

Practice with TOEIC Actual Questions

Strategies

Use a separate sheet of paper to answer listening questions in one section.

Listen and choose the best response to each of the questions.

● 2-6-13

1. (A) (B) (C)
2. (A) (B) (C)
3. (A) (B) (C)
4. (A) (B) (C)
5. (A) (B) (C)
6. (A) (B) (C)
7. (A) (B) (C)
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10. (A) (B) (C)
11. (A) (B) (C)
12. (A) (B) (C)
13. (A) (B) (C)
14. (A) (B) (C)
15. (A) (B) (C)

Answers: page 282

Chapter 7

Questions with *Can/Could/Will/Would/Should/May*

■ Overview

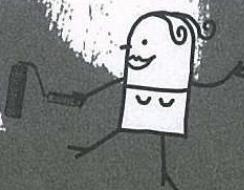
■ Question Structures

■ Practice – Questions with *Can/Could/Will/Would/Should/May* (1), (2)

■ Common Vocabulary in Part 2 (7)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

In the actual TOEIC test, the frequency of modal verbs in questions is arranged as follows: **can/could > will/would > should > may.**

- Questions starting with **Can/Could you** are used to ask the second speaker to do something. When the second speaker accepts the request, he/she will respond with **Yes/Sure/Okay/Of course/No problem**. When he/she wants to refuse, he/she will say **I'm sorry, but ~; I'd love to, but ~.**
- Questions starting with **Would you** are used to ask the second speaker to do something, invite him/her to do something, or propose doing something for him/her. When it is a proposal or an invitation, the second speaker will say **Yes/Sure/Thank you/I'd love to/That sounds good** for acceptance. When it is a request, the response will be similar to that to questions starting with **Can/Could you**. Last, the responses for refusal are almost the same as those to the questions starting with **Can/Could you**.
- Questions starting with **Should I/we** are used to ask for advice. The correct response usually starts with **Yes/No** and adds a further comment.
- Questions starting with **May I** and **Can/Could I/we** are used to ask for permission. The correct responses usually give a phrase/sentence showing agreement.

Example 1 Listen and choose the best response to the question.

● 2-7-01

Could you take me to the railway station?

- (A) No problem.
- (B) I missed the train.
- (C) There is a stationery store down the street.

→ (A) is the correct response because it shows acceptance to the request by saying **No problem** which means **Yes, certainly/I will**. Response (B) is a distractor because it uses the word **train** which is associated with **railway station**. Response (C) is also a distractor because it uses a similar sounding word (**stationery – station**).



Example 2 Listen and choose the best response to the question.

Would you like to taste a free sample of our new chocolate?

- (A) No, it's free of charge.
- (B) This camera is very simple to use.
- (C) Sure, it looks delicious.

→ This question is used to invite the second speaker to taste the chocolate. Therefore, (C) is the correct response because it indicates acceptance by saying **Sure**; besides, it adds a further comment on the chocolate (**it looks delicious**). Though response (A) shows refusal by saying **No**, the rest of the response is irrelevant to the question. Response (B) is also misleading because it uses the word **simple** which sounds similar to **sample** in the question.

Example 3 Listen and choose the best response to the question.

Should I wear a warm coat today?

- (A) Where did you put it?
- (B) Yes, it's too cold today.
- (C) The coat looks great on you.

→ This question uses the modal **Should** to ask for advice. Its response should start with **Yes/No**. Therefore, (B) is the correct response because it starts with **Yes** and adds a further comment (**it's too cold today**). Response (A) uses a similar sounding word (**Where – wear**), which is misleading. Response (C) confuses you by repeating the word **coat** in the question.

Question Structures



Structure 1

Can/Could you + bare infinitive + object?

© 2-7-02

Q Can you help me move this sofa?

A Sure, if it's not too heavy.

- Sure, just give me a minute.
 - I'd be glad to.
 - Where should we put it?



Test-Taking Strategies

This question structure is used to make a request – asking the second speaker to do something. Could you ~? is more polite than Can you ~?.

The correct response will probably start with Yes/No and add more comments or opinions.

Acceptance	Refusal
Sure, I can do that.	I'm sorry.
Yes, I'll mail it today.	No, it's too expensive.
Okay, I'll give you a call.	I'd love to, but I'm busy.
Of course, I can.	
No problem.	
I'd be glad to.	



Listen and choose the correct response to each of the questions below.

Answers: page 284



Structure 2

Can/Could you tell me + question word + subject + verb?

● 2-7-03

Q Can you tell me where the closest cash machine is?

A Go to the post office across the street.

Possible responses

- There is one at the next corner.
- There is one in front of the tall building.
- I am sorry. I don't know.



Test-Taking Strategies

This question structure is used to ask for information in a polite way. It is known as indirect/embedded question. You have to understand the clause after the question word in order to choose the correct response.

The responses to this question structure will give information on what is asked in the question. As the question starts with Can/Could you tell me, the correct response may start with Yes/No.

Check-up

Listen and choose the correct response to each of the questions below.

1. Can you tell me what you are doing this evening?

- (A) I will stay at home. (B) I can do it today.

2. Can you tell me how I can get to the museum?

- (A) Take bus number 11. (B) Before noon.

3. Could you tell me who the new manager is?

- (A) I'm a member of this club. (B) I am sorry. I don't know.

Answers: page 284



Structure 3

Can/Could I/we + bare infinitive?
May I + bare infinitive?

2-7-04

Q Can I borrow your calculator?

A No problem.

Possible responses

- Yes, you can.
- Of course, you can.
- Here you are./Here it is.
- Be my guest.



Test-Taking Strategies

The questions of this type are used to ask for permission.

The correct responses to these questions will show acceptance or refusal. For acceptance, the response will start with **Yes/Sure/Of course** and add a further comment. Mostly, you will hear responses of acceptance more than those of refusal.

Check-up

Listen and choose the correct response to each of the questions below.

1. May I ask you for a small favor?

- (A) Yes, it is very small. (B) Yes, of course.

2. Could we take a break after the next presentation?

- (A) Of course, we can. (B) I'd like to know.

3. Can I see your ID card, please?

- (A) Here it is. (B) I will pay in cash.

Answers: page 284

Practice – Questions with *Can/Could/Will/Would/Should/May* (1)

Answers: page 284

• 2-7-05

Listen to the questions and responses below and choose the correct response to each question.

Then, listen again and fill the missing words in the gapped questions and responses.

Practice A

1. Can you tell me how many copies of this report you need?
(A) _____ will be _____.
(B) _____ noon.

■ turn down
2. Can I look at the new catalog?
(A) _____. It is on the _____.
(B) I _____ it on the _____.

■ turn down
3. Could you please turn down the television?
(A) Sure. _____.
(B) _____, I turned down his
_____.

■ turn down
4. May I pay for it with a credit card?
(A) We don't _____ any _____.
(B) _____, you _____.

■ give someone a ride
5. Can you give me a ride to the airport?
(A) Sorry. I don't _____.
(B) _____ be _____ to.

■ give someone a ride
6. Could you tell me where the conference room is?
(A) The seminar was _____.
(B) Yes, _____ straight and
_____.

■ straight

Practice B

1. May I _____ it with a _____ card?
(A) We don't _____.
(B) _____, you can.

■ turn down
2. Could you _____ me _____ the conference room is?
(A) It's on the _____ floor.
(B) The _____ was cancelled.

■ turn down
3. Can you _____ me a _____ to the _____?
(A) I _____ it at the _____ desk.
(B) Sorry. I didn't _____ my car.

■ turn down
4. Can I _____ the new catalog?
(A) I _____ it on TV.
(B) I'm _____. There is _____.

■ turn down
5. Can you tell me _____ copies of this report you need?
(A) I am _____.
(B) Before _____.

■ turn down
6. _____ you please _____ the television?
(A) I _____ turn down _____.
(B) _____. I didn't _____ you
were here.

■ turn down



Structure 4

Would you like/care to + bare infinitive?
Would you like/prefer + noun phrase?

2-7-06

Q Would you like to take a look at this report?

A Is there anything wrong?

Possible responses

- Sure, I will.
- Would you pass it to me?
- Wait for a second. I should finish this report first.



Test-Taking Strategies

The structure **Would you like/care to ~?** is used to suggest somebody doing something. Most of the responses show acceptance or refusal to the suggestion or invitation.

Acceptance	Refusal
Sure.	Sorry, but ~.
Okay.	Thanks, but ~.
That sounds good.	I'd love to, but ~.
I'd be delighted.	I wish I could, but ~.

The structure **Would you like + noun phrase?** is used to offer somebody something or to invite him/her to have something. The noun phrases you often hear in this structure refer to food, drinks, means of transportation, services, etc. Sometimes, **prefer** is used in place of **like** when there is a selection of these things.

When the second speaker accepts the offer, he/she will use expressions of thanks, or he/she may refuse in a polite way, using appropriate expressions.

Acceptance	Refusal
Yes, please.	No, thanks.
Sure.	Thanks, but ~.
Thanks. I'd appreciate it.	

Check-up

Listen and choose the correct response to each of the questions below.

1. Would you like to apply for the job?
(A) Sure, I will.
(B) My job is interesting.
2. Would you like some milk in your coffee?
(A) I prefer coffee.
(B) Yes, please.

Answers: page 284



Structure 5 Would you like me/us to + bare infinitive?

2-7-07

Q Would you like me to review the report with you?

A That would be great.

- Yes, please.
 - If you wouldn't mind.
 - I'd appreciate that.
 - Thanks. That would be very helpful.



Test-Taking Strategies

This question structure is used to propose doing something for somebody. It is simply understood as **Do you want me to ~?**

The correct response will be a thank you for acceptance or a refusal in a polite way.

Acceptance	Refusal
Yes, thank you.	No, thanks.
Yes, please do.	Thanks, but ~.
I'd appreciate it.	



Listen and choose the correct response to each of the questions below.

1. Would you like me to send you a sample of our new product?
(A) Thanks. That would be very helpful. (B) I sent you an e-mail.
 2. Would you like me to take you to the airport?
(A) Next to the airport. (B) I'd appreciate that.
 3. Would you like me to arrange the meeting?
(A) The meeting was boring. (B) If you wouldn't mind.

Answers: page 284



Structure 6

Would you + bare infinitive?

Will you + bare infinitive/be + V-ing?

2-7-08

Q Would you tell Michael I will call him tomorrow morning?

A No problem. What time are you calling?

Possible responses

- Yes, I will tell him.
- Okay. I will let him know.
- Sure, I will leave a memo on his desk.
- He will not be here tomorrow.



Test-Taking Strategies

The structure **Would/Will you ~?** is used to ask somebody to do something in a polite way or to ask about somebody's personal future plan. The phrase **Would you** is more formal and polite than **Will you**.

The correct response will generally show acceptance and/or a statement in the future tense.

Check-up

Listen and choose the correct response to each of the questions below.

1. Would you fax this to the sales manager?

(A) Sure.

(B) It will be fixed soon.

2. Will you be taking your vacation in July?

(A) Yes, I will call you back.

(B) No, in August.

3. Would you please press the button for the 9th floor?

(A) Certainly.

(B) It's on the 7th floor.

Answers: page 284



Structure 7

Should I/we + bare infinitive + object?

● 2-7-09

Q Should we finish the report today?

A We have a few more days until the deadline.

- Yes, we have to hurry.
 - It must be submitted before noon.
 - Yes, it should not be delayed anymore.



Test-Taking Strategies

You should listen carefully to the verb and its object.



Check-up

I listen and choose the correct response to each of the questions below.

Answers: page 284

Practice – Questions with *Can/Could/Will/Would/Should/May* (2)

Answers: page 284

Listen to the questions and responses below and choose the correct response to each question. Then, listen again and fill the missing words in the gapped questions and responses.

● 2-7-10

Practice A

1. Would you please help me move the table?
(A) Yes, I am _____ to.
(B) _____, _____. I am _____.
2. Would you like to try on a smaller size?
(A) I will _____ my _____.
(B) I think I _____.
 - try on
3. Will you pick me up after work?
(A) I'd like to know _____ it
_____.
(B) I think I _____.
 - pick someone up
4. Would you like me to come on Tuesday?
(A) I will _____ it to you.
(B) Is that okay _____?
5. Should I send the package by express mail?
(A) I _____ it this _____.
(B) Yes, it _____ there by tomorrow morning.
 - package
 - express mail
6. Would you like another cup of tea?
(A) No, _____.
(B) I _____ it on the _____.

Practice B

1. Will you _____ me _____ after work?
(A) _____ are you going to be _____?
(B) I don't _____ it works.
2. Should I _____ the package by _____?
(A) I received it _____.
(B) Is there a _____?
3. _____ you please _____ me the table?
(A) I'm _____ to _____ that.
(B) _____. Do you _____ it now?
4. Would you like _____ of tea?
(A) Yes, _____.
(B) I _____ it on the _____.
5. Would you like to _____ a _____ size?
(A) I always _____.
6. _____ you _____ to come on _____?
(A) I will _____ an _____.
(B) Yes, I will _____ you.

Common Vocabulary in Part 2

7

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and responses below.

2-7-11

Verbs

- | | |
|---|---|
| <ul style="list-style-type: none">▪ advertise▪ afford▪ appreciate▪ claim (cf. claim baggage)▪ demonstrate▪ drop off▪ extend a contract▪ make a reservation | <ul style="list-style-type: none">▪ make an appointment▪ participate in▪ pay in cash▪ put off (= hold off, postpone)▪ put through (to)▪ renew▪ stop by▪ subscribe (cf. subscribe to a newspaper) |
|---|---|

[Check-up 1]

1. A: Should we _____ the product in the newspaper?

B: Certainly. The sooner, the better.

- the sooner, the better

2. A: Will you pick up the package after work?

B: Yes, I will _____ around 7 p.m.

- package

3. A: Can we _____ the meeting?

B: No, we need to decide today.

4. A: Could you _____ me _____ at the airport?

B: Sure.

5. A: Will you hire more employees for the new project?

B: I doubt if we can _____ that.



Adjectives/Adverbs/Nouns

- extensive
- for a second
- for sale
- on diet
- on an installment plan
- on the way back home

- credit card
- debit card
- option
- refund
- route
- survey
- travel agency

[Check-up 2]

1. A: Can I have a _____ for this jacket?

B: I'm sorry, but you can only exchange it.

- exchange

2. A: Would you stop by my office _____?

B: Yes, I would.

3. A: Would you like to pay in cash or by _____?

B: By _____, actually.

- in cash
- actually

4. A: Can I speak to Mr. Wright?

B: Please wait _____.

5. A: Should we conduct a marketing _____ for our project?

B: I think we should.

- conduct

Answers: page 285

Practice with Possible Questions

Listen and choose the correct response to each of the questions.

• 2-7-12

1. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
2. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
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6. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
7. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
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9. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)
10. (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z)

Practice with TOEIC Actual Questions

Answer Keys

and Test 2 in this book of comprehension on pages 106-110.

Listen and choose the best response to each of the questions.

2-7-13

- | | | | |
|---------|-----|-----|----|
| 1. (A) | (B) | (C) | 10 |
| 2. (A) | (B) | (C) | 11 |
| 3. (A) | (B) | (C) | 12 |
| 4. (A) | (B) | (C) | 13 |
| 5. (A) | (B) | (C) | 14 |
| 6. (A) | (B) | (C) | 15 |
| 7. (A) | (B) | (C) | 16 |
| 8. (A) | (B) | (C) | 17 |
| 9. (A) | (B) | (C) | 18 |
| 10. (A) | (B) | (C) | 19 |
| 11. (A) | (B) | (C) | 20 |
| 12. (A) | (B) | (C) | 21 |
| 13. (A) | (B) | (C) | 22 |
| 14. (A) | (B) | (C) | 23 |
| 15. (A) | (B) | (C) | 24 |

Answers: page 285

PART 3

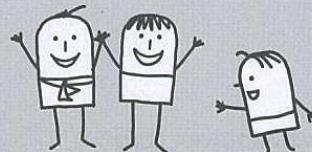
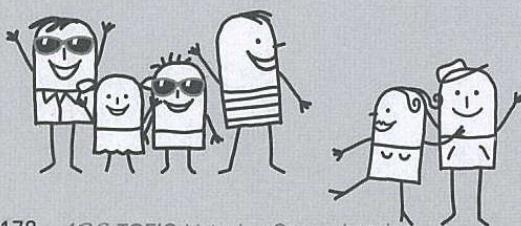
Short Conversations

Part 3 of the TOEIC test consists of thirty questions numbered from 41 to 70. You will hear some short conversations between two people. You then read three questions about each conversation in your test booklet. There are four possible answer choices for each of the questions. Your job is to choose the best answer to each of the questions and mark the correct letter on your answer sheet.

The common topics in this part are concerned with office tasks and daily life. You should familiarize yourself with these topics and learn necessary vocabulary in these subject areas.

Before listening, you should preview each set of three questions about each conversation so that you can predict what you are going to hear and will be able to choose the best answer to each question.

While previewing all the questions, you should identify the key words in each of them together with their corresponding answer choices.



Chapter 1

Questions with *Where* and *What*

■ Overview

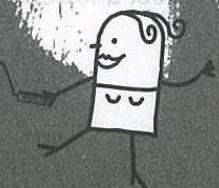
■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (1)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Where In Part 3, questions with the question word **Where** usually ask about where the conversation takes place, where the speakers work (office, city, etc.), where the speakers want to go, etc.

What Questions with the question word **What** usually ask about the general subject of the conversation, or what one or both speakers are doing or are going to do.

Example Listen to the conversation and choose the best answer to each question.

© 3-1-01

[Script]

W: ⁽¹⁾Front desk. How can I help you?

M: ⁽¹⁾This is Mr. Park in Room 7104. ⁽²⁾Can I ask for a wake-up call at 6:30 a.m.?

W: Yes, you can, sir. I will add you to our list.

M: Thank you.

1. Before listening, you should quickly preview the questions to predict the main ideas.
 2. To answer Question 1, you cannot simply listen for the name of the location, which is seldom provided in the conversation. You need to listen for vocabulary that is tied to a certain location.
 3. The underlined parts marked (1) in the script are the key phrase and sentence to find out the correct answer to Question 1: the man is a guest and the woman is a receptionist; certainly, they are at a hotel. From the sentence **Can I ask for a wake-up call at 6:30 a.m.?**, you can choose the correct answer to Question 2.

Question Groups

Questions with *Where*

Group 1 Questions about where the conversation takes place

- Where are the speakers?
- Where most likely are the speakers?
- Where is the conversation taking place?

Group 2 Questions about where the speakers work

- Where do the speakers work?
- Where is the man probably working?
- Where (Which department) does the woman most likely work (in)?

Test-Taking Strategies

1. Questions asking about locations are divided into two groups: where the speakers are and where the speakers work.
2. Even though you cannot hear the whole conversation, you can choose the correct answers by understanding key vocabulary concerning locations.
3. You will usually hear daily life locations such as **office** / **office building**, **hotel** / **hotel lobby**, **airport**, **train station**, **museum**, **art gallery**, **hospital** / **clinic**, **pharmacy**, **post office**, **bank**, **garage** / **car center**, **parking lot**, **store** / **supermarket** / **grocery store** / **department store**, **book-store**, **laundry**, **restaurant**, **construction site**, etc.

Questions with *What*

Group 1 Overview Questions – Questions about the conversation topic

- What are the speakers discussing?
- What is the topic of the conversation?
- What are the speakers doing?

Group 2 Detail Questions – Questions about specific information given by the speakers

- What is the problem?
- What does the man worry about?
- What complaint was made about the product?
- What does the man ask for?
- What do they agree to do?
- What is true about the man?
- What does the man want to do?

Group 3 Inference Questions – Questions about what is going to happen next

- What will happen next?
- What will the man (probably) do next?
- What are they going to do next?

Test-Taking Strategies

1. In most cases, the topic of a conversation is mentioned in the first sentence.
2. You should pay attention to the conjunctions or transition signals in the conversation. After conjunctions like **but**, **in contrast**, etc., the ideas of the conversation may change completely, or after **so**, **therefore**, **as a result**, etc., you may expect an effect given.
3. The answers to questions about what is going to happen next are usually found in the second half of the conversation.

Questions with Where

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

• 3-1-02

1. Where most likely are the speakers?

- (A) At a restaurant
- (B) At a hotel

M: Hello, _____? I'd like to ask for a _____ at 5 o'clock tomorrow morning.

W: Yes, we will do that for you. Can you tell me your _____, please?

2. Where does this conversation probably take place?

- (A) At an airport
- (B) At a restaurant

W: Can you _____ a _____ for 7 people?

M: Sure. Please wait for a couple of minutes.

3. Where does this conversation most likely take place?

- (A) At a department store
- (B) At a fitness center

W: Excuse me. I'd like to _____ this _____. Can you tell
me _____ a _____ is?

M: No problem. Follow me, please.

4. Where is the man most probably working?

- (A) At a hotel
- (B) At a bank

W: Hi, I'd like to _____ from my account.

M: All right. Please fill in this _____ slip.

Vocabulary and Expressions

1. I'd like to V
ask for

2. a couple of

3. department store
fitness center
No problem.
follow

4. fill in
slip

Questions with **What**

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

3-1-03

1. What is the problem?

- (A) The man lost his credit card.
- (B) The man does not have cash.

M: I don't have _____. Can I use a _____ here?
 W: No, we do not accept _____. There is a _____ machine outside the building.

2. What does the woman want?

- (A) She wants to buy a CD player.
- (B) She wants to return a CD player.

W: I bought this CD player last Saturday but it _____.
 Can I get a _____?
 M: Can you tell me what is _____ it?

3. What did the maintenance office do?

- (A) Changed the passwords
- (B) Hired a new security guard

M: Laura, have you received a new _____?
 W: A new _____? What for?
 M: The maintenance office changed all the _____ of the staff
 members for _____ reasons.

4. What will the man probably do next?

- (A) Go to the Italian restaurant alone
- (B) Wait until the woman finishes her work

M: I'm going to have lunch. Are you coming with me, Rachel?
 W: Yes, I'd love to, but could you _____ a few minutes? I have to _____ this work first.
 M: _____. Do you like Italian food? I heard that a new Italian restaurant recently _____ across the street.

Vocabulary and Expressions

1. lost (past tense and past participle of lose)
 credit card
 accept
 outside

2. return

3. maintenance office
 password
 hire
 security guard
 receive
 What for?
 staff member

4. alone
 until
 I'd love to.
 a few

Common Vocabulary in Part 3

1

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and statements below.

3-1-04

Hotel

- room
- suite
- front desk
- lobby
- guest
- key
- room service
- reservation / booking
- shuttle bus
- wake-up call
- check in (cf. check-in)
- check out (cf. checkout)
- double room
- single room
- confirm

[Check-up 1]

1. Can I make a _____ for a _____ tonight?
2. Is there a _____ from the airport to the hotel?
3. I'd like to _____ a reservation for a _____ this Saturday.
4. Hello, _____? I'd like to ask for a _____ at 6 o'clock tomorrow morning.

Restaurant

- arrange
- order
- serve
- dessert
- bill
- waiter
- chef
- seat
- nonsmoking section
- set the table
- available
- put down for

[Check-up 2]

1. Can you _____ a table for five people?
2. Do you have a table _____ for three people at 5 o'clock?
3. I will _____ you _____ 6 p.m. tomorrow.

Bank

- withdraw (cf. withdrawal)
- cash a check
- transfer
- loan application
- savings account
- bank account
- business account
- personal account
- deposit
- balance
- bank statement

[Check-up 3]

1. How much would you like to _____?
2. The money will be _____ into your _____.

Post Office

- stamp
- envelope
- airmail
- surface mail
- express mail
- first-class mail
- standard mail
- registered mail
- recorded mail

[Check-up 4]

1. I'd like to send it by _____.
2. Can you have this sent by _____?

Hospital/Dental Clinic/Pharmacy

- doctor
- patient
- checkup
- dental
- dental appointment
- dentist
- prescription
- medication
- painkiller
- pill
- take medicine
- check one's temperature

[Check-up 5]

1. I'd like to make an appointment for a _____.
2. Will you fill this _____, please?
3. Let me check your _____ first.



Airport

- ticket
- return ticket (= round-trip ticket)
- single ticket (= one-way ticket)
- book a plane ticket
- flight
- gate
- passport
- aisle seat
- luggage
- window seat

[Check-up 6]

1. May I see your _____ and plane _____, please?
2. Would you prefer a _____ or an _____ ?
3. Your _____ is five kilos over the limit.

Work/Job

- employment
- promote (cf. promotion)
- sales manager
- department
- position
- hire
- fire
- interview
- staff
- meeting
- conference
- workshop
- be held
- main office
- employee (cf. employer)

[Check-up 7]

1. I heard the new _____ is starting this week.
2. What are your chances of _____ ?
3. It will _____ at the reception hall of the _____ building.
4. Do you know that the _____ starts at 2 p.m. today?
5. The Accounting _____ is going to _____ 5 new _____.

Answers: page 287

Practice with Possible Questions

Listen to each of the conversations and choose the best answer to each question.

© 3-1-05

<1-2>

1. Where does the man probably work?

- (A) At a post office
- (B) At a clothing store
- (C) At a fitness center

2. What does the woman want to do?

- (A) Try on dresses
- (B) Exercise for fitness
- (C) Buy some drinks

<3-4>

3. What is the problem?

- (A) The man lost his credit card.
- (B) The cash machine does not work.
- (C) The woman does not have change.

4. What will the man probably do next?

- (A) Pay with his credit card
- (B) Go to the cash machine
- (C) Give the woman a receipt

<5-6>

5. Where does this conversation most likely take place?

- (A) At a hotel
- (B) At an airport
- (C) At a bank

6. What will the man do next?

- (A) Pay the charge
- (B) Cancel the ticket
- (C) Remove his luggage

<7-8>

7. Where does this conversation most likely take place?

- (A) At a fast food restaurant
- (B) At a cinema
- (C) At a French restaurant

8. What is the problem?

- (A) The man has to wait for his order.
- (B) The woman gave the wrong drink.
- (C) The hot chocolate is sold out.



Vocabulary

1 clothing store

4 receipt

7 cinema

2 drink

5 take place

8 wait for

3 cash machine

6 charge

cancel

sold out

change

remove

luggage

Dictation

Listen again and fill the missing words in each of the conversations below.

• 3-1-06

<1-2>

- W: Excuse me, where can I find a _____?
- M: There's one on the left side behind that counter.
- W: How many _____ can I _____ at a time?
- M: You can take three at a time.

<3-4>

- M: I'd like to buy this. Here you are.
- W: I am sorry sir, but I don't have _____ for a _____. Do you have any _____?
- M: No, this is the only one I have. Can I use a _____ here?
- W: No, we do not accept _____. You can use the ATM outside the building.

<5-6>

- M: Here are my ticket and _____.
- W: How many pieces of _____ do you have?
- M: Two. I also have one carry-on _____.
- W: Your luggage is three kilos _____ the _____. You have to _____ an extra _____.

<7-8>

- M: I'd _____ to _____ a double cheeseburger, small French fries, and a hot chocolate.
- W: I'm sorry. We've _____ hot chocolate today. Would you like to try another drink _____?
- M: I'll have a coffee then.
- W: All right. So, that's a double cheeseburger, small French fries, and a coffee. Would you like _____?

Practice with TOEIC Actual Questions

Listen to each of the conversations and choose the best answer to each question.

© 3-1-07

1. Where is the woman working?
(A) Supermarket
(B) Bank
(C) Restaurant
(D) Hospital
 2. What does the man want to do?
(A) Reserve a room
(B) Reschedule his appointment
(C) Cancel his reservation
(D) Book a ticket
 3. What will the man do on Wednesday?
(A) He will see Dr. Randal.
(B) He will call the woman again.
(C) He will be working.
(D) He will visit his friend.
 4. Where do the speakers probably work?
(A) At a travel agency
(B) At a restaurant
(C) At an insurance company
(D) At an online shopping company
 5. What does the woman say about their business?
(A) They are moving to another office.
(B) They are expecting a lot of orders.
(C) They will be closed next week.
(D) They should cut down expenses.
- reserve reschedule cancel book
- travel agency insurance company
- expect cut down expenses
6. What does the woman suggest doing?
(A) Having special sales on Valentine's Day
(B) Ordering more products from wholesalers
(C) Sending all the packages to a delivery company before 2 o'clock
(D) Delivering all orders to their customers before 2 o'clock
 7. Where does this conversation most likely take place?
(A) In an office
(B) At an airport
(C) At a railway station
(D) At a university
 8. What do the speakers say about Mr. Phillips?
(A) He will move to the London office.
(B) He has received a promotion.
(C) He is a new staff member.
(D) He studied modern marketing techniques.
- wholesaler package delivery company
- railway station
- receive a promotion modern

9. What will happen in the Marketing Department?

- (A) Its head office will move to London.
- (B) The department will be downsized.
- (C) They will hire some new employees.
- (D) The man's friend will be transferred to the department.

■ head office downsize transfer

10. Where does the woman probably work?

- (A) At an estate agency
- (B) At a hotel
- (C) At a train station
- (D) At a supermarket

■ estate agency

11. Where did the man read the advertisement?

- (A) In a newspaper
- (B) In a magazine
- (C) On a billboard
- (D) On a website

■ advertisement billboard

12. When will they probably meet?

- (A) Tomorrow morning
- (B) Three o'clock today
- (C) Three o'clock tomorrow
- (D) Four o'clock tomorrow

13. What are the speakers discussing?

- (A) A hotel reservation
- (B) Travel arrangements
- (C) A product order
- (D) A restaurant reservation

■ travel arrangements product order

14. What does the woman suggest the man do?

- (A) Pay in advance
- (B) Come with fewer people
- (C) Come one hour earlier
- (D) Bring his credit card

■ pay in advance

15. What information does the woman need?

- (A) The man's work address
- (B) The man's telephone number
- (C) The man's e-mail address
- (D) The man's name

Answers: page 288

Chapter 2

Questions with Who/What, When, and How

■ Overview

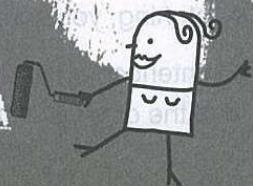
■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (2)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Who / What Questions with the question word Who / What are used to ask about the identity, occupation, workplace, etc. of a person.

When Questions with the question word **When** are used to ask about time: parts of day, times of day, days, dates, months, years, decades, etc.

How Questions with **How long**, **How far**, and **How often** are used to ask about a period of time, distance, and frequency of a repeated action. Questions starting with **How many** are used to ask about a quantity of people or things.

Example Listen to the conversation and choose the best answer to each question.

○ 3-2-01

[Script]

M: ⁽¹⁾Can I reserve a table for six people at 7 o'clock tonight?

W: Wait a second, please. I'll check for you. ⁽²⁾We have a table available at a quarter past seven. Is that okay for you?

M: Yes, that's fine with me.

- quarter

- When a conversation mentions a lot of times, days, dates, etc., you should write down all of them in detail.
When a conversation mentions a person's identity or occupation, you have to listen to either some key words or the whole conversation. Sometimes, you have to guess from the context.
 - Sentence (1) **Can I reserve a table for six people at 7 o'clock tonight?** mentions two figures.
While listening, you should take notes of six people and 7 o'clock.
 - From sentences (1) and (2), you can infer that one of the two speakers is a restaurant staff member, and the other is a customer who is making a reservation.

Question Groups

Questions with Who/What

Group 1 Questions about the speakers' identity/title/position

- Who is/are the speaker(s)?
- Who most likely is the man?
- Who probably is the woman?
- Who most likely are the speakers?
- Who is the man speaking/talking to?
- Who is the woman probably speaking to?

Group 2 Questions about the speakers' occupation/workplace

- What is the man's job?
- What most probably is the man doing?
- What most likely is the man's job?
- What most probably is the woman's job?
- What type of business does the woman most probably work in?

Test-Taking Strategies

1. You should be aware of the focus of the question words Who and What:
 - 1) Who is used to ask about the identity, title, position, or the relationship between the speakers.
 - 2) What is used to ask about the speakers' occupation or workplace.
2. You should try to listen to all key words and expressions concerning occupations. You should also try to understand the relationship between the speakers. You have to distinguish between the two speakers to avoid confusion.

Questions with *When*

Group 1 Questions about parts of day, times of day, times, days, dates, months

- When will the meeting be held?
- When is the party most likely taking place?
- When will the speakers attend the conference?
- When is the man's appointment?

Questions with *How*

Group 1 Questions about periods of time: *How long*

- How long does the flight take?
- How long have they been waiting?
- How long will the course run?
- How long did it take to finish the work?

Group 2 Questions about quantities/distance/frequency: *How many/How far/How often*

- How many people will attend the meeting?
- How many people do the speakers expect at the party?
- How far should the man go?
- How often does the bus run?

Test-Taking Strategies

1. You should quickly preview each set of questions about each conversation so that you can focus on related information when listening.
2. You should also take notes of figures, distance, frequency, etc. while listening, or else you may be confused or forget later.

Practice

Answers: page 289

Questions with Who / What

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

3-2-02

1. Who most likely is the woman?

- (A) A job applicant
- (B) A customer

W: I want to _____ the position of _____.
Where should I go?

M: The Personnel Department is on the second floor.

2. Who most likely is the man?

- (A) A doctor
- (B) A security guard

W: I have a terrible _____. I couldn't sleep last night.

M: Let me _____. You have a high _____.

3. What most likely is the woman's job?

- (A) A pianist
- (B) A ticket seller

M: Hi, can I _____ a _____ for the piano concert at
5 o'clock on Friday?

W: Yes, you can. It's 40 dollars.

4. What most probably is the man's job?

- (A) A security guard
- (B) A police officer

M: Excuse me, ma'am. You cannot park here. Please _____
your car right now, or I'll have to _____ you a _____.

W: I'm sorry. I'll move to another spot.

Vocabulary and Expressions

- 1. applicant
position
Personnel Department

- 2. security guard
terrible

- 3. pianist

- 4. park
right now

Questions with When / How

Vocabulary and Expressions

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

3-2-03

1. How often does the bus run?

(A) Every 20 minutes (B) Every 30 minutes

M: Excuse me. Where can I get a bus to the airport?

W: There is a bus stop just across the street. Take bus number 940. It _____ minutes.

2. When will the man take his flight?

(A) At 11:00 a.m. (B) At 5:00 p.m.

M: I'd like to book a flight to Los Angeles on Saturday.

W: There are two flights on Saturday. One leaves at _____ in the _____ and the other at _____ o'clock in the _____.

M: I'll take the _____ flight.

1. bus stop

across

2. flight

book

leave

one ... the other

3. How long does it take to get to the City Hall?

(A) Two minutes (B) Five minutes

M: Excuse me. Do you know where City Hall is?

W: City Hall is two blocks _____ Go down this street and look for the tall white building on the left. It will _____ about _____ minutes to get there.

3. take

City Hall

Excuse me.

block

go down

4. When is the man leaving for the workshop?

(A) On Tuesday (B) On Wednesday

M: I'm going to attend a training workshop for new employees at the headquarters in Washington. It is a _____-day session starting on _____.

W: When are you going to leave?

M: _____ the workshop. I've already booked my flight.

4. training workshop

employee

headquarters

session

Common Vocabulary in Part 3

2

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and statements below.

3-2-04

Jobs/Occupations

- job applicant
- interviewee
- interviewer
- job interview
- director
- manager
- boss
- president
- assistant manager
- vice president
- colleague
- position
- report
- secretary
- assistant
- apply for

[Check-up 1]

1. I'm Lewis Hamilton, the personnel _____. What can I do for you?
2. This is Richard, the _____ of the Planning Department.
3. I have a _____ tomorrow.
4. I want to _____ a _____ as a computer programmer at this company.
5. I am Jennifer Ross, his _____. Do you want me to take a message for him?
6. Have you finished your _____ for tomorrow's meeting?

Appointment

- free
- available
- if it is okay for
- have an appointment with + someone + at + specific time

[Check-up 2]

1. Are you _____ tomorrow?
2. Is he _____ at 10 o'clock?
3. Please ask her if 2 o'clock this afternoon _____ her.
4. I _____ with my client at 10 o'clock.



Meeting

- business meeting
- copy
- attend a meeting/conference
- start at
- be scheduled for
- confirm one's attendance

[Check-up 3]

1. The _____ is _____ 10 o'clock tomorrow morning.
2. Fifteen people have _____ their _____ so far.
3. The meeting _____ 4 o'clock on Friday.
4. Do you know how many _____ we will need?
5. The _____ we are _____ has only one week left.

Trip/Flight

- away from
- starting from
- arrive at
- business trip to

[Check-up 4]

1. City Hall is five miles _____ here.
2. You will _____ Narita Airport at 6.
3. I'd like to make a reservation for two nights _____ Tuesday this week.
4. She is on a _____ Chicago and will be back tomorrow afternoon.

Cost/Distance/Time

- cost
- run
- be back
- wait for + a period of time
- rain check
- How long will it take to ... ?

[Check-up 5]

1. It _____ 75 dollars per night.
2. I won't _____ until Friday.
3. The bus _____ every 15 minutes.
4. _____ will it _____ to get to the museum?
5. We have _____ half an hour.

Answers: page 289

Practice with Possible Questions

Answers: page 289



3-2-05

Listen to each of the conversations and choose the best answer to each question.

<1-2>

1. Who most likely is the man?

- (A) An interviewer
- (B) A colleague
- (C) A job applicant

<5-6>

5. Where most likely are the speakers?

- (A) At an electronics store
- (B) At an Internet café
- (C) At a post office

2. What does the man want to do?

- (A) Let the woman rewrite the report
- (B) Ask the woman to cancel the appointment
- (C) Give the woman some advice on the report

6. What is the man's job?

- (A) A cashier
- (B) A sales assistant
- (C) A photographer

<3-4>

3. How many people does the man expect at the party?

- (A) Fifteen
- (B) Twenty
- (C) Nineteen

4. When is the party most likely taking place?

- (A) Sunday
- (B) Saturday
- (C) Friday

<7-8>

7. When will Mr. Brian meet Mr. Tanaka?

- (A) At 4
- (B) At 6
- (C) At 7

8. How long does the flight take?

- (A) One hour
- (B) Two hours
- (C) Three hours



Vocabulary

- 1 interviewer
colleague
- 2 rewrite
advice

- 4 take place
- 5 electronics store
post office

- 6 cashier
sales assistant
photographer

Dictation

Listen again and fill the missing words in each of the conversations below.

3-2-06

<1-2>

M: Rachel, you have not handed in your market _____ yet.

W: I'm afraid I am a little bit _____. I'm having trouble with the _____.

M: Do you want to _____ me?

W: Yes, that would be a great help. Thanks, Steve.

<3-4>

W: How many people do you expect to come to the party?

M: I sent invitations to _____ people. I think _____ of _____ will come
_____. James. He is _____ his parents in Boston.

W: Have you checked the weather on _____?

M: Yes. It is supposed to be warm and sunny.

<5-6>

M: Good afternoon, miss. How can I _____?

W: Hi, I'm looking for a _____.

M: Do you have any particular models in mind?

W: Well, I am a _____. So, I'd like one with a large screen and the latest _____
editing _____.

<7-8>

M: What time is the _____ with Mr. Tanaka tonight?

W: It is at _____ o'clock, Mr. Brian. Your plane is scheduled to leave at _____.

You will arrive at the Narita Airport at _____. So you will have _____
to get to the hotel restaurant.

M: How long does it take from the airport to the hotel?

W: I think it takes about _____ minutes by taxi.

Practice with TOEIC Actual Questions

Listen to each of the conversations and choose the best answer to each question.

● 3-2-07

1. What does the man want to do?
(A) Make a dinner reservation
(B) Buy a concert ticket
(C) Open a bank account
(D) Run a business
- open a bank account run a business
2. What does the woman suggest the man do?
(A) Go to the main office
(B) Make an appointment
(C) Come back after 12 o'clock
(D) Open a personal account
- main office personal account
3. When will the man meet the manager?
(A) 9 o'clock Monday
(B) 10 o'clock Monday
(C) 9 o'clock Wednesday
(D) 10 o'clock Wednesday

4. Who most likely is the woman?
(A) An opera singer
(B) A security guard
(C) A salesperson
(D) A theater manager
- opera singer salesperson
theater manager
5. What does the man want to do?
(A) Go to the cinema
(B) Attend a performance
(C) Make travel arrangements
(D) Reserve a table for dinner
- go to the cinema performance
make (travel) arrangements
6. How many tickets does the man want to buy?
(A) One
(B) Two
(C) Three
(D) Four

7. What type of business does the woman most probably work in?
(A) A hotel
(B) A car dealership
(C) A repair shop
(D) A car rental agency
- dealership rental agency
8. How long does the man need the car?
(A) Two days
(B) Three days
(C) Four days
(D) A week

10. 10

What's your name? I'm John and this is my car. And this is my job, and this is my car. To those or not to be.

9. What is the man's major concern with the car?

- (A) Equipment
(B) Price
(C) Space
(D) Comfort

■ major concern
space

equipment
comfort

10. Where does this conversation most likely take place?

- (A) At a restaurant
(B) At a theater
(C) At an office
(D) At a bank

11. How many more people have joined after making the reservation?

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

■ make a reservation

12. What will the man probably do after having lunch?

- (A) Go to another restaurant
(B) Go to see a movie
(C) Go back to work
(D) Go to meet a client

■ client

13. What most probably is the man's job?

- (A) A hotel receptionist
(B) A traffic officer
(C) A salesperson
(D) A car mechanic

■ receptionist
car mechanic

traffic officer

14. What does the woman want?

- (A) Rent a car
(B) Buy a car
(C) Repair her car
(D) Sell her car

■ rent
repair
sell

15. When is the woman's appointment?

- (A) Monday morning
(B) Monday afternoon
(C) Friday morning
(D) Friday afternoon

Answers: page 290

Chapter 3

Questions with *Why*

■ Overview

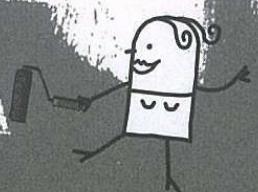
■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (3)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Why

Questions with the question word **Why** are used to ask about the reason why someone does something, why something happens, etc. This type of questions is thought to be the most difficult in Part 3.

Example Listen to the conversation and choose the best answer to the question.

3-3-01

1. Why does the man want to meet Mr. Jacob?
(A) To sign a contract
(B) To attend a job interview
(C) To interview Mr. Jacob
(D) To deliver a package

[Script]

M: Excuse me, miss. Can you tell me where Mr. Jacob's office is?

W: Do you have an appointment with Mr. Jacob?

M: Yes, I do. ⁽¹⁾I am here for a job interview. I was told to be here at 2 o'clock.

1. You should preview the question so that you may focus on related information while listening.
2. From sentence (1) I am here for a job interview, you will understand that the man is here to attend a job interview with Mr. Jacob. Therefore, (B) is the correct answer. Do not confuse with (C); it also mentions the word **interview**, but the fact is that the man will be interviewed by Mr. Jacob.

Question Groups

Questions with *Why*

Group 1 Questions about the reason for calling/not answering the phone

- Why is the man calling the woman?
- Why did the man call the woman?
- Why is Mr. Watson unable to answer the man's call?

Group 2 Questions about the reason for lateness/holding a meeting / (not) attending a meeting

- Why will the man be late for the meeting?
- Why does the woman want to have a meeting?
- Why is the man unable to attend the meeting this morning?

Group 3 Questions about the reason for some actions/behaviors

- Why is the man leaving the company?
- Why is the man riding the bus?
- Why is the man staying in his office?

Test-Taking Strategies

1. For questions with *Why*, the information for corresponding answers will mostly occur in the middle or last part of the conversation. You, therefore, have to listen till the end.
2. You will usually be asked about the reason why a speaker calls, why he/she cannot attend a meeting or keep an appointment. Therefore, you should pay your attention to such verbs as *cancel/miss/move/rearrange/leave/order/delay*.
3. You should learn a lot of vocabulary and expressions that commonly occur in the TOEIC test to be able to identify paraphrased answers (those whose structures have been changed, but their meanings are unchanged).

Practice

Questions with Why

Vocabulary and Expressions

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

3-3-02

1. Why is Mr. Johnson unable to answer the man's call?

(A) He left his office a few minutes ago.
(B) He is attending a meeting.

M: Hello, I'd like to speak to Mr. Johnson.

W: I'm sorry. Mr. Johnson is _____.
Would you like to leave a message?

2. Why is Allen leaving the company?

(A) He has gotten a new job.
(B) He has gotten a promotion.

W: I heard Allen was leaving the company. Do you know why?

M: He has _____ a _____ in Washington.

3. Why is the man unable to attend the meeting this morning?

(A) His train was delayed.
(B) He had a trouble with his car.

M: Hi, Jessica. It's me, Richard. My car _____.
I am afraid I can't _____ the 9 o'clock meeting this morning.

W: I see. Where are you now?

4. Why will the man be late for the meeting?

(A) He has to meet someone.
(B) His flight will be delayed.

M: I may be a little late for the meeting. I have to _____ to the _____ Mr. Chan from Hong Kong.

W: Don't worry. I will tell the CEO where you are.

1. unable
answer a call
attend
leave a message

2. company
get a promotion

3. delay
have a trouble with
be afraid (that)

4. may
be late for
CEO(chief executive officer)

Vocabulary and Expressions

M: Hello, I _____ a television from your company last week but still have not _____ it.

W: I'm sorry, sir. Let me check on that for you. Can you tell me your _____, please?

6. Why is the man calling?
(A) To find out where the woman's store is
(B) To see if the woman has a product in stock

M: Hello, this is Charles in the High Avenue store. Do you
 the new Bio 3000 laptop computer _____
 ? A customer here is looking for the _____, but
we the last one this morning.

W: Yes, we have a few _____. Do you want me to send it to your store?

7. Why is the man riding the bus?
(A) His car is being repaired. (B) He lives close to the bus stop.

W: James, I didn't expect to see you on the bus. Where is your
?

M: It's in the _____ . I couldn't get it _____ yesterday.

8. Why does the woman want to have a meeting?

(A) Because the sales team did an excellent job.
(B) Because there was a sharp decline in sales.

W: We have recently spent a lot of money on advertisements for our products, _____ total sales _____ last month by nearly 20 percent. What do you think the _____ is?

M: Well... I thought the sales team _____ quite well. I would have never expected such a result.

W: Arrange a meeting with the sales team right now.

5. inquire
delivery
still

6. laptop computer
customer
look for

- ## 7. close to expect

- 8. sharp
 - decline in sales
 - advertisement
 - product
 - total sales
 - nearly
 - result
 - arrange

Common Vocabulary in Part 3

3

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and statements below.

3-3-03

Meeting

- be in a meeting
- cancel a meeting
- attend a meeting
- arrange a meeting

[Check-up 1]

1. He is _____ a _____.
2. The meeting has been _____, so I will stay in the office.
3. We should _____ a _____ with him.

Appointment

- make / have an appointment
- miss an appointment
- rearrange an appointment

[Check-up 2]

1. I'd like to _____ an _____ for an eye test.
2. I _____ an important _____ because my car broke down this morning.

Work

- have a job
- leave a company
- get a promotion

[Check-up 3]

1. He _____ a new _____ in Texas.
2. Have you heard that James is _____ next month?
3. He _____ to the marketing manager position.



Order/Delivery

- | | |
|------------|----------------------------|
| ▪ take | ▪ place an order |
| ▪ order | ▪ receive an order |
| ▪ payment | ▪ inquire about a delivery |
| ▪ refund | ▪ in stock |
| ▪ delivery | ▪ drop off |

[Check-up 4]

1. I _____ an _____ for a copy machine last week.
2. How long does it take to _____ the _____?
3. Deliveries usually _____ three days, but on some occasions, they could _____ a little longer.
4. We currently do not have it _____.
5. The _____ person will _____ it _____ at your office tomorrow afternoon.

Traffic

- | | |
|---------------------|---------------|
| ▪ delay | ▪ speed limit |
| ▪ be stuck | ▪ ticket |
| ▪ parking lot/space | |

[Check-up 5]

1. My train has _____.
2. I _____ in traffic on my way to the office.
3. If you do not move your car right now, I'll have to give you a _____.
4. You exceeded the _____.

Repair/Maintenance

- | | |
|------------------------------|-----------------------|
| ▪ car repair center | ▪ charge |
| ▪ breakdown (cf. break down) | ▪ need a car repaired |
| ▪ fix | ▪ request maintenance |

[Check-up 6]

1. My car is in the _____.
2. My car _____. I _____ my car _____.
3. If you want the in-home repair service, you will be _____ for it.

Answers: page 291

Practice with Possible Questions

Listen to each of the conversations and choose the best answer to each question.

3-3-04

<1-2>

1. Why did the woman miss the appointment?

- (A) Her train was delayed.
- (B) Her new car has not arrived yet.
- (C) She had a trouble with her car.

<5-6>

5. Why is the woman staying in the office?

- (A) Her meeting has been cancelled.
- (B) She is expecting a call from her client.
- (C) She has a meeting in the office.

<2-3>

2. Why is the woman unable to buy a new car?

- (A) She does not have enough money.
- (B) She cannot find the right one for her.
- (C) She prefers to lease a car.

6. What does the woman want to know?

- (A) Why the meeting has been cancelled.
- (B) What time the man meets his dentist.
- (C) What she needs to tell the man's client.

<3-4>

3. Why is the man not able to meet on the 17th?

- (A) He will work in his office.
- (B) He will be out of town.
- (C) He will have a meeting.

<7-8>

7. Why did the man call?

- (A) He has an appointment with Mr. Anderson.
- (B) He is going to deliver a desk to Mr. Anderson's office.
- (C) He wants to meet the building manager.

4. When will they meet?

- (A) Wednesday morning
- (B) Friday morning
- (C) Friday afternoon

8. Who will Jennifer Ross call?

- (A) Mr. Anderson
- (B) Mighty Jackson Furniture company
- (C) A building manager



Vocabulary

1 miss an appointment
arrive
have a trouble with

2 enough
prefer (to)
lease

3 be out of town
expect
client

6 dentist
7 deliver
building manager