knowledgeable real estate expert.
- (A) That
(B) So
(C) If
(D) Due to
137. Mr. Helms had been involved with the project since 1954 and had ----- approved the expansion of the project.
- (A) relevantly
(B) realistically
(C) prosperously
(D) personally
138. Newcomers must ----- two basic computer sessions before they move on to an intermediate course.
- (A) present
(B) make
(C) complete
(D) retire
139. Internet sites on this webpage provide links of a general nature to a collection of studies for quick -----.
- (A) procedure
(B) reference
(C) subject
(D) indication
140. As educators, we are continually designing ----- methods and procedures to enhance learning.
- (A) obtained
(B) additional
(C) decided
(D) approximate

Part 6

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.

Questions 141-143 refer to the following article.

May 5 Shanghai – The Peking Dance Society made public last week that it will hold its biannual modern dance festival at Shanghai's prestigious Heritage Performance Center from June 5 until the end of the month. This announcement _____ by Mr. Ming Chun Ru, the president

141. (A) made
(B) will be made
(C) was made
(D) had made

of the Peking Dance Society.

This year's performance will feature a solo dance performance by Ms. Xiaojian Hwang, _____ recently returned from the U.S. after a series of nationwide performances.

142. (A) who
(B) whom
(C) which
(D) whose

Tickets will be on sale starting May 15 at www.shanghaiperformance.org. Advance ticket purchasing is _____ as many of Ms. Hwang's fans have been waiting for this

143. (A) advice
(B) advise
(C) advising
(D) advised

opportunity for almost two years.

Questions 144-146 refer to the following e-mail.

Dear Michelle Zhen,

As per our conversation, I have enclosed the registration materials you need to secure your seat in this class. As you know, registration closes once the class is full, and seats are confirmed on a first-come, first-served basis.

Please fax the "Training Agreement" page with your signature and payment information at your earliest convenience so I can hold your spot for this training.

144. (A) purpose
(B) influence
(C) decision
(D) convenience

, you can sign up online with a credit card (the link is available directly in the electronic proposal), or you can call me as well.

I'm looking forward to _____ with you.

146. (A) work
(B) worked
(C) working
(D) have worked

Thank you,

Damian Laljie
Educational Consultant
NetCom Information Technology
Phone: 646-747-5681
Fax: 212-947-5462
Hours: 9 a.m. - 9 p.m., 7 days a week
"The Technical Training Leader"

Questions 147-149 refer to the following letter.

Hyanyu Lao
1230 Amsterdam Avenue #312
New York, NY 10027

Dear Ms. Lao,

Greetings from the PSDNC (Professional Studies Department at Newark College). Recently you requested some information about our programs in Information Technology.

We are _____ you to inform you that you can now register for the Spring 2008 semester.

147. (A) contacting
(B) speaking
(C) requiring
(D) attributing

If you have questions and would like to speak with an education advisor, you can reach one _____ our extended hours of operation from Monday through Thursday from 9 AM to 7

148. (A) while
(B) among
(C) when
(D) during

PM and on Fridays from 9 AM to 5 PM by calling 212-998-7171. You can also visit our office at 145 Fourth Ave. Advisors will be _____ during these hours until February 14.

149. (A) remarkable
(B) impossible
(C) available
(D) conceivable

Thank you for your interest in the Professional Studies at Newark College.

Sincerely yours,

Kathy Cheung

Kathy Cheung
Assistant Manager
PSDNC, Newark

Questions 150-152 refer to the following memorandum.

MEMORANDUM

TO: All Staff
FROM: Helen Houghton, HR Manager
DATE: December 15, 2007
SUBJECT: Christmas Party

Here comes Christmas season again! As you all might understand, it is one of our busiest times of the year. This year, because we launched our new Christmas gift items, things have become much more different than ever before.

Therefore, I am announcing that this year's staff Christmas party has been rescheduled to the second weekend of December. It was extremely difficult for _____ and the HR staff

150. (A) manage
(B) manager
(C) managing
(D) management

to find a time that could accommodate most of our employees and we have finally decided on the second weekend.

The following are the details of this year's Christmas party.

- Date & Time: 2nd Friday of December, 3 p.m.
- Dress code: Business casual
- Food: Mexican
- Special performance: Bravura Band

I sincerely _____ for any inconveniences this might cause you. However, I am hoping

151. (A) apologize
(B) recommend
(C) alleviate
(D) deteriorate

that every member of our staff will be able to make it. Also, anyone wishing to volunteer to assist with the party is _____ to contact Lui, this year's party planner. Lui's phone

152. (A) encourage
(B) encouraging
(C) encouraged
(D) encouragement

number is 307-2363.

Thank you.
Helen Houghton

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 153-154 refer to the following notice.

Latino History Month Poetry and Music

Time: 3:00-4:00 PM, Saturday May 3, 2008

Location: Highland Park Arts House located in mid-park on 65th Street

Share the Latino-American experience with renowned poet German Roberto in Highland Park. This special event has been prepared to bring insights into Latino literary works. Not only can you enjoy popular modern poetry reading, but you can also interact with Mr. Roberto and the other participants in the event.

Also, get ready for an exciting guitar performance by a live band and the following sing-a-long session. This is a part of the Highland Park's Latino History Month programs. Admission's free. All ages are accepted. Free tickets are available at the Arts House, which is located in mid-park on 65th Street, starting at 2:00 PM on May 3. For more information, call 917-466-2767.

153. What is the notice mainly about?

- (A) To celebrate a Latino-American holiday
- (B) To encourage families to attend a special event
- (C) To sell poetry books and tickets for guitar performances
- (D) To promote German Roberto's musical event

154. What is true about the performance?

- (A) There is an entrance fee.
- (B) Advance enrollment is required.
- (C) Children under 6 are not allowed to participate.
- (D) Additional details are available with a phone call.

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

The screenshot shows an email window with the following details:

From: Poturalic, Nerina [mailto:Nerina.Poturalic@Cartus.com]
Sent: Thu 1/24/2008 4:31 PM
To: Our mailing list
Subject: Speech Modification Private Tutoring

Cartus, a leading provider of speech training, is urgently seeking a speech trainer to assist one of our customers who has recently moved to Manhattan.

As a Cartus speech trainer, you should have at least two years' experience teaching private students. An advanced degree in Applied Linguistics, MA TESOL, or a related field is preferred.

If hired, you will work as an independent contractor on an as-needed basis and according to your availability. There is no minimum number of hours you must work, but we expect our trainers to work with the customer to accommodate his/her needs, both linguistically and logically. You will be paid an hourly rate of \$40-45 for teaching as well as be provided reimbursement for transportation and materials.

We are willing to negotiate a schedule according to your availability. Please send a cover letter, résumé, and your preferred work schedule to the e-mail address provided. Only successful candidates will be contacted.

Thank you.

Nerina Poturalic
Language Projects Intern
CARTUS
20 N. Wacker Drive, Chicago, IL 60606
312-251-9000

155. What kind of job is offered in the advertisement?

- (A) A speech writer
- (B) A moving expert
- (C) A language trainer
- (D) A school teacher

156. What is NOT stated about the work if one is hired?

- (A) The person may change his or her work schedule.
- (B) The person is expected to meet the customer's needs.
- (C) The person needs to work a minimum of 4-5 hours a day.
- (D) The person will work individually based on his or her availability.

157. What does the compensation NOT include?

- (A) Accommodations
- (B) Free transportation
- (C) Teaching materials
- (D) Hourly rates

Questions 158-159 refer to the following notice.

Knitting Class Series: Spring 2008

Instructor: Bobbie Purnell

First Session: February 11, 25, March 3, 10 12-2 PM

Second Session: March 17, 24, April 7, 14 12-2 PM

Room: To be determined

This is a wonderful opportunity for beginners to learn about the art of knitting and for experienced knitters to perfect their skills. Experienced and advanced-level knitters are also welcome.

Fee: \$15 for knitting materials. Fee will be waived if you bring your own materials. (Cash only)

Capacity: 15 beginner-level students and up to 5 advanced-level students

Register: Please contact Bianca Mona, New Haven Diversity & Community Center at ws_div-comm@knitting.com or stop by 128 Zankel Building.

158. What has NOT been decided yet?

- (A) The trainer of the class
- (B) The number of classes
- (C) The place of the class
- (D) The payment method

159. What should one do to enroll in the program?

- (A) Contact the instructor
- (B) Make a phone call
- (C) Visit the center in person
- (D) Attend the class on the first day

Questions 160-162 refer to the following letter.

Ms. Carol Lambert
Coby Electronics
P.O. Box 2
Framingham, MA 01702

October 27, 2007

Dear Ms. Lambert,

On October 10, 2007, I purchased a Coby 135 MP3 player from your Helena, Montana dealership. After only two weeks of use, the device started to show significant problems with downloading music from the Internet. I made a complaint to the branch manager, but he told me to contact the manufacturer instead.

According to my product warranty, however, the seller is fully responsible for any defects up to 60 days after the purchase of the item. It also states that a customer is eligible for a full refund or replacement with a new product in such a case. As I purchased the product at a Coby's branch, my contract was made with Coby Electronics, not with the manufacturer.

On top of that, since the Helena branch manager was inappropriately impolite in dealing with my issues, I have no intention to get a replacement. Therefore, I am requesting a full refund of the purchase immediately. Additionally, please confirm that you have received this letter as soon as possible.

Yours faithfully,

Mike Hermanson

160. What is the primary purpose of the letter?

- (A) To request some repairs
- (B) To renew a contract
- (C) To ask for a refund
- (D) To request a replacement

161. Where does Mike Hermanson insist he get a refund from?

- (A) Coby Electronics
- (B) The shop manager
- (C) Coby's Helena branch
- (D) The manufacturer

162. According to the letter, where does Carol Lambert probably work?

- (A) At Coby's Helena, Montana branch
- (B) At the manufacturer of Coby products
- (C) At a department store in Montana
- (D) At the main office of Coby Electronics

Questions 163-166 refer to the following notice.

Dear Museum Colleagues;

To celebrate Colorado Museum Month, we are devoting ourselves to promoting the unique services and programs that we provide for our communities and their residents in Colorado.

The primary goal of this year's Colorado Museum Month is to raise public awareness of museums' roles to a community. We are seeking support especially from the media, and even from politicians in the state. Our museums, located throughout Colorado, attract an increasing number of visitors from all around the country each year by constantly paying attention to high-quality artistic works. In addition, we make available learning experiences for people all ages.

In order to make this special event more effective, we ask for your support and participation. Please take the following two steps that will help bring favorable publicity to our communities in Colorado:

- Invite more than one Colorado state official to your institution and ask for each person's opinion about how to better meet the needs of museum visitors.
- Write a letter to a newspaper, television station, or a radio station in your community to promote your institution.

Ready-made templates are also available on the Web. Please participate and make Colorado a more culturally rich place. With your support, we can make a difference.

Sincerely,

Nancy Rumbolt-Trzcinski

Director
California Museum Association

163. What is the main purpose of the notice?

- (A) To request donations
- (B) To ask for assistance
- (C) To announce a media release
- (D) To communicate with legislators

164. What is the primary focus of Colorado Museum Month?

- (A) To attract more visitors from all over the country
- (B) To assist in collecting fund from Colorado residents
- (C) To save time creating templates and resources
- (D) To spread the value and importance of Colorado's museums

165. For whom is this notice most likely intended?

- (A) State politicians
- (B) Museum visitors
- (C) Museums in Colorado
- (D) Newspaper editors

166. How many steps are suggested as a way to make the event successful?

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

Questions 167-169 refer to the following invitation.

Party All, Inc.

7932 New LaGrange Road

Louisville, KY 40222

Tel: 502-527-7706

March 10, 2008

Dear Valued Customer:

As a token of our appreciation for being a dedicated customer of Party All, Inc., we would like to invite you to our Preferred Customer Spring Extravaganza this coming Sunday.

Sunday's sales event is by invitation only. All of our stock, including pajamas and bedding, will be marked down 50-70%.* Doors open at 10:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon. In addition, please accept the enclosed \$20 gift certificate to use with your purchase of \$80 or more.

We look forward to seeing you at Party All on Sunday. Please bring this invitation with you and present it at the door.

Sincerely,

Monika Waring

Monika Waring

Store Manager

*All sales are final. No exchanges.

Enclosure: Gift Certificate #2008-1022 (not redeemable for cash)

167. What kind of business is Party All, Inc.?
- (A) A party planner
 - (B) A coffee shop
 - (C) A bedding store
 - (D) A donut store
168. What is NOT mentioned about the event?
- (A) People without the invitation may come.
 - (B) It will start at 10 on Sunday morning.
 - (C) There will be free coffee and snacks.
 - (D) Products are discounted up to 70%.
169. How much should a customer spend to receive an additional discount with the gift certificate?
- (A) \$20
 - (B) \$50
 - (C) \$70
 - (D) \$80

Questions 170-174 refer to the following advertisement.

You are cordially invited to join an Ankel Job Fair!

Familiarize yourself with Ankel Technology Development (ATD) by attending the upcoming job fair being held from February 10 to April 2, 2008, at Grand Central Suite, 3012 West Ave., San Francisco. Talk with Miguel Gonzalez, a senior programmer, concerning your future career.

Headquartered in Brazil in South America, ATD was established by Ankel USA in conjunction with Brazil's local government in 2006. This was mainly motivated by the region's emerging market opportunities in the fields of information technology and software development.

In recognition of ATD's significant growth last year, we are currently seeking full-time employees for our Brazil headquarters in Itatim, BA.

Candidates should possess a Master's or a higher degree with a specialization in Information Technology, Computer Science, or Computer Programming. English is the working language, but speaking Portuguese is a plus. Brazilian nationals are preferred, but any applicant who meets the academic qualifications is welcome.

If you are interested in applying, you can submit your résumé either electronically at www.ankeljobfair.com or in person at the upcoming Ankel Job Fair.

We are looking forward to having many enthusiastic participants.

Regards,

Miguel Cilia

Ankel Corporation

170. Where will the job fair be held?

- (A) South America
- (B) Brazil
- (C) Itatim, BA
- (D) San Francisco

171. In which field is Ankel Technology Development offering jobs?

- (A) Sales
- (B) Recruiting
- (C) Computers
- (D) Architecture

172. The word “emerging” in paragraph 2, line 2 is closest in meaning to

- (A) reliable
- (B) promising
- (C) declining
- (D) accessible

173. What is a requirement for this job?

- (A) A Master's degree
- (B) Brazilian citizenship
- (C) An aggressive personality
- (D) Knowledge about South America

174. How may one apply for the position?

- (A) By mail
- (B) By fax
- (C) Online
- (D) On the phone

Questions 175-177 refer to the following news article.

Hays Marketing, Inc. Merging with Marketing Experts, Inc.

Hays Marketing, Inc. announced last week that its expertise in marketing data processing will be merged with marketing publications created by Marketing Experts, Inc. The two companies are among the most prosperous marketing research firms nationwide.

Dr. Ethan McCaskey, vice president of Hays Marketing, states that the two firms will function independently but will be able to offer marketing professionals useful research data and practical training. He also adds that the merger will enable them to take advantage of the best employees from both companies.

For the last few years, the two research firms have been separately devising innovative methods to enhance their services. Now that they share the same objective — to discover what works in marketing — they are hoping better to serve their clientele with the merger.

175. According to the article, why has Hays Marketing merged with Marketing Experts?

- (A) It will be able to provide better service to its customers.
- (B) Both companies have recently experienced lower sales.
- (C) Hays Marketing hopes to create some marketing publications.
- (D) The merger will result in more subscribers worldwide.

176. What is true about Marketing Experts?

- (A) It conducts real-time marketing experiments.
- (B) It publishes studies and data in marketing.
- (C) It has recently separated from a research firm.
- (D) It has a different objective than Hays Marketing.

177. According to the vice president of Hays Marketing, what will the acquisition result in?

- (A) It will increase the number of subscribers up to 300,000.
- (B) It will provide data analysts with professional jobs.
- (C) It will establish another professional research company.
- (D) It will offer professionals useful data and training.

Questions 178-180 refer to the following on-line advertisement.

Offering you the best in real estate services

Thanks for visiting our website. Whether you are a buyer or a seller, you can take advantage of our comprehensive resources that will fulfill your real estate requirements. Our services include transaction tips, relocation assistance, and mortgage information. In a world of technology and the Internet, you can often get lost in an excessive amount of online resources, so you will need personalized help from our experts. Furthermore, effective communication is the key to our success in working with our valued customers.

We provide all the information and services you need for your real estate transactions. We help you find the right apartment in the right community. We get you information on facilities and schools in the neighborhood of your choice. We even provide you with such small details as restaurants and grocers.

The only concern we have is to make your buying and selling process a pleasant experience. Please click our "Buying-Selling Guide" section for more specific information.

178. For whom is the advertisement most likely intended?
 - (A) Expert movers
 - (B) Website managers
 - (C) Service attendants
 - (D) Prospective home owners

179. What does the company NOT provide?
 - (A) Assistance in moving
 - (B) Information on bank loans
 - (C) Advice on home transactions
 - (D) Help on renovation processes

180. What should one do to get details about the communities?
 - (A) Access a specific link
 - (B) Visit the real estate agency
 - (C) Find some advanced technology
 - (D) Search for other websites

Questions 181-185 refer to the following e-mail and advertisement.

To: Edmont Apartments <rent@edmontapartments.com>
From: Jean Chase <jean_chase@mail.com>
Date: April 26, 2007
Re: Apartment Rent

To Edmont Apartments,

I will be relocating to the Edmonton area in Canada in July, and am now looking for a studio or one-bedroom apartment. I will be working at Sun Engineering in the Edmonton downtown area and wish to get an apartment nearby. As I will not have a car and will rely on public transportation, I am interested in what is available in the vicinity. Could you please reply to me with the appropriate information?

I am planning a visit to Edmonton in May and would like to schedule an appointment for viewing some places. Please send me the relevant information via e-mail or fax at 208-447-3056.

Sincerely,

Jean

Edmont Apartments enables landlords to improve the exposure of their vacant Edmonton apartments, villas, condominiums, and houses for rent. Information on apartments and homes for rent in Edmonton is uploaded with comprehensive details of Edmonton rental properties as well as its neighboring areas.

Alberta Villas

Studios, 1-bedroom and 2-bedroom suites available immediately. Rents start at \$550 in a great central location from where you can walk to Great Miles. Direct bus services to the University of Alberta. Close to shopping and restaurants.

Glenwood Court

Recently renovated studio. Perfect for those who need to stay close to Edmonton's downtown area. Looking for a nice home on a budget? Then, this is for you! Rent is \$650 a month.

Grand Washington

Sparkling clean two-bedroom condominium. Close to bus stops! Near all amenities! Lovely Washingt-

ton Square location! Professionally Managed! Pet friendly. Heat and water included.

A perfect place for a starting family! Prices start at \$1,200 a month.

Parkview Lofts

2nd floor 1-bedroom apartment with 1 bathroom. Coin-operated washers and dryers in the basement. Newly installed fridge and stove. Parking available for an extra charge. Rents start at \$800.

Central Peak

Roomy 1-bedroom rent \$750~\$775. Surveillance cameras, brand-new elevator, and laundry facilities on each floor... 1 Block from Great Miles.

To learn more about how to post your Edmonton rental, please visit our website at www.Edmontapartments.com, call us at 337-309-4422, or fax your questions to 337-309-4423.

181. What is Ms. Chase most concerned about?
- (A) The price of the apartments
 - (B) The location of the apartments
 - (C) The size of the apartments
 - (D) The facilities in the apartments
182. Why is Ms. Chase moving?
- (A) She is starting a new job.
 - (B) She will be a student at a university.
 - (C) She plans to open a new business.
 - (D) She wants to live near her family.
183. What housing complex will Ms. Chase most likely be interested in?
- (A) Alberta Villas
 - (B) Parkview Lofts
 - (C) Glenwood Court
 - (D) Central Peak
184. What is NOT implied about the housing at Grand Washington?
- (A) It is quiet.
 - (B) It is convenient.
 - (C) Pets are permitted.
 - (D) Public transportation is available.
185. What is not mentioned as a method of contacting Edmont Apartments?
- (A) Fax
 - (B) The Internet
 - (C) Telephone
 - (D) In person

Questions 186-190 refer to the following memorandum and press release.

Date: Tuesday June 22 10:23:22
Subject: Richard Heather
From: Andrew Dias
To: All employees

Thank you for attending today's meeting. This memo is to confirm our agreement on the media release scheduled to be made public at 10 AM tomorrow morning.

The press release will basically announce the resignation of Richard Heather, our Chief Financial Officer, and the appointment of an interim CFO, Kelly Anderson. We reached a consensus over not mentioning Mr. Heather's reasons for resigning from his position. For further questions, contact Ms. Heidi Caldwell, Human Resources Manager.

We appreciate your support and cooperation.

Andrew Dias

CEO, HealthyDiets.com

HealthyDiets.com Announces Resignation of Richard Heather, Chief Financial Officer

HealthyDiets.com, Inc. yesterday reported the resignation of Chief Financial Officer Richard Heather. Mr. Heather joined HealthyDiets.com in September 1997. He recently accepted a job offer at a local retail company in Vermont and will start his new career as a regional manager as of next month.

HealthyDiets.com has appointed Kelly Anderson, who currently supervises the Accounting Department, as the provisional CFO until a final decision about the new CFO is made. Ms. Anderson, who started her career in accounting at Fortune Auditing, Inc. in 1995, joined HealthyDiets.com in May 1999.

Chief Executive Officer Andrew Dias said, "We are sincerely grateful for Richard's outstanding contributions and genuine commitment to HealthyDiets.com over the past decade. Although we regret losing such a valuable asset as Richard, we wish him well in his future career."

A brief history of Mr. Heather's work experience and achievements is provided on our website, www.HealthyDiets.com/heather.

186. What is the Andrew Dias' memorandum mainly about?
- (A) To announce the appointment of an executive
 - (B) To inform employees of an upcoming press release
 - (C) To request that employees attend a meeting
 - (D) To elicit support and cooperation from employees
187. To whom should employees address follow-up questions?
- (A) Andrew Dias
 - (B) Richard Heather
 - (C) Heidi Caldwell
 - (D) Kelly Anderson
188. What is NOT stated about Kelly Anderson?
- (A) She will resign this month.
 - (B) She joined HealthyDiets.com in 1999.
 - (C) She was last employed at Fortune Auditing, Inc.
 - (D) She will be a temporary replacement for Mr. Heather.
189. In the press release, the word “outstanding” in paragraph 3, line 2 is closest in meaning to
- (A) worthless
 - (B) reliable
 - (C) excellent
 - (D) irrelevant
190. According to the press release, what can be found on the company's website?
- (A) News of future company projects
 - (B) Details of the latest financial market
 - (C) Reports on the company's profits
 - (D) Information about Richard Heather

Questions 191-195 refer to the following e-mails.

Date: Monday June 11, 2007 11:32:10
Subject: "Intro to Java" cancellation and tutoring alternative
From: Louis Vanegas <lvanegas@hunter.edu>
To: Jamie@hunter.edu; Yichun@nyu.edu; angelawong@samengineering.com

Hi all,

First, let me apologize for the fact that the "Intro to Java" course was cancelled. There were simply too few people signed up for the course. I also want to apologize for the manner in which the Continuing Education Department handled some of the logistics surrounding the course registration and refunds. The department is overwhelmed by work and continually short-staffed. Again, my apologies.

Although the course has been cancelled, you can still learn Java. I propose that you participate in small-group tutoring classes during the summer beginning next week. Details follow:

- Tutoring session days: Mondays
- Number of sessions: 8 (8 weeks)
- Time: 6:00 - 8:00 p.m.
- Dates: Monday, June 18 - Monday, 13 August (We will skip the first week in August.)
- Where: 3rd floor computer lab, Tisch School, 832 Broadway, New York, NY 10003
(On the first day, we will meet in the lobby as you need a proper ID to access the building.)
- Cost: \$30 per session
- Payment: \$240 in cash, check, or money order payable on first day of class.

Please RSVP as soon as possible so I will have a good idea about the size of the group.
Again, my apologies for the course cancellation.

Best regards,
Louis Vanegas

PS: More tutoring will be available at the end of the summer for those who might need more help.

Date: Tuesday June 12, 2007 15:22:00
Subject: Re: "Intro to Java" cancellation and tutoring alternative
From: Angela Wong <angelawong@samengineering.com>
To: Louis Vanegas <lvanegas@hunter.edu>

Dear Mr. Vanegas,

Thanks for the information. I would like to know if I could only attend the first four sessions since I have to be away for about a month. After I was notified of the cancellation this Monday, I made all my travel arrangements, including my flight ticket.

Please let me know if you will allow me to do this. I would really appreciate your prompt reply. Thank you.

Best,
Angela Wong

191. Why has the course been cancelled?
- (A) The department is overwhelmed and short-staffed.
 - (B) There was an insufficient number of enrollees.
 - (C) Mr. Vanegas does not want to teach a large group.
 - (D) The Continuing Education Department lacks adequate space.
192. For whom is Mr. Vanegas' e-mail intended?
- (A) Members in the logistics team
 - (B) Continuing Education Department staff
 - (C) Building security staff members at Tisch School
 - (D) Those who enrolled in the Java course
193. What has Louis Vanegas suggested as an alternative to the course?
- (A) Attend some small-group tutoring sessions
 - (B) Recommend another course
 - (C) Wait until the end of the summer
 - (D) Talk to the Continuing Education Department
194. Why did Angela Wong write her e-mail?
- (A) To complain about the course cancellation
 - (B) To inquire about the course schedule
 - (C) To express her thanks for the course details
 - (D) To arrange her flight ticket
195. How much will Ms. Wong pay for the course if Mr. Vanegas accepts her request?
- (A) \$30
 - (B) \$60
 - (C) \$120
 - (D) \$240

Questions 196-200 refer to the following letter and e-mail.

Georgia Information Technology Committee

Nancy Hopkins
Inside Tech. Publishing
123 Walton Avenue
Village Town, Virginia 16792

July 12, 2007

Dear Ms. Hopkins,

On November 5-7, 2007, the Georgia Information Technology Committee will host the 21st annual Georgia Technology Conference (GTC) at the International Convention Center in Atlanta.

Technology leaders will have a valuable opportunity to socialize and discuss various matters in a smaller forum and to participate in sessions designed to meet their needs. The following exhibits will provide technology leaders with the chance to broaden their knowledge of the latest trends in computer technology. Representatives from companies in the field of information technology are willing to answer questions, perform demonstrations, and assist participants in finding solutions tailored to their businesses.

GTC 2007 is proud to have more than 150 presentations, ranging from nationally prominent speakers to workshops aimed at any of the concerns of technology leaders. The exhibit hall at GTC will include over 250 vendors who will display the most recent hardware and software products.

Mark your calendars and plan now for the 21st annual Georgia Technology Conference. For any inquiries, please contact me by e-mail at maggiepatrick@getc.org.

Sincerely,

Maggie Patrick

Conference Organizer

Date: July 14, 2007 Friday 10:23:02
From: nancyhopkins@insidetech.com
To: maggiepatrick@getc.org
Subject: Georgia Technology Conference

Dear Ms. Patrick,

Thank you for your letter informing us of your upcoming conference. Before registering to attend the conference, I would like to ask a few questions regarding booking a spot to display our books and multimedia products.

Please let me know if there is a deadline for reserving a display section as well as any procedures we should follow in order to participate in your conference.

Thank you. We look forward to another great conference following last year's.

Nancy Hopkins
Inside Tech. Publishing

196. Why did Ms. Patrick write to Ms. Hopkins?

- (A) To inform her about a company
- (B) To promote a conference
- (C) To introduce new technology
- (D) To ask her to make a presentation

197. In the letter, the word “prominent” in paragraph 3, line 1 is closest in meaning to

- (A) obvious
- (B) promising
- (C) large-scale
- (D) well-known

198. Approximately how many companies will participate in the exhibit this year?

- (A) 21
- (B) 150
- (C) 200
- (D) 250

199. What did Ms. Hopkins NOT indicate in her e-mail to Ms. Patrick?

- (A) She attended the conference last year.
- (B) She is intending to attend the conference.
- (C) She is not willing to follow the relevant procedures.
- (D) She would like to present her products at the conference.

200. What is indicated about Ms. Hopkins?

- (A) She is a conference organizer.
- (B) She works for a publishing company.
- (C) She will receive a discount on space renting.
- (D) She has already booked space at the conference.