

## TEST 1

### 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. When she held her last meeting, Ms. Toba ..... her sales staff to perform even better next quarter.

- (A) encourage                      (B) is encouraging  
(C) encouraged                      (D) was encouraged

102. All staff have been informed ..... the proposed partnership with ERI Finance.

- (A) for                      (B) about                      (C) to                      (D) at

103. On Friday, Mr. Nakamura will discuss ..... ideas for supporting busy waiters.

- (A) his                      (B) him                      (C) himself                      (D) he

104. The Forestry Commission was created to ..... the state's natural resources and wildlife.

- (A) allow                      (B) manage                      (C) succeed                      (D) finish

105. By following established guidelines, construction workers will be able to complete their tasks .....

- (A) safety                      (B) safe                      (C) safeness                      (D) safely

## TOEIC thầy Linh

106. With her numerous credentials, Dr. Kwan is highly ..... to teach medieval history at Maston University.

- (A) arranged      (B) ready      (C) available      (D) qualified

107. .... at the annual technology conference is mandatory for all engineers at the Treemont Corporation.

- (A) Attendance      (B) Attend      (C) Attends      (D) Attended

108. The cafe ..... features poets, folk singers, and drama groups on its stage.

- (A) tightly      (B) occasionally      (C) vaguely      (D) realistically

109. Before the seminar began, attendees were assured ..... all scheduled presenters would appear.

- (A) who      (B) around      (C) that      (D) therefore

110. Forever Pet has been a leader in bringing new products, .....Fun Bone and Chew Right, to the market.

- (A) however      (B) furthermore      (C) as if      (D) such as

111. Ms. Turner is in charge of ..... the organization of records in the human services department.

- (A) improve      (B) improved      (C) improving      (D) improvement

112. Sheefon Bank clients always receive an e-mail or text ..... following any change to their account password.

- (A) issue      (B) alert      (C) claim      (D) member

## TOEIC thầy Linh

113. A drop in consumer demand has led to a ..... decrease in the production of large pickup trucks.

- (A) remark            (B) remarked            (C) remarking            (D) remarkable

114. After coating the potatoes in flour and spices, chefs should place them ..... into the deep fryer.

- (A) rarely            (B) honestly            (C) doubtfully            (D) directly

115. Several banks have released applications that allow ..... customers to pay bills easily by phone.

- (A) their            (B) they            (C) them            (D) themselves

116. The personnel department will ..... only those applicants who have five or more years of experience for the position.

- (A) participate            (B) consider            (C) grant            (D) make

117. Employees of Belfore Electronics Ltd. are ..... involved in community-assistance programs.

- (A) active            (B) actively            (C) activate            (D) activity

118. The executives at Macalter Equipment decided they would not ..... the contract without major changes.

- (A) renew            (B) consume            (C) identify            (D) resemble

119. Wet suits are made with a ..... layer of rubber that traps heat and keeps divers warm.

- (A) protect            (B) protects            (C) protective            (D) protectively

## TOEIC thầy Linh

120. Newcamp Services managers will meet to discuss the proposed ..... of three smaller branches into one large branch.

- (A) security      (B) bracket      (C) connector      (D) merger

121. At Yarzen Technology, clients' records are ..... and can only be accessed by a small group of fund managers.

- (A) confide      (B) confidential      (C) confidentially      (D) confidentiality

122. The featured panel at the NHJ Medical Conference will discuss recent ..... in online health-care services.

- (A) memories      (B) varieties      (C) trends      (D) rehearsals

123. All of Millville's restaurants ..... several times a year by the city health department.

- (A) inspect      (B) inspected      (C) are inspecting      (D) are inspected

124. Sweet Sunlight Bakery has steadily built a ..... base of customers with its delicious cookies and cakes.

- (A) brief      (B) loyal      (C) strict      (D) careful

125. According to financial analysts, ..... in medical technology companies are expected to increase in value.

- (A) invest      (B) investing      (C) invested      (D) investments

126. The city's harbor is ..... to container ships and fishing vessels of all sizes.

- (A) accessible      (B) formal      (C) reasonable      (D) likely

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127. Maya's Dancewear expanded its advertising markets, and sales have ..... increased.

- (A) controlling      (B) consequently      (C) beneath      (D) even though

128. Dobson Ice Cream will not introduce any new flavors ..... the customer survey results are analyzed.

- (A) around      (B) until      (C) despite      (D) past

129. The renovated company gym ..... with free weights and exercise machines.

- (A) will equip      (B) to equip      (C) has been equipped      (D) is equipping

130. .... driving their cars, workers who travel to the town center should use the bus lines.

- (A) Because of      (B) Instead of      (C) Whenever      (D) Although

## PART 6

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

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Questions 131-134 refer to the following article.

### Local Barbershop Wins State Competition

By Miranda Warren

MALEND COUNTY (January 12)—Pat and Kenny’s Barbershop, ----- (131) at 3949 Grand Street, has been named the best barbershop in the state by the Barber and Hairdresser’s Coalition. The criteria for selection include reputation, affordability, professionalism, and accreditations. ----- (132).

Founders and owners Kenneth Webber and Patrick Miller have been best friends since childhood. -----(133) opened the shop 34 years ago. -----(134) the shop retains its old-fashioned charm, the barbers have mastered the latest styles, not just the more traditional ones. People of all ages seeking a haircut or a new style should try Pat and Kenny’s Barbershop.

131. (A) locate                      (B) located                      (C) locates                      (D) location

132. (A) The results will be announced later this month.

(B) We are proud to serve our community with excellence.

(C) Pat and Kenny’s shop excelled in all four categories.

(D) Please call in advance to schedule an appointment.

133. (A) I                              (B) We                              (C) They                              (D) He

134. (A) While                      (B) Despite                      (C) Even                      (D) Yet

## TOEIC thầy Linh

**Questions 135-138 refer to the following instructions.**

### **Gasgo Propane Tank Exchange**

You have chosen a safe and -----(135) way to obtain fuel for your stoves, grills, heaters, fireplaces, or other devices. Simply follow the directions -----(136).

When your tank runs out of propane, take it to our store and leave it on one of the clearly marked green shelves outside the store. -----(137). Then, pay the cashier inside the store for a fresh tank of propane. Next, the cashier or another staff member will accompany you to the outdoor exchange area. The staff person will give you a full tank to take home and provide help if you have multiple tanks to carry. Follow the instructions on the tank to connect it to your device.

Be sure to visit us again when you need a -----(138).

135. (A) economy                      (B) economics                      (C) economize                      (D) economical

136. (A) below                      (B) finally                      (C) sometimes                      (D) hourly

137. (A) Come again very soon.                      (B) It is warmer in the store.  
(C) Do not take it inside.                      (D) The tank is prefilled.

138. (A) model                      (B) version                      (C) heater                      (D) replacement

**Questions 139-142 refer to the following e-mail.**

To: Technicarn Enterprises Customers

From: Technicarn Enterprises Customer Service

Date: 10 September

Subject: Serving You

## TOEIC thầy Linh

Dear Valued Customer:

We want your -----(139) with Technicarn Enterprises to be easy and enjoyable. To that end, we are pleased to announce our newly designed Web site, with enhanced customer-friendly features.

Our new Web site provides answers to your questions 24 hours a day, every day of the year. On our home page, you can get information about system setup, or you can troubleshoot by visiting -----(140) the Internet Issues or TV and Streaming Issues pages. -----(141). you can find detailed information concerning account management, access, billing, and payment.

----- (142) . Please explore the new Web site at your earliest convenience:

[www.technicarnenterprises.com](http://www.technicarnenterprises.com). As always, thank you for allowing us to serve you.

Best regards,

The Technicarn Enterprises Customer Service Team

139. (A) experience      (B) experienced      (C) experiencing      (D) experiential

140. (A) either      (B) both      (C) rather      (D) each

141. (A) Therefore      (B) Regardless      (C) For example      (D) Moreover

142. (A) We also need to inform you that your payment is five days past due.

(B) We recommend that you purchase all related accessories in our retail store.

(C) If you get an error message, disconnect from the Internet and try again.

(D) If you cannot find what you need online, simply call our support number.



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Questions 143-146 refer to the following notice.

### Garner City Transport Cares About the Environment

Beginning May 1, the sale and use of paper tickets and transit passes will be on all Garner -----(143) on all Garner City Transport bus and subway lines. This change applies to single-ride tickets ----- (144) to weekly and monthly passes. Eliminating paper benefits the environment and leads to less litter.

Riders can download the free Garner City Transport app. With the app, they can add money their accounts, purchase tickets, plan -----(145), and track arrival and departure times.

Alternatively, passengers can purchase a rechargeable transit card at any station. --- --- (146). Value can be added to the card via the Garner City Transport Web site at [www.garnercitytransport.org](http://www.garnercitytransport.org).

143. (A) enlarged                      (B) discontinued    (C) accessible            (D) refreshed

144. (A) sharing                      (B) but                      (C) except                      (D) as well as

145. (A) routes                      (B) responses            (C) software                      (D) careers

146. (A) People often use credit cards to purchase meals during the flight.

(B) Many people like public transportation because it is inexpensive.

(C) The durable cards are made from recycled materials.

(D) There was a small price increase last month.

## PART 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is

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followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

**Questions 147-148** refer to the following advertisement.

### **Harbis Stationery Store Clearance Sale**

Prices indicated are for in-store purchases only.

500 Pinstone Street / SHEFFIELD / S12HN

#### **Seasonal items**

Box of ten preprinted seasonal cards (25% off)	£	8.99
Box of five customizable seasonal cards or invitations (50% off)	£	11.99

#### **All school supplies 10% off**

Box of 24 pens	£	1.79
Desk lamp	£	19.99
Wireless mouse	£	17.99
Backpack	£	29.99

Visit Harbis Stationery at [www.harbistationery.uk](http://www.harbistationery.uk)

147. What is indicated about Harbis Stationery Store?

- (A) It provides materials for students.
- (B) It has stores in multiple locations.
- (C) It is celebrating an anniversary.
- (D) It provides free shipping for online orders.

148. What item is discounted by the greatest percentage?

- (A) Box of ten cards
- (B) Box of five invitations
- (C) Wireless mouse
- (D) Desk lamp

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

To: Wenbin Peng <wpeng@chenconstruction.com>

From: Toshi Auto Group <c,s@toshiautogroup.com>

Date: February 26

Subject: Your leased vehicle

Dear Mr. Peng:

As you know, Toshi Auto Group handles all the service needs for cars leased by employees of Chen Construction. According to our records, you took possession of your leased car on March 1 of last year. Your car is now due for its required annual service and maintenance check. To book your appointment, please call us at (215) 555-0109 or visit us online at [www.toshiautogroup.com/serviceappointments](http://www.toshiautogroup.com/serviceappointments).

Sincerely,

Toshi Auto Group

Customer Service

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

- (A) To inquire about leasing a vehicle
- (B) To inform a customer of required car maintenance
- (C) To announce the release of a new car
- (D) To register a used car for an extended warranty

150. What is indicated about Chen Construction?

- (A) It performs the servicing of its company vehicles.
- (B) It has a new project beginning March 1.
- (C) It provides leased cars to some employees.
- (D) It will soon begin a construction project for Toshi Auto Group.

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**Questions 151-153** refer to the following article.

LONDON (2 February)—On Thursday, Tillford Press announced the launch of its new imprint, Tillford Exalt. This new line will feature books promoting healthy lifestyles, memoirs with uplifting messages, and volumes that provide guidance for special occasions such as birthdays and weddings. Tillford Exalt will also publish calendars and greeting cards that complement the main products.

Already contracted to write memoirs are the award-winning actress Alexia Leoz, London-based conductor and composer Seung-Hyun Bae, and celebrity cook Lain Lai. Ms. Lai's story of her life and career will be the first to be launched. It is set for release in December.

Tillford vice president Frederick Bissett said the company saw a need for books that celebrated accomplishments and life events from multiple perspectives. "We wanted authors from a wide variety of cultural backgrounds, and we think we're off to a great start," he said. He noted that Tillford Exalt's authors were not always famous; the books will be exploring their beginnings, their everyday lives, their first jobs, their marriages and families—as well as their achievements.

Tillford Press is based in Manchester. It has offices in New York, Toronto, and Sydney, but its publications are sold throughout the world.

151. What is the main purpose of the article?

- (A) To promote a new line of cookware
- (B) To advertise an orchestra concert
- (C) To announce a new series of books
- (D) To provide a calendar of local events

152. What is planned for December?

- (A) An awards ceremony

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- (B) The publication of a life story
- (C) The release of a new album
- (D) The launch of a celebrity's restaurant

153. What does Frederick Bissett emphasize about Tillford Exalt?

- (A) Its record-breaking sales
- (B) Its roots in Manchester
- (C) Its focus on fiction and poetry
- (D) Its broad range of authors

**Questions 154-155** refer to the following text-message chain.

**Greg Skagen (8:58 A.M.)** Hi, Brenda. I'm here in the warehouse. All of my trainees have arrived, but I noticed the power door at Loading Dock B is acting up.

**Brenda Sadauskas (8:59 A.M.)** Again?

**Greg Skagen (8:59 A.M.)** When I push the button to open it, it raises all the way up but then drops back down to the closed position after about 30 seconds.

**Brenda Sadauskas (9:00 A.M.)** I'll come down with the maintenance technicians. Why don't you bring your trainees to my area? You can teach them how to create shipping labels and then have them pack and label this morning's shipments.

**Greg Skagen (9:02 A.M.)** Yes, that works.

**Brenda Sadauskas (9:03 A.M.)** Thanks. Then you could show them the loading dock operations in the afternoon.

154. What problem does Mr. Skagen mention?

- (A) Some new employees are absent.
- (B) Some boxes are incorrectly labeled.
- (C) A package delivery is delayed.
- (D) An access door is malfunctioning.

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155. At 9:02 a.m., what does Mr. Skagen most likely mean when he writes, “Yes, that works”?

- (A) An electrician has arrived at a work site.
- (B) Some equipment is operating smoothly.
- (C) Trainees can help with some shipments.
- (D) Ms. Sadauskas is well suited for her job.

**Questions 156-157** refer to the following form.

### SERVICE REQUEST FORM

Complete all fields and deliver to Technology Services (room 412).

**Requester Name:** Elenora Deckow

**Requester Office:** Room 718

**Requester Phone:** Ext. 5709

**Service Location:** Room 500

**Service Type (choose one):**

☐ Cleaning   ☒ Repair   ☐ Installation/Setup   ☐ Other

#### Description of Request

There is a problem with the television audio. When I played an online video, the image was fine, but I could not hear anything. I checked all the settings, and I was able to hear the same video on other televisions with no problem. I'm supposed to deliver a product demonstration for a client in room 500 next Monday, so I would greatly appreciate it if the issue can be fixed by this Friday.

156. Why was the form submitted?

- (A) An image is not displaying clearly.
- (B) A projector needs to be set up.
- (C) Audio is not functioning properly.
- (D) A microphone needs to be repaired.

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157. What is Ms. Deckow planning to do next week?

- (A) Visit a client site                      (B) Deliver a product  
(C) Create an online video                (D) Give a presentation

**Questions 158-161** refer to the following text-message chain.

**Ella Glatt (11:34 A.M.)**

Hi. I know this is a busy day, but I wanted to know whether anyone from the finance team could come to the marketing meeting.

**Stef Goldberg (11:35 A.M.)**

Hi, Ella. I wish I could, but it starts at 2:00. I need to be at a different meeting at 2:30.

**Ella Glatt (11:36 A.M.)**

Oh, right. I forgot you were going to the executive board meeting.

**Daniel Seidal (11:36 A.M.)**

I'm also supposed to go to the 2:30 meeting. Is it essential that one of us attend the marketing meeting?

**Ella Glatt (11:37 A.M.)**

Well, it would be helpful to have someone from the finance department there, at least for 15 minutes or so.

**Bill Iverman (11:38 A.M.)**

The quarterly reports just came in, and Daniel, Stef, and I need to review them by the end of the day.

**Ella Glatt (11:39 A.M.)**

You all have plenty to do.

**Daniel Seidal (11:41 A.M.)**

That's true! But I could come from 2:00 to 2:15. That's all I can commit to.

**Ella Glatt (11:43 A.M.)**

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Sounds great. We just need one of you to clarify a few quick points about the budget for the next advertising campaign.

158. At what time will the executive board meeting begin?

- (A) 2:00 p.m.      (B) 2:15 p.m.      (C) 2:30 p.m.      (D) 3:00 p.m.

159. In what area does Mr. Iverman most likely work?

- (A) Marketing (B) Finance  
(C) Advertising (D) Executive management

160. Why does Ms. Glatt want a colleague to attend a meeting?

- (A) To summarize a previous meeting
- (B) To explain a promotional campaign
- (C) To provide information about a budget
- (D) To review recently approved documents

161. At 11:43 a.m., what does Ms. Glatt most likely mean when she writes, “Sounds great”?

- (A) She accepts Mr. Seidal's offer.
- (B) She agrees that Mr. Iverman should attend the meeting at 3:00 p.m.
- (C) She is pleased with the proposed budget.
- (D) She is happy that a project has been completed.

**Questions 162-165** refer to the following e-mail.

To: [amal.abboud@bunzifoundation.org](mailto:amal.abboud@bunzifoundation.org)

From: maria mcfarland@myemail.com

Date: Thursday, August 22



## TOEIC thầy Linh

Subject: Project Coordinator Position

Attachment: [résumé\\_m.mcfarland.pdf](#)

Dear Mr. Abboud,

My friend Josiah Wilkins told me that you are seeking a project coordinator for your company. I have a degree in business administration and am attaching my résumé as I think I am an excellent fit for your needs. As you will see, I have experience using several cloud-based project-management programs. Furthermore, my organizational skills enable me to coordinate multiple activities simultaneously, and I can convey expectations clearly to team members involved in each phase of a project.

My current role as project coordinator for an international engineering firm, where I have worked for the past five years, has also afforded me ample experience managing teams, schedules, and budgets. While I enjoy the kind of work I do, it has become clear to me that I need motivation from a strong mission. The goal of your company to create sustainable housing projects is something that I strongly support and would be delighted to work on.

Through my work and volunteer activities, I have spent many months abroad in various countries throughout Asia and the Middle East. This seems particularly relevant to mention, as I am comfortable leading geographically and culturally diverse teams.

Thank you for your attention, and I look forward to speaking with you soon.

Kind regards,

Maria McFarland

162. What does Ms. McFarland mention about Mr. Wilkins?

- (A) He informed her of a job opening.
- (B) He will require a professional reference.
- (C) He would make a good business partner.
- (D) He is considering resigning from his position.

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163. The word “convey” in paragraph 1, line 5, is closest in meaning to

- (A) transport      (B) communicate      (C) recommend      (D) adapt

164. Why does Ms. McFarland want to leave her current position?

- (A) She wants a higher salary for her efforts.  
(B) She wants to work with a more experienced team.  
(C) She wants more opportunities for advancement.  
(D) She wants a role that inspires her more.

165. Why does Ms. McFarland mention her travels?

- (A) To request a placement in a particular country  
(B) To discuss how she came to acquire strategic industry contacts  
(C) To explain how she became aware of certain world issues  
(D) To emphasize her experience with people of different backgrounds

**Questions 166-168** refer to the following Web page.

<https://trexdale.com/aboutus>

### About Our Company

Trexdale Supply specializes in designing, producing, and installing furniture for all types of scientific laboratories. We provide a range of fully assembled cabinets, workstations, benches, and more, all made exclusively at our production facility in Dallas, Texas. Our lab furniture is available in a wide variety of sizes and configurations to match the needs of any research application.

Our business offers products as well as design-consulting services. For start-up labs, we have a team of consulting specialists available to evaluate your facility’s specific needs and assist you in arranging your space and choosing the most suitable furniture. Recently, for example, we were chosen by a major producer of biofuels to

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provide expert help in changing the layout of a research laboratory to maximize available space. As a result of this project, this client has realized substantial savings by reducing energy usage in the lab.

Please visit the “Lab Planning” section of this Web site if you are interested in learning more about building or renovating a laboratory facility. There, you can fill out an interest form to contact one of our consultants about your next project.

166. What does Trexdale Supply make?

- (A) Medical supplies
- (B) Farming equipment
- (C) Cabinets and furniture
- (D) Glass laboratory equipment

167. What did Trexdale Supply do in a recent project?

- (A) It reorganized a client’s laboratory.
- (B) It converted its vehicles to use biofuels.
- (C) It expanded staffing at its production facility.
- (D) It helped a client organize a trade show.

168. What method of communicating with Trexdale Supply is mentioned?

- (A) By e-mail
- (B) By phone
- (C) By instant message
- (D) By an online form

**Questions 169-171** refer to the following job advertisement.

### **PRODUCT DEMONSTRATORS NEEDED!**

Are you outgoing and enthusiastic? — [1] —. Do you enjoy talking to all types of people? Put your personality and communication skills to work! — [2] —. BBD Staffing is seeking to hire in-store product demonstrators to promote our clients'

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merchandise to shoppers. — [3] —. As a member of our team, you will demonstrate a wide range of small kitchen appliances and tools in grocery stores and other retail venues.

For some products, you will be required to prepare simple recipes. You will also need to answer shoppers' questions. Thus, it is essential that you can become familiar with clients' products and provide key information to consumers. Because many of the demonstrations require working with food, candidates must have a Professional Food Handler certificate. — [4] —.

To apply, upload a video of no more than one minute in length telling us why you would be a successful product demonstrator at [www.bbdstaffing.com/applications](http://www.bbdstaffing.com/applications).

169. What work experience would best qualify a candidate for the position?

- (A) Cook                      (B) Cashier                      (C) Interior designer                      (D) Event planner

170. According to the advertisement, what should people interested in applying do next?

- (A) Respond to a survey                      (B) Arrange for an interview  
(C) Submit a recording                      (D) Provide references

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

“Many of the world’s best-known brands rely on our product demonstrators to generate positive impressions of their products.”

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

Questions 172-175 refer to the following article.

**Gorman Unveils Newest Smartphone Model**

LONDON (20 April)—Gorman Mobile unveiled its newest smartphone to an eager reception at the annual Technobrit Conference. The Pro Phone 4, which includes 512 GB of storage, a 7-inch screen display, and an optional stylus pen, will hit the shelves on 11 June. Unlike its predecessor—the Pro Phone 3—it features a larger screen, an ultrawide camera lens, and 8K-resolution filming capability.

— [1]—. The £999 starting price is £100 more than that of the previous model. Add-ons, such as the stylus pen, protective case, and wireless headphones, cost an additional £39, £59, and £79, respectively.

Gorman Product Manager Ian Hill doesn't believe the price increase will dissuade customers. — [2] —.

“The Pro Phone 4 is a game changer in terms of its picture quality and sleek design,” said Hill. “Improvements were based on direct customer feedback, which cited the poor camera functionality as the biggest drawback of prior models. Our clients spoke, and we listened and adapted accordingly.” — [3] —.

One similarity that the Pro Phone 4 has with previous models is the charger. Going against the trend of competing wireless companies, Gorman is instead focusing on convenience.

“We want to afford our customers the ability to reuse elements of the other Gorman devices they’ve already purchased,” said Hill. “Why add to the overload of cables already in circulation?” — [4] —.

172. What is the purpose of the article?

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| (A) To promote a technology show  | (B) To introduce a product           |
| (C) To interview smartphone users | (D) To announce a recall of a device |

173. How much do the Gorman Pro Phone 4 wireless headphones cost?

- |         |         |         |          |
|---------|---------|---------|----------|
| (A) £39 | (B) £59 | (C) £79 | (D) £100 |
|---------|---------|---------|----------|

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174. What does the Pro Phone 4 have in common with prior models?

- (A) The screen size                      (B) The camera resolution
- (C) The price                            (D) The charger

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

“These upgrades do come at a cost.”

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

**Questions 176-180** refer to the following work order and e-mail.

**WORK ORDER: 7549**

<b>Requester:</b>	Xi, Gina
<b>Date Entered:</b>	Wednesday, 9 April
<b>Date Due:</b>	Thursday, 10 April
<b>Type:</b>	Technology end-user request
<b>Summary:</b>	Voice-mail security settings
<b>Technician Assigned:</b>	Arnold, Sam
<b>Computer Workstation ID:</b>	HYS31

**Description:**

Is it possible to remove the new layers of security on my voice mail in the new phone system? I really don't want to use a password, and I certainly don't want to change it every month. I don't need a high degree of security because my work is not confidential. If someone else gained access to my messages, it wouldn't do much harm.

## TOEIC thầy Linh

To: Gina Xi

From: Sam Arnold

Date: Thursday, 10 April

Subject: Tech support request 7549

Hello, Ms. Xi,

This is in reference to your work order 7549 related to the new phone system. I am happy to help you with that. I understand that you do not feel that a high degree of security is needed for your voice-mail settings, but the new system does require you to have a password to retrieve your voice mail. However, company policy allows me to change the settings for employees who do not work with confidential material. I can update the security settings so that you do not have to reset the password on a regular basis.

I want to make sure that you understand the risk involved with a lower level of security. Anyone who gains access to your voice-mail account can do more than simply listen to your messages. They would be able to delete messages, change your greeting, or change your password so that you would lose access to your own voice mail (at least until someone here at IT could override the password change). If you still feel comfortable with that level of risk, let me know, and I will change the settings so that your password never expires.

Sam Arnold

Tech Support Associate

176. What does Ms. Xi's request indicate about the company?

- (A) It provides mobile phones to some employees.
- (B) Its employees value confidentiality.
- (C) It has recently changed its phone system.
- (D) It offers technology training to employees

## TOEIC thầy Linh

177. In the e-mail, the word “regular” in paragraph 1, line 6, is closest in meaning to  
(A) periodic                      (B) orderly                      (C) customary                      (D) legitimate

178. Where did Mr. Arnold learn about the details of Ms. Xi’s request?  
(A) In a weekly managers’ meeting                      (B) In a work order  
(C) In a phone call                      (D) In a personal voice mail

179. How does Mr. Arnold try to satisfy Ms. Xi’s request?  
(A) By agreeing to everything Ms. Xi asked for  
(B) By resetting the password on Ms. Xi’s phone  
(C) By referring the matter to another technician  
(D) By proposing to fulfill only part of Ms. Xi’s request

180. What does Mr. Arnold ask Ms. Xi to do?  
(A) Make the needed changes to her voice-mail system  
(B) Attend training about the new voice-mail system  
(C) Confirm that she wants him to change her voice-mail system  
(D) Provide a clear description of the problem with her voice-mail system

**Questions 181-185** refer to the following e-mail and review.

### Email

To: Linda Hanshu

From: Cliff Merson

Subject: Lighting Issue

Date: September 4, 10:12 A.M.



## TOEIC thầy Linh

Hi, Ms. Hanshu:

I want to check on the issue we discussed about lighting in the latest chapter of *Titan Adventure*. In past versions of the game, getting the reflections and lighting in green and blue areas correct has been a particular challenge, and it was a problem that kept arising. As the new release, *Neptune's Voyage*, is primarily an underwater adventure, addressing this problem is crucial. You said you would take charge of this, and I hope to hear that you have found a solution to the problem. The team was hoping to have one last rendering of the lighting for the game by October 10 for a preliminary run-through. Will the final version of the lighting be ready by then?

All other aspects of the game are on schedule. Please send me an update about the lighting at your earliest convenience.

Regards,

Cliff Merson

Project Manager, Rimerko Games

### *Review of Titan Adventure: Neptune's Voyage*

By Leo Weber, April 1

This new installment of *Titan Adventure* will surprise and delight both new players and old aficionados long familiar with the series. Though open-world formats have been widespread in recent years, *Neptune's Voyage* brings something new to the format. By stripping down instructional guides, the game gives users the opportunity to discover new areas and devices. In *Neptune's Voyage*, you wake up as Thetis, a dolphin that is tasked with rescuing Neptune from an underwater cave. Users then climb, run, ride, sail, and fly through the world of the game, encountering new towns, ruins, and other creatures along the way. Some of these creatures will be familiar to longtime fans, but there is plenty of novelty as well. This newest version also

## TOEIC thầy Linh

corrects the green and blue image rendering that was sometimes a problem in earlier installments of *Titan Adventure*.

*Neptune's Voyage* launches May 5 on Rimerko Clutch and FS5. It is available in English, Korean, Japanese, French, and Spanish.

181. In the e-mail, what is suggested about Mr. Merson?

- (A) He coordinates a game development team.
- (B) He is convinced that *Titan Adventure* is overpriced.
- (C) He is a new employee at Rimerko Games.
- (D) He will leave on a business trip on October 10.

182. In the review, what is indicated about *Neptune's Voyage*?

- (A) It is a major competitor of *Titan Adventure*.
- (B) It features an open-world format.
- (C) It is the first video game in a series.
- (D) It is Rimerko's most challenging game.

183. What can be concluded about Ms. Hanshu?

- (A) She wrote the script for *Neptune's Voyage*.
- (B) She successfully addressed Mr. Merson's concern.
- (C) She won an award for game design.
- (D) She is a project manager.

184. What does Mr. Weber find exciting about *Neptune's Voyage*?

- (A) It has players act in the role of Neptune.
- (B) It uses lighting to show players where to navigate.
- (C) It introduces a completely new set of characters.
- (D) It lets players explore new features without guidance.

# TOEIC thầy Linh

185. When will Neptune's Voyage be available?

- (A) On September 4                      (B) On October 10  
(C) On April 1                            (D) On May 5

**Questions 186-190** refer to the following schedule, e-mail, and job advertisement.

Wonder Ridge Radio Broadcast Schedule, Monday		Friday	
6 A.M.-Noon	Noon-4 p.m.	4 p.m-7 p.m.	7 p.m.—10 p.m.
<b>COFFEE BREAK</b>	<b>AFTERNOON JAZZ</b>	<b>FOLK FRENZY</b>	<b>JOSIE’S JOINT</b>
Local news and interviews with community members	Music from traditional jazz to jazz fusion	Folk music from around the world	Modem sounds selected by our station’s own music director
Host: Felice Finney	Host: Malachi Mzee	Host: Penny Ariza	Host: Josie Jones

## Email

To: [feedback@wondcrridgeradio.org](mailto:feedback@wondcrridgeradio.org)

From: pfabre@sendmail.net

Subject: My new radio station!

Date: October 22

To the folks at Wonder Ridge Radio:

As I was driving last week. I got tired of listening to sports talk and turned the dial. Suddenly, my car was filled with a song that I hadn't heard in many years. It was traditional music from France, where my grandmother was born. She used to play

## **TOEIC thầy Linh**

that song when I was a child. I never expected to hear it on the radio here in Wonder Ridge. Thanks for this experience and for all your great programs.

Your new fan,

Pierre Fabre

### **Wonder Ridge Radio Job Opening: Programming Assistant**

Posted November 2

#### **Job Description**

The programming assistant reports to the director of programming and supports the radio station by performing a variety of research and communication functions. This role is an entry-level, part-time position.

#### **Responsibilities**

- Conducting background research on interviewees
- Keeping up-to-date on news and news makers in order to suggest potential topics and guests for on-air interviews
- Updating the station's Web site and program host biography pages
- Using scheduling software to update the broadcast schedule
- Communicating with listeners, especially via e-mail and social media

To apply, e-mail a resume and cover letter to [hiring@wonderridgeradio.org](mailto:hiring@wonderridgeradio.org).

186. According to the schedule, who is Ms. Jones?

- (A) The advertising manager at a radio station
- (B) The host of a community news program
- (C) The music director at Wonder Ridge Radio
- (D) The host of a sports radio program

## TOEIC thầy Linh

187. What is the purpose of the e-mail?

- (A) To express praise for the radio station
- (B) To ask about job opportunities
- (C) To request more sports talk show programming
- (D) To inquire about the name of a song

188. When did Mr. Fabre most likely first listen to Wonder Ridge Radio?

- (A) Between 6 a.m. and noon
- (B) Between noon and 4 p.m.
- (C) Between 4 p.m. and 7 p.m.
- (D) Between 7 p.m. and 10 p.m.

189. What does the job advertisement suggest applicants must have?

- (A) A willingness to travel
- (B) Familiarity with computers
- (C) A degree in communications
- (D) Extensive experience in the radio industry

190. What radio program will probably receive the most support from the programming assistant?

- (A) Coffee Break
- (B) Afternoon Jazz
- (C) Folk Frenzy
- (D) Josie's Joint

**Questions 191-195** refer to the following instructions, e-mail, and sign.

### Instructions for Requesting Records

Thank you for your interest in official records and documents maintained by the City of Abilene. To file a request for public information, please follow these steps.

1. Create an account in the Records Center Web portal. Currently, all requests must be made through the portal.

## TOEIC thầy Linh

2. Use the drop-down menu to locate the department from which you are seeking information and submit your request. You will receive a confirmation e-mail with a reference number.
3. The department staff will locate the requested records and contact you when they are available. You can have the records delivered to you, or you can pick them up in person. If you prefer to pick them up in person, you must make an appointment with the department staff.
4. If there are any fees associated with your request, you will receive an itemized statement detailing the services provided and the charges for those specific services.

### Email Message

To: Joo-Hee Park <jhpark@coa.net>

From: Keith Brandenburg <kbrandenberg@mailcurrent.com>

Date: May 3

Subject: RE: Reference number W2486

Dear Ms. Park,

Thank you for confirming that my documents are available. I would like to pick them up in person as soon as possible. Do you have any appointments available this week? I have a question about the fee. Apparently, I am being charged \$300 for my documents. I do not understand why the fee is so high, and there was no explanation included in your e-mail. I have requested records several times in the past in my role with RJ Environmental Engineering and have never paid such a high fee. In this case, I am only requesting two maps of the city's underground pipelines, which will inform our firm's current work advising the city on wastewater management.

Please clarify the fee for me, and let me know if I can pick up my documents this week. Thank you.

Best regards,

Keith Brandenburg

**City of Abilene Administrative Building**

Visitors must sign in prior to entering this facility. Please enter your name and the room you will visit in the logbook.

First-Floor Directory:

IT Services - Room 100

Parks and Recreation - Room 101

Transportation - Room 102

Wastewater - Room 103

191. What do the instructions indicate about records requests?

- (A) They can be made only on certain days.
- (B) They can be made only online.
- (C) They can be filed only by authorized personnel.
- (D) They can be filed only after a fee is paid.

192. According to the e-mail, how does Mr. Brandenburg plan to use some public information?

- (A) To add information to a Web portal
- (B) To help his company advise the city
- (C) To identify an accounting error
- (D) To learn how an agency is structured

193. What does the sign indicate visitors must do before entering a building?

- (A) Go through a security screening
- (B) Get a parking permit
- (C) Present some identification
- (D) Sign a logbook

## TOEIC thầy Linh

194. What was Mr. Brandenburg expecting to receive?

- (A) An itemized statement of fees
- (B) A letter from his company
- (C) A phone call from a city official
- (D) A password for the Web portal

195. What room will Mr. Brandenburg most likely visit?

- (A) Room 100      (B) Room 101      (C) Room 102      (D) Room 103

**Questions 196-200** refer to the following review and e-mails.

### **Famous Actor, First Book**

LONDON (25 February)—Fans of Simon Eklund will be delighted with his autobiography, *The Theatre Lights Dimmed*, the first book he has written in his storied career as an actor. It provides wonderful insight into his career, starting with his first roles in cinema in his native Sweden, moving into his work in France and Italy, and finishing with his recent theatre work in the U.K.

In his book, Mr. Eklund dedicates a fair amount of text to discussing his mentor, Charles Gunnarsson, who helped him develop his skills early on in Stockholm. He also describes the difficulty of transitioning into different types of roles, especially from comedic to dramatic acting. He includes several funny anecdotes about his first attempts at acting onstage here in London. He describes them as disastrous, but anyone who saw his recent performance in *Life and Games* would say just the opposite.

Mr. Eklund has long been a captivating actor on stage and screen, and now he is a thoroughly engaging author.

—Uma Joshi



## TOEIC thầy Linh

To: Edith Hocking

From: Uma Joshi

Date: 2 March

Subject: RE: Opportunity

Dear Edith,

Thank you for agreeing to arrange an interview with Mr. Eklund for me. I think this will be a great follow-up to my recent piece.

In a helpful coincidence, I will be visiting his home country next month to address a journalists' convention. I am the featured speaker and will discuss the benefits of diversity in journalism. I'm sure we can set up something with Mr. Eklund just before or after my speech.

Best.

Uma Joshi

Arts and Culture Editor Top News U.K.

### \* E-mail\*

To: Uma Joshi <ujoshi@topnews.co.uk>

From: Maria Cazalla <mcazalla@zephyrmail.se>

Date: 20 March

Subject: RE: Information

Dear Ms. Joshi,

We are all very excited about your interview next month with Mr. Eklund. He enjoys all your writing for *Top News U.K.*—the news stories, interviews, and, of course, your recent article about *The Theatre Lights Dimmed!*

I just wanted to finalize a few details with you. We have arranged transportation for you from your hotel to Mr. Eklund's house and then back to the hotel. Please let me

## TOEIC thầy Linh

know how many people there will be in your group, because Mr. Eklund would like you all to stay for lunch.

Sincerely,

Maria Cazalla

196. What does the review mention about Mr. Eklund?

- (A) He enjoys his work as a director.
- (B) He has been a mentor to many young people.
- (C) He is a well-known actor.
- (D) He has written many books.

197. Where most likely will Ms. Joshi meet Mr. Eklund?

- (A) In Sweden
- (B) In France
- (C) In Italy
- (D) In the United Kingdom

198. According to the first e-mail, what is one reason Ms. Joshi will travel in April?

- (A) To go on a vacation
- (B) To interview for a new job
- (C) To attend an international film festival
- (D) To speak at a conference

199. What is the purpose of the second e-mail?

- (A) To reserve a hotel room
- (B) To confirm meeting arrangements
- (C) To discuss an idea for a movie
- (D) To ask for transportation

200. What can be concluded about Mr. Eklund?

- (A) He hopes to write for a British news site.
- (B) He just hired a new assistant.

## **TOEIC thầy Linh**

(C) He was pleased with Ms. Joshi's review of his book.

(D) He frequently cooks special meals.

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