

Preparation for TOEIC Certificate Test

9 pages

October 2021

Duration : 1 hour

Incomplete sentences (7mrks) (0,25\*28)

- 1- The whole workforce was \_\_\_\_\_ by her unexpected decision.  
A- taken down B- taken off C- taken over **D- taken back** *Surprised*
- 2- The secretary told me that a new \_\_\_\_\_ was being mailed to all interested investors.  
A- prosperity B- prospectus *a document that describes an enterprise* C- prosecution *holding a trial against someone* D- prosthesis
- 3- I will be out of town next week \_\_\_\_\_ I won't be able to attend the meeting.  
A- though B- thus C- since **D- or** *a device designed to replace a missing part*
- 4- Once you sign, you can not \_\_\_\_\_ the agreement.  
**A- back out of** B- back up C- pull out of D- fill out *amissing part*
- 5- Customer \_\_\_\_\_ indicate that many modern mobile devices are often unnecessarily complicated.  
A- revisions B- interviews C- previews **D- reviews**
- 6- Among those recognized at the \_\_\_\_\_ were senior business analyst, Nathalie Obi and sales associate, Peter Comeau.  
A company ceremony awarded B- company awarded ceremony  
**C- company awards ceremony** D- company ceremonial awards
- 7- We got there early so that we could get the best \_\_\_\_\_ in the sale before anyone else.  
A - offerings **B- bargains** *buying something at a lower price than usual* C- barcodes D- gatherings
- 8- We are considering \_\_\_\_\_ several temporary employees to help us with the extra workload.  
A- hire **B- hiring** C- to hire D- hired
- 9- As we \_\_\_\_\_ short of time, we forced Mr. Owens, the chief technician in charge, to stay and work late by himself.  
a) are running b) had run **c) were running** d) had to run
- 10- The young fashion designer wanted to create dress styles recognizably different from those of her \_\_\_\_\_.  
**A- contemporaries** B- contemporaneous C- contemporary D- contemporize
- 11- There was a lot of potential for a \_\_\_\_\_ of the fire-resistant textiles for the emergency services.  
**A- spinoff** B- put off C- call off D- day off
- 12- It's high time they \_\_\_\_\_ a final decision on the new plan.  
A- make **B- will make** *must (something should be done)* C- made D- to make
- 13- When the \_\_\_\_\_ arrives, he will dispatch it to the proper department.  
A- shippers **B- shipment** C- shipping D- shoppers
- 14- The branch supervisor stated that the customer development team would \_\_\_\_\_ surpass its yearly quota.  
A- mainly B- extremely **C- definitely** D- lately
- 15- If the meeting \_\_\_\_\_ late, I wouldn't have missed my plane.  
**A- had started** B- wouldn't start **C- hadn't started** D- didn't start

16- Pens and \_\_\_\_\_ are kept in the top drawer.

A- stationary B- statuary C- stations

17- My desk drawers are full of \_\_\_\_\_. *not moving stationery as a whole*

18- \_\_\_\_\_

*spic and spans*  
A- odds and ends B- spic and spans  
*mixture of different things*  
C- do's and don'ts

A- neither

B- not only

C- nor

☒ D- either

19- Ms Wong was looking forward to purchasing some duty-free \_\_\_\_\_.

A- items

B- shelves

C- stores

D- bits *(small piece of sth)*

20- Let's see if we can get the attention of the waiter to bring some \_\_\_\_\_.

☒ A- beverages

B- menus

C- checks

D- bills

21- Our sales manager \_\_\_\_\_ in her sales projections, so we are always within our budget.

A- has erred seldomly

☒ B- has seldom erred

C- seldomly has erred

D- seldom has erred

22- If they \_\_\_\_\_ on a theme after three full days of deliberation, we have no other choice but to postpone the conference.

A- already are agreeing

B- have yet agreed

C- occasionally agree

☒ D- still haven't agreed

23- I regret that your order will be delayed \_\_\_\_\_ three weeks.

A- by

B- with

C- in

☒ D- for

24- People who live near their workplace can commute by foot or bike as many cities provide bike \_\_\_\_\_.

A- loans

☒ B- lanes

C- lands

D- rails

25- The flight attendant went through the \_\_\_\_\_ and closed all the overhead compartments.

☒ A- cabin

B- terminal

C- boarding gate

D- flight

26- You've got your registration papers, \_\_\_\_\_?

☒ A- haven't you

B- didn't you

C- have you

D- got you

27- I prefer to buy engine parts at Auto world \_\_\_\_\_, they always have every conceivable part on hand.

A- although

B- because of

C- whereas

☒ D- because

28- \_\_\_\_\_ he not become emotionally involved, I think he could have been instrumental in averting the strike.

☒ A- had

B- since

C- should

D- were

**Text completion: (7marks)** (0.25\*28)

To: Project Leads

From: James Pak

Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for 29 \_\_\_\_\_ employees. At Pak Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly 30 \_\_\_\_\_ a deep understanding of the design process. 31 \_\_\_\_\_, they can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employees competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. 32 \_\_\_\_\_.

Thank you for your support.



James Pak  
Pak Designs

29. (A) interest (B) interests (C) interested (D) interesting  
30. (A) develop (B) raise (C) open (D) complete  
31. (A) After all (B) For (C) Even so (D) At the same time  
32. (A) Let me explain our plans for on-site staff training (B) We hope that you will strongly consider joining us.  
(C) Today's training session will be postponed until (D) This is the first in a series of such lectures.

**Refer to the following MEMORANDUM**

To: Roger Khan

From: Lisa McDermott

Date: May 1st, 20---

Subject: Lanyard Bay down zoning

33 \_\_\_\_\_ is a copy of the staff report that will be sent to the City Planning Association. Please note the suggestions we have made regarding the down zoning of the property at Lanyard Bay. Our case 34 \_\_\_\_\_ at the regular meeting of the City Planning Association, on June 9th. The meeting will start at 3:00 p.m. in room 329-C at the City Hall. I think our presence will help our request to be taken 35 \_\_\_\_\_. This will be one of many items on their agenda. Please let me know if you will be able to go with me.

33. (A) Imported (B) Invoiced (C) Attached (D) enclosed  
34. (A) is heard (B) will hear (C) would hear (D) will be heard  
35. (A) seriousness (B) seriously (C) serious (D) seriosity

Refer to the following article.

The City Council voted yesterday to 36 \_\_\_\_\_ ten million dollars in additional funds to expand parking in the downtown commercial district. Shoppers and merchants 37 \_\_\_\_\_ have long been complaining about the lack of adequate parking downtown. It simply drives customers away," said Charlene Pembroke, spokesperson for the Downtown Merchants Association. "It hurts our bottom line." A recent poll sponsored by the association showed that more and more shoppers are choosing to spend their time and dollars in suburban malls 38 \_\_\_\_\_ fight for parking spaces downtown. Pembroke expressed satisfaction with the decision of the City Council. "39 \_\_\_\_\_ the members of the Downtown Merchants Association, I thank the City Council for finally showing some sense," she said in an interview yesterday.

36. (A) disprove (B) reprove (C) approve (D) improve  
37. (A) agree (B) equal (C) same (D) alike  
38. (A) instead of (B) rather than (C) had rather (D) so that  
39. (A) in the place (B) in place of (C) On behalf of (D) instead of

Refer to the following letter.

Vision Cable 249 W. Tenth Street Taylor, ID 90834

Service Address: Maly Ann Payton 310 Main Street Taylor, ID 90842

By 40 \_\_\_\_\_ below, I certify that I am at least 15 years old and am the owner or tenant of the residence at the above address. I also certify that the repair or other work order has been completed 41 \_\_\_\_\_. If this work order relates to initial installation of services, I accept responsibility for all property loaned to me by Vision Cable. I certify

that I have received a welcome packet that contains my 42 \_\_\_\_\_ agreement as well as information about my services.

Customer Name: Maly Ann Payton Date: March 3, 20

Customer Signature: Mary Ann Payton Date: March 3, 20

- 40 (A) aging (B) living (C) fixing (D) signing  
41 (A) satisfied (B) satisfying (C) satisfactory (D) satisfactorily  
42 (A) subscriber (B) subscribed (C) subscribing (D) subscribes

Refer to the following e-mail.

Hi Reiko,

I heard the news this morning about your transfer. I was sad to learn that you will be moving to the Yokohama warehouse. It seems like half of the staff is leaving for one reason or another, I considered 43 \_\_\_\_\_, too, but my husband would never agree to it. If you need any help packing or making arrangements in Yokohama, let me know. I have many relatives in Yokohama if you and your husband need 44 \_\_\_\_\_ to stay for a short time while you are looking for a new home. Of course, those arrangements may already have been made by the company. I'm sure you will be busy this month, but I'd love to get together for lunch or dinner before you go if you can spare some 45 \_\_\_\_\_. Tuesdays or Thursdays are the best days for me. If you can't make lunch or dinner, I hope we can at least make one last date for coffee.

Talk to you soon,

Junko

43. (A) transfer (B) to transfer (C) transferring (D) will transfer  
44. (A) somehow (B) nowhere (C) anywhere (D) anyway  
45. (A) food (B) place (C) guests (D) time

Refer to the following e-mail.

This is just to 46. \_\_\_\_\_ the order placed over the telephone earlier today. As we discussed before, I would like to order the 47. \_\_\_\_\_ items:

32 boxes of A4 paper, white, recycled  
20 boxes of A4 paper, white (NOT recycled)  
2 packs of A4 paper, green.

I would also like to confirm that this order will be 48. \_\_\_\_\_ to our account, as is our usual policy. Please send the 49. \_\_\_\_\_ as soon as it is ready. I need to submit it to the accounting department before the end of the week.

Thank you for your consideration,  
Hayley Mills

46. (A) refer (B) confirm (C) notify (D) respect  
47. (A) following (B) below (C) preceding (D) under  
48. (A) asked (B) taken (C) charged (D) bought  
49. (A) invoice (B) papers (C) notice (D) receipt

Refer to the following letter:

Dear Mr Tyson,

I regret to inform you that our production has been interrupted 50 \_\_\_\_\_ a large earthquake that has temporarily closed down our factory. Consequently, we cannot promise to fill your order by June 2<sup>nd</sup>, the date we had previously agreed to. Fortunately, none was injured. There was considerable damage done to the building because the roof collapsed. But since the roof was made of a light material, it did not damage our equipment. On the other hand, some



major rail lines 51 \_\_\_\_\_, affecting the transportation of goods. We will be able to 52 \_\_\_\_\_ part of your order by the requested date. We will let you know when the factory reopens and when your final order will be ready.

We appreciate your understanding of our situation.

Best regards,

- 50) A - due to      B) thanks to      C) despite of      D) in case  
51) A-were damaged      B) was damaged      C) is damaged      D) has been damaged  
52) A- fulfill      B - perform      C - postpone      D - satisfy

Refer to the following letter:

To: Eien and family

From: sales rep234

Re: Holiday prices

Dear Customer,

Our records show that you are among the top ten percent of our valuable customers for this year. As a preferred customer, you are eligible 53 \_\_\_\_\_ special holiday discounts. You will receive 10% off all your online purchases made in December. This 10% can be combined with any online promotion. These are our 54 \_\_\_\_\_ prices ever. When you log in, please identify yourself as a preferred customer by using this special login ID: XP3744. You should not share this login ID with your friends or family, but you 55 \_\_\_\_\_ purchase gifts for them. When you use your preferred login ID, you will also get double bonus points that you can apply to future 56 \_\_\_\_\_. With 600 bonus points you could purchase a set of golf clubs for just \$499. For 10,000 points, you can get a golf cart for \$1,525.

Thank you for your continued business. We look forward to serving you.  
The Sporting Goods Store Staff

- 53 ) A- for reception      B- received      C- for receiving      D-for receipt  
54 ) A-Lowered      B- lowest      C-lower      D- lowering  
55) A- Had better      B- may      C- would      D -ought  
56) A- Groceries      B- purchases      C- credit cards      D- trolleys

## Reading comprehension: (6mrks)

Refer to the following brochure.

### Sunshine, Inc. Winter Packages

Has winter got you down? Try a little Sunshine!

We'll whisk you away to a tropical paradise where you can luxuriate in the warm sand and gentle ocean breezes. You'll stay at a luxury beachside hotel with all the amenities. You can spend your days relaxing poolside or take advantage of any of our optional side excursions. If a more active vacation suits your fancy, we also have a variety of hiking, fishing, sailing, and horseback riding trips. See inside to find out more.

#### Beach Resort Vacations

- Seven days, breakfast and dinner included.....\$ 1500/person (double occupancy) \*  
Ten days, breakfast and dinner included.....\$2000/person (double occupancy) \*  
Two weeks, breakfast included.....\$2700/person (double occupancy) \*

\* subtract \$50 a day for single occupancy.

All prices exclusive of airfare. Call our office for current prices on airline tickets at 800-555-4300.

office phone number

57. What kind of business is Sunshine, Inc.?

- (A) A hotel resort    (B) A travel company    (C) A cruise ship company    (D) A package delivery service

58. The word "amenities" in line 2 is closest in meaning to

- (A) services    (B) rooms    (C) meals    (D) guests

59. What is NOT found in the brochure?

- (A) The office phone number    (B) Information about trips    (C) Airline ticket prices    (D) A list of vacation types

Refer to the following brochure and form

### Professional Development Opportunities

The Human Resources Department is pleased to present a series of professional development opportunities. These workshops are available to all company employees at no charge. The one exception to this is Word Processing training, which is provided by an outside company. See below for further information.

If you are interested in attending any of these workshops, please fill out the attached form and submit it to the Human Resources Department at least two weeks prior to the date of the workshop. Please don't forget to have your supervisor sign to indicate approval. Please address any questions about workshop content or registration procedures to Mr. Clark in the Human Resources Department.

### WORKSHOPS

#### Writing

Business Writing    May 10, 8:00 a.m.-3:00 p.m.  
Proposal Writing    May 14, 10:00 a.m.-4:00 p.m.  
Technical Writing    May 14, 8:00 a.m.-3:00 p.m.  
May 21, 8:00 a.m.-3:00 p.m.  
Writing for the Web    May 18, 10:00 a.m.-2:00 p.m.

Instructors: To be determined

#### Computer Skills

Databases    May 10, 1:00 p.m.-4:00 p.m.  
Web Design    May 11, 8:00 a.m.-3:00 p.m.  
Word Processing\*    May 12, 8:00 a.m.-4:00 p.m.

Instructors: To be determined

The writing workshops will take place in Conference Room A. The computer skills workshops will take place in the training room.

\*The cost of this workshop is \$250 for the entire day, or \$150 for the morning only. If you have any concerns about your ability to pay, speak with Mr. Clark in Human Resources.

### Workshop Registration Form

Date: April 12, 20--

Name: Louise Flynn

Department: Public Relations

Title: Public Relations Assistant

I wish to register for the following workshop(s):

TITLE	DATE
Databases	May 10
Web Design	May 11

Approved by Ellen Jones

Please submit to Mr. Clark in the Human Resources Department.

60. Which workshop is offered twice?

- (A) Business Writing    (B) Proposal Writing    (C) Technical Writing    (D) Writing for the Web

61. Which workshop is offered in the afternoon only?

- (A) Writing for the Web    (B) Databases    (C) Web Design    (D) Word Processing

62. Where will Louise go to take her workshops?



63. How much will Louise pay for her workshops?

- ☒ (A) \$0      (B) \$150      (C) \$250      (D) \$500

64. Who had to sign Louise's form?

- (A) Her co-worker      (B) Human Resources      (C) The Instructor      ☒ (D) Her supervisor

Refer to the following advertisement and letter.

Wanted: Experienced office manager for small downtown business firm. Organize office procedures, monitor supplies, maintain appointments calendar, organize meetings/events, answer phones, greet clients. Must have minimum three years' experience in a similar position and basic knowledge of office software. Benefits include health, dental, and vision insurance, paid sick leave and vacation days, retirement. Send resume detailing relevant experience and names of three references to: Sylvia Burns, HR Director, P.O. Box 17, Scarborough, ME 04070.

June 14, 20—

Sylvia Burns HR Director P.O. Box 17 Scarborough, ME 04070

Dear Ms. Burns:

I am responding to the employment ad you ran in yesterday's Scarborough Times. I believe I am the perfect candidate for the position you advertised. You ask for three years' experience in a similar position, and I have a total of six years' office experience. Until a month ago, I was employed as an administrative assistant at a local engineering firm and was in that position for four years. Before that, while I was still in school, I worked in the school office for two years. I graduated from Scarborough Business College five years ago, and my school records show that I was at the top of my class. In addition, I have taken computer training classes at the Computer Institute and received certificates of expertise in several types of office software.

Aside from my school and work experience, I believe I have the qualities needed to perform well at the job. I am efficient, reliable, adaptable, and friendly. I am good at organizing things and enjoy interacting with clients.

I am enclosing the information you asked for in the ad, including the names and contact information of three people who have agreed to write letters of recommendation for me. Thank you very much. I look forward to meeting you.

Sincerely,

David McHugh

65. When did the ad appear in the newspaper?

- ☒ (A) June 13      B) June 14      C) June 15      D) June 16

66. Which of the following types of insurance is NOT mentioned as a job benefit?

- ☒ (A) Life      (B) Health      (C) Dental      (D) Vision

67. What position is David applying for?

- (A) Human resources director      (B) Administrative assistant      ☒ (C) Office manager      (D) Engineer

68. How many years did David work at his most recent job?

- (A) Two      (B) Three      ☒ (C) Four      (D) Six

69. What did David enclose with his letter?

- (A) Letters of recommendation      (B) A training certificate      (C) His school records      (D) A resumé

**The questions below are based on the following bulletin.**

Maintaining the balance between services and tax rates, as well as encouraging economic growth while providing for community needs, is an ongoing challenge and one of our most important tasks. Our challenge is to provide cost-effective services without sacrificing assistance to our citizens in need. We must encourage economic development without sacrificing our neighborhoods. We must foster business development that will provide jobs for our citizens right here in our own community without harming the quality of life that makes this city such a great place to live and raise our families.

It is citizen participation more than anything else that makes this community special. Without the interest, support, and involvement of neighbors like you, our community would not be such a wonderful place to live, work, and go to school. We always welcome your ideas and are happy to discuss with you any thoughts or concerns you may have about the many changes that are taking place in our community today. Please don't hesitate to contact us by phone or e-mail and let us know what is on your mind. We appreciate your contributions and look forward to continuing to serve the community's interest.

**70. Who would probably NOT write this notice?**

- A local politician      B- A community businessperson      C -A member of a citizens group      D- A potential local investor

**71. What is the tone of this bulletin?**

- A- warning      B- propelling      C- Matter-of-fact      D -Aggressive

**72. What is the target audience of this bulletin?**

- A- Female citizens      B – school kids      C- investors      D – neighbourhoods

**Refer to the following bulletin:**

### **Disputes with Merchants and Service Providers**

If a problem arises regarding items or services purchased with your credit card, you may have the right not to pay the balance due. You must first allow the merchant or service provider the opportunity to correct the problem. In the case of items purchased, you must return the items to the store and ask for an exchange or a repair. In the case of services, you must request that the provider redo the services or repair any damage. If the merchant or service provider is unable to satisfactorily correct a problem, then you may inform the credit card company that you want to stop payment. Request form #359, complete it, and fax or mail it back to the company. Alternatively, you can download the form from the company's website and submit it by e-mail. You will be asked to provide thorough information regarding date and place of purchase, name of merchant or provider, and the reasons why attempts to correct the problem were not satisfactory. No further payments will be required on the charge under dispute while your request is being reviewed. There are three limitations on this right:

- The purchase must have been made within 60 days of submitting form #359.
- The purchase must have been made in your home state or within 130 miles of your current mailing address.
- The price of the purchase must be greater than \$50.

**73. What rights does this passage refer to?**



A - Merchants' pricing      ~~A~~ Payment of credit card purchases      C - returned items      D - limitations on purchases

74. Which of the following is necessary for the purchaser to exercise this right?

- A - The item costs more than fifty dollars.
- B - The purchase was made in a different state.
- C - The balance of the bill has been paid.
- ~~D~~ - The merchant has corrected the purchase.

75. In which situation is this passage relevant?

- ~~A~~ Arguments on a credit card billing.
- B - Partial payment was made.
- C - The merchant corrected the problem.
- D - Purchases made with cash.

Refer to the following letter :

**Suarez Drilling Corporation**  
1217 Isabella Avenue, Buenos Aires, Argentina

Dear Ms. Kahanian;

Ms. Ursula Kahanian Dienst and Klein Auditors  
1001 Wellington Avenue Toronto, Ontario, Canada.

We will be pleased to welcome you to our headquarters for the year end auditing procedures. Paula Jenkins tells us that you will arrive in Buenos Aires on flight BA 209 on Monday, January 30, at 10:10 a.m. I have instructed my assistant, Carmen Sierra, to drive you directly to our main office and make sure that all the arrangements for your stay are satisfactory. We will put a computer terminal at your disposal in a private office. Should you have any special requirements, I would appreciate it if you would phone or fax us to let us know before your arrival.

We have booked a room at the Santa Catalina Hotel in the center of town, which serves breakfast and dinner. Alternatively, we can recommend many fine restaurants in the center of town. We have arranged for you to have prepaid lunches at our staff cafeteria. Ms. Sierra will take care of the transport arrangement for your return to the airport on Friday the third. I look forward to meeting you next month.

Sincerely,

Samuel Ortiz  
Financial Director

76. Why is Ms. Kahanian going to Buenos Aires?

- A. To visit a drilling site
- B. To upgrade a computer system
- ~~C~~ To conduct an audit
- D. To review various restaurants

77. Why might it be necessary for Ms. Kahanian to contact Mr. Ortiz prior to her arrival?

- ~~A~~ To arrange to use a computer
- B. To tell him her flight number
- C. To reserve hotel accommodations
- D. To find out if she will have access to a copy machine

78. Where will Ms. Kahanian probably have her midday meals?

- ~~A~~ At the Suarez Drilling headquarters
- B. At the Santa Catalina Hotel
- C. In one of the town's restaurants
- D. At a local coffee shop

79. Who invites Ms. Kahanian for an audit?

- ~~A~~ Financial director
- B. Personnel director
- C. Sales manager
- D. Head of operation

80. What date will she return?

- ~~A~~ February 3<sup>rd</sup>
- B. January 3<sup>rd</sup>
- C. Friday 10 a.m.
- D. Monday 30<sup>th</sup>