

Overview

Relative Pronouns & Relative Adverbs

Relative Pronouns & Relative Adverbs

Relative pronouns do two jobs at a time:

- Acting as the subject or object of a verb in a relative clause
- Joining two clauses together

Since a **relative clause** starting with a relative pronoun modifies a preceding noun (also called an **antecedent**), it is also named as **adjective clause**.

There are three kinds of relative pronouns: **subject relative pronouns**, **object relative pronouns**, and **possessive relative pronoun**.

	Indicating people	Indicating things/animals
Subject relative pronouns	who, that	which, that
Object relative pronouns	whom, who, that	which, that
Possessive relative pronoun	whose	whose

An adverb which introduces a **relative clause** is called a **relative adverb**. Relative adverbs do two jobs at a time:

- Acting as the subject or object inside a relative clause
- Joining the relative clause to a noun in the main clause – rather like a conjunction

Antecedents	Relative adverbs
Indicating places	where
Indicating time	when
Indicating reasons	why



01 Relative Pronouns & Subject Relative Pronouns

What is a relative pronoun?

A relative pronoun can function as both a pronoun and a conjunction as it joins a subordinate clause to a main clause. It also starts an adjective clause to modify a preceding noun (antecedent).

We talked about **a man**. + He quit his job two months ago.

→ We talked about **a man who quit his job two months ago.**

Antecedent	Relative pronoun	Relative clause/Adjective clause
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Types of subject relative pronouns

- When the antecedent is a human and the relative pronoun functions as a subject, we use **who**.
 - When the antecedent is a thing or an animal and the relative pronoun functions as a subject, we use **which**.
 - Especially, **that** can be used:
 - a) when the antecedent is either a human or a thing, or both.
 - b) after the following words: **all, everything, something, anything, nothing, none, little, few, much**.
 - c) after the noun modified by a superlative adjective.

Relative pronouns	Antecedents	Examples
Who	Humans	The man who came to the office is my cousin.
which	Things/animals	We rented an apartment which has two rooms.
that	Humans/things/animals	They will produce a new laptop that is very light.

Answers: D, 228

A Choose an appropriate relative pronoun for each sentence.

1. The new president is a man (who / which) is interested in art.
 2. The products (that / who) are displayed are expensive.
 3. They hired someone (which / who) has 3 years of experience.
 4. This is the firm (which / who) is the most popular in accounting.
 5. The new book (who / that) will be published soon was written by our president.

B Look at the hints printed in bold and choose the correct option to complete each sentence.

1. People _____ signed up for the program yesterday got a 5% discount. sign up for

① who ② what ③ whom ④ which

2. The company _____ sells kids' toys increased its productivity. productivity

① whom ② which ③ who ④ what



02 Object Relative Pronouns & Possessive Relative Pronoun

Types of object relative pronouns

- When the antecedent is a human and the relative pronoun functions as an object, we use **who**/ **whom**.
- When the antecedent is a thing or an animal and the relative pronoun functions as an object, we use **which**.
- That** can be used for all kinds of antecedents and when the relative pronoun functions as an object.

Relative pronouns	Antecedents	Examples
who/ whom	Humans	This is the director <u>whom</u> I like the most. (= who/ that)
which	Things/ animals	Yesterday, I checked out the copy machine <u>which</u> I bought last year. (= that)
that	Humans/ things/ animals	This is the file <u>which</u> I was looking for. (= that) (Object of the preposition for)

Possessive relative pronoun

Whose is the only possessive relative pronoun in English. The antecedent of **whose** can be humans, things, or animals.

Relative pronoun	Antecedent	Example
whose	Humans/ things/ animals	The products <u>whose</u> prices are reasonable are very popular.

Answers: p. 226

A Read the following sentences. Mark ✓ in the space given if the underlined word is correct, and correct the incorrect one.

- The woman that English is fluent worked in the New York office for a long time. _____
- The buyer whom we met yesterday sent me an e-mail. _____
- They reached an agreement whose everybody wanted. _____
- I replaced all the files whose versions are old. _____

B Look at the hints printed in bold and choose the correct option to complete each sentence.

- The people _____ names are on the list will receive incentives.
Ⓐ who Ⓑ whose Ⓒ also Ⓓ that
incentive
- The exhibition _____ we visited yesterday was very interesting.
Ⓐ who Ⓑ whom Ⓒ that Ⓓ whose
exhibition



03 Relative Pronoun *What*

Functions of the relative pronoun *what*

- **What** does not need any antecedent.
- **What** usually introduces a noun clause functioning as a subject, an object, or a complement in a sentence.
- **What** can be replaced by **the thing that/which**.

My boss explained **what** he planned to do about the problem.
(= the thing that)

Relative pronouns: *what* vs. *that*

The relative pronoun **what** includes the antecedent itself, thus it does not need any antecedent. Meanwhile, **that** must follow an antecedent.

what	I didn't understand <u>of</u> what he told me before.
that	<i>The musical</i> that I saw last night was fantastic.

ANSWERS p. 220

A Fill the gaps with the relative pronoun *what* or *that*.

1. _____ the sales figures indicate is not clear to me.
2. The CEO _____ I met yesterday was brilliant.
3. The expert pointed out _____ we have to focus on.
4. The money _____ I deposited at the bank disappeared.
5. The president was not pleased with the proposal _____ the manager made.
6. _____ the analyst told us should be seriously considered.

B Choose the correct option to complete each sentence.

1. This is _____ we know about the current economic situation.
Ⓐ when Ⓑ that Ⓒ whether Ⓓ what
2. _____ you said to the committee was very persuasive.
Ⓐ That Ⓑ What Ⓒ Which Ⓓ And



04

Omission of Relative Pronouns

Omission of subject relative pronouns

You can omit subject relative pronoun + be when the relative pronoun is the subject of a relative clause.

Subject relative pronoun + be	I know the person (who is) in charge of marketing at the company.
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Omission of object relative pronouns

Who/Whom/Which/That can be omitted when it is the object of a relative clause.

Object relative pronoun	Mr. Gates is the only staff member (that) I can trust.
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Answers p.229

A Correct the underlined parts in the following sentences.

- They are the people which I worked with. _____
- Hiring people are suitable for the position is difficult. _____
- Directors which are worried about the performance should talk to the president.

- They have a business plan which is I don't really like. _____
- There are five positions are available in the department. _____

B Choose the correct option to complete each sentence.

- People _____ about high taxes should talk to the accountant.
 (A) concerned (B) to concern (C) are concerned (D) whom concerned
- We are looking for a person _____ eligible for the managerial position.
 (A) who (B) who are (C) whom are (D) who is



05

Relative Adverbs

What is a relative adverb?

A relative adverb can function as both an **adverb** and a **conjunction**. It introduces an adjective clause (relative clause) to modify an antecedent. It replaces the more formal structure **preposition + relative pronoun** in a relative clause.

This is the hotel. + We stayed at the hotel for 3 days.

→ This is the hotel at which we stayed for 3 days. (Preposition + relative pronoun)

→ This is the hotel where we stayed for 3 days. (Relative adverb)

	Places	Time	Reasons
Antecedents	place, meeting	day, year, time	the reason (usually followed by why)
Relative adverbs	where	when	why

They will explain the reason why they rejected my proposal.

(= for which)

Note: When **how** is used, there is no antecedent (e.g. **the way**, **the method**).

Answers p.22

A Choose an appropriate relative adverb for each sentence.

1. This is the bank (where / when / why) I save my money.
2. The reason (why / where / when) Mr. Simpson was fired was unknown.
3. We are trying to figure out the reason (how / when / why) our sales are decreasing.
4. I don't know (the way how / how / when) I should deal with this problem.
5. February is the month (where / when / how) we usually hold our management meeting.

B Choose the correct option to complete each sentence.

1. I don't understand the reason _____ they didn't accept our proposal. accept
 A how B when C why D where
2. Find the computer file _____ I store all the information. store
 A in that B where C which D when



Common Vocabulary in the TOEIC Test

Prepositional Phrases^②

A Fill each gap with an appropriate preposition.

1. _____ a timely manner
2. _____ warranty
3. _____ an effort _____
4. _____ advance
5. _____ behalf
6. _____ your convenience
7. _____ terms _____
8. _____ all times

Answers for Part A 1. in 2. under 3. in, to 4. in 5. on, of 6. for
7. in, of 8. at

B Fill the gaps with the prepositions in the box to form correct collocations.

at in on with

1. _____ stock
2. _____ one's expense
3. _____ caution
4. _____ duty

in in on with

5. _____ particular
6. in cooperation _____
7. _____ the agenda
8. _____ honor of

Answers for Part B 1. in 2. at 3. with 4. on 5. in 6. with 7. on 8. in



Practice with TOEIC Actual Questions

Decide which of the choices – (A), (B), (C), or (D) – best completes the sentence.

1. Anyone _____ wants to take a vacation this month needs to talk to me today.

(A) which
(B) whom
(C) who
(D) whose

take a vacation

2. This manual is for people _____ native language is not English.

(A) whose
(B) whom
(C) that
(D) what

manual
native language

3. The decision _____ the company made will cause a lot of problems.

(A) whose
(B) who
(C) what
(D) that

cause

4. I met the representative _____ Mr. Reeves talked about.

(A) that
(B) which
(C) what
(D) how

representative

5. Mr. Delaney met the person _____ she recommended for the managerial position.

(A) what
(B) which
(C) whom
(D) why

recommend
managerial position

6. The specialist _____ we just met will be the manager of our team.

(A) what
(B) whose
(C) who
(D) when

specialist

7. This website is good for people _____ are thinking about renting a house.

(A) they
(B) who
(C) whom
(D) them

rent

8. This is the place _____ we have our annual meeting.

(A) when
(B) where
(C) why
(D) how

annual meeting



9. JW, Inc. is one of the major companies _____ manufactures furniture.

- (A) where
- (B) whom
- (C) whose
- (D) which

major company
manufacture

10. _____ I said to the interviewer was not very clear.

- (A) What
- (B) When
- (C) Which
- (D) Whose

interviewer

11. I can't find the files _____ I saved all the important information.

- (A) which
- (B) why
- (C) when
- (D) where

save

12. The secretary booked the flight ticket _____ advance.

- (A) with
- (B) on
- (C) in
- (D) for

secretary
book

13. The second thing _____ the agenda is our poor sales.

- (A) on
- (B) in
- (C) about
- (D) at

poor

14. Any car parked here will be towed _____ the owner's expense.

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

any car
parked
tow



Questions 15-16 refer to the following article.

The Pelican Publishing Company announced that it will publish a new book entitled *True Story* in March. This is a nonfiction book about the crew of a spaceship _____ explored the universe.

15. (A) where
(B) whom
(C) that
(D) when

The book will show readers _____ the crew members handled difficulties on the

16. (A) what
(B) how
(C) and
(D) also

international spaceship.

entitled nonfiction crew spaceship
explore handle international



Conjunction That vs. Relative Pronoun What

■ that

That introduces a noun clause functioning as a subject, an object, or a complement in a sentence.

When the noun clause introduced by **that** functions as a subject or a complement in a sentence, we cannot omit **that**. When the noun clause introduced by **that** functions as an object, we can omit it.

That he has been promoted is not surprising.

Everybody thought (that) Mr. Kim would get a promotion.

■ what

What introduces a noun clause functioning as a subject, an object, or a complement in a sentence.

We didn't understand what the investment analyst was talking about.

What the manager said shocked all the team members.

Let's check!

Choose the correct option in brackets for each sentence.

1. She will present (that / what) she prepared about the project.
2. (That / What) happened to the CEO yesterday was a surprise.
3. I believe (that / what) Mr. Carter is a reliable person.
4. This is (that / what) the company wants us to do.
5. (That / What) she is devoted to her work is well known.

Answers: p. 229



Subjunctive Mood

Overview

- 01. Past Subjunctive
- 02. Past Perfect Subjunctive
- 03. Future Subjunctive
- 04. Mixed Subjunctive
- 05. Subjunctives with *I wish*

- Common Vocabulary in the TOEIC Test
- Practice with TOEIC Actual Questions

Grammar Step UP!

Chapter

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Overview

Subjunctive Mood

Subjunctive Mood

The **subjunctive mood** is used to express importance, hypothesis, wishes, and emotion. There are two basic types of subjunctive mood, which are the **past subjunctive** and **past perfect subjunctive**.

The **past subjunctive** is usually used to refer to a hypothetical present situation.

The **past perfect subjunctive** is used to refer to a hypothetical past situation.

Besides, there are also the **future subjunctive**, **mixed subjunctive**, and **subjunctives with I wish**.

Below are the structures of the past and past perfect subjunctives.

Past subjunctive

- **If-clause:** If + subject + verb in past tense (Especially, **be** becomes **were** regardless of what the subject is.)
- **Main clause:** Subject + would/could/might/should + bare infinitive

Past perfect subjunctive

- **If-clause:** If + subject + verb in past perfect tense
- **Main clause:** Subject + would/could/might/should + have p.p.



01

Past Subjunctive

What is the past subjunctive?

The **past subjunctive** is used in subordinate clauses and expresses a **hypothetical present situation**, which means a situation that is contrary to a fact at present. It has the same form as the past simple tense (except in the case of **be**, the past subjunctive form is **were** in all numbers and persons).

	If-clause (subordinate clause)	Main clause
Ordinary verb	If + subject + verb in past tense	Subject + would/could/might/should + bare infinitive
The verb be	If + subject + were (Was can be used in casual speaking.)	Subject + would/could/might/should + bare infinitive

If I had the money, I would buy stocks.

If he were employed, he would be happy.

The past subjunctive with the omission of if

When **if** is omitted, **were** will be put at the beginning of the subordinate clause.

Inversion of the past subjunctive

If I were the CEO, I would lay off some workers.

= Were I the CEO, I would lay off some workers.

Answers p.29

A Choose the correct option for each sentence.

- If we (have / had) more time, we could finish the project successfully.
- If he had a fax machine at home, we (will send / would send) him the document.
- If Mr. Romero (works / worked) harder, he could become a team leader.
- (Were / If) he nice to his coworkers, they would enjoy working with him.
- Were I the boss, I (will / would) give Mr. Brown a raise.

B Choose the correct option to complete each sentence.

- If I _____ about the stock market, I would invest some money in it.

stock market invest

Ⓐ knew

Ⓑ know

Ⓒ will know

Ⓓ would know

- Were the price cheaper, the company _____ purchase the building.

purchase

Ⓐ will

Ⓑ have

Ⓒ had

Ⓓ would



02

Past Perfect Subjunctive

What is the past perfect subjunctive?

The past perfect subjunctive is used in subordinate clauses and expresses a hypothetical past situation, which means a situation that is contrary to a fact in the past. It has the same form as the past perfect tense.

If-clause (subordinate clause)	Main clause
If + subject + had p.p.	Subject + would/could/might/should + have p.p.

If Tony had not worked hard, he would not have been a team leader.

The past perfect subjunctive with the omission of if

When if is omitted, had will be put at the beginning of the subordinate clause.

Inversion of the past perfect subjunctive:	If she had been rich, she would have donated some money to charity. = Had she been rich, she would have donated some money to charity.
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Answers: p. 22

A Choose the correct option for each sentence.

1. If she had finished the report on time, she (can / could) have attended the meeting.
2. If the company (offered / had offered) some incentives, its employees would have been happier.
3. If the budget had not been tight, we (would fix / would have fixed) the facilities.
4. (Had / Have) the project not been successful, she would not have been the best employee of the year.
5. Had he had a degree in business, he (could have gotten / had gotten) the marketing position.

B Look at the hints printed in bold and choose the correct option to complete each sentence.

1. If we had been invited to the luncheon, we _____ more people. luncheon
 A) can have met B) could have met C) would meet D) will meet
2. If he _____, he could have met the deadline. meet the deadline
 A) hurried B) has hurried C) had hurried D) hurries



03 Future Subjunctive

What is the future subjunctive?

The future subjunctive is used to express a situation that will be unlikely to happen in the future. This use is rather formal in speaking.

If-clause (subordinate clause)	Main clause
If + subject + should + bare infinitive	– Subject + will/would/can/could/may/might/shall/ should + bare infinitive
	– Imperative

If the budget should allow it, the company will open another branch office. (Future subjunctive)
vs. If the budget **allows** it, the company will open another branch office. (Real conditional sentence)

If you should change your order, please let us know. (Future subjunctive)
vs. If you **change** your order, please let us know. (Real conditional sentence)

Cf. In modern English, **should** is used in the if-clause of the future subjunctive, which may make you misunderstand that it is the real conditional sentence.

The future subjunctive with the omission of if

When if is omitted, **should** will be put at the beginning of the subordinate clause.

Inversion of the future subjunctive	If the package should arrive late, the customer would be very disappointed. = Should the package arrive late, the customer would be very disappointed.
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Answers p. 228

A Choose the correct option for each sentence.

- (If / Because) he should not get the job, I will be very surprised.
- If you (shall / should) feel sick, go to the hospital immediately.
- Should Ms. Sanderson visit you, I (ask / will ask) her to wait.
- (Would / Should) I be free next week, I will come and visit your office.

B Look at the hints printed in bold and choose the correct option to complete each sentence.

- If you _____ leave, I can complete the report instead. complete instead
Ⓐ shall Ⓑ should Ⓒ will Ⓓ would
- _____ it rain tomorrow, we will postpone the outdoor events. postpone outdoor event
Ⓐ If Ⓑ Still Ⓒ Will Ⓓ Should



Mixed Subjunctive

What is the mixed subjunctive?

The **mixed subjunctive** is used when the time relations between the if-clause and main clause are different. The past perfect subjunctive is used in the if-clause to express a hypothetical past situation, whereas the past subjunctive is used in the main clause to express a hypothetical present situation. There are usually adverbs of time in the main clause, such as **today** or **now**.

If-clause	Main clause
If + subject + had p.p. (Past perfect subjunctive)	Subject + would/could/might/should + bare infinitive (Past subjunctive)

If I had not broken my leg, I could go on a business trip to Paris **today**.

If he had bought the stock, he **would not be poor now**.

ANSWER

A Choose the correct option for each sentence.

- If I (had completed / completed) the report yesterday, I could start a new project today.
- If Jim had left earlier, he (would be / would have been) on a plane to New York now.
- If I had not worked late, I (would not feel / would not have felt) tired now.
- She could get some sleep today if she (met / had met) the deadline yesterday.
- If Mr. Simpson had followed our advice, he (will be / would be) successful now.
- If he (would not receive / had not received) a job offer from IMK Co., he would take the job with HNU Co.

B Look at the hints printed in bold and choose the correct option to complete each sentence.

- If we had investigated the problem carefully, we _____ any difficulties now.
investigate difficulty
 (A) don't have (B) will not have (C) would not have had (D) would not have
- If he _____ away the receipt yesterday, he could get a refund now. receipt refund
 (A) had not thrown (B) would not throw (C) does not throw (D) will throw



05

Subjunctives with *I wish*

The past subjunctive with *I wish*

The following structure is used to express a wish in a situation that is unlikely to happen at present.

I wish

— Subject + would/could + bare infinitive

— Subject + verb in past tense (The verb be becomes were.)

I wish I knew my supervisor's home address.

The past perfect subjunctive with *I wish*

The following structure is used to express a wish or a regret in a situation that did not happen in the past.

I wish

Subject + had + past participle

I wish the company had offered me the job.

Answers D260

A Read the following sentences. Mark ✓ in the space given if the underlined parts are correct and correct the incorrect ones.

1. I wish the interest rates had been low. _____
2. I wish the company have given me the job. _____
3. I wish somebody would have come and help me. _____
4. I wish there are many people at the charity event. _____
5. I wish I had two months off from work. _____
6. I wish this room could accommodate more people. _____

B Choose the correct option to complete each sentence.

1. I wish Joey _____ complaining about his supervisor.
 (A) would stop (B) stop (C) stops (D) will stop
2. I wish I _____ for the marketing job.
 (A) have applied (B) had applied (C) will apply (D) apply



Common Vocabulary in the TOEIC Test

Noun + Preposition

A Fill each gap with an appropriate preposition.

1. a preference _____
2. a subscription _____
3. a variety _____
4. a major impact _____
5. a demand _____
6. a tax _____
7. the majority _____
8. exposure _____

Answers for Part A 1. for 2. to 3. of 4. on 5. for 6. on 7. of 8. to

B Fill the gaps with the nouns in the box to form correct collocations.

stance guarantee development commitment

1. _____ on
2. _____ of
3. _____ to
4. _____ in

Answers for Part B 1. stance 2. guarantee 3. commitment 4. development 5. respect 6. access

decline opinion access respect

5. _____ for
6. _____ to
7. _____ in
8. _____ about

Answers for Part B 1. stance 2. guarantee 3. commitment 4. development 5. respect 6. access



Practice with TOEIC Actual Questions

Decide which of the choices – (A), (B), (C), or (D) – best completes the sentence.

1. If she knew how to use the computer, she _____ the problem easily.

(A) could handle
 (B) can handle
 (C) handle
 (D) handled

handle
easily

2. If they _____ a new product, sales might increase rapidly.

(A) developing
 (B) developed
 (C) develops
 (D) will develop

develop
rapidly

3. _____ they conducted a survey, they could have known the customers' needs.

(A) If
 (B) Were
 (C) Had
 (D) Also

conduct a survey
needs

4. _____ it rain heavily tomorrow, my business trip will be canceled.

(A) Will
 (B) Could
 (C) Would
 (D) Should

rain heavily

5. If you had gone to the store on Monday, you _____ a free coupon.

(A) would get
 (B) will have gotten
 (C) will get
 (D) would have gotten

free coupon

6. I wish it _____ possible to work for the company.

(A) were
 (B) is
 (C) am
 (D) will be

possible

7. I wish I _____ the promotion at the beginning of the year.

(A) get
 (B) getting
 (C) have gotten
 (D) had gotten

at the beginning of the year

8. If the company _____ its business to the medical sector, it would earn a lot of money now.

(A) expands
 (B) expanded
 (C) will expand
 (D) had expanded

medical sector
earn money



9. _____ I in your position, I would transfer to the European division.

- (A) Were
- (B) Did
- (C) Had
- (D) If

transfer
European,division

10. _____ our team obtained some good results, the manager would have been satisfied.

- (A) Have
- (B) Were
- (C) If
- (D) Had

obtain some good results
satisfied

11. If the president should look for me, _____ me on my cell phone.

- (A) calling
- (B) call
- (C) may call
- (D) would call

12. If Ms. Wallace had been elected president, the company _____ be the market leader now.

- (A) will
- (B) will have
- (C) would
- (D) would have

elect
market leader

13. Regular exposure _____ loud music can damage your hearing.

- (A) as
- (B) on
- (C) to
- (D) in

regular
damage
hearing

14. I can't understand his _____ on the mergers and acquisitions.

- (A) access
- (B) respect
- (C) stance
- (D) commitment

mergers and acquisitions



Questions 15–16 refer to the following memo.

To: All employees
From: Peter Fisher, Director of the Maintenance Department

Now we are renovating the 5th floor to accommodate more people from the other office branch. We know that the noise from the construction makes the _____

15. (A) majority
(B) impact
(C) variety
(D) confidence

of you uncomfortable when you work. Unfortunately, it has to be completed by next Wednesday, so we have to work during the daytime and even at night. If we _____ more time to finish the renovations, we would not do them during the

16. (A) have
(B) had
(C) will have
(D) had had

business hours.

The details of the construction such as the schedule are on the company website. If you have any questions, please call Mr. Jackson in the Maintenance Department.

Thank you for your cooperation.

Maintenance Department	uncomfortable	accommodate	noise	construction
	unfortunately	detailed	detail	cooperation



Grammar Step UP!

Subjunctives and Real Conditional Sentences

Both subjunctives and real conditional sentences contain if in if-clauses. Generally, subjunctives are used to express a hypothetical situation or a situation that is very unlikely to happen, whereas a real conditional sentence expresses a possible situation.

Subjunctive	If I won the lottery, I would start my own business.
Real conditional sentence	If I win the lottery, I will start my own business.

Note: In unreal conditional sentences, the past and past perfect subjunctives are used.

If I **won** the lottery, I **would start** my own business. (a hypothetical present situation)

If I **had won** the lottery, I **would have started** my own business.
(a hypothetical past situation)

Subjunctives with *Without*

Instead of using an if-clause, we can use the past subjunctive or the past perfect subjunctive with *without*.

Past subjunctive	Without ... subject + would/could/might/should + bare infinitive (- If it were not for... / But for...)
Past perfect subjunctive	Without ... subject + would/could/might/should + have p.p (- If it had not been for... / But for...)

Without your help, I **couldn't complete** the project.

Without you, I **would not have finished** the market survey.

Let's check!

Choose the correct option in brackets for each sentence.

1. (With / Without) you, I could not solve the problem.
2. Without your help, I (can't achieve / couldn't have achieved) the sales target.
3. If we attend the auction, we (will buy / would have bought) the painting.
4. If you (will have / have) any questions, ask me after the seminar.

Answers: p. 230



Agreement

Overview

- 01. Subject-Verb Agreement in Number (1)
(Singular/Plural Nouns)
- 02. Subject-Verb Agreement in Number (2)
(Indefinite Pronouns and Nouns with a Quantifier)
- 03. Subject-Verb Agreement in Number (3)
(Conjunctions)
- 04. Agreement in Tense (of Main Clause and
Subordinate Clause)
 - Common Vocabulary in the TOEIC Test
 - Practice with TOEIC Actual Questions

Grammar Step UP!

Chapter

13



Overview

Agreement

Agreement ✎

Agreement means that a **subject** and its **verb** must agree with each other in number (singular or plural), or the **tenses** in the main clause and subordinate clause must agree with each other.

Basic rules of subject-verb agreement in number:

- A singular subject takes a singular verb, while a plural subject takes a plural verb.
- When the subject is an indefinite pronoun or a noun with a quantifier, carefully decide whether you should use a singular or a plural verb.
- When the subjects in a sentence are joined by conjunctions, a singular or plural verb may be used depending on each particular conjunction.

The computer **is**

Printers **are**

Each report **is**

Many companies **are**

Either you **or** he **is**

Neither you **nor** I **am**

Agreement in tense of main clause and subordinate clause:

- When the main clause is in the present tenses, the subordinate clause may be in various tenses.
- When the main clause is in the past tense, the subordinate clause may be in the past tenses.



01

Subject-Verb Agreement in Number (1)

(Singular/Plural Nouns)

Singular subject – singular verb, plural subject – plural verb

The basic rule is that a singular subject goes with a singular verb, while a plural subject goes with a plural verb. Besides, you must use singular verbs in the following cases:

- When the subject is an uncountable noun
- When the subject is a gerund or a to-infinitive
- When the subject is a noun clause introduced by **that**

Types of subjects	Examples
Singular/plural nouns	The <i>president</i> is not in now. <i>Companies</i> want to increase their profits.
Uncountable nouns	The <i>information</i> about the last quarter is in the document.
Gerunds or to-infinitives	<i>Going</i> on a business trip is sometimes hard. <i>To conduct</i> customer surveys is necessary.
Noun clauses introduced by that	<i>That the company went bankrupt</i> was unexpected.

Confusing singular nouns

There are some nouns ending in **-s**, but they are actually singular nouns.

Nouns	Examples			
Nouns indicating subjects	economics	politics	statistics	mathematics
Proper nouns	Times	Charles	Wales	

Economics is not easy to understand.

The *news* was so surprising.

Answers 230

A Read the following sentences. Mark ✓ in the space given if the underlined word is correct and correct the incorrect one.

- Developing new product designs are essential. _____
- The CEO plans to open another branch. _____
- That she will get a promotion are shocking. _____
- My coworkers think that I will quit soon. _____
- The accountant says that statistics are very difficult for him. _____

B Look at the underlined parts and choose the correct option to complete each sentence.

- Going on a business trip three times a month _____ too frequent.
Gerund
 A were B be C are D is

- The displayed furniture _____ not for sale.
Uncountable noun
 A have B has C is D are



02

Subject-Verb Agreement in Number (2)

(Indefinite Pronouns and Nouns with a Quantifier)

Indefinite pronouns

one, each, either, neither, no one / nobody, nothing something / someone / somebody, anyone / anybody anything, everyone / everybody, everything	+ singular verb Neither of the + plural noun can be followed by a plural verb.
both, many, several, (a) few	+ plural verb

One of the employees has called in sick.

Many firms are now hiring lawyers.

Nouns with a quantifier

all / most / some / lots / half	of the + singular / uncountable noun	+ singular verb
	or the + plural noun	+ plural verb
the number		+ singular verb
a number	or + plural noun	+ plural verb

All of the profit goes to the charities.

All of the members have to attend the seminar.

Answers 200

A Fill the gaps with the correct forms of the verbs given in brackets.

- (look) A few proposals _____ excellent.
- (be) Some of the facilities _____ open at this time.
- (be) Several sales managers _____ happy with the decision at yesterday's seminar.
- (have) Each of the managers _____ different characteristics.
- (have) I am sure that someone _____ a copy of the report.
- (be) Many of the important documents in the cabinet _____ missing now.

B Look at the hints given and choose the correct option to complete each sentence.

- A number of people _____ been laid off in the last two years. a number of lay off
 (A) have (B) has (C) had (D) will have
- Most of the information _____ not reliable. information reliable
 (A) were (B) was (C) are (D) being



03

Subject-Verb Agreement in Number (3)

(Conjunctions)

Coordinating conjunctions and, or

When the subjects in a sentence are joined by the conjunction **and**, a plural verb is commonly used. When the subjects are joined by the conjunction **or**, their verb must agree with the subject nearest to it.

The CEO and the manager are having a meeting now.

Three workers or one supervisor has to work on Saturdays.

Correlative conjunctions

When the two subjects in a sentence are joined by correlative conjunctions, their verb mostly takes the number of the subject nearest to it. In the following structures, the verb will agree with the subject B.

Either A or B	
Neither A nor B	Either you or <i>he</i> needs to fill out this form.
Not A but B	Neither <i>he</i> nor <i>she</i> is not coming to the seminar.
Not only A but (also) B	Not only you but also <i>Mr. Brown</i> is responsible for the matter.
B as well as A	

Answers: p. 283

A Read the following sentences and correct the underlined parts in the space provided.

1. Jacky and Sam has agreed to extend the contract. _____
2. Neither she nor I commutes to work by subway. _____
3. He or you is expected to do the presentation. _____
4. His education and his work experience is suitable for this job. _____
5. Either you or your boss have to take responsibility. _____
6. Not only English but also French are necessary to do the job. _____

B Look at the hints given and choose the correct option to complete each sentence.

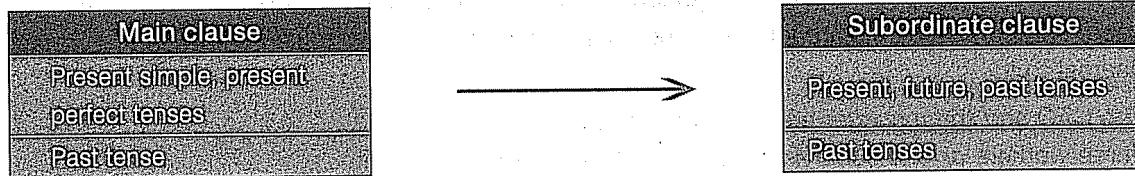
1. The auditorium as well as the libraries _____ being renovated. auditorium
 A is B are C have D has
2. The directors and the sales representatives _____ on a business trip every month. sales representative
 A going B goes C go D is going



04

Agreement in Tense (of Main Clause and Subordinate Clause)

Basic rules of agreement in tense



I believe that the company has great potential.
He said he had had an interview with ICD Co.

Exceptions

Exceptions	Tense of subordinate clause
When the event is a truth/general fact	Present tenses
When the event is a historical data	Past tenses

She says that there was an oil shock in the 1970s.

Answers p.230

A Choose the correct option for each sentence.

1. The president said that he (found / founded) the company in 2000.
2. I believe that the cost of living (is / was) too high last year.
3. He told us that he (participated / participates) in the training.
4. Mr. Taylor told me that he (works / worked) until 10 p.m. almost every day.
5. I found that some of my colleagues (are fired / had been fired).

B Choose the correct option to complete each sentence.

1. He said that competent managers _____ their employees.

Ⓐ helping Ⓑ help Ⓒ to help Ⓓ helps
2. The CEO announced that sales _____ for three years.

Ⓐ falls Ⓑ fall Ⓒ had fallen Ⓓ have fallen

CEO (Chief Executive Officer)



Common Vocabulary in the TOEIC Test

Expressions of Adjectives

A Fill each gap with the correct form of the word given in brackets.

1. be _____ (will) to do
2. be _____ (involvement) in
3. be _____ (capability) of
4. be _____ (vulnerability) to
5. be _____ (likelihood) to do
6. be _____ (pay) to
7. be _____ (attend) to
8. be _____ (benefit) to

B Fill the gaps with the adjectives in the box to form correct collocations.

- | | | | |
|-----------|------------|-------|---------|
| concerned | comparable | valid | subject |
|-----------|------------|-------|---------|
1. be _____ to
 2. be _____ about
 3. be _____ for
 4. be _____ to / with

- | | | | |
|-----------|----------|---------|----------|
| conscious | equipped | engaged | superior |
|-----------|----------|---------|----------|
5. be _____ to
 6. be _____ with
 7. be _____ of
 8. be _____ in

Answers for Part A: 1. willing 2. involved 3. capable 4. vulnerable
5. likely 6. payable 7. attentive 8. beneficial

Answers for Part B: 1. subject 2. concerned 3. valid 4. comparable 5. superior 6. equipped
7. conscious 8. engaged



Practice with TOEIC Actual Questions

Decide which of the choices – (A), (B), (C), or (D) – best completes the sentence.

1. The article _____ that the population of the world is increasing.

(A) saying
(B) says
(C) say
(D) is said

article
population

2. Both of the applicants _____ scheduled for an interview today.

(A) to be
(B) was
(C) is
(D) are

be scheduled for

3. The president and the vice president _____ in the conference room.

(A) are
(B) being
(C) is
(D) was

5. The number of online shopping malls _____ increasing.

(A) is
(B) are
(C) to be
(D) being

the number of

6. Some of the luggage _____ stolen at the airport.

(A) has
(B) are
(C) was
(D) were

luggage

4. Every country _____ interested in the global trade issue.

(A) have
(B) are
(C) is
(D) has

global trade issue

8. Most of the interviewees _____ very punctual.

(A) is
(B) are
(C) to be
(D) being

interviewee
punctual



9. The sales meeting _____ place in the auditorium every two months.

- (A) is taking
- (B) is taken
- (C) take
- (D) takes

take place
auditorium

10. Tim Scott, the founder and CEO of the company, _____ in 2000.

- (A) died
- (B) die
- (C) is dying
- (D) is died

founder

11. Fortunately, neither the driver nor the passengers _____ injured.

- (A) had
- (B) has
- (C) was
- (D) were

fortunately
passenger
injure

12. The prime minister was _____ in a bribe scandal.

- (A) improved
- (B) involved
- (C) equipped
- (D) concerned

prime minister
bribe scandal

13. This cellular phone is superior _____ the competitors in quality.

- (A) for
- (B) to
- (C) on
- (D) than

cellular phone
competitor

14. Prices may be _____ to change without notice.

- (A) subject
- (B) engaged
- (C) payable
- (D) conscious

price
without notice



Questions 15-16 refer to the following letter.

Dear Mr. Rosenberg,

A number of the workers in the factory _____ off lately. That will have a bad

- 15.** (A) has been laid
(B) have been laid
(C) are laying
(D) is laid

effect on the rest of the workers in our company. Some of them _____ already

- 16.** (A) have
(B) had
(C) has
(D) having

quit their jobs.

Therefore, we suggest that you hold a meeting to explain the financial situation of the company. This will help the employees want to keep working here.

lately have an effect on quit hold a meeting financial situation



Special Cases of Subject-Verb Agreement in Number

■ Subject-verb agreement for subject relative pronouns

When the antecedent in the main clause is singular or uncountable, the verb in the adjective clause must be in the singular form. When the antecedent is plural, the verb in the adjective clause must be in the plural form.

We hired a *sales representative* who **has** three years of experience.

The managers who **have** great communication skills will be promoted.

■ Subject-verb agreement for modifying phrases

When there is a modifying phrase, e.g. a prepositional phrase between a subject and its verb, the verb must agree with the subject, not the modifying phrase.

The store for disabled people **makes** great profits.

Some of the employees at the company **work** overtime every day.

Let's check!

Choose the correct option in brackets for each sentence.

1. The competition between the two companies (is / are) tough.
2. Most of the people in the country (agrees / agree) with the new policy.
3. The paintings which (is / are) on the wall in the conference room look beautiful.
4. Do you know the woman who (is / are) giving a speech now?

Answers: p. 231



Select

Reading



Chapter 14 – Chapter 15

ion 2

Types of Questions

In Part 7 of the TOEIC test, five types of questions are frequently asked: overview/gist questions, information questions, NOT questions, inference questions, and synonym questions.

Types of Texts

In Part 7, the questions are based on a variety of reading text types, such as notices, letters, e-mails, forms, newspaper and magazine articles, and advertisements. Especially, letters and e-mails are most commonly found.

Reading Passages

For the final part of the Reading section, there are 48 questions in total. For the first task, you will have single passages to read and 2-5 questions for each passage to answer. The second task is just like the first task, but you now have double passages to read. The second passage is generally a response or an inquiry based on the situation presented in the first passage. There will be 5 questions which will cover the content of both passages. Answers to the questions are based on what is stated or implied in the passages. Overall, you will have at least 10 passage sets in this part.



Question Types

- 01. Overview/Gist Questions
 - Practice with TOEIC Actual Questions
- 02. Information Questions
 - Practice with TOEIC Actual Questions
- 03. NOT Questions
 - Practice with TOEIC Actual Questions
- 04. Inference Questions
 - Practice with TOEIC Actual Questions
- 05. Synonym Questions
 - Practice with TOEIC Actual Questions

Chapter

14



01 Overview/Gist Questions

Overview/gist questions are those which ask you to identify the topic or purpose of a reading passage.

Tips

1. Most often, you can find the topic or purpose of a passage at the beginning of the passage.
2. One of the answers given may be the paraphrased statement.

Answers p.222

Typical questions

- What is the purpose of this letter?
- What is this survey about?
- What is the main topic of this article?

A Read the following advertisement. Look at the underlined parts and answer the question.

Do you need to buy new bedroom furniture?

If you are looking for new bedroom furniture, then Furniture World would be a good option. One of the great things about this furniture store is the wide range of furniture that it offers. It offers colored furniture as well as leather bedroom furniture. Come and find the bedroom furniture you have always wanted.

Vocabulary

bedroom furniture
option
range
offer
colored
leather

1. What is the purpose of this advertisement?

- (A) To inform readers about new arrivals at a furniture store
- (B) To promote a furniture store

B Read the following memo and answer the question.

I regret to inform you that we have a bad sales report this year. To solve this problem, we have decided to lay off some staff members. Also, we will change the system of the company. We will let you know the details when possible.

Vocabulary

regret to V
inform
lay off
detail
possible

1. What is the memo mainly about?

- (A) Some bad staff members
- (B) The steps needed to deal with a problem





Practice with TOEIC Actual Questions

Questions 1-2 refer to the following advertisement.

Marketing Director

The Dooris Company is one of the best computer manufacturing companies in the world. We are now looking for an excellent marketing director.

Responsibilities:

- Manage the marketing budget
- Develop effective marketing strategies

Requirements:

- A minimum of 5 years of experience preferred
- Excellent written and oral communication skills
- Bilingual (English / Spanish) required

Applicants should send a résumé and cover letter by March 1.



1. What is the purpose of this advertisement?

- (A) To reduce the marketing budget
- (B) To encourage employees to work harder
- (C) To report on marketing strategies
- (D) To hire an employee

2. What is NOT a requirement for the position?

- (A) At least 5 years of experience
- (B) Accounting experience
- (C) Strong communication skills
- (D) The ability to use English and Spanish

marketing director
manufacturing company
excellent
responsibility
manage

budget
marketing strategy
requirement
minimum
prefer

oral
bilingual
require
résumé
cover letter

reduce
encourage
hire
ability



02 Information Questions

Information questions are those asking about a specific detail mentioned in a passage. They usually start with a question word like **What**, **Who**, **How**, **When**, **Where**, and **Why**.

Tips

1. First, you should read the question carefully. Then, scan the relevant part in the reading passage to find out the answer to it.
 2. Be careful with misleading answer choices which use the same wording as that in the reading passage.

Typical questions

- Who is Mr. Brown?
 - Where is the new cafeteria located?
 - When did this person order the product?
 - How can customers file a complaint?
 - Why was the shipment delayed?

Answers: p. 232

A Read the following announcement. Look at the underlined parts and answer the question.

Vocabulary

pleased
staff cafeteria
relocate
basement
a greater variety of

We are pleased to inform you that the new staff cafeteria is finally open to all employees. It is open from 6 a.m. to 9 p.m. Monday through Friday. This new cafeteria has been relocated to the third floor from the basement. Now you can enjoy a greater variety of food such as Chinese, Italian, and Korean food.

1. Where is the new cafeteria located now?
Ⓐ In the basement Ⓑ On the third floor

B Read the following letter and answer the question.

Vocabulary

Dear colleagues,

As you may know, our product manager James Lee is going to retire next month. He has been with us for the past 20 years. He has devoted himself to the development of our company. Therefore, we are going to have a retirement party for him.

colleague
product manager
retire
devote
therefore

1. Who is the party for?

Ⓐ A sales manager Ⓑ James Lee



 TOEIC

Practice with TOEIC Actual Questions

Questions 1-2 refer to the following advertisement.

Distance Learning with Pacific International University

Pacific International University (PIU) offers distance-learning degree programs for adult learners at the undergraduate and postgraduate levels. We provide you with self-paced programs taken online by correspondence or home study. PIU helps professional adults complete their educational goals. We allow adult students to finish college, to earn a degree, and to advance their careers. The University's online distance-learning degree programs are available throughout a wide range of majors and areas of study. For more information, you can request a brochure and visit our website at www.PIUdistance.edu.

ANSWER
P.129

1. What is the purpose of this advertisement?
 - (A) To provide scholarships for adults
 - (B) To inform adult learners of the importance of learning
 - (C) To talk about educational opportunities for adults
 - (D) To give tips on how to get a higher degree

2. Where can one find further information on this education program?
 - (A) In a newspaper
 - (B) On the Internet
 - (C) On a board
 - (D) In a magazine

distance learning	professional	available	opportunity
degree	educational	throughout	give tips on
adult	goal	a wide range of	further information
undergraduate	allow A to V	major	magazine
postgraduate	earn	area of study	
self-paced	advance (advance one's career)	brochure	
correspondence	career	scholarship	



03

NOT Questions

This type of questions requires you to identify the information which is not mentioned/indicated/true in a reading passage.

Tips

1. Read all the answer choices. Then, read the passage to find out the information that is not true or mentioned.
2. Be careful with the answer choices that use the same wording as that in the reading passage.

Answers p. 23

Typical questions

- What is NOT mentioned as a qualification?
- What is NOT indicated in the letter?
- What is NOT true about the event?

A Read the following advertisement. Look at the underlined parts and answer the question.

Vocabulary

look for
instructor
passion
applicant
at least
related field
fluent
native speaker

Master Language School is looking for English instructors with good experience and a passion for teaching. The applicant should have at least three years of experience in the related field. Also, he or she should be fluent in both Korean and English.

1. What is NOT mentioned as a qualification for English instructors?
 - Being experienced in the field
 - Being a native speaker of English

B Read the following letter and answer the question.

Vocabulary

pleased
deposit
reservation
confirm
contact

Dear Paul Johnson,
We are pleased that you have chosen Lucky Seven Cruise for your vacation. Your deposit of \$500 has been received, and your reservation has been confirmed. You are going to leave on your vacation next Friday. If you have any questions about your travel, please contact us at 800-555-4444.

1. What is NOT true according to the letter?
 - Paul Johnson's reservation has been canceled.
 - The cruise is going to start next Friday.



Practice with TOEIC Actual Questions

Questions 1-2 refer to the following advertisement.

Job Opportunity in Scope City

Do you want to work for a chain of optics stores with plans for growth? Scope City is looking to hire a manager for its San Diego store. The current manager is retiring next month. Some experience in a managerial position is required. Applicants who are interested should submit their résumés by e-mail to Eddie Hursh: ehursh@scopecity.com or by mail to:

E. Hursh
 Scope City
 730 Easy St.
 Simi Valley, CA 93065

ANSWER P. 22

1. What is the purpose of this advertisement?
 - (A) To look for a manager
 - (B) To promote a new store in San Diego
 - (C) To hire a secretary
 - (D) To announce a manager's retirement

2. Which of the following is NOT true about the advertisement?
 - (A) Scope City is an optics store.
 - (B) The manager's job is in San Diego.
 - (C) One can apply for the job by visiting the store.
 - (D) Managerial experience is necessary for the job.

job opportunity
 chain
 optics store (cf. optic)

growth
 current
 managerial

interested
 by e-mail
 announce



04

Inference Questions

Inference questions are the questions whose answers are implied in a reading passage. You need to make a connection between the information and come to a logical conclusion. This type of questions is rather demanding.

Tips

1. Be aware that you will probably have to draw conclusions, and then answer the inference questions.
2. Do not take anything directly stated by the author as an answer. You will have to go through the passage logically to find the correct answer.

ANSWER D 233

Typical questions

- What does this letter imply?
- What can be inferred about Mr. Lawrence?
- What does the article imply about people's health?

A Read the following announcement. Look at the underlined parts and answer the question.

The gym is now open for all employees after three months of renovations. You can enjoy a wider variety of facilities. In addition, the good news is that the gym is now open on Saturdays and Sundays.

Vocabulary

a wider variety of
facility
in addition
frequently

1. What can be inferred about the gym?
 A) It was not open on weekends before the renovation.
 B) It is not used frequently by the employees.

B Read the following article and answer the question.

Contrary to what you may think, online shopping can sometimes be very dangerous. When you enter your personal information to buy something, somebody may steal your information. Then, these thieves may use your private information to buy things on the Internet.

Vocabulary

contrary to
dangerous
personal information
steal

1. What does this article imply?
 A) Your personal information may not be kept private.
 B) Online shopping is dangerous if you buy too much.



Practice with TOEIC Actual Questions

Questions 1-2 refer to the following letter.

Dear Sir / Madam,

I am writing this letter to complain about a flight to Las Vegas that I took on your airline last Friday. I was very disappointed with the services that your airline provided.

I should have attended an important meeting in Las Vegas, so I booked a flight for 8:00 p.m. I arrived at the airport and completed all the boarding procedures. Then, I had to wait two hours before the plane took off. And this was only the beginning.

The seats were so uncomfortable that I couldn't sleep a minute during the whole flight. Furthermore, your staff didn't seem to be experienced or well trained in passenger service. I demand an immediate refund, or I may have to take legal action against you.

Truly,

Simon Lee

ANSWER P.23

1. What is the purpose of this letter?

- (A) To make a reservation for a ticket
- (B) To make suggestions about passenger service
- (C) To request a full refund for the flight
- (D) To ask for more information about the flight

2. What can be inferred about the 8:00 p.m. flight?

- (A) It lacked food.
- (B) It was cancelled.
- (C) It was delayed.
- (D) It was full of passengers.

flight
disappointed
should have + p.p.
boarding procedure
have to

take off
beginning
uncomfortable
whole
furthermore

well trained
demand
immediate
refund
legal

against
make a reservation
lack



05 Synonym Questions

Synonym questions are the questions that test your vocabulary comprehension based on the context those items are used.

Tips

1. If you do not know the new word being asked, try to read the passage to locate where it occurs and guess its meaning from the context.
2. Be careful with some familiar words. You may have known their meanings, but they may have different meanings in business-context reading passages.

Answers p. 32

Typical question

- The word "leave" in paragraph 1, line 2 is closest in meaning to

A Read the following memo. Look at the underlined parts and answer the question.

Vocabulary

free valet parking
cost

As of next Tuesday, June 22, the free valet parking service for guests will be terminated. That means there will be no more free parking service. This is to save costs during this difficult economic situation. We are so sorry for any inconvenience this may cause.

1. The word "terminated" in line 2 is closest in meaning to

- (A) prohibited
- (B) finished

B Read the following letter and answer the question.

Vocabulary

reply (to)
necessary
qualification
instructor

Dear Sir / Madam,

I am writing to reply to your advertisement for a helper at one of your summer youth camps. I am very interested in the job, and I think I have the necessary qualifications because I have already worked as a sports instructor at many camps. I would be grateful if you could give me some more information about the job.

1. The word "grateful" in line 5 is closest in meaning to

- (A) thankful
- (B) meaningful



Practice with TOEIC Actual Questions

Questions 1-2 refer to the following letter.

Dear Jeremy Brown,

With reference to your advertisement in the *Honolulu Advertiser*, I would like to apply for the position of Spanish teacher at the Dillingham Language School. I believe I have many of the appropriate qualifications for this job.

I majored in Spanish in college and graduated with top marks three years ago. Also, I worked as a full-time Spanish teacher for two years after I graduated from college. Therefore, I would appreciate it if you could carefully review my résumé.

I would like to know how many hours I should work per day. Also, would you let me know when the lessons start and where I could stay?

I look forward to hearing from you.

Sincerely,

Paul Welkins



1. What is the purpose of the letter?
 - (A) To apply for a job
 - (B) To arrange an interview
 - (C) To accept a job offer
 - (D) To complain about some service

2. The word “appropriate” in paragraph 1, line 3 is closest in meaning to
 - (A) difficult
 - (B) unknown
 - (C) manageable
 - (D) suitable

with reference to
major (in)

graduate
mark

appreciate
per day

look forward to
arrange

unknown
manageable



Text Types

- 01. Letters & E-mails
 - Practice with TOEIC Actual Questions
- 02. Notices & Memos
 - Practice with TOEIC Actual Questions
- 03. Advertisements
 - Practice with TOEIC Actual Questions
- 04. Invoices & Schedules
 - Practice with TOEIC Actual Questions
- 05. Double Passages
 - Practice with TOEIC Actual Questions

Chapter

15



01

Letters & E-mails

Letters and e-mails are most frequently found in the TOEIC Reading test. It is not so difficult to find out correct answers if you are familiar with their formats.

Tips

1. You should familiarize yourself with the formats of business letters and e-mails.
2. Questions may be about the purpose of letters/e-mails, senders, recipients, attached files, etc.

Typical questions

- What is the main purpose of this letter?
- By whom was the e-mail sent?
- What is enclosed in this letter?
- What is Ms. Kidman asked to do?

ANSWERS p.222

Read the following letter and answer the questions.

Company name and address	Max Office Supplies • 433 Western Lane New York, NY 10987
Recipient's name and title	• Dear Ms. Johnson: It was a pleasure meeting you at the interview. I enjoyed our conversations so much, especially hearing about the needs of the Marketing Department.
Content	• I would appreciate it if you could send me a letter concerning your hiring decision. Thank you again for your time, and I am looking forward to hearing from you soon.
Closing, signature	• Sincerely, <i>Jane O'malley</i>

especially appreciate concerning

1. By whom was the letter sent?
 - (A) A job applicant
 - (B) An interviewer
2. What is Ms. Johnson asked to do?
 - (A) Arrange a meeting
 - (B) Send a letter about a decision



Practice with TOEIC Actual Questions

Questions 1-2 refer to the following e-mail.

TO: editor_NewYork@newyork.net
 FROM: Brian Simpson <simpson@goolger.com>
 SUBJECT: The article regarding PK Co.

To the editor:

I am writing about the article entitled *PK Co. Negative Sales*. My name is Brian Simpson, and I am the public relations director at PK Co. After my coworkers and I read your article, we found some incorrect information.

First of all, you wrote that we are planning to lay off 30% of our staff members this coming August. However, that has not been decided yet. Also, you wrote that our sales decreased 10% in the first quarter of this year. This is not true.

We would like you to publish a correction to the article immediately, and we need an official apology to our company.

Thank you,

Brian Simpson

Answers: p.232

1. Why was this e-mail written?

- (A) To ask an editor for some advice
- (B) To request some correction be made
- (C) To apologize to the editor for the article
- (D) To introduce some new staff members

2. Who is Brian Simpson?

- (A) The executive officer at PK Co.
- (B) The CEO of PK Co.
- (C) The writer of an article
- (D) A publisher

subject
 article
 entitled
 public relations
 incorrect
 yet
 quarter
 publish a correction
 immediately
 official apology
 executive officer
 publisher



02

Notices & Memos

Notices and memos are used to announce some news or changes within a company. They usually include senders, recipients, topics, and content.

Tips

1. The heading of a notice or memo shows the main content.
2. Notices and memos generally mention the content briefly and precisely.

Typical questions

- What is the purpose of this memo?
- Why was this memo written?
- What will happen on October 21?

Read the following memo and answer the questions.

Recipient	<ul style="list-style-type: none"> • To: All staff members
Sender	<ul style="list-style-type: none"> • From: Jessica Shaydon, Personnel Department
Topic: Re is short for Regarding which means Concerning/About . Sometimes, Subject can be used.	<ul style="list-style-type: none"> • Re: The promotion of Joe Endley
Content	<p>I am pleased to announce that Joe Endley, a manager in the Sales Department, has been promoted to vice president of the company. Mr. Endley has been working for our company for the last 18 years. He won the "Employee of the Year" award in 2009 for increasing our sales. We are very excited to see his leadership as a new vice president.</p>

leadership

1. What is the purpose of this memo?
 - (A) To inform employees of the new vice president
 - (B) To notify employees of an annual meeting

2. How long has Mr. Endley been working for the company?
 - (A) 18 years
 - (B) 29 years

