|  |  |  |
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| **We won't be doing business with their company again. The people there have \_\_\_\_\_\_\_\_\_\_ that I have ever come across.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [so bad an attitude](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [the worst attitude](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [such a bad attitude](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [much more attitude](javascript:p.setRadio(0,%203,%20self)) |

Andre’s

A great new place to go

Are you frustrated with the boring options for business dinners? Are you hesitant to take a client out to eat? Well, a new restaurant in town may be just what you are looking for! Andre's has been open only three months but it's already positioned as the "in" place to go for a special treat.

Named for its chef, Andre Dupont, the restaurant is decorated in the colors and images of the South Pacific. "I love the Orient and the tropics," comments Dupont, who is in charge of the menu as well as the decor and the artwork. In addition, he selects all the wines for the wine list.

The menu features a French-Asian blend of **innovative** dishes. You can start with a cocktail and a wide range of appetizers, including seafood and



salads. I had the spinach salad with hot bacon dressing. For the entree, try one of the unique salmon dishes. Whether you prefer your fish sauteed, grilled, or steamed, all of the sauces can be created from mild to spicy, as you prefer.



For dessert, I suggest the Hawaiian strawberry pie, with fresh strawberries and bananas. "I like to experiment," says Dupont. "New food combinations are fun and exciting. It is my vision to combine traditional French seafood recipes with tropical fruits and the spices of Asia."

And at Andre's, a stylish meal doesn't have to be expensive. The prices are very reasonable. Andre's is always crowded, so be sure to call ahead to book a table.

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| **According to the review, at this restaurant, Andre Dupont \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [is the manager as well as the owner and decorator](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [prefers to eat fish sauteed, grilled, or steamed](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [combines some spices with bananas and strawberries](javascript:p.setRadio(0,%202,%20self))(R) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [likes to experiment with new combinations of food](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- |
| **In this article, innovative means \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [traditional](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [tropical](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [expensive](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [original](javascript:p.setRadio(1,%203,%20self)) |

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| **TO: FROM: RE:** | **Kristin Donner, President  Louis Johnson, Personnel Manager Computer Training** |
|  | |
| Next week the employees in the International Loan Department will receive training on the new computer system. Two trainers from the ABC Training Group will come to our office next Wednesday.  I feel that managers should also attend the training. They need to understand how to use the new system too. However, some of them said they don't have the time to come.  We must start using this new system now, and there is not a good time to do another training just for the managers. What do you suggest we do to make sure that everyone receives the training?  Please http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_advise.gif me as soon as you can. Please email any helpful ideas or other suggestions to me directly.  Thank you for considering this problem. I hope to hear from you this week. | |

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| **What is the problem Louis Johnson has with the training?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [There are not enough people for two training sessions.](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [The two trainers don't have time do the training on Wednesday.](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [Some of the managers can't attend the training on Wednesday.](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [The new computer system is too difficult to understand.](javascript:p.setRadio(0,%203,%20self)) |

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| **Look at the word http://corp2.globalenglish.com/tres/toeic_pt/img/PT_advise.gifin the memo. Which phrase means the same thing ashttp://corp2.globalenglish.com/tres/toeic_pt/img/PT_advise.gif?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [to agree with someone](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [to call someone on the telephone](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [to ask a question](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [to give useful suggestions](javascript:p.setRadio(1,%203,%20self)) |

**How to Record Your Personal Greeting**

http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_step1.gif  
This is the message that callers will hear on your telephone answering machine. For example: *This is George Smith. I'm not at home right now. Please leave a message at the tone and I'll return your call as soon as possible.*

http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_step2.gif  
Press and hold down the RECORD button.

http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_step3.gif  
Speak your greeting clearly and in a strong voice into the microphone on the answering machine.

http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_step4.gif  
Take your finger off of the RECORD button immediately after you have completed your greeting. The message will automatically repeat so you can listen to it.

http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_step5.gif  
Press the **#** if you like your greeting. If you don't like http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_it.gif, press the **\*** to erase and start with Step 1 to record your personal message again.

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| **When should you stop holding down the RECORD button?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [before you finish your message](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [if you don't like your greeting when you are recording it](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [as soon as you finish saying your personal greeting](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [after your personal greeting is automatically repeated](javascript:p.setRadio(0,%203,%20self)) |

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| **Look at the word http://corp2.globalenglish.com/tres/toeic_pt/img/PT_it.gif in Step 5. What doeshttp://corp2.globalenglish.com/tres/toeic_pt/img/PT_it.gif refer to?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [the # button](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [the \* button](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [the RECORD button](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [your greeting](javascript:p.setRadio(1,%203,%20self)) |

**Annual Sales Report**

We had an excellent year at Dymo Industries. Total sales were US$550 million. This is an impressive growth of 10% compared to last year.

There are a few important reasons for the large increase in sales. All the international divisions performed very well. The new sales training helped many of us promote our new line of toys. In addition, the creation of new products opened more markets for us.

We continued last year to provide our customers with improved products. We all know that product http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_enhance.gif can lead to larger market shares. Therefore, we hope to continue increasing our sales by creating better products in the coming year.

I am pleased to end this report with further good news. Because of our dramatic rise in sales, employees will be receiving a yearly bonus of twice the amount given last year.

Congratulations on your great teamwork! We look forward to reporting on another successful year this time next year.

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| **Which of the following is NOT a reason for Dymo Industries' increased sales?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [sales training](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [a new international division](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [new markets](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [good performance](javascript:p.setRadio(0,%203,%20self)) |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Top of Form   |  |  |  | | --- | --- | --- | | **Look at the word http://corp2.globalenglish.com/tres/toeic_pt/img/PT_enhance.gif in the sales report. Which phrase or words mean the same thing as http://corp2.globalenglish.com/tres/toeic_pt/img/PT_enhance.gif?** | | | | http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | | |  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [increased numbers](javascript:p.setRadio(1,%200,%20self)) | |  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [promotion](javascript:p.setRadio(1,%201,%20self)) | |  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [customer satisfaction](javascript:p.setRadio(1,%202,%20self)) | |  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [improvement](javascript:p.setRadio(1,%203,%20self)) |   Bottom of Form |

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| **Failure Can Make You Stronger: A Look Into the Life of Peter Hill**  *By Joyce Robinson* | | |
| |  | | --- | | http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_lvl5rdg5.gifPeter Hill is one of the most talked about men in Silicon Valley. However, he was not always so successful. Hill lost so much money in 1975 on his first business that he had to sell it. It was the only way to stop the bank from taking away his home.  Today he is the vice president of Micronex, one of the world's semiconductor superpowers. In fact, Micronex just exceeded revenue estimates for the third quarter by 12 percent when all the other semiconductor businesses in the Valley saw a decrease in revenues.  "Although I lost my first business, I learned a great deal about management, cash flow, and how to talk to bankers," he recalls, with a smile. "But what I really learned was how to do things better." | | http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | |  | | --- | | Hill admits that in the beginning, his management style was difficult for some members of his team at Micronex. "I believe in confrontation--getting in each other's faces, disagreeing a little. It's a powerful tool if it doesn't get too personal and if it has a goal."  However, more than anything else, Hill believes in innovation. He encourages his employees to dream up new ways to do things every day. But he warns http://corp2.globalenglish.com/617/tres/toeic_pt/img/PT_them.gif that innovation can't be scheduled like a meeting. "Sometimes I just don't have any idea how to approach a particular issue. Then suddenly, at 3:00 in the morning, I wake up shouting, 'I've got it! I know what to do.'" | |

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| **Which example does the writer use to indicate how successful Peter Hill's company is?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [Mr. Hill didn't have to borrow money from the bank](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [Micronex increased revenues in the third quarter, but other companies didn't.](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [Mr. Hill sold his business for a 12 percent profit.](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [Micronex had higher revenues during the first three quarters of the year.](javascript:p.setRadio(0,%203,%20self)) |

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| **Look at the word http://corp2.globalenglish.com/tres/toeic_pt/img/PT_them.gif in the newspaper article. What or who does http://corp2.globalenglish.com/tres/toeic_pt/img/PT_them.gif refer to?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [innovations that are created by employees](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [employees at Micronex](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [new ways to do things that Mr. Hill dreams up](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [scheduled meetings](javascript:p.setRadio(1,%203,%20self)) |

Olympic attire

Fine sports clothing for children

Ms. Lily Kwan  
Animation Plus Studios  
10 Downtown Plaza  
M6B 2B3 Toronto  
Canada

Dear Ms. Kwan,

Thank you very much for sending us your sketches. Our design team felt that your two main cartoon characters would be compatible with our marketing approach. In particular, the character of the witty skunk as the intelligent partner of the teenage superhero was immensely appealing. We think we can use the concept of their **partnership** in the advertising campaign for our new line of athletic shoes.

We would like to meet with you as soon as possible to see if we can set something in motion for the coming fiscal year. We think we could incorporate the skunk as a symbol of independence. His personality is very charismatic and we could pitch him as the visual image associated with the product line. In our assessment, the friendship between the skunk and the teenager is an incredibly powerful image that will appeal to the adolescent and pre-teen markets. The skunk's humorous attitude is a great complement to the teenage hero's seriousness.

I would appreciate it if you could come to London this month and stay for two or three days. Would that be feasible? Our design team can meet with you either Thursday and Friday, the fourteenth and fifteenth, or Monday and Tuesday, the eighteenth and nineteenth. We would, of course, cover all your expenses and pay your stated consulting fee. Your accommodations would be at Hotel Excelsior, which is a pleasant jaunt from our headquarters.

Please let me know whether you will be able to join us on the dates I have proposed. We are very enthusiastic about our innovative line and are delighted to be working with you.

Sincerely yours,

J.P. Petrakis  
Product Development Unit

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| **Mr. Petrakis wants Ms. Kwan to \_\_\_\_\_\_\_\_\_\_.** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [create two new cartoon characters for marketing](javascript:p.setRadio(0,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [fly to London in order to work at the Excelsior Hotel](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [fly to London to meet Olympic Attire's design team](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [move to London in order to work for Olympic Attire](javascript:p.setRadio(0,%203,%20self)) |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |

**Memo**

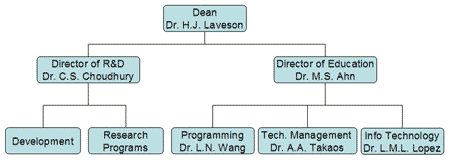
**From:** President Hiram Beeker  
**To:** All members of the Department of Information Technology and Management  
**Subject:** Departmental Restructuring

It is with great regret that I announce the retirement of the department's dean, Dr. Martin Johnston. He has served the department with great distinction for 25 years and we will always remember his vast contributions.

Based on suggestions from department members, we will be restructuring the Department of Information Technology and Management. Dr. Herbert Laveson, currently a senior professor of information management, will assume the post of dean. Dr. Laveson will now oversee the splitting of the department into two major divisions: the education branch, under its new director, Dr. M.S. Ahn; and a new research and development branch, under the internationally known researcher, Dr. C.S. Choudhury, whom we have recruited from the Institute of Technology of Bangalore. Dr. Choudhury's area of expertise is the development of new technological platforms that enable businesses to handle larger amounts of data more efficiently. Aiding businesses in their quest to handle information is an area which we hope will prove to be a lucrative source of funding for our educational mission.

Details of our new department structure are provided in the chart below. For the near future, we will maintain our existing structure in the education branch. In the coming year, however, Dr. Laveson will be soliciting recommendations for departmental evolution that will allow us to meet the challenges of the 21st century.

**Organizational Chart: University of the Cascades  
Department of Information Technology and Management**



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| **According to the memo and organizational chart, which people will be changing positions?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(0,%200,%20self)) | [Dr. Choudhury, Dr. Ahn, and Dr. Laveson](javascript:p.setRadio(0,%200,%20self)) \_R |
|  | [**(B)**](javascript:p.setRadio(0,%201,%20self)) | [Dr. Johnston, Dr. Beeker, and Dr. Wang](javascript:p.setRadio(0,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(0,%202,%20self)) | [Dr. Takacs, Dr. Lopez, and Dr. Laveson](javascript:p.setRadio(0,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(0,%203,%20self)) | [Dr. Wang, Dr. Takacs, and Dr. Lopez](javascript:p.setRadio(0,%203,%20self)) |

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| **Based on the memo and organizational chart, which of the following statements is true?** | | |
| http://corp2.globalenglish.com/617/templates/gimg/tspacer.gif | | |
|  | [**(A)**](javascript:p.setRadio(1,%200,%20self)) | [Dr. Choudhury is currently a professor in the department.](javascript:p.setRadio(1,%200,%20self)) |
|  | [**(B)**](javascript:p.setRadio(1,%201,%20self)) | [A new program has been created in the education branch.](javascript:p.setRadio(1,%201,%20self)) |
|  | [**(C)**](javascript:p.setRadio(1,%202,%20self)) | [Dr. Laveson is replacing Dr. Johnston as department dean.](javascript:p.setRadio(1,%202,%20self)) |
|  | [**(D)**](javascript:p.setRadio(1,%203,%20self)) | [The education branch will be working with businesses.](javascript:p.setRadio(1,%203,%20self)) |