

Listening Test

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

Part 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then, find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Look at the example item below.



Now listen to the four statements.

Sample Answer

(A) (B) ● (D)

Statement (C), "They're standing near the table," is the best description of the picture. you should select answer (C) and mark it on your answer sheet.

1.



2.

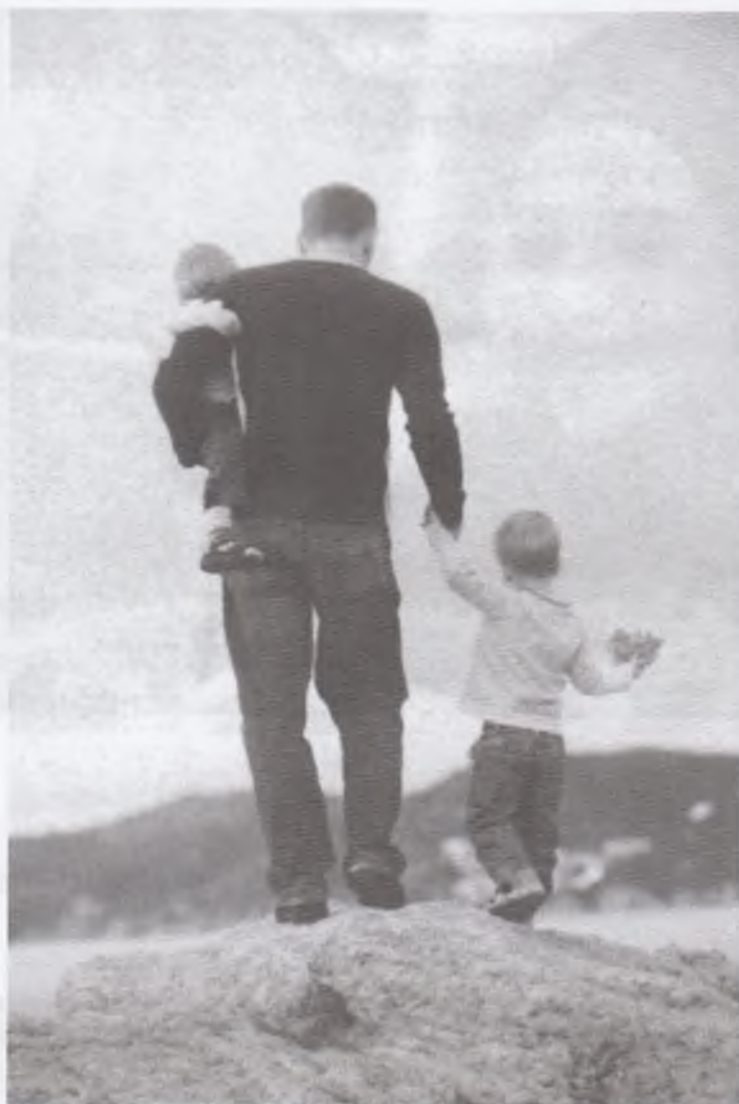


Actual Test 3

Actual Test 4

Actual Test 5

3.



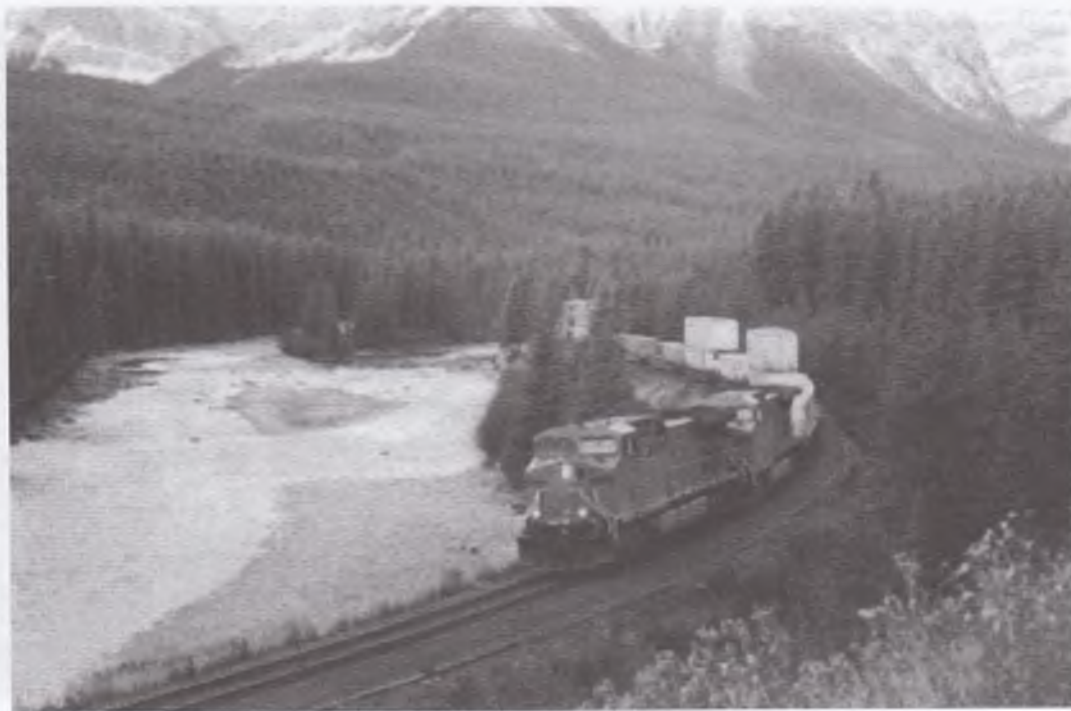
4.



5.



6.



7.



8.



9.



10.



Part 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

You will hear: Where is the meeting room?

- You will also hear:
- (A) To meet the new director.
 - (B) It's the first room on the right.
 - (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right." so (B) is the correct answer. You should mark answer (B) on your answer sheet.

- | | |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

Part 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

41. What problem does the woman mention?

- (A) Some office files are missing.
- (B) A meeting has to be arranged.
- (C) She can't access some information.
- (D) A delivery is delayed.

42. What does the man suggest?

- (A) Taking a break
- (B) Calling Maintenance
- (C) Using a different machine
- (D) Making a new presentation

43. Who most likely is Max?

- (A) A security staff
- (B) A software expert
- (C) A customer
- (D) A supplier

44. What are the speakers mainly discussing?

- (A) Work bonuses
- (B) Marketing policies
- (C) Production figures
- (D) Hiring new staff

45. What problem does the woman mention?

- (A) Lack of experience
- (B) Limited openings
- (C) High costs
- (D) Low salaries

46. What does the man suggest?

- (A) Speaking to a supervisor
- (B) Holding a meeting
- (C) Using an agency
- (D) Responding to an advertisement

47. Why will the woman arrive late?
- (A) Her car has broken down.
 - (B) She is caught in heavy traffic.
 - (C) A meeting took longer than expected.
 - (D) She is waiting for a delivery.
48. What will the man discuss with Mr. Ramesh?
- (A) A new order from a client
 - (B) The reason why the woman is late
 - (C) Replacing old phones
 - (D) A message from a car rental company
49. Why is the woman unable to contact a colleague?
- (A) He is at the office on Falcon Street.
 - (B) He is out of town.
 - (C) He has switched off his cell phone.
 - (D) He is in a discussion.
-
50. What is the woman looking for?
- (A) A shopping catalog
 - (B) A store web site
 - (C) Designs for paper
 - (D) Directions to a friend's house
51. According to the man, why is Papyrus popular?
- (A) It is conveniently located.
 - (B) It has a wide variety of goods.
 - (C) It is a budget store.
 - (D) There are discounts for online purchases.
52. What does the woman decide to do?
- (A) Bring a colleague along
 - (B) Order a sample
 - (C) Meet the manager
 - (D) Visit the store

53. What are the speakers mainly discussing?

- (A) A memo from Sam
- (B) Staying back to finish work
- (C) A meeting later in the day
- (D) A new eating place

54. When does this conversation take place?

- (A) Morning
- (B) Noon
- (C) Afternoon
- (D) Evening

55. Who are the speakers?

- (A) Participants at a seminar
- (B) Students at a lecture
- (C) Colleagues at a workplace
- (D) Visitors on a tour

56. Where most likely does the woman work?

- (A) At an office
- (B) At an eatery
- (C) At a theater
- (D) At a sports ground

57. What does the man want to know?

- (A) If tickets are available
- (B) How long a performance will be
- (C) Directions to a location
- (D) Where to get entry passes

58. What is the man asked to do?

- (A) Remain silent
- (B) Call the woman
- (C) Speak to Mike
- (D) Be seated on time

59. What does the man want to do?
- (A) Check a date
 - (B) Make an inquiry
 - (C) Collect a parcel
 - (D) Buy stamps
60. Why was the delivery not made?
- (A) It was a holiday.
 - (B) The man was not at home.
 - (C) An address was incorrect.
 - (D) The woman didn't come to work.
61. What does the woman ask the man to do?
- (A) Show a bill
 - (B) Give her an order number
 - (C) Sign a receipt
 - (D) Meet the supervisor
-
62. Why will the man be in London?
- (A) To meet clients
 - (B) To organize an event
 - (C) To attend a meeting
 - (D) To make a presentation
63. What is happening on Friday?
- (A) A training program
 - (B) A farewell for a colleague
 - (C) The woman's birthday
 - (D) A weekend outing
64. What does the man offer to do?
- (A) Send out some invitations
 - (B) Meet Afzal in New York
 - (C) Help the woman with preparations
 - (D) Bring something for the occasion

65. What are the speakers discussing?
- (A) Movement of office supplies
 - (B) Designs for a new line of products
 - (C) A recent sale
 - (D) Arrangements for a party
66. What does the man want to do?
- (A) Take suggestions from clients
 - (B) Sell remaining stock
 - (C) Plan for an event
 - (D) Check on a delivery
67. What does the woman recommend?
- (A) Ordering more lamps
 - (B) Announcing free gifts in purchases
 - (C) Promoting a local brand
 - (D) Offering a special price
-
68. What does the man want to know?
- (A) When a meeting will start
 - (B) Whether there are enough chairs
 - (C) How to go to the second floor
 - (D) Where an event is being held
69. Who is Professor Ferguson?
- (A) A guest
 - (B) A speaker
 - (C) A nominee
 - (D) An advisor
70. What does the woman suggest that the man do?
- (A) Speak to a volunteer
 - (B) Use an elevator
 - (C) Call a co-worker
 - (D) Register right now

Part 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What is the purpose of the announcement?
- (A) To introduce a main guest
 - (B) To inform listeners of a schedule change
 - (C) To say that a special display has opened
 - (D) To thank performers at a show
72. Where most likely is the announcement being made?
- (A) At a seminar
 - (B) At an exhibition
 - (C) At a concert hall
 - (D) In an office
73. Why are passes mentioned by the speaker?
- (A) They can be used for a later show.
 - (B) They are needed to gain entry to an area.
 - (C) They are valid at the cafeteria.
 - (D) They can be exchanged at a special counter.
-
74. Who most likely is the speaker?
- (A) A park attendant
 - (B) A performer
 - (C) A visitor
 - (D) A tour guide
75. According to the speaker, what is NOT a feature at this place?
- (A) A flower clock
 - (B) A musical fountain
 - (C) A live band
 - (D) A boat ride
76. What will happen at 3 p.m.?
- (A) The park will close.
 - (B) A special show will begin.
 - (C) The visitors will leave.
 - (D) A famous poet will arrive.

77. What is the show mainly about?

- (A) How to stay healthy
- (B) Where to buy health foods
- (C) What to eat when fatigued
- (D) How to conserve water

78. Who has been invited to the show?

- (A) A celebrity
- (B) A health club owner
- (C) A diet expert
- (D) A store owner

79. What will Nina Jose do?

- (A) Announce the programs for the day
- (B) Report on fitness equipment
- (C) Give advice on weight loss
- (D) Teach simple exercises

80. Who most likely are the listeners?

- (A) Travelers
- (B) News reporters
- (C) Journalists
- (D) Researchers

81. How long has the speaker been in his profession?

- (A) Ten years
- (B) Fifteen years
- (C) Twenty years
- (D) Thirty years

82. What are listeners asked to do?

- (A) Work hard
- (B) Speak with buyers
- (C) Reduce costs
- (D) Hire more workers

83. Who is this message for?
- (A) Employees
 - (B) Software programmers
 - (C) Customers
 - (D) Telephone operators
84. What will happen when listeners dial 013?
- (A) A list of services will be made available.
 - (B) Information on payments can be received.
 - (C) The message will repeat.
 - (D) Requests will be registered.
85. Why is a web site mentioned?
- (A) To promote the use of online services
 - (B) As a source of information
 - (C) For speedier ordering
 - (D) To settle complaints
-
86. Who is this talk for?
- (A) Students
 - (B) Viewers
 - (C) Suppliers
 - (D) Investors
87. What can listeners receive at the end of the talk?
- (A) Free samples
 - (B) Useful recipes
 - (C) Exclusive offers
 - (D) Special memberships
88. What will the speaker do next?
- (A) Conduct a survey
 - (B) Accept orders
 - (C) Demonstrate products
 - (D) Ask questions
-

89. Why is this speech being made?
- (A) To announce a research project
 - (B) To honor someone who is retiring
 - (C) To choose a leader for a company
 - (D) To request participation in a program
90. What is Ms. Ling's job at Axion Electronics?
- (A) She is in charge of research.
 - (B) She is a recruitment officer.
 - (C) She is the president.
 - (D) She is a board member.
91. What has been Ms. Ling's contribution to the company?
- (A) A training program for new workers
 - (B) A modern research center
 - (C) A manual for Axion products
 - (D) A health scheme for staff
-
92. Who most likely are the listeners?
- (A) Security personnel
 - (B) Visitors to a city
 - (C) New employees
 - (D) Clients
93. Why is Human Resources mentioned?
- (A) The speaker has been hired there.
 - (B) A manager will address the group there.
 - (C) The tour began at that department.
 - (D) The listeners will receive badges there.
94. Where will the group go last?
- (A) Delivery
 - (B) Production
 - (C) Accounting
 - (D) The cafeteria

95. What is the message mainly about?
- (A) A new product to be launched
 - (B) An upcoming presentation
 - (C) A date for completion of work
 - (D) A bid for a project
96. What does the speaker say about Ms. Lee's presentation?
- (A) It left a few questions unanswered.
 - (B) It was very impressive.
 - (C) He would like a copy of it for reference.
 - (D) He had doubts on some points.
97. What is mentioned about the 10th of June?
- (A) It is the day a decision will be made.
 - (B) It is when an event will be held.
 - (C) It is the last date for submitting a proposal.
 - (D) It is the final day of a special offer from Axis.
-
98. What is the report mainly about?
- (A) Work planned on a city street
 - (B) Traffic restrictions at night
 - (C) A decision to close a building
 - (D) A citizens' initiative for an area
99. According to the report, how long will the project take?
- (A) A week
 - (B) A month
 - (C) Two months
 - (D) Six months
100. Where can listeners get additional information?
- (A) At a project office
 - (B) At a web site
 - (C) On 25th Street
 - (D) At the Town Hall
-

Reading Test

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in the test book.

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. The new route will ----- to further developing trade relations between the countries in the region.
(A) conduct
(B) contribute
(C) expect
(D) intend
102. ----- on the Caribbean Sea, Cancun is famous among European and American travelers as a dream holiday destination.
(A) Locate
(B) Locating
(C) Located
(D) Location
103. Improvements to the factory's manufacturing facilities ----- in savings of more than \$7 million so far this year.
(A) resulted
(B) have resulted
(C) resulting
(D) has resulted
104. The contract between our company and S ----- company is ----- approximately \$300 million over the next ten years.
(A) profitable
(B) painful
(C) worth
(D) qualified
105. ----- Mr. Shane can't find the magazines he wants at the local library, he is going to ----- them himself through the internet.
(A) Whereas
(B) Although
(C) So that
(D) If
106. Having consecutively won their last three games, the Atlanta Braves go into the final round with a lot of -----.
(A) concern
(B) confidence
(C) concept
(D) confrontation

107. If you get any products at a ----- price, please make use of the Universe Shopping Cyber Mali.
- (A) distinct
 - (B) definite
 - (C) approachable
 - (D) reasonable
108. For business relations to continue between our two companies, a satisfactory ----- must be reached and signed.
- (A) assignment
 - (B) appointment
 - (C) prescription
 - (D) agreement
109. The countries in the Middle East with abundant oil money have commenced to expand ----- industrial investment, boosting the overseas plant orders.
- (A) they
 - (B) theirs
 - (C) their
 - (D) them
110. More than ever before, the food industry in America is paying ----- to young consumers interested in their health.
- (A) attendant
 - (B) attention
 - (C) attends
 - (D) attending
111. The coupon can be exchanged into an event admission ticket when submitted to the ----- information center at JFK International Airport.
- (A) visit
 - (B) visitor
 - (C) visiting
 - (D) visited
112. Therefore, today's outcome is ----- for us and for the hundreds of other companies who have licensed MP3 technology.
- (A) disappoints
 - (B) disappointing
 - (C) disappointed
 - (D) disappointment
113. As a member of the International Olympic Committee, Mr. Franklin's fares and hotel ----- were paid for by the IOC.
- (A) values
 - (B) customs
 - (C) refunds
 - (D) expenses
114. Some European products lose their price competitiveness due to the high ----- costs to Asia and the United States of America.
- (A) exchange
 - (B) purchase
 - (C) transfer
 - (D) shipping
115. There are no firm figures on the number of Iraqi civilians killed since the war began ----- many estimates put the figure at more than 60,000.
- (A) but
 - (B) beyond
 - (C) far
 - (D) otherwise
116. The movie, *My Piano*, didn't really win the hearts of the audience due to its plain and rather ----- storyline.
- (A) predictable
 - (B) prediction
 - (C) predict
 - (D) predictably
117. Manufacturers would gain ----- trade status in the United States versus their main competitors, China and Japan.
- (A) favor
 - (B) favorably
 - (C) favorite
 - (D) favorable
118. Effective July 1st, ail supply requests must be approved by a supervisor and ----- in writing to the supply officer.
- (A) advised
 - (B) submitted
 - (C) urged
 - (D) complied

119. If you have any questions or suggestions for improvement, please do not ----- to contact our customer service center.
(A) provide
(B) complain
(C) compromise
(D) hesitate
120. The existing mall contains three department stores, nine restaurants, more than fifty ----- shops, and a movie theater.
(A) retailed
(B) retailer
(C) retailing
(D) retail
121. The average price of milk products is expected to rise considerably in the next month due to the ----- costs associated with dairy farming.
(A) decreased
(B) increased
(C) approach
(D) impress
122. Our contract for the ink cartridge delivery ----- in 60 days, and our company needs to decide whether to renew or change vendors.
(A) exists
(B) remodels
(C) expires
(D) involves
123. Before the game, the players asked me to believe in -----, promising not to make the same mistake again.
(A) they
(B) them
(C) their
(D) theirs
124. JR company has three new pieces of equipment in the prototype stage that ----- the TX-3 series already in production.
(A) prevent
(B) complement
(C) encourage
(D) elevate
125. The conference focuses on the question of ----- the EU may re-establish direct contact with the government of the Palestinian Authority.
(A) although
(B) when
(C) because
(D) whether
126. The session was crowded with directors and managers in ----- of human resources departments from large companies such as Samsung, POSCO and Maxon.
(A) responsibility
(B) charge
(C) chance
(D) duty
127. People who love animals always insist that the rights of animals ----- acknowledged and respected.
(A) will be
(B) be
(C) are
(D) have been
128. The work of art, ----- is titled 'Cosmic Magnet', will be exhibited for several days in the central square of Milan.
(A) who
(B) which
(C) what
(D) whose
129. We're learning how to ----- film in the darkroom and we're also learning how to set up lights in the studio.
(A) reveal
(B) develop
(C) store
(D) handle
130. There was no heavy industry, only agriculture, arts and crafts, and ----- of these things damaged our environment.
(A) no
(B) not
(C) none
(D) much

131. Please make sure that all of your sales representatives understand and follow our policies ----- this urgent matter.
- (A) regard
(B) regarding
(C) regardless
(D) regards
132. Beginning next month, students who receive high scores on internationally authorized English tests, such as TOEIC and TOEFL, will be exempt from taking ----- English courses.
- (A) mandatory
(B) additional
(C) complex
(D) manageable
133. The applicants who meet the ----- for the position will be contracted in order to schedule an on-site interview.
- (A) requirements
(B) requires
(C) required
(D) requiring
134. It will be difficult for SKO company to ----- advance into American or European markets because of the language barrier.
- (A) repeatedly
(B) randomly
(C) fairly
(D) promptly
135. If the complex real estate tax made by the NTS is deemed correct, it can be paid through the bank with the ----- tax papers.
- (A) enclose
(B) enclosure
(C) enclosed
(D) enclosing
136. Mr. Smith's study found that ----- one-third of all e-mail written or answered by employees is not relevant to their jobs.
- (A) nears
(B) nearing
(C) neared
(D) nearly
137. The payment is a sum of 550 million won in benefits and 50 million won in retirement grants, ----- he lives to the age of 74.
- (A) whereas
(B) so as to
(C) whether
(D) assuming that
138. If any part of the product proves to be ----- within one year of the date of purchase, it will be repaired free of charge, or replaced if necessary.
- (A) defective
(B) defects
(C) defect
(D) defectively
139. My team also took advantage of the resort's local ----- tours of the area, including a shopping trip to a village market.
- (A) exercise
(B) excursion
(C) incident
(D) selection
140. Public transportation to the construction area ----- because of concern for passenger safety.
- (A) was discontinuing
(B) discontinues
(C) discontinue
(D) was discontinued

Part 6

Directions: Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141 ~ 143 refer to the following letter.

Dear Mr. Jeff,

The purpose of this resignation letter is to inform you that I will be leaving my position with QB Company ----- October 1. I will be relocating to the New York City area in the near future.

141. (A) efficient
(B) effective
(C) competitive
(D) eligible

I have appreciated both being part of the QB team and the opportunities that have been provided to me during the last several years. Please let me know ----- I can be of assistance

142. (A) because of
(B) despite
(C) therefore
(D) if

during the transition.

You can ----- me at (919) 233-1552 if you have any questions or need any further information.

143. (A) lean
(B) borrow
(C) bewilder
(D) reach

Sincerely,

Martin

Questions 144 ~ 146 refer to the following information.

Business writing ----- from the chatty, conversational style often found in email messages

144. (A) donates
(B) varies
(C) suffers
(D) affects

to a familiar co-worker, to the more formal, legalistic style found in contracts. In the ----- of

145. (A) major
(B) majority
(C) minor
(D) almost

memos, email messages, and letters, a style between these two extremes is appropriate.

Always remember, writing that is too formal can alienate readers, and an overly obvious attempt to be casual and informal may strike the reader as insincere or unprofessional. In business writing, as in all writing, knowing ----- audience is critical.

146. (A) you
(B) yourself
(C) yours
(D) your

Questions 147 ~ 149 refer to the following advertisement.

Car and Driver is published monthly by Hachette Inc. This magazine is written for readers ----- in domestic and imported autos.

147. (A) excited
(B) inevitable
(C) productive
(D) interested

Each ----- presents the newest cars, SUVs, trucks and mini vans with information on

148. (A) issue
(B) host
(C) reputation
(D) consent

features and reviews of performance, including comparison tests. In **Car and Driver**, you'll find news ----- international races, as well as championship car events. The magazine also includes

149. (A) off
(B) with
(C) on
(D) in

extensive reports on road tests and technical performance, as well as car accessory product reviews and fascinating interviews with noteworthy personalities.

Questions 150 ~ 152 refer to the following information.

In modern Western culture, the obese body shape is ----- regarded as unattractive. Many

150. (A) wide
(B) widely
(C) width
(D) widest

negative stereotypes are commonly associated ----- obese people, such as the belief that

151. (A) with
(B) on
(C) to
(D) under

they are lazy and stupid.

Obese children, teenagers and adults face a heavy social stigma. Obese children are frequently the targets of bullies and are often shunned by their peers. Most obese people have experienced negative thoughts about their body image, and many take ----- steps to try to

152. (A) drastic
(B) comfortable
(C) absolute
(D) positive

change their shape, including dieting, the use of diet pills, and even surgery.

Part 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 ~ 154 refer to the following advertisement.

AD Watcher

Ad Watcher is our new e-mail alert service. Hundreds of new listings are added daily to the Bargain News. With Ad Watcher, you will be informed daily when new listings that match your search criteria arrive.

Best of All...It's easy! Simply perform your search and click on Ad Watcher. You will be notified daily of new listings and weekly status updates every Thursday.

Ad Watcher is an advanced feature available to all registered Bargain News users.

153. What is Ad Watcher?

- (A) A home security system
- (B) An e-mail alert service
- (C) A diet and exercise program
- (D) An environmental protection group

154. On what day will you be notified of new listings?

- (A) Tuesday
- (B) Thursday
- (C) Saturday
- (D) Sunday

Questions 155 ~ 156 refer to the following notice.

Detroit Annual Motor Show

■ Admission Fee

| Classification | Individual | | Group | Remarks |
|---|------------|---------|--------|--|
| | On-site | Advance | | |
| Adults | \$9.00 | \$7.00 | - | Group ticketing is limited to a group of more than 30 students and the tickets should be purchased by a teacher in charge. |
| College Students | \$9.00 | \$7.00 | \$7.00 | |
| Primary, middle, & high school students | \$6.00 | \$4.00 | \$4.00 | |

■ Opening Hours

- April 6 (Fri) : 12:00 - 18:00
- April 7 (Sat) ~ April 15 (Sun) : 10:00 - 18:00

※ Closing Time of Admission : 17:00

155. How many people must join a group to receive a group discount?

- (A) 10
- (B) 20
- (C) 30
- (D) 40

156. How many days will the auto show be open?

- (A) 3
- (B) 5
- (C) 7
- (D) 10

Questions 157 ~ 159 refer to the following written protest.

I ordered a box spring and mattress from the Boscovs store in Camp Hill, PA. I needed to exchange the box spring for a lower one. The sales people at the store were helpful, but it took almost three weeks for it to come in. They called to set up an appointment for delivery. Someone else took the call and told them I was working and that it would be better for us if it was delivered on the following Saturday. I called to confirm this and the lady who took my call was NOT very helpful. It would have probably been less frustrating if I had talked to a machine. She checked my account, and said I had to set up a delivery time. I thought I had a delivery day, but she said I didn't. I was so frustrated while talking to her, because she was the most unresponsive person I have dealt with in years. In frustration, I told her the earliest I could be there for a delivery was the following Thursday! I thought I had a Saturday delivery! The people who initially delivered the bed were prompt and nice, but I will never order another thing from Boscovs where I have to set up a delivery. The person who set up the delivery was not Customer Focused AT ALL!

157. What did the customer order from the Boscovs store?

- (A) A box spring and mattress
- (B) An office desk and lamp
- (C) A phone and answering machine
- (D) A service representative training manual

158. How long did it take for the order to come in?

- (A) One week
- (B) Three weeks
- (C) Thursday
- (D) Saturday

159. Why is this customer so frustrated?

- (A) The delivery took too much time.
- (B) The customer had to pay extra money for the delivery.
- (C) The customer service representative was not responsive.
- (D) When the delivery arrived, the product was damaged.

Questions 160 ~ 162 refer to the following information.

Height Requirement

At each attraction, signs are posted to indicate specific height requirements and warnings for certain medical conditions. Listed below are all the attractions at both Universal Studios Florida® and Islands of Adventure that have a height restriction. If a show or attraction is not listed then this show or attraction does not have a height restriction and is open to all guests.

NOTE: Children under 48" (1.22 meters) must be accompanied by an adult at all times and on all attractions.

Universal Studios Florida

Revenge of the MummySM - Must be at least 48"

Jimmy Neutron's Nicktoon Blast - Must be at least 40" (Persons under 40" can experience this attraction from an adjacent stationary location.)

Back to the Future the Ride® - Must be at least 40"

MEN IN BLACK™, Alien Attack™ - Must be at least 42"

Woody Woodpecker's Nuthouse Coaster® - Must be at least 36"

160. Which theme park has these height requirements?

- (A) Great Flags Great Adventure
- (B) Revenge of the Mummy
- (C) Universal Studios Florida
- (D) Woody Woodpecker's Nuthouse Coaster

161. When must children be always accompanied by an adult?

- (A) When the ride is inside a dark building
- (B) When the child is younger than 10 years old
- (C) When the ride shows adult content and violent themes
- (D) When the child is under 48 inches tall

162. Which attraction allows the shortest children to ride it?

- (A) Woody Woodpecker's Nuthouse Coaster
- (B) Revenge of the Mummy
- (C) Back to the Future the Ride
- (D) Jimmy Neutron's Nicktoon Blast

Questions 163 ~ 165 refer to the following fax.

Loan Calculator

Use our Loan Calculator to help you determine the financing and payment options that are best for you. The Loan Calculator will display the results along with an optional payment schedule if you choose to do so.

Interest Rate : %

Term of Loan : ☐ Months ☒ Years

Payment Frequency

☒ Monthly ☐ Semi-monthly ☐ Bi-weekly ☐ Weekly

Payment Amount :

(if unknown, leave blank)

Total Loan Amount : \$

Down Payment : ☒ Percentage ☐ Dollar

Payment Schedule

Show the dollar amounts apportioned to principal and interest?

☒ Yes ☐ No

Note: The Loan Calculator is intended to provide approximate information about your loan payments. Your actual payment information may vary.

163. Why should you use the loan calculator?

- (A) To solve difficult math problems for homework
- (B) To determine your best financing and payment options
- (C) To schedule appointments on the calendar
- (D) To keep records of all your phone numbers

164. Which of the following information can NOT be input?

- (A) Interest rate
- (B) Term of loan
- (C) Payment amount
- (D) Your name

165. In this advertisement, "frequency" means

- (A) The amount of money you borrowed
- (B) How often you make payments
- (C) Your level of credit
- (D) How long it takes to pay off the loan

Questions 166 ~ 168 refer to the following article.

Scientists say they've made a cool discovery about living longer.

Mice genetically engineered to have lower body temperatures live substantially longer than normal mice, researchers say in tomorrow's issue of the journal *Science*.

The newfangled mice are only slightly cooler than standard – just 0.5 to 0.9 degrees Fahrenheit (0.3 to 0.5 degrees Celsius), an effect that occurs only during waking hours.

But the temperature drop significantly increases the rodents' life spans, scientists say. Altered male mice live 12 percent longer on average, while females live 20 percent longer than regular mice.

"We've demonstrated that a modest but prolonged reduction of core body temperature can contribute to increased longevity," said lead study author Bruno Conti, a biologist and neuroscientist at the Scripps Research Institute in La Jolla, California.

166. Which animal did the scientists use for their experiments?

- (A) Mice
- (B) Monkeys
- (C) Dogs
- (D) Pigs

167. What did the scientists find increases life span?

- (A) Eating less fatty foods
- (B) Lowering the body temperature
- (C) Living at higher altitudes with cleaner air
- (D) Exercising for 30 minutes every day

168. What percent did the female test animals live longer than normal animals?

- (A) 0.5
- (B) 0.9
- (C) 12
- (D) 20

Questions 169 ~ 171 refer to the following information.

One in three of us will be diagnosed with cancer during our lifetime.

The disease tends to affect older people - but can strike at any time.

Excluding certain skin cancers, there were more than 270,000 new cases of the disease in 2001 - and the rate is increasing by about 1% a year.

Some cancers, such as breast, are becoming more common, while new cases of lung cancer fall away due to the drop in the number of smokers.

However, while the overall number of new cancers is not falling, the good news is that successful treatment rates for many of the most common types are improving rapidly.

BBC News Online, in conjunction with Cancer Research UK, has produced a guide to some of the most common forms of cancer and the treatments used to tackle them.

169. How many people will be diagnosed with cancer during their lifetime?

- (A) One in three
- (B) One in five
- (C) One in ten
- (D) One in twenty

170. Which type of cancer is especially becoming more common?

- (A) Breast cancer
- (B) Lung cancer
- (C) Stomach cancer
- (D) Bone cancer

171. What did BBC online produce?

- (A) A list of doctors who specialize in cancer treatment
- (B) A report of the increasing rate of cancer in the world
- (C) A manual that teaches how to live a more healthy life
- (D) A guide to the most common forms of cancer

Questions 172 ~ 176 refer to the following article.

Humans aren't the only ones to take a summer holiday, a new study has revealed.

Creepy-crawlies, flies, and plants also join the vacation rush by hitching long-haul rides inside airline baggage.

The research reveals that—like people in many countries—June, July, and August are the peak months for long-distance travel.

Jet-Setting Beetles

Previous studies have shown that international flights are a significant factor in unwelcome insect invasion. Some 73 percent of recorded pest interceptions in the U.S., in fact, occur at airports.

Curious to determine when insects pack their bags and where the bugs are most likely to go, Andrew Tatem and Simon Hay of the University of Oxford in England studied global flight patterns for the 12-month period from May 1, 2005 to April 30, 2006.

Pest travel between far-flung locations is more likely when the weather is similar in both regions, making it easy for the pests to settle into their new home.

The researchers used rainfall, temperature, and humidity data from each region to work out which places linked by the global flight network had the most similar climates at various times of the year.

“Hawaii, with its moderate year-round climate, is a hot spot for pest invasions,” Tatem said. “It is linked to a similar climate in Central America in April, Asia in July, and the Caribbean in October.”

In general, though, June, July, and August are the peak months for insect travel.

“There are more airports in the Northern Hemisphere, and the major Southern Hemisphere airports tend to be closer to the Equator,” Tatem said. “The June-to-August period stood out as the time when, overall, the busiest flight routes connect geographically distant but climatically similar locations.”

172. According to the article, what is the main cause of insect invasions?
- (A) Changing wind patterns
 - (B) Unusually hot temperatures
 - (C) International flights
 - (D) Changes in agricultural chemicals
173. For how long did Andrew Tatem and Simon Hay study global flight patterns?
- (A) 6 months
 - (B) 1 year
 - (C) 18 months
 - (D) 2 years
174. According to the article, where are more airports?
- (A) Asia
 - (B) North America
 - (C) Northern Hemisphere
 - (D) Southern Hemisphere
175. Which period stood out as the time when most flights connect places with similar environments?
- (A) From March to May
 - (B) From June to August
 - (C) From September to November
 - (D) From December to February
176. When are pests most likely to travel?
- (A) When the airports are next to jungles
 - (B) When there is a lot of food being transported by the airplane
 - (C) When the insects can mate in the new region
 - (D) When the weather is similar in both regions

Questions 177 ~ 180 refer to the following article.

Insomnia is characterized by the inability to sleep or the inability to remain asleep for a reasonable period. Insomniacs typically complain of being unable to close their eyes or “rest their mind” for more than a few minutes at a time. Both organic and nonorganic insomnia constitute a sleep disorder. It is often caused by fear, stress, anxiety, medications, herbs, caffeine, depression or sometimes for no apparent reason. An overactive mind or physical pain may also be causes. Finding the underlying cause of insomnia is usually necessary to cure it.

Types of insomnia

1. Transient insomnia lasts from one night to a few weeks, but it seems longer to sufferers. Most people occasionally suffer from transient insomnia due to such causes as jet lag or short-term anxiety. If this form of insomnia continues to occur from time to time, the insomnia is classified as intermittent.
2. Acute insomnia is the inability to consistently sleep well for a period of between three weeks to six months.
3. Chronic insomnia is regarded as the most serious. It persists almost nightly for at least a month.

177. How many types of insomnia are listed in the article?

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

178. According to the article, which of the following is a cause of insomnia?

- (A) Caffeine
- (B) Stress
- (C) No apparent reason
- (D) All of the above

179. Which type of insomnia is regarded as the most serious?

- (A) Organic insomnia
- (B) Chronic insomnia
- (C) Acute insomnia
- (D) Transient insomnia

180. Which type of insomnia is regarded as the cause of jet lag?

- (A) Organic insomnia
- (B) Chronic insomnia
- (C) Acute insomnia
- (D) Transient insomnia

Questions 181 ~ 185 refer to the following advertisement and letter.

King Tech: GREAT CHANCE FOR GROWTH WITH EXCITING DOWNTOWN COMPANY

The country's top development agency located in the center of the city. We are looking for applicants for the following job openings:

Administrative Assistant:

- **Duties:** Work 30-40 hrs. a week; reception, typing, meet deadlines.
- **Requirements:** 3 years experience; post-secondary education; serious career orientation; proficiency in Word, Excel, PowerPoint programs. Must also be willing to work weekends.

Admissions Advisor:

- **Duties:** Respond to enquiries from potential students; conduct assessments, facility tours and provide assistance with applications; academic guidance counseling.
- **Requirements:** Fluent in English; excellent verbal and communication skills

Recruiter:

- **Duties:** Manage requisition process; recruitment for portfolio of available positions.
- **Requirements:** 6 years experience in Human Resources(HR); able to develop project plans; fantastic social skills and a positive outlook to bring energy to the team.

Accounts Payable:

- **Duties:** Preparing and reconciling accounts, balances, transfers; updating spreadsheets.
- **Requirements:** Relevant Accounting qualifications; 4 years direct experience in Accounts Payable.

Please e-mail your résumé and cover letter to James Joyce (kingtech@hotmail.com).

To: James Joyce (kingtech@hotmail.com)

Date: September 10

From: Bruce Moore

Subject: Admissions Advisor position

Dear Mr. Joyce,

I appreciate being given a chance to submit my résumé and cover letter for the position of Admissions Advisor. I have worked in education as a language teacher and school administrator for 3 years. I am fluent in English and have acted as a guide for many new students. I have been responsible for conducting interviews along with administering assessment tests to place new students.

Please find my résumé and cover letter attached to this email.

Sincerely,

Bruce Moore

181. Which position requires post-secondary education?

- (A) Administrative Assistant
- (B) Admissions Advisor
- (C) Recruiter
- (D) Accounts Payable

182. What are candidates not expected to have?

- (A) Fluency in English
- (B) Post-secondary degree
- (C) Certificate of Citizenship
- (D) Basic office computer skills

183. What must the applicant provide in addition to a résumé?

- (A) Cover letter
- (B) Completed application forms
- (C) Assessment test results
- (D) Expected salary

184. Which field did Bruce work in?

- (A) Human Resources
- (B) Accounts
- (C) Language teaching and school administration
- (D) Advertising

185. What does Bruce send as an attachment in his email?

- (A) Copy of application form
- (B) Employment contract
- (C) Education certificate
- (D) A résumé and cover letter

Actual Test 5

322 | BIG-STEP TOEIC 3

Questions 186 ~ 190 refer to the following bill statement and e-mail.

WORLD CONSTRUCTION

Bill statement

Customer name and number: Tom Morris / 36544

Date: March 10

Overdue

| | |
|-----------|----------|
| Materials | \$450.00 |
| Labor | \$150.00 |
| Tax | \$60.00 |
| Total | \$660.00 |

You have to pay this expense within fifteen days of the billing date.

You can pay by personal checks and credit cards, if preferred.

If paying by check, make it out to WORLD CONSTRUCTION.

WORLD CONSTRUCTION

PO Box 32000 Amherst, MA 01002-5000 (413) 543-2045

Subject: Payment for construction work

To: Tom Morris (tm123@yahoo.com)

From: Allan Cooper, accounting manager (acoop@yahoo.com)

Dear Mr. Morris,

I'm writing to inform you that our construction company, WORLD CONSTRUCTION, hasn't yet received payment for the work done on your driveway in the first week of January. You were supposed to pay this by the end of February. Our firm policy is to begin legal proceedings two months after the work has been done if your payment is not made. We haven't received payment for two months.

If you don't send payment to our account by the end of this month March 31, you will be persecuted.

Allan Cooper

Accounting Manager

186. What is the purpose of this e-mail?
- (A) To attract customers
 - (B) To inform a customer of an overdue statement
 - (C) To inform a customer about a big sale
 - (D) To apologize to a customer for a mistake
187. The word "persecuted" in passage 2, paragraph 2, line 2 is closest in meaning to
- (A) described
 - (B) advantaged
 - (C) identified
 - (D) bothered
188. When was the driveway built?
- (A) About two weeks ago
 - (B) About two months ago
 - (C) About five months ago
 - (D) About three weeks ago
189. What does WORLD CONSTRUCTION want Mr. Morris to do by the end of March?
- (A) Send payment
 - (B) Buy a new product
 - (C) Sell his old house
 - (D) Contact the local lawyer
190. When was payment originally due?
- (A) January 10
 - (B) March 28
 - (C) February 28
 - (D) February 10

Questions 191 ~ 195 refer to the following schedule and memorandum.

Schedule for company picnic Sunday, September 17

- 9:00 - All employees and their families will arrive at Washington Park.
- 10:00 - New employees will be introduced by the personnel manager.
- 10:30 - Our CEO, William Turner will make a speech.
- 11:00 - The new employees will introduce themselves to us briefly.
- 12:00 - Lunch
- 1:30 - Outdoor activities including various games
- 4:00 - Prizes will be awarded.

All employees are encouraged to bring their families.

MEMORANDUM

TO: JASON HANKS
FROM: JOHNNY DAMON
DATE: SEPTEMBER 7
SUBJECT: COMPANY PICNIC

OUR CEO, WILLIAM TURNER, WANTS TO HOLD A COMPANY PICNIC NEXT SUNDAY TO INTRODUCE THE COMPANY'S NEWEST EMPLOYEES TO EVERYONE. IT WILL BE A VERY GOOD CHANCE FOR EVERYONE TO MEET THE NEW STAFF MEMBERS.

I APPRECIATE YOUR HELP. I HAVE ALREADY MADE UP A SCHEDULE OF THE VARIOUS OUTDOOR ACTIVITIES INCLUDING INTERESTING GAMES. IF YOU DON'T MIND COULD YOU AWARD THE PRIZE TO THE GAME WINNERS?

DAVID LETTERMAN AND JAMES SMITH HAVE VOLUNTEERED TO PICK UP THE NEW EMPLOYEES AND TAKE THEM TO WASHINGTON PARK.

COULD YOU LET ME KNOW BY TOMORROW WHETHER ALL STAFF MEMBERS IN YOUR DEPARTMENT WILL JOIN THIS COMPANY PICNIC?

191. What is the purpose of this memo?

- (A) To ask Mr. Hanks to pick up the newest employees
- (B) To tell Mr. Hanks to transfer to another office
- (C) To greet Mr. Hanks
- (D) To inform Mr. Hanks of the details of the company picnic

192. Why does the CEO of the company want to host a company picnic?

- (A) To introduce the newest employees to everyone
- (B) To explain the company's new project
- (C) To have lunch with all employees
- (D) To have a great time with his family

193. The word "whether" in passage 2, paragraph 4, line 1 is closest in meaning to

- (A) because
- (B) if
- (C) what
- (D) which

194. Who is William Turner?

- (A) Personnel manager
- (B) Vice president
- (C) CEO
- (D) Marketing manager

195. What should Mr. Hanks do by tomorrow?

- (A) He should attend the urgent meeting.
- (B) He should meet the CEO.
- (C) He should inform Mr. Damon whether all his members of staff can attend the picnic.
- (D) He should tell his staff that the picnic will be postponed.

Questions 196 ~ 200 refer to the following memorandum and calendar.

To: All members of staff in the advertising department

From: Jackie Jackson (jaja67@amazon.com)

Subject: Advertising Campaign Attendance

Please be aware of the calendar of our main customers' events for June through September.

I hope that every staff member will be participating in at least one of these events.

Report about each event you attend to the Head of your department.

I will be joining the symposium in June. Due to budgeting requirements, let me know which events you will attend by the end of this month.

Customer Events Schedule

| June | July | August | September |
|---|---|--------|--|
| 10-13 São Paulo, Brazil International Trade Symposium | 1-10 Seoul, Korea International Film Festival | | 5-15 Rome, Italy International Culture Fair |
| | | | 16-20 Detroit, USA Detroit Motor Show |
| | | | 24-25 Tokyo, Japan International Food and Drug Conference |

196. What is Mr. Jackson asking the staff to do by the end of this month?

- (A) Make a report
- (B) Budget their expenses
- (C) Finish their assignments
- (D) Decide which event they will attend

197. According to the calendar, which event will take place in South America?

- (A) The International Trade Symposium
- (B) The International Film Festival
- (C) The Detroit Motor Show
- (D) The International Culture Fair

198. Who will participate in the symposium in São Paulo?

- (A) Jason Jackson
- (B) Jackie Myer
- (C) Jackie Jackson
- (D) Henry Bond

199. What must the staff do after they attend at least one event?

- (A) Place an order
- (B) Make a report
- (C) Join a meeting
- (D) Conduct a survey

200. Which of the following products is most likely to appear at the Tokyo event?

- (A) Furniture
- (B) Films
- (C) Medicine
- (D) Cars