

6. Who is coming to the party tonight?
 (A) Some old friends from my college.
 (B) It is a garden party.

Practice B 1. (A) 2. (A) 3. (B) 4. (A) 5. (B) 6. (B)

1. Who is in charge of the Planning Department?
 (A) That would be Ms. Elliot.
 (B) I think so.
2. Who does this handbag belong to?
 (A) It's probably Jane's.
 (B) It's very expensive.
3. Who should I contact to confirm the reservation?
 (A) I reserved a double room.
 (B) Call this number.
4. Who is coming to the party tonight?
 (A) The new employees in the Marketing Department.
 (B) The party starts at 10.
5. Who is driving you to the train station?
 (A) It will take an hour.
 (B) Johnson will come with me.
6. Who is responsible for hiring salespeople?
 (A) You should not be there.
 (B) That would be the personnel director.

Common Vocabulary in Part 2 (1)

pp.81~82

Check-up 1 1. organize 2. revise 3. assigned
 4. present 5. address

Check-up 2 1. Personnel Department, marketing director
 2. executive officers 3. Shipping Department
 4. sales manager 5. Customer Service Department

Practice with Possible Questions

/ p.83

1. (A) 2. (B) 3. (B) 4. (A) 5. (A) 6. (A) 7. (A)
 8. (B) 9. (B) 10. (B)

1. Who asked you to attend the meeting?
 (A) My boss.
 (B) The meeting will be held at 2 o'clock.
2. Who designed the new building?
 (A) It was built recently.
 (B) Didn't I tell you?

3. Who has the key to the meeting room?
 (A) The meeting has been canceled.
 (B) I gave it to Stephanie.

4. Who will notify the employees of the new policy?
 (A) One of the directors.
 (B) Yes, they are new employees.
5. Who is in charge of safety inspections of the building?
 (A) The Maintenance Department.
 (B) On a regular basis.
6. Who is the woman next to Mr. Thomas?
 (A) That is Rebecca.
 (B) She left an hour ago.
7. Who is organizing the conference for this session?
 (A) The planning manager is responsible for it.
 (B) It is a charity organization.
8. Who should I call to order office supplies?
 (A) His office is on the first floor.
 (B) Ask Miss Johnson.
9. Who is going to take Ms. Randal to the airport?
 (A) The flight is from Tokyo.
 (B) I will.
10. Who is responsible for sending the invitations?
 (A) I have not sent them yet.
 (B) That would be Richard.

Practice with TOEIC Actual Questions

/ p.84

1. (B) 2. (C) 3. (C) 4. (C) 5. (B) 6. (A) 7. (A)
 8. (B) 9. (A) 10. (A) 11. (C) 12. (B) 13. (C) 14. (B)
 15. (C)

*AmE = American English / BrE = British English

1. **AmE / BrE**

- Who is the new manager of the department?
 (A) Mr. Schneider can help you with that.
 (B) Her name is Marge Simpson.
 (C) I think I can manage.

2. **AmE / AmE**

- Who explained this report to you?
 (A) Randy will.
 (B) It has already been reported.
 (C) Mr. Robinson did.

3. **[AmE / BrE]** Who can pick Mr. Roper up from the airport?
(A) It is possible, I suppose.
(B) Before 5 o'clock.
(C) I am free this afternoon.
4. **[AmE / AmE]** Who oversees the Sales Department?
(A) Until the next meeting.
(B) It is under construction.
(C) It is Mr. Edward.
5. **[AmE / BrE]** Who is going to review the report before its publication?
(A) It will be published on a large scale.
(B) The project manager.
(C) We will have a press conference.
6. **[BrE / AmE]** Who is responsible for organizing the welcome party?
(A) That would be the planning director.
(B) You will be more than welcome.
(C) You are responsible for what you said.
7. **[AmE / AmE]** Who is going to move into the office on the second floor?
(A) An online game company will.
(B) Mr. Brown is responsible.
(C) They will move in tomorrow.
8. **[AmE / BrE]** Who is supposed to close up the store tonight?
(A) I think it is too late.
(B) Mr. Ford is responsible for that.
(C) His office is close to mine.
9. **[AmE / AmE]** Who will represent the company at the annual stockholders' meeting?
(A) The president of our Seoul branch.
(B) Because the prices continued to fall today.
(C) It will not take very long.
10. **[BrE / BrE]** Who is supposed to go to New York for the conference?
(A) The vice president.
(B) Next Friday.
(C) To the airport.
11. **[BrE / AmE]** Who is in charge of accounting?
(A) The charge will be less than 50 dollars.
(B) My account is with the bank.
(C) Mr. Ronald.
12. **[AmE / BrE]** Who should I call to repair the computer?
(A) It has plenty of memory.
(B) The maintenance office.
(C) I bought the computer.
13. **[AmE / AmE]** Who will be making the opening speech at the convention?
(A) It will open at 9:00.
(B) At the Hilton Hotel.
(C) The president will.
14. **[AmE / AmE]** Who is responsible for sending the invitations to our clients?
(A) All of our clients will be invited.
(B) Sandra, the president's secretary.
(C) At the conference room on the first floor.
15. **[AmE / BrE]** Who should I contact to get a password for the computer lab?
(A) You will have your own password.
(B) The computer lab is in the main building.
(C) Go to the main office.

Chapter 2 Questions with *Where*

Question Structures

Check-up

Structure 1

1. (A) 2. (B)

/ p.87

Structure 2

1. (A) 2. (A) 3. (B)

/ p.88

Structure 3

1. (A) 2. (B) 3. (A)

/ p.89

Practice – Questions with *Where* (1)

/ p.90

Practice A 1. (A) 2. (B) 3. (A) 4. (B) 5. (A) 6. (B)

1. Where is the copy machine?

- (A) On the second floor.
(B) I need two copies.

2. Where are the documents stored?

- (A) The store is open on Sunday.
(B) In the drawer of my desk.

3. Where can I submit my application?

- (A) You can leave it here.
(B) I have it.

4. Where is the closest supermarket around here?

- (A) I will buy some eggs.
(B) Next to the post office.

5. Where is the guest list for Friday's reception?

- (A) Mr. Smith probably knows.
(B) It will be held in the banquet hall.

6. Where is your new office located?

- (A) Yes, his office is in New York.
(B) In the city center.

Practice B 1. (B) 2. (B) 3. (A) 4. (A) 5. (B) 6. (A)

1. Where are the documents stored?

- (A) The store is closed on weekends.
(B) Ask Sharon.

2. Where is your new office located?

- (A) Yes, his office is in L.A.
(B) Next to the convention center.

3. Where is the copy machine?

- (A) Next to Michael's office.
(B) I need four copies.

4. Where can I submit my application?

- (A) Please go to the personnel office.
(B) He has it.

5. Where is the supermarket around here?

- (A) I will buy some cheese.
(B) Just across the road.

6. Where is the guest list for Friday's reception?

- (A) The vice president has it.
(B) It will be held at the Hilton Hotel.

Question Structures

Check-up

Structure 4

1. (B) 2. (B) 3. (A)

/ p.91

Structure 5

1. (B) 2. (A) 3. (A)

/ p.92

Structure 6

1. (B) 2. (A) 3. (A)

/ p.93

Practice – Questions with *Where* (2)

/ p.94

Practice A 1. (A) 2. (B) 3. (A) 4. (B) 5. (A) 6. (B)

1. Where did you hear the news?

- (A) A friend of mine told me.
(B) He will be here in a minute.

2. Where should I put my suitcase?

- (A) The handbag suits you well.
(B) In the closet in the corner.

3. Where are you traveling next summer?

- (A) I haven't decided yet.
(B) Welcome to the Bahamas!

4. Where will the trade show be held?

- (A) To show some new clothing lines.
(B) In Chicago.

5. Where are they going to build a new factory?

- (A) On the outskirts of town.
(B) Is that the factory?

6. Where did Samantha leave the application form?
 (A) She left an hour ago.
 (B) In the cabinet.

Practice B 1. (B) 2. (B) 3. (A) 4. (B) 5. (B) 6. (A)

1. Where will the trade show be held?
 (A) To show new product lines.
 (B) At the trade center.
2. Where are they going to build a new factory?
 (A) Yes, they work in the building.
 (B) Several options are being considered.
3. Where did you hear the news?
 (A) Everyone knows it.
 (B) He will be here tomorrow.
4. Where should I put my suitcase?
 (A) The dress suits you well.
 (B) You can leave it here.
5. Where did Samantha leave the application form?
 (A) She left ten minutes ago.
 (B) I have no idea.
6. Where are you traveling next summer?
 (A) Hawaii.
 (B) It's in Hong Kong.

Common Vocabulary in Part 2 (2)		pp.95-96
Check-up 1	1. buy, Try	2. held
	3. go on your vacation	
4. find	5. file	
Check-up 2	1. storage room, shelf	2. closet
	3. floor	
4. drawer	5. branch office	

Practice with Possible Questions / p.97

1. (A) 2. (A) 3. (A) 4. (B) 5. (B) 6. (A) 7. (A)
 8. (B) 9. (A) 10. (B)

1. Where is City Hall?
 (A) Just across the street.
 (B) The hall is overcrowded.
2. Where can I buy tickets for tonight's show?
 (A) At the box office.
 (B) Two tickets, please.
3. Where was this picture taken?
 (A) In my office.
 (B) I will take it out.

4. Where will you stay when you go to Manhattan?

(A) I will stay there for one week.
 (B) I will be at the Marriott Hotel.

5. Where did you park your car?
 (A) The park is not far from here.
 (B) Behind the building.

6. Where should I store these boxes?
 (A) Leave them here.
 (B) The bookstore sells that book.

7. Where are you transferring to next month?
 (A) To the Hong Kong office.
 (B) By electronic transfer.

8. Where does she come from?
 (A) She will come soon.
 (B) Texas is her hometown.

9. Where is the nearest post office?
 (A) It is one mile away from here.
 (B) Post it as soon as possible.

10. Where are you going to send this letter?
 (A) Yes, it is written in this letter.
 (B) To our central office.

Practice with TOEIC Actual Questions

/ p.98

1. (A) 2. (A) 3. (B) 4. (C) 5. (B) 6. (A) 7. (C)
 8. (B) 9. (A) 10. (B) 11. (B) 12. (B) 13. (C) 14. (A)
 15. (B)

*AmE = American English / BrE = British English

1. (AmE / AmE)

- Where is the cashier?
 (A) In the left corner.
 (B) It is out of order.
 (C) I don't have any.

2. (BrE / AmE)

- Where is the final destination of this train?
 (A) Boston.
 (B) It is on the third floor.
 (C) In twenty minutes.

3. (AmE / BrE)

- Where do you want me to put these documents?
 (A) Let's meet at the hotel reception desk.
 (B) Leave them on my desk.
 (C) I am still working on it.

4. **[BrE / AmE]**
Where can I catch the bus to the airport?
(A) I will catch you in an hour.
(B) Every 15 minutes.
(C) There is a bus stop over there.
5. **[AmE / AmE]**
Where did you learn to type so quickly?
(A) It has been over a week.
(B) I attended a class at school.
(C) Yes, she is going very fast.
6. **[BrE / AmE]**
Where should I file these documents?
(A) In the cabinet.
(B) It is empty.
(C) You can fill it with this.
7. **[BrE / BrE]**
Where is Cathy going?
(A) Yesterday.
(B) I won't go.
(C) To her manager's office.
8. **[AmE / AmE]**
Where is your office located?
(A) Two years ago.
(B) In downtown Tokyo.
(C) The office opens at 8:30.
9. **[AmE / BrE]**
Where will the meeting be held?
(A) In the conference room.
(B) I have not met him yet.
(C) Please hold the line.
10. **[AmE / BrE]**
Where did you leave your umbrella?
(A) I don't think so.
(B) I can't remember.
(C) It is raining now.
11. **[BrE / AmE]**
Where is Mark moving?
(A) Next month.
(B) To Holland.
(C) Yes, it is really moving.
12. **[AmE / BrE]**
Where can I get my identification card?
(A) By credit card.
(B) Talk to your manager.
(C) I don't need one.
13. **[AmE / AmE]**
Where was your article published?
(A) I left it on the shelf.
(B) It was published last week.
(C) On the second page in the paper.
14. **[BrE / AmE]**
Where should we put this cabinet?
(A) In the left corner.
(B) Kevin is in a meeting.
(C) For two weeks.
15. **[AmE / BrE]**
Where can I get the shuttle bus to the convention center?
(A) Less than twenty minutes.
(B) In front of the hotel.
(C) I will get you one.

Chapter 3 Questions with When

Question Structures

Check-up

Structure 1

/ p.101

1. (A) 2. (B)

Structure 2

/ p.102

1. (B) 2. (B) 3. (A)

Structure 3

/ p.103

1. (A) 2. (A)

Structure 4

/ p.104

1. (A) 2. (B)

Practice – Questions with When (1)

/ p.105

Practice A 1. (B) 2. (A) 3. (A) 4. (A) 5. (A) 6. (B)

1. When is the next bus to Manhattan?

- (A) It's your turn.
(B) At five.

2. When is your appointment with the dentist?

- (A) This afternoon.
(B) In the center of town.

3. When does your passport expire?

- (A) Five months from now.
(B) First of all, you should pass the test.

4. When did you wake up this morning?

- (A) Around seven o'clock.
(B) I have not finished it yet.

5. When do you move into your new office?

- (A) In two weeks.
(B) It's on the second floor.

6. When is the deadline for the gas bill payment?

- (A) By credit card.
(B) On February 15.

Practice B 1. (B) 2. (B) 3. (A) 4. (B) 5. (A) 6. (A)

1. When did you wake up this morning?

- (A) I have not decided yet.
(B) Very early.

2. When is the deadline for the gas bill payment?

- (A) In cash.
(B) Next Wednesday.

3. When do you move into your new office?

- (A) No later than October 10.
(B) It's on the third floor.

4. When is your appointment with the dentist?

- (A) At the hospital.
(B) I have to be there by three.

5. When does your passport expire?

- (A) Next October.
(B) I lost my password.

6. When is the next bus to Manhattan?

- (A) Not until tomorrow morning.
(B) It's my turn.

Question Structures

Check-up

Structure 5

/ p.106

1. (B) 2. (B) 3. (A)

Structure 6

/ p.107

1. (B) 2. (A) 3. (B)

Structure 7

/ p.108

1. (A) 2. (A) 3. (B)

Practice – Questions with When (2)

/ p.109

Practice A 1. (A) 2. (B) 3. (A) 4. (B) 5. (B) 6. (B)

1. When is the concert supposed to begin?

- (A) It is written on the ticket.
(B) At the box office.

2. When are you taking your driving test?

- (A) I failed three times.
(B) Two weeks from now.

3. When will your new book be published?

- (A) Early next month, I hope.
(B) That sounds fine.

4. When are you going to start the project?

- (A) Of course, I will.
(B) After finishing this work.

5. When is the construction scheduled to be finished?

- (A) I'm finished with it.
(B) Not for another three weeks.

6. When can I expect my order to arrive?
 (A) I ordered a new printer.
 (B) It will take a few days.

Practice B 1. (A) 2. (A) 3. (A) 4. (B) 5. (B) 6. (A)

- When are you taking your driving test?
 (A) At twelve tomorrow.
 (B) I will pass the test.
- When are you going to start the project?
 (A) Early next week.
 (B) Two weeks ago.
- When can I expect my order to arrive?
 (A) Tomorrow afternoon, I think.
 (B) I ordered a new cabinet.
- When is the construction scheduled to be finished?
 (A) Of course not.
 (B) At the end of next month.
- When is the concert supposed to begin?
 (A) At the concert hall.
 (B) In ten minutes.
- When will your new book be published?
 (A) Sometime next week.
 (B) At the end of the street.

Common Vocabulary in Part 2 (3)				pp.110-111
Check-up 1				1. arrive 2. hire 3. returns 4. relocate
5. expect, approved				
Check-up 2				1. flight 2. application 3. results 4. proposal 5. deadline

Practice with Possible Questions							/ p.112
1. (B)	2. (A)	3. (B)	4. (B)	5. (A)	6. (B)	7. (A)	
8. (B)	9. (B)	10. (B)					

- When is the board meeting?
 (A) It was really boring.
 (B) At 9 o'clock tomorrow.
- When is our next payment due?
 (A) The end of the month.
 (B) Please pay the bill.
- When do you start your new job?
 (A) Yes, let's get started.
 (B) They will let me know soon.

- When do we have to announce the company merger?
 (A) Not until they find the right person.
 (B) It is scheduled for Monday.

- When will the new product be released?
 (A) The exact date has not been confirmed yet.
 (B) It was delivered yesterday.

- When does the supermarket close?
 (A) In the open-air market.
 (B) At 10 o'clock.

- When is Samantha moving into her new apartment?
 (A) Probably next weekend.
 (B) She hasn't come in yet.

- When are you going to start the project?
 (A) It is going very well.
 (B) Soon, I think.

- When are we supposed to hear from them?
 (A) They have already left.
 (B) Someday next week, I hope.

- When is the flight from Los Angeles supposed to arrive?
 (A) At the Incheon International Airport.
 (B) At 7:15.

Practice with TOEIC Actual Questions / p.113

- | | | | | | | |
|---------|--------|---------|---------|---------|---------|---------|
| 1. (B) | 2. (A) | 3. (C) | 4. (B) | 5. (A) | 6. (C) | 7. (A) |
| 8. (C) | 9. (A) | 10. (C) | 11. (A) | 12. (B) | 13. (C) | 14. (B) |
| 15. (C) | | | | | | |

*AmE = American English / BrE = British English

1. **AmE / BrE**

- When is the training session?
 (A) At the conference room.
 (B) Next Monday at 3 p.m.
 (C) I will take a train.

2. **AmE / AmE**

- When does the shipment arrive?
 (A) It's being delayed.
 (B) All of them.
 (C) By ship.

3. **BrE / AmE**

- When did you get back from Hong Kong?
 (A) I haven't met them yet.
 (B) I will be back soon.
 (C) It has been a week.

4. **[BrE / BrE]** *Has not conducted any ad-hoc company*
When will the rent increase take effect?
 (A) 15 percent.
 (B) From November.
 (C) The room has been rented out.
5. **[AmE / BrE]** *What may have been done?*
When are you going abroad?
 (A) Next Tuesday.
 (B) To Spain.
 (C) For two weeks.
6. **[BrE / AmE]** *Was the oral plan or arrangement at her/his*
When is the company planning to hire a new receptionist?
 (A) At the reception desk.
 (B) I have not seen her yet.
 (C) Next month.
7. **[AmE / BrE]**
When do we have to hand in the application form?
 (A) Wednesday at the latest.
 (B) It is a handmade product.
 (C) Several people applied for the position.
8. **[AmE / AmE]**
When can you finish editing the proposal?
 (A) I will propose to her someday this week.
 (B) I have not read the editorial yet.
 (C) By the end of this week.
9. **[AmE / AmE]**
When is the train scheduled to depart?
 (A) At 7:30.
 (B) It will arrive soon.
 (C) It is from Chicago.
10. **[AmE / AmE]** *Results of public opinion based on survey*
When do you expect to publish the result of your review?
 (A) Before lunch yesterday.
 (B) I have to be there by six.
 (C) By the end of this month.
11. **[AmE / BrE]** *Test of the new product was now*
When should I call you back?
 (A) How about tomorrow morning?
 (B) Yes, she will be back soon.
 (C) Through the back gate.
12. **[AmE / AmE]**
When are you going to send the budget report?
 (A) I will come back tomorrow.
 (B) Before noon at the latest.
 (C) To the Personnel Department.
13. **[AmE / AmE]** *Or perhaps a video conference call*
When is she scheduled to give a speech?
 (A) About team building.
 (B) She does not like long speeches.
 (C) At the general meeting next week.
14. **[BrE / BrE]**
When will you be done with the filing?
 (A) You can leave the file here.
 (B) By Thursday afternoon.
 (C) Yes, I'm free now.
15. **[AmE / AmE]**
When is the proposal due?
 (A) That's enough for now.
 (B) Due to heavy rain.
 (C) Early next week.

Chapter 4 Questions with *Why*

Question Structures

Check-up

Structure 1 / p.117

1. (A) 2. (B)

Structure 2 / p.118

1. (A) 2. (B) 3. (B)

Structure 3 / p.119

1. (A) 2. (B) 3. (B)

Practice – Questions with *Why* (1)

Practice A 1. (A) 2. (B) 3. (A) 4. (B) 5. (B) 6. (B) / p.120

1. Why does Rachel want to move to Boston?
(A) She got a better job there.
(B) Because she likes public transportation.
2. Why are you in such a hurry?
(A) I will take it with me.
(B) To catch the first train.
3. Why do I have to submit this form again?
(A) We never received the first one.
(B) To the Personnel Department.
4. Why was the meeting cancelled?
(A) The meeting starts at 10:30.
(B) Our manager had a car accident.
5. Why is the parking lot so empty today?
(A) You should not park your car here.
(B) Today is a holiday.
6. Why is the company moving its office?
(A) My office is on the second floor.
(B) The current office building is too old.

Practice B 1. (B) 2. (B) 3. (A) 4. (A) 5. (A) 6. (B) / p.121

1. Why is the parking lot so empty today?
(A) You can use this parking lot.
(B) Most people left early.
2. Why is the company moving its office?
(A) My office is on the third floor.
(B) They built a new building.

3. Why does Rachel want to move to Boston?

- (A) She wants to live with her family.
(B) Because she likes traveling.

4. Why are you in such a hurry?

- (A) I don't want to be late again.
(B) I will go with you.

5. Why do I have to submit this form again?

- (A) Some information is missing.
(B) To the Marketing Department.

6. Why was the meeting cancelled?

- (A) The meeting starts at noon.
(B) The president's flight has been delayed.

Question Structures

Check-up

Structure 4 / p.121

1. (A) 2. (B) 3. (A)

Structure 5 / p.122

1. (A) 2. (B) 3. (B)

Structure 6 / p.123

1. (B) 2. (A) 3. (A)

Practice – Questions with *Why* (2)

Practice A 1. (A) 2. (B) 3. (B) 4. (A) 5. (A) 6. (A) / p.124

1. Why don't you get some rest?
(A) Let me finish this first.
(B) I will take a bus.
2. Why didn't John get the promotion?
(A) To promote a new product.
(B) He wasn't qualified.
3. Why did Mr. Thompson leave the company?
(A) He left his office this morning.
(B) It was due to his bad health.
4. Why did Linda send the letter?
(A) She invited us to her party.
(B) At the hospital.
5. Why don't you join us for dinner tonight?
(A) I'd love to.
(B) Dinner is waiting for you.

6. Why did you stay up so late?
 (A) I had some work to do.
 (B) I will not stay very long.

Practice B 1. (A) 2. (B) 3. (A) 4. (B) 5. (B) 6. (B)

1. Why don't you join us for dinner tonight?
 (A) Thanks, but I have other plans.
 (B) Lunch is ready.
2. Why did Mr. Thompson leave the company?
 (A) He left a message for you.
 (B) He started his own business.
3. Why did Linda send the letter?
 (A) To inform somebody about the change in the schedule.
 (B) At the hotel.
4. Why did you stay up so late?
 (A) I stayed there for two weeks.
 (B) I had to finish my report.
5. Why don't you get some rest?
 (A) I will take the subway.
 (B) The deadline is just one hour away.
6. Why didn't John get the promotion?
 (A) To advertise a new product.
 (B) I have no idea.

Common Vocabulary in Part 2 (4)

/ pp.125–126

- Check-up 1** 1. contact 2. cancel, changed 3. stopped
 4. reject 5. bring

Check-up 2 1. late, stuck 2. urgent 3. promotion
 4. tired 5. air conditioner

Practice with Possible Questions

/ p.127

1. (B) 2. (B) 3. (A) 4. (B) 5. (A) 6. (A) 7. (B)
 8. (A) 9. (B) 10. (B)

1. Why didn't you inform me of the results?
 (A) Go to the information desk.
 (B) I tried to contact you.
2. Why has the meeting been postponed?
 (A) Yes, it has been posted.
 (B) I thought you knew the reason.
3. Why is your price higher than that of your competitor?
 (A) Our product is better in quality.
 (B) Yes, we won the competition.

4. Why did he retire from his job?
 (A) It has been two months now.
 (B) His health was getting worse.
5. Why was the new project cancelled so suddenly?
 (A) Due to a lack of funds.
 (B) His project was a great success.
6. Why don't you go shopping with me tomorrow?
 (A) What time is good for you?
 (B) I will check the ticket availability.
7. Why is Tom taking a new job?
 (A) From January to November.
 (B) He has been offered a better position.
8. Why did you cancel your magazine subscription?
 (A) I have no time to read it.
 (B) I have to buy a copy this week.
9. Why haven't you asked Mr. Gibson to come to the party?
 (A) At the Imperial Hotel.
 (B) I will do that tonight.
10. Why do we have to depart so early?
 (A) I could hardly sleep last night.
 (B) We must get to the station before 8 o'clock.

Practice with TOEIC Actual Questions

/ p.128

1. (A) 2. (C) 3. (C) 4. (C) 5. (B) 6. (A) 7. (A)
 8. (B) 9. (A) 10. (C) 11. (B) 12. (B) 13. (A) 14. (A)
 15. (C)

*AmE = American English / BrE = British English

1. [AmE / AmE]

Why do we have to send the application again?

- (A) They have not received the first one.
 (B) It will take two days.
 (C) Yes, it is the second one.

2. [BrE / AmE]

Why was the staff meeting postponed this morning?

- (A) At 9 o'clock.
 (B) To discuss a new project.
 (C) Traffic was blocked by the heavy snow.

3. [AmE / BrE]

Why didn't you report the accident immediately?

- (A) That's a good idea.
 (B) Two weeks from now.
 (C) I am really sorry.

4. **[AmE / AmE]** Why do you need to install a new system?
(A) In my office.
(B) It will start next week.
(C) We had too much trouble with the old one.
5. **[AmE / BrE]** Why have you decided on him as a member of your group?
(A) That's a good idea.
(B) I have wanted to work with him for a long time.
(C) Yes, there is a membership fee.
6. **[AmE / AmE]** Why were you late for the meeting?
(A) I missed the first train.
(B) That would be okay with me.
(C) I really don't know.
7. **[BrE / BrE]** Why do we have to apply for new passwords?
(A) A new security system has been installed.
(B) You should apply before Wednesday.
(C) For one week.
8. **[AmE / AmE]** Why are you standing outside in the hall?
(A) For two hours.
(B) I am waiting for someone here.
(C) It is still raining outside.
9. **[AmE / BrE]** Why has our profit margin dropped recently?
(A) The price of raw materials has gone up.
(B) It is very profitable.
(C) By 5 percent.
10. **[BrE / AmE]** Why is the shuttle bus not coming?
(A) Every 30 minutes.
(B) The shuttle buses run from here to the airport.
(C) The bus broke down in the middle of the road.
11. **[AmE / BrE]** Why didn't you show up for the meeting yesterday?
(A) The show will start in an hour.
(B) I didn't feel well.
(C) I will show you later.
12. **[AmE / AmE]** Why don't you take a few days off?
(A) It will only take two days.
(B) I don't think I can afford that.
(C) I will contact you on Monday.
13. **[BrE / AmE]** Why don't we start the board meeting at 8:00 tomorrow morning?
(A) Isn't that too early?
(B) We are on board.
(C) It will last an hour or so.
14. **[BrE / BrE]** Why did you turn down the proposal from the company?
(A) Another company offered a better one.
(B) Yes, it was a very good offer.
(C) I will contact you tomorrow.
15. **[AmE / AmE]** Why hasn't the product I ordered arrived yet?
(A) They are checking their belongings.
(B) They have already ordered the products.
(C) The delivery has been delayed by the heavy snow.

Chapter 5 Questions with *What*

Question Structures

Check-up

Structure 1

/ p.131

1. (A) 2. (B)

Structure 2

/ p.132

1. (A) 2. (B) 3. (A)

Structure 3

/ p.133

1. (A) 2. (B) 3. (A)

Practice – Questions with *What* (1)

/ p.134

Practice A 1. (A) 2. (B) 3. (A) 4. (A) 5. (A) 6. (B)

1. What is the problem with my computer?

- (A) It isn't plugged in.
(B) Sure, you can use mine.

2. What time are you leaving the office today?

- (A) It takes about an hour.
(B) After finishing this report.

3. What is Mr. Jackson's position at the company?

- (A) He is a sales manager.
(B) In the left corner.

4. What time will the train arrive?

- (A) In ten minutes.
(B) It runs twice a day.

5. What is the best way to contact you?

- (A) I will tell you my mobile number.
(B) It's a new contract.

6. What is the total cost of the construction?

- (A) It will take at least six months.
(B) It is estimated at 20,000 dollars.

Practice B 1. (B) 2. (B) 3. (A) 4. (B) 5. (A) 6. (A)

1. What is the best way to contact you?

- (A) We should sign a contract.
(B) Try my office number.

2. What time will the train arrive?

- (A) It runs three times a day.
(B) At seven a.m.

3. What is the problem with my computer?

- (A) I think it's infected with a virus.
(B) Of course.

4. What time are you leaving the office today?

- (A) That sounds like a good plan.
(B) In ten minutes.

5. What is the total cost of the construction?

- (A) It will not exceed one million dollars.
(B) It will take at least three months.

6. What is Mr. Jackson's position at the company?

- (A) He is in charge of the Planning Department.
(B) The manager contacted me.

Question Structures

Check-up

Structure 4

/ p.135

1. (A) 2. (B) 3. (B)

Structure 5

/ p.136

1. (A) 2. (A) 3. (B)

Structure 6

/ p.137

1. (B) 2. (B)

Structure 7

/ p.138

1. (A) 2. (B) 3. (A)

Practice – Questions with *What* (2)

/ p.139

Practice A 1. (B) 2. (A) 3. (B) 4. (A) 5. (A) 6. (A)

1. What do you think of the new plan?

- (A) I don't have any plans this weekend.
(B) It looks like a good one.

2. What did they discuss at the meeting?

- (A) A new product.
(B) They will discuss it later.

3. What is the weather forecast for Thursday?

- (A) I don't know whether she will come.
(B) It's going to be pretty hot then.

4. What kind of book are you reading?

- (A) I am reading a comic book.
(B) I am leading the research team.

5. What should I do with these books?

- (A) Give them to Mr. Jones.
(B) Yes, he is a great writer.

6. What do you think of opening a branch in Manila?

- (A) I don't think it is a good idea.
(B) I think we should close the window.

Practice B 1. (B) 2. (B) 3. (A) 4. (A) 5. (B) 6. (B)

1. What is the weather forecast for Thursday?
(A) I will take a break.
(B) I heard it will be sunny.
2. What do you think of the new plan?
(A) I have a special plan.
(B) It looks like we'll need more time.
3. What did they discuss at the meeting?
(A) Pay raises.
(B) They have already discussed it.
4. What do you think of opening a branch in Manila?
(A) What is the advantage of that place?
(B) We will close the store at 7.
5. What kind of book are you reading?
(A) I went to the library.
(B) It is about cooking.
6. What should I do with these books?
(A) Yes, he is a famous writer.
(B) I'll take care of them.

Common Vocabulary in Part 2 (5)

/ pp.140-141

Check-up 1 1. happened 2. installing 3. serve

4. recommend 5. look like

Check-up 2 1. receipts 2. retirement 3. impression

4. leave of absence 5. agenda

Practice with Possible Questions

/ p.142

1. (B) 2. (A) 3. (B) 4. (A) 5. (A) 6. (B) 7. (A)
8. (B) 9. (B) 10. (A)

1. What's the problem with the project?

- (A) It is broken.
(B) We can't finish it on time.

2. What did you order?

- (A) Pizza.
(B) Yes, it will be in order.

3. What time will the flight from Tokyo arrive?

- (A) It took 2 hours.
(B) In twenty minutes.

4. What do you think of the new office?

- (A) It is better than the old one.
(B) It's not mine.

5. What do you intend to do after finishing the project?

- (A) I will have a few days off.
(B) Yes, it is very nice.

6. What's the round-trip fare?

- (A) Three hours.
(B) 12 dollars.

7. What ingredients do you need to make it?

- (A) I will show you the recipe.
(B) I don't need it anymore.

8. What is the weather forecast for the weekend?

- (A) I am considering whether to buy or not.
(B) We are expected to have sunny days.

9. What type of training programs does the company provide?

- (A) I am in the construction business.
(B) It varies from department to department.

10. What is the best way to get information on the new product?

- (A) Visit our website.
(B) The service is very poor.

Practice with TOEIC Actual Questions

/ p.143

1. (C) 2. (B) 3. (B) 4. (A) 5. (A) 6. (B) 7. (C)

8. (C) 9. (A) 10. (C) 11. (B) 12. (C) 13. (C) 14. (B)

15. (A)

*AmE = American English / BrE = British English

1. AmE / BrE

- What is Linda's job?
(A) She lives in Washington.
(B) She has not finished her work yet.
(C) She is a doctor.

2. AmE / AmE

- What time does the bank close?
(A) You can do it on the Internet.
(B) At five o'clock.
(C) I will open an account tomorrow.

3. BrE / AmE

- What sort of business are you involved in?
(A) Don't involve me in the business.
(B) I work in the travel industry.
(C) I have not done it yet.

4. AmE / AmE

- What does the package include?
(A) A book of instructions.
(B) Yes, I will send the package to her.
(C) You should pack them in groups of dozens.

5. **[AmE / BrE]** What is your estimated budget for the plan?
(A) It will be in the range of 30,000 to 40,000 dollars.
(B) We will need at least 30 workers.
(C) It will take about an hour.
6. **[BrE / BrE]** What will you do after graduation?
(A) Before the summer ends.
(B) Go to Germany.
(C) It will be finished on time.
7. **[AmE / AmE]** What would you like to drink?
(A) That's a great idea.
(B) Don't drink and drive.
(C) Can I have some lemonade?
8. **[AmE / BrE]** What will Thomas discuss with his manager?
(A) In his office.
(B) He is leading the discussion group.
(C) He is going to ask for sick leave.
9. **[AmE / AmE]** What do you think of the client's complaint?
(A) It has some validity.
(B) I think that's a good idea.
(C) She is not my client.
10. **[BrE / AmE]** What kind of sports are you interested in?
(A) Thank you for your kindness.
(B) Can I get a higher interest rate?
(C) Swimming.
11. **[AmE / AmE]** What is the retail price of this product?
(A) It is a brand-new product.
(B) It will be sold for 24 dollars.
(C) It is a European style.
12. **[BrE / AmE]** What is the weather forecast for this weekend?
(A) Yes, we are looking forward to it.
(B) It will not last long.
(C) It is likely to snow.
13. **[BrE / BrE]** What time did Mr. Jackson leave the office?
(A) He went to the airport.
(B) He left a letter on my desk.
(C) At three o'clock this afternoon.
14. **[AmE / BrE]** What is the best way to recover the loss?
(A) Try to find it at the lost and found.
(B) Reduce management costs.
(C) Why don't you get some rest?
15. **[AmE / AmE]** What does Mr. Davies intend to do after he retires?
(A) He will run a donut shop.
(B) It is not my intention.
(C) He will replace the tire.

Chapter 6 Questions with Be/Do/Have

Question Structures

Check-up

Structure 1 / p.148

1. (B) 2. (A) 3. (A)

Structure 2 / p.149

1. (B) 2. (B)

Structure 3 / p.150

1. (A) 2. (B)

Structure 4 / p.151

1. (A) 2. (B) 3. (B)

Practice – Questions with Be/Do/Have (1) / p.152

Practice A 1. (A) 2. (A) 3. (B) 4. (B) 5. (B) 6. (A)

1. Are you leaving work early today?

- (A) Yes, I will.
(B) Yes, I will work on it.

2. Do you have Jessica's phone number?

- (A) Let me check my diary.
(B) Yes, she called me this morning.

3. Is there a gas station around here?

- (A) It left five minutes ago.
(B) There is one down the street.

4. Is it okay to park in front of the building?

- (A) I couldn't find a parking space.
(B) I don't think so.

5. Are you satisfied with the service you received?

- (A) Are you sure?
(B) Yes, I am.

6. Does your new laser printer work?

- (A) Yes, it is faster than the old one.
(B) I think he is at work.

Practice B 1. (B) 2. (B) 3. (B) 4. (A) 5. (A) 6. (A)

1. Is there a gas station around here?

- (A) It left ten minutes ago.
(B) The nearest one is five miles away.

2. Is it okay to park in front of the building?

- (A) Yes, there is a park.
(B) No, it is a no-parking area.

3. Are you leaving work early today?

- (A) Yes, I will leave it to you.
(B) Yes, at four o'clock.

4. Are you satisfied with the service you received?

- (A) It was not bad.
(B) No, it is not that big.

5. Does your new laser printer work?

- (A) Yes, it works fine.
(B) I think he is working now.

6. Do you have Jessica's phone number?

- (A) Yes, I do.
(B) No, she called me.

Question Structures

Check-up

Structure 5 / p.153

1. (A) 2. (B) 3. (B)

Structure 6 / p.154

1. (B) 2. (B) 3. (B)

Structure 7 / p.155

1. (B) 2. (A) 3. (A)

Practice – Questions with Be/Do/Have (2) / p.156

Practice A 1. (A) 2. (B) 3. (A) 4. (A) 5. (A) 6. (B)

1. Do you mind if I leave early today?

- (A) Not at all.
(B) Never mind.

2. Has your car been repaired yet?

- (A) Yes, I'll take a taxi.
(B) It was fixed today.

3. Do you know who has the copy of the revised schedule?

- (A) There is one on my desk.
(B) Sorry. I can't change my schedule.

4. Have you seen my wallet?

- (A) No, I haven't.
(B) Not very many.

5. Do you know when the report is due?

- (A) By tomorrow morning.
(B) Yes, I received it yesterday.

6. Has the report for the meeting been completed yet?

- (A) Yes, they left together.
(B) No, not yet.

1. Has your car been repaired yet?
 (A) Yes, I'll take a bus.
 (B) Yes, I'll go to the repair shop to pick it up this afternoon.

2. Do you know when the report is due?
 (A) Yes, I received it last week.
 (B) No, I haven't heard.

3. Have you seen my wallet?
 (A) It's on your desk.
 (B) No, I don't have any money.

4. Do you mind if I leave early today?
 (A) Don't be late.
 (B) I'd rather you didn't.

5. Has the report for the meeting been completed yet?
 (A) I appreciate it.
 (B) I am still working on it.

6. Do you know who has the copy of the revised schedule?
 (A) It's with Ms. Sanchez.
 (B) It's scheduled for Friday.

Common Vocabulary in Part 2 (6)

/ pp.157-158

Check-up 1 1. borrow 2. transferred 3. deferred

4. run out of 5. slipped my mind

Check-up 2 1. combination 2. figures 3. qualifications

4. normal allowance 5. quarterly

4. Are you waiting for Mr. Bronson from Washington?
 (A) Yes, we are supposed to meet here at three.
 (B) Yes, the waiting room is on the second floor.

5. Excuse me. Is this seat taken?
 (A) It will not take very long.
 (B) No, you can take it.

6. Did you buy this on the subway?
 (A) How do you know?
 (B) It is at the next stop.

7. Do you mind if I leave the windows open for a while?
 (A) Not at all.
 (B) Mind your step.

8. Are you acquainted with those people?
 (A) Yes, I'd like to come with them.
 (B) I have never seen them before.

9. Does this store sell computer games?
 (A) Please go to the next store.
 (B) Yes, this is a very popular game.

10. Have you made enough copies for the meeting?
 (A) I think I have.
 (B) The meeting will start at three.

Practice with TOEIC Actual Questions

/ p.160

1. (C) 2. (B) 3. (A) 4. (C) 5. (B) 6. (B) 7. (B)
8. (C) 9. (A) 10. (B) 11. (C) 12. (C) 13. (C) 14. (B)
15. (A)

*AmE = American English / BrE = British English

Practice with Possible Questions

/ p.159

1. (A) 2. (B) 3. (B) 4. (A) 5. (B) 6. (A) 7. (A)
 8. (B) 9. (A) 10. (A)

1. Has the fax machine we ordered arrived yet?

- (A) No, it will take a few more days.
 (B) Yes, I faxed it immediately.

2. Are there any recommendable restaurants nearby?

- (A) I will recommend her for the position.
 (B) Do you like Thai food?

3. Do you know who left these documents in the conference room?

- (A) It should be submitted before 5 o'clock tomorrow.
 (B) I have no idea.

1. **BrE / AmE**

Do you need a ride to the airport?

- (A) Yes, you need some rest.
 (B) The flight will be delayed.
 (C) That would be a big help.

2. **AmE / BrE**

Are there any letters for me?

- (A) Yes, he did.
 (B) I left them on your desk.
 (C) At 9 o'clock.

3. **AmE / AmE**

Do you mind if I borrow this book for a day?

- (A) No, go ahead.
 (B) Where did you borrow the book?
 (C) Mind your own business.

4. **[BrE / AmE]** Are you going to hire him for the position?
(A) He will be here soon.
(B) You can stay here, too.
(C) It has not been decided yet.
5. **[BrE / AmE]** Is anyone going to the planning office this afternoon?
(A) No, he didn't.
(B) I am.
(C) That's okay with me.
6. **[AmE / AmE]** Did you leave all the reports on my desk?
(A) Yes, I will leave in an hour.
(B) I still have them with me.
(C) He will come back again soon.
7. **[BrE / BrE]** Has the final decision been deferred?
(A) Yes, it was the final decision.
(B) Yes, I was told that.
(C) No, it's not very different.
8. **[AmE / BrE]** Do you mind if I have a look at the report?
(A) It slipped my mind.
(B) Never mind.
(C) By all means.
9. **[AmE / AmE]** Is Mr. Gomez still in charge of the sales team?
(A) He was transferred to the main office.
(B) It will be charged quarterly.
(C) Yes, he is qualified for it.
10. **[AmE / BrE]** Have you figured out what's wrong with your car?
(A) That's very kind of you.
(B) I think the battery is dead.
(C) I will show you the exact figure.
11. **[AmE / AmE]** Does this train stop at Cambridge?
(A) Please go to platform number 5.
(B) It takes just 5 minutes on foot.
(C) We will be there in half an hour.
12. **[BrE / AmE]** Do you know how to use this fax machine?
(A) I don't think it is useful.
(B) You can send it by e-mail.
(C) Sure. Do you want me to show you?
13. **[BrE / AmE]** Have you finished reading the report I gave you last week?
(A) I have stayed there since last week.
(B) Yes, I called her last week.
(C) It will be done before this weekend.
14. **[BrE / AmE]** Do you think you can repair this computer right now?
(A) You will find the computer room on the right.
(B) I am not sure. Let me check first.
(C) I should prepare for the exam with my computer.
15. **[AmE / BrE]** Are there any other questions regarding the new policies?
(A) Can I ask one further question?
(B) There will be no one here until two o'clock.
(C) Sorry. We don't accept any cash.

Chapter 7 Questions with *Can/Could/Will/Would/Should/May*

Question Structures

Check-up

Structure 1 / p.164

1. (B) 2. (A) 3. (B)

Structure 2 / p.165

1. (A) 2. (A) 3. (B)

Structure 3 / p.166

1. (B) 2. (A) 3. (A)

Practice – Questions with *Can/Could/Will/Would/Should/May* (1) / p.167

Practice A 1. (A) 2. (A) 3. (A) 4. (B) 5. (B) 6. (B)

1. Can you tell me how many copies of this report you need?
(A) Twenty will be enough.
(B) Before noon.
2. Can I look at the new catalog?
(A) Sure. It is on the table.
(B) I saw it on the news.
3. Could you please turn down the television?
(A) Sure. No problem.
(B) Yes, I turned down his offer.
4. May I pay for it with a credit card?
(A) We don't have any cash.
(B) Yes, you may.
5. Can you give me a ride to the airport?
(A) Sorry. I don't have any.
(B) I'd be glad to.
6. Could you tell me where the conference room is?
(A) The seminar was cancelled.
(B) Yes, go straight and turn left.

Practice B 1. (B) 2. (A) 3. (B) 4. (B) 5. (A) 6. (B)

1. May I pay for it with a credit card?
(A) We don't need it.
(B) Of course, you can.
2. Could you tell me where the conference room is?
(A) It's on the second floor.
(B) The meeting was cancelled.

3. Can you give me a ride to the airport?
(A) I left it at the reception desk.
(B) Sorry. I didn't bring my car.
4. Can I look at the new catalog?
(A) I saw it on TV.
(B) I'm sorry. There is none left.
5. Can you tell me how many copies of this report you need?
(A) I am not sure.
(B) Before Tuesday.

6. Could you please turn down the television?

- (A) I should turn down your offer.
(B) Sorry. I didn't know you were here.

Question Structures

Check-up

Structure 4 / p.168

1. (A) 2. (B)

Structure 5 / p.169

1. (A) 2. (B) 3. (B)

Structure 6 / p.170

1. (A) 2. (B) 3. (A)

Structure 7 / p.171

1. (A) 2. (B) 3. (A)

Practice – Questions with *Can/Could/Will/Would/Should/May* (2) / p.172

Practice A 1. (A) 2. (B) 3. (B) 4. (B) 5. (B) 6. (A)

1. Would you please help me move the table?
(A) Yes, I am willing to.
(B) No, thanks. I am full.
2. Would you like to try on a smaller size?
(A) I will try my best.
(B) I think I should.
3. Will you pick me up after work?
(A) I'd like to know how it works.
(B) I think I can.

4. Would you like me to come on Tuesday?
(A) I will send it to you.
(B) Is that okay for you?
5. Should I send the package by express mail?
(A) I received it this morning.
(B) Yes, it should arrive there by tomorrow morning.

6. Would you like another cup of tea?
 (A) No, thank you.
 (B) I left it on the table.

Practice B 1. (A) 2. (B) 3. (B) 4. (A) 5. (B) 6. (B)

1. Will you pick me up after work?
 (A) Where are you going to be waiting?
 (B) I don't know how it works.
2. Should I send the package by express mail?
 (A) I received it yesterday.
 (B) Is there a faster way?
3. Would you please help me move the table?
 (A) I'm sorry to hear that.
 (B) Sure. Do you want to do it now?
4. Would you like another cup of tea?
 (A) Yes, please.
 (B) I left it on the shelf.
5. Would you like to try on a smaller size?
 (A) I always do my best.
 (B) Yes, I'd like to.
6. Would you like me to come on Tuesday?
 (A) I will send an e-mail.
 (B) Yes, I will wait for you.

Common Vocabulary in Part 2 (7) / pp.173~174

Check-up 1 1. advertise 2. stop by 3. put off
 4. drop, off 5. afford

Check-up 2 1. refund 2. on the way back home
 3. credit card, debit card 4. for a second 5. survey

Practice with Possible Questions / p.175

1. (A) 2. (A) 3. (B) 4. (A) 5. (B) 6. (B) 7. (A)
 8. (B) 9. (A) 10. (A)

1. Would you make a photocopy of this report?
 (A) Sure. I will do it right now.
 (B) Sorry. This photo is not for sale.
2. Could we meet a little earlier tomorrow?
 (A) Well, I don't think I can.
 (B) Where did you meet him?
3. Should we consider buying a new computer?
 (A) The computer room is on the second floor.
 (B) We should try to fix this one first.

4. Would you like to make a reservation for me?
 (A) No problem.
 (B) I will take it with me.

5. Can you tell me where I can get a bank account?
 (A) You should take a bus.
 (B) I can help you.

6. Would you like me to take you there?
 (A) Let's take a break.
 (B) That will be a great help.

7. Can I pay by credit card?
 (A) We only accept cash and debit cards.
 (B) How is your credit these days?

8. Would you like some dessert?
 (A) I will leave it here.
 (B) Thank you.

9. May I see the magazine?
 (A) Be my guest.
 (B) She is not here.

10. Will you be able to come to the staff meeting this afternoon?
 (A) What time does it start?
 (B) Yes, the speech was excellent.

Practice with TOEIC Actual Questions / p.176

1. (B) 2. (A) 3. (C) 4. (A) 5. (B) 6. (A) 7. (B)
 8. (B) 9. (A) 10. (C) 11. (A) 12. (B) 13. (C) 14. (C)
 15. (A)

*AmE = American English / BrE = British English

1. **BrE / AmE**

- Would you care to join us for dinner tonight?
 (A) Yes, I will take care of it.
 (B) I'd love to.
 (C) I think it's tomorrow.

2. **BrE / AmE**

- Can I expect you to be back tomorrow?
 (A) I will be here at six.
 (B) You did a good job.
 (C) At the airport.

3. **AmE / AmE**

- May I use the copy machine in your office?
 (A) The line is busy.
 (B) I prefer to have tea.
 (C) Of course, you can.

4. **[AmE / BrE]** Could you hold off on making the decision until Tuesday?
(A) Why should I?
(B) It is on the table.
(C) Hold on for a second.
5. **[BrE / BrE]** Will you demonstrate this new machine?
(A) I doubt if we can afford that.
(B) Certainly. I will show you how it works.
(C) Do you think it would be any better?
6. **[AmE / AmE]** Would you like some refreshments?
(A) Thank you, but I am on a diet.
(B) Yes, I need some fresh air, too.
(C) No, I didn't go to the party.
7. **[AmE / BrE]** Can you tell me where I can claim my baggage?
(A) Yes, you can claim yours.
(B) Please go down the corridor.
(C) It will take an hour.
8. **[BrE / AmE]** Would you like me to reserve a room for you?
(A) Yes, the room is very nice.
(B) Thanks, but I can do it myself.
(C) Yes, I reserved a table.
9. **[AmE / BrE]** Would you like to participate in the survey?
(A) Yes, I'd like to.
(B) No, you wouldn't.
(C) Yes, he does.
10. **[AmE / AmE]** Can you help me move this cabinet to my office?
(A) It will be appreciated.
(B) Let's move the meeting to Thursday.
(C) Do you want to do it right now?
11. **[AmE / BrE]** Should we accept their offer?
(A) Do we have any other options?
(B) Please leave the door open.
(C) We should start right now.
12. **[AmE / BrE]** Will you answer the phone for me?
(A) Where is the answer sheet?
(B) Sure. No problem.
(C) Yes, I need one.
13. **[BrE / AmE]** Can I exchange this suit for a smaller one?
(A) Sorry. He left just a while ago.
(B) Yes, but the exchange rate is too high.
(C) Certainly. What size do you need?
14. **[BrE / AmE]** Would you like us to cancel the appointment on Wednesday?
(A) It will not take long.
(B) I'd like to get a refund.
(C) Yes, please.
15. **[AmE / AmE]** Can you tell me why you didn't take the bus I told you to?
(A) I took a different route.
(B) It took half an hour to get there.
(C) I will call you tomorrow morning.

PART 3 Short Conversations

Chapter 1 Questions with Where and What

Practice

/ pp.185~186

Questions with *Where* 1. (B) 2. (B) 3. (A) 4. (B)

Questions with *What* 1. (B) 2. (B) 3. (A) 4. (B)

Questions with *Where*

1.

M: Hello, front desk? I'd like to ask for a wake-up call at 5 o'clock tomorrow morning.

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

2.

W: Can you arrange a table for 7 people?

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

3.

W: Excuse me. I'd like to try this on. Can you tell me where a fitting room is?

M: No problem. Follow me, please.

4.

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

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

Questions with *What*

1.

M: I don't have cash. Can I use a credit card here?

W: No, we do not accept credit cards. There is a cash machine outside the building.

2.

W: I bought this CD player last Saturday, but it does not work. Can I get a refund?

M: Can you tell me what is wrong with it?

3.

M: Laura, have you received a new password?

W: A new password? What for?

M: The maintenance office changed all the passwords of the staff members for security reasons.

4.

M: I'm going to have lunch. Are you coming with me, Rachel?

W: Yes, I'd love to, but could you wait for a few minutes? I have to finish this work first.

M: No problem. Do you like Italian food? I heard that a new Italian restaurant recently opened across the street.

Common Vocabulary in Part 3 (1)

/ pp.187~189

Check-up 1 1. reservation, double room 2. shuttle bus
3. confirm, single room 4. front desk, wake-up call

Check-up 2 1. arrange 2. available 3. put, down for

Check-up 3 1. withdraw 2. deposited, bank account

Check-up 4 1. registered mail 2. express mail

Check-up 5 1. checkup 2. prescription 3. temperature

Check-up 6 1. passport, ticket 2. window seat, aisle seat
3. luggage

Check-up 7 1. sales manager 2. being promoted

3. be held, main office 4. staff meeting

5. Department, hire, employees

Practice with Possible Questions

/ pp.190~191

1. (B) 2. (A) 3. (C) 4. (B) 5. (B) 6. (A) 7. (A) 8. (C)

1-2

Questions 1 and 2 refer to the following conversation.

W: Excuse me, where can I find a fitting room?

M: There's one on the left side behind that counter.

W: How many dresses can I take to try on at a time?

M: You can take three at a time.

3-4

Questions 3 and 4 refer to the following conversation.

M: I'd like to buy this. Here you are.

W: I am sorry sir, but I don't have change for a hundred.
Do you have any smaller bills?

M: No, this is the only one I have. Can I use a credit card here?

W: No, we do not accept credit cards. You can use the ATM outside the building.

5-6

Questions 5 and 6 refer to the following conversation.

M: Here are my ticket and passport.

W: How many pieces of luggage do you have?

M: Two. I also have one carry-on bag.

W: Your luggage is three kilos over the limit. You have to pay an extra charge.

7-8

Questions 7 and 8 refer to the following conversation.

M: I'd like to have a double cheeseburger, small French fries, and a hot chocolate.

W: I'm sorry. We've run out of hot chocolate today.
Would you like to try another drink instead?

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 anything else?

Practice with TOEIC Actual Questions / pp.192-193

1. (D) 2. (B) 3. (C) 4. (D) 5. (B) 6. (C) 7. (A)
 8. (B) 9. (C) 10. (A) 11. (D) 12. (C) 13. (D) 14. (C)
 15. (D)

*AmE = American English / BrE = British English

1-3

BrE / BrE

Questions 1-3 refer to the following conversation.

W: City Hospital, how can I help you?

M: My name is Daniel Anderson. I have an appointment with Dr. Randal for a checkup at 2 o'clock on Wednesday. Unfortunately, my work schedule changed, so I have to work that day. Can I move my appointment to someday next week?

W: That's okay. Let me see. We have Tuesday at 11 and Thursday at 3 o'clock available.

M: Tuesday will be good. Thank you.

4-6

AmE / AmE

Questions 4-6 refer to the following conversation.

M: We received a large amount of orders last night from our website.

W: That's not surprising. Next Wednesday is Valentine's Day. A lot of people want to send presents to their family and friends. We will have a lot of orders until next week.

M: You're probably right. We're going to be really busy this week. We'd better hurry up. The packing will take a lot of time.

W: Yes, we have to pack all the orders and send them to the shipping company before 2 o'clock. That's the cut-off time for the next day delivery.

7-9

BrE / BrE

Questions 7-9 refer to the following conversation.

M: The manager said that we are having a meeting in five minutes. By the way, have you heard that Mr. Thomas Phillips from the London office has been promoted to general manager in the Marketing Department?

W: Yes, I have. I've also been told that the department is expanding and will hire some new staff members sooner or later.

M: Really? Do you know what field they will be hiring in?
A friend of mine just got a master's degree in modern marketing techniques and is looking for a job.

10-12

AmE / BrE

Questions 10-12 refer to the following conversation.

M: Hello, I am interested in the four-bedroom house on Marble Street advertised on your website. Is the house still available?

W: I'm sorry. The house was rented out this morning. But we have a very similar one nearby.

M: That's great. Can I come to the house for a viewing sometime tomorrow?

W: Hold on for a second. I'll check my planner... Yes, you can. Is three o'clock okay for you?

13-15

AmE / AmE

Questions 13-15 refer to the following conversation.

M: Hi, I'd like to make a reservation for dinner tonight. Do you have a table available for 12 people at 7 o'clock?

W: Just a minute, let me check for you. I'm sorry. We don't have anything available. 7 o'clock is the peak time during the dinner rush. So, it is difficult to book a table for that number of people. However, I can arrange a table for you at 6 o'clock, if that time works for you.

M: Hmm... 6 o'clock would be fine. I'll tell everyone to come directly from work.

W: Great. I'll put you down for 6. Can you tell me your name, please?

Chapter 2 Questions with Who/What, When, and How

Practice

/ pp.199-200

Questions with Who/What 1. (A) 2. (A) 3. (B) 4. (B)

Questions with When/How 1. (B) 2. (A) 3. (B) 4. (A)

Questions with Who/What

1.

W: I want to apply for the position of sales manager.
Where should I go?

M: The Personnel Department is on the second floor.

2.

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

M: Let me check. You have a high temperature.

3.

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

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

4.

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

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

Questions with When/How

1.

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 runs every 30 minutes.

2.

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

W: There are two flights on Saturday. One leaves at 11 in the morning and the other at 5 o'clock in the afternoon.

M: I'll take the morning flight.

3.

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

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

4.

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

W: When are you going to leave?

M: One day before the workshop. I've already booked my flight.

Common Vocabulary in Part 3 (2)

/ pp.201-202

Check-up 1 1. manager 2. director 3. job interview
4. apply for, position 5. assistant 6. report

Check-up 2 1. free 2. available 3. is okay for
4. have an appointment

Check-up 3 1. business meeting, starting at
2. confirmed, attendance 3. is scheduled for 4. copies
5. conference, attending

Check-up 4 1. away from 2. arrive at 3. starting from
4. business trip to

Check-up 5 1. costs 2. be back 3. runs
4. How long, take 5. been waiting for

Practice with Possible Questions

/ pp.203-204

1. (B) 2. (C) 3. (C) 4. (B) 5. (A) 6. (B) 7. (C) 8. (B)

1-2

Questions 1 and 2 refer to the following conversation.

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

W: I'm afraid I am a little bit behind. I'm having trouble with the final part.

M: Do you want to discuss it with me?

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

3-4

Questions 3 and 4 refer to the following conversation.

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

M: I sent invitations to twenty people. I think most of them will come except James. He is visiting his parents in Boston.

W: Have you checked the weather on Saturday?

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

Questions 5 and 6 refer to the following conversation.

M: Good afternoon, miss. How can I help you?

W: Hi, I'm looking for a laptop computer.

M: Do you have any particular models in mind?

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

Questions 7 and 8 refer to the following conversation.

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

W: It is at 7 o'clock, Mr. Brian. Your plane is scheduled to leave at 4. You will arrive at the Narita Airport at 6. So you will have an hour to get to the hotel restaurant.

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

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

Practice with TOEIC Actual Questions / pp.205-206

1. (C) 2. (B) 3. (D) 4. (C) 5. (B) 6. (B) 7. (D)
 8. (B) 9. (C) 10. (A) 11. (B) 12. (C) 13. (D) 14. (C)
 15. (A)

*AmE = American English / BrE = British English

Questions 1-3 refer to the following conversation.

M: Hi, I'd like to open a business bank account for my company. Who do I need to talk to?

W: To open a business account, you should talk to the business account manager. He usually works in the main office, but he comes here on Monday and Wednesday from 9 to 12. Do you want me to arrange an appointment for you?

M: Yes, please. I will be here on Wednesday. Is he available at 10 o'clock?

W: Yes, he is. I'll put you down to meet him then.

Questions 4-6 refer to the following conversation.

M: Hi, I'd like to buy two tickets for the opera starting at 7 o'clock on Saturday.

W: I'm sorry, but tickets for Saturday's performance are all sold out.

M: I see. Are there any tickets available for the Sunday performances?

W: Yes, we have some tickets left for the 6:00 p.m. performance. There are three different types of tickets. Their prices are 100, 75, and 50 dollars. Which one would you like?

Questions 7-9 refer to the following conversation.

W: Hello, how may I help you?

M: I'd like to rent a car for three days. I need a car with enough space for my camping equipment and luggage. Do you have any available?

W: If you need a car with more room, I recommend this car. It is comfortable to drive and has a nice stereo system and CD player. It is also equipped with navigation system.

M: Well, I'm not too concerned about the extras. Anyway, what is the daily rate for the car?

Questions 10-12 refer to the following conversation.

M: Excuse me, we've been waiting for half an hour. Can you tell me when our table will be ready?

W: I am trying to arrange a table for you. You reserved a table for three people but came here with six. Unfortunately, all the large tables are occupied at the moment.

M: Sorry about that. The others joined us just after we left the office. But if a table doesn't open up soon, we'll have to go back to the office without eating.

W: Just a moment. We have a large table upstairs ready for you now.

Questions 13-15 refer to the following conversation.

W: Hello, I want to make a service appointment for my car. The transmission is not shifting smoothly, and the brakes aren't working properly.

M: Okay, we can take a look at that. We're open 8 a.m. to 5 p.m. from Monday to Friday. But we're full this week. We can check your car at 9 on Monday next week. Is that okay for you?

W: Yes, 9 o'clock on Monday is fine for me.

M: Great. Can I have your name and the registration number of your car?

Chapter 3 Questions with Why

Practice

/ pp.210-211

1. (B) 2. (A) 3. (B) 4. (A) 5. (B) 6. (B) 7. (A) 8. (B)

Questions with Why

1.

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

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

2.

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

M: He has gotten a new job in Washington.

3.

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

W: I see. Where are you now?

4.

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

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

5.

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

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

6.

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

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

7.

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

M: It's in the service center. I couldn't get it started yesterday.

8.

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

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

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

Common Vocabulary in Part 3 (3)

/ pp.212-213

Check-up 1 1. in, meeting 2. cancelled 3. arrange, meeting

Check-up 2 1. make, appointment 2. missed, appointment

Check-up 3 1. has, job 2. leaving the company
3. got a promotion

Check-up 4 1. placed, order 2. receive, order 3. take, take 4. in stock 5. delivery, drop, off

Check-up 5 1. been delayed 2. am stuck 3. ticket
4. speed limit

Check-up 6 1. car repair center 2. broke down, need, repaired 3. charged

Practice with Possible Questions

/ pp.214-215

1. (C) 2. (A) 3. (C) 4. (B) 5. (A) 6. (C) 7. (B) 8. (C)

1-2

Questions 1 and 2 refer to the following conversation.

W: I missed an important appointment because my car broke down this morning.

M: Oh, no! Not again. Why don't you get a new car?

W: Well... I wish I could, but I can't afford to buy one right now.

M: Have you thought about leasing a car? It doesn't cost too much.

3-4

Questions 3 and 4 refer to the following conversation.

W: Are you free on the 17th?

M: No, I have a meeting. What about the following week?

W: Let's see... I'm available all day on Wednesday and on Friday morning.

M: I'll be out of town on Wednesday, but Friday is okay for me. How about 10:30? I can come to your office.

5-6

Questions 5 and 6 refer to the following conversation.

M: Clara, are you going to be in the office this afternoon?

W: Yes, I should be. The meeting scheduled at three o'clock today has been cancelled, so I will stay in the office until five o'clock. Why are you asking?

M: I'm expecting a call from one of my clients, but I have an appointment with my dentist this afternoon.

W: Okay, don't worry. I'll handle your call. What do you want me to tell him?

W: Thank you, Mr. James. Please go to the seventh floor. Turn left after you get off the elevator and you'll see the sign for the Personnel Department. Mr. Duncan's office is next to the Personnel Department. He is expecting you.

7-8

Questions 7 and 8 refer to the following conversation.

M: Good afternoon. Can I talk to Mr. Anderson, please?

W: Mr. Anderson is not here at the moment. I'm Jennifer Ross, his assistant. Do you want me to take a message for him?

M: Well, this is Mike Jackson from Mighty Jackson Furniture. We are supposed to deliver a desk to your office this afternoon.

W: Oh, I see. You can come by. I'll call the building manager to let you in.

Practice with TOEIC Actual Questions / pp.216-217

1. (B) 2. (C) 3. (D) 4. (D) 5. (A) 6. (D) 7. (C)
8. (B) 9. (D) 10. (B) 11. (D) 12. (A) 13. (C) 14. (B)
15. (C)

*AmE = American English / BrE = British English

1-3

(AmE / BrE)

Questions 1-3 refer to the following conversation.

M: I ordered a copy machine from your company last week but have not received it yet. Can you tell me how long I have to wait?

W: Deliveries usually take three days, but on some occasions, it could take a little longer. I will check our order records. Can you tell me your name and order date, please?

M: My name is Jacob Gilbert. I placed the order on August 21.

10-12 (AmE / BrE)

Questions 10-12 refer to the following conversation.

M: Hi, can I speak to Kate Wright, please?

W: I'm sorry. Kate is not here today. She is on a business trip to Chicago and won't be back until tomorrow afternoon. Is there something I can help you with?

M: Yes. This is Jack Black from the planning office. We're having an orientation for new faculty on Monday and Tuesday next week, and I'd like Kate to talk about the role of the Marketing Department on Tuesday. Can you check her schedule for me?

W: Sure, please wait for a moment. (Pause) Yes, she doesn't have any appointments on Tuesday. I will talk to her when she returns.

4-6

(AmE / AmE)

Questions 4-6 refer to the following conversation.

M: Excuse me. I am here for a job interview. Can you tell me where Mr. Duncan's office is?

W: You must be Mr. James. I will show you to his office, but first would you please sign the visitor's book and put on this identification badge?

M: Sure, I'll do that.

13-15

(BrE / BrE)

Questions 13-15 refer to the following conversation.

M: Thank you for calling PC World customer service. This is Howard Reynolds speaking. How can I help you?

W: Hi, I bought a computer from your online store last month. Yesterday it suddenly shut down and now it won't turn on. I need to have my computer fixed. How can I get it serviced?

M: There are two things you can do. You can bring it into one of our PC World branches, or you can have one of our technicians sent to your home or office. However, if you want the on-site repair service, you will be charged for it.

W: Okay, I don't think I have time to drop it off at your store, so I prefer to have someone visit my office.

PART 4 Short Talks

Chapter 1 Questions with Where and What

Practice

/ pp.226-227

Questions with *Where* 1. (A) 2. (B) 3. (A) 4. (B)

Questions with *What* 1. (A) 2. (B) 3. (B) 4. (B)

Questions with *Where*

1.

W: Attention, all passengers for Flight 711 to Las Vegas. The flight has been delayed due to bad weather conditions. The new departure time is 5:30.

2.

M: Good evening. The time is now 9 p.m. and the store is now closed. Please make your final selections at this time and bring them to the front. Thank you for shopping at MNS and have a good night.

3.

M: Hello, everybody. Welcome to Copenhagen. My name is Tim Jordan. I am your guide and will accompany you throughout the tour. We will arrive at the hotel in approximately twenty minutes.

4.

W: Our guest speaker today is Dr. Steve Mitchell. He is the head chef at the Riverside Hotel and has been involved in experimental cooking for 20 years. Dr. Mitchell will be talking about the food revolution in Asia.

Questions with *What*

1.

W: The flight has been delayed due to heavy snow. However, the snowstorm is moving away. Our new departure time is 11:00 a.m.

2.

M: This is to inform you that our store is now open at Stoneham Avenue. We offer a diverse line of software packages for our customers.

3.

W: If you are successful in your interview, we will send you a number of forms to complete. We will also contact the people you listed as references.

4.

M: Hello Mr. Richardson, this is Harry Thomson from AMC Electronics. I am afraid I cannot meet you tomorrow as we scheduled. I was just informed that I have to go to Tokyo for an urgent business meeting. I will be back next Monday. If possible, I would like to rearrange our meeting for later next week.

Common Vocabulary in Part 4 (1)

/ pp.228-230

Check-up 1 1. hold the line 2. hang up 3. message

Check-up 2 1. departure 2. boarding

Check-up 3 1. deals 2. special discount 3. shopping
4. benefits, expire 5. close 6. opening hours
7. clothing section, reduced

Check-up 4 1. permitted, performance 2. collection, artists

Check-up 5 1. enrollment fee 2. sports facilities, tennis courts

Check-up 6 1. storm, moving away 2. showers, thunderstorms 3. snowstorms, forecast
4. expect, temperatures

Check-up 7 1. shoulder 2. bumper to bumper

Check-up 8 1. charge 2. product, launched

Practice with Possible Questions

/ pp.231-232

1. (A) 2. (B) 3. (A) 4. (C) 5. (B) 6. (B) 7. (C) 8. (C)

1-2

Questions 1 and 2 refer to the following message.

W: Thank you for calling Talk & Talk technical support. All of our operators are busy at this time. Please hold the line. Your call is important to us, and we will answer your call in the order it was received. So please do not hang up. Your approximate waiting time is 20 minutes.

3-4

Questions 3 and 4 refer to the following advertisement.

M: Are you interested in learning salsa dance? Then start dancing at Academia Salsa Dance School! Our salsa dance classes are for fitness and fun! Salsa dancing is an opportunity for you to get some exercise and to make friends. Our salsa dance classes are for all ages and abilities. Courses begin at as little as 25 dollars a month, and there is no enrollment fee. Visit our website for details and lesson schedules today.

5-6

Questions 5 and 6 refer to the following message.

w: Hello, Mr. Hopkins. This is Samantha from Thomson Dental Clinic. I am calling you to confirm your dental appointment with Dr. Thomson. Your appointment time is at 2:15 on Wednesday, November 9. Please remember that our clinic has recently moved to the west wing of the Woodside Surgery building. Please call me if you cannot keep the appointment.

7-8

Questions 7 and 8 refer to the following talk.

M: Good evening. We have an exciting show for our listeners today. In fact, I have been eagerly waiting for this night for a month now. It is a rare and valuable opportunity to hear Dr. Sara Finch in person. She is an environmentalist with an international reputation. Today she will explain how we can save energy in our daily lives. After her speech, we look forward to hearing questions that listeners may call in with.

Practice with TOEIC Actual Questions / pp.233-234

1. (A) 2. (B) 3. (C) 4. (C) 5. (D) 6. (A) 7. (A)
 8. (C) 9. (D) 10. (B) 11. (D) 12. (B) 13. (C) 14. (A)
 15. (C)

*AmE = American English / BrE = British English

1-3

AmE

Questions 1-3 refer to the following announcement.

M: Thank you for visiting Greenville Sports Village. We are open from 6 a.m. to 9:30 p.m. on weekdays and 8 a.m. to 9 p.m. on weekends. Next week, we are going to do some safety checks and maintenance work. The work will start on October 15 and last for three days. The swimming pool and fitness room will be closed for the three days. All other facilities, however, will remain open. We apologize for any inconvenience this may cause. Please check our website for a revised timetable for the fitness club.

4-6

AmE

Questions 4-6 refer to the following announcement.

W: Ladies and gentlemen, the Captain has turned off the Fasten Seat Belt sign. You may now move around the cabin. However, we recommend you to keep your seat belt fastened while you're seated. The weather is good with the wind on our side. We are expecting to reach Paris approximately 20 minutes ahead of schedule. In a few moments, the flight attendants will be coming around the cabin to offer you hot or cold drinks as well as a light snack. The in-flight movie will begin about 30 minutes after that. Please sit back, relax, and enjoy the flight.

7-9

BrE

Questions 7-9 refer to the following speech.

w: Good morning, everyone. Before we begin our meeting, I would like to introduce a new team member. This is Ms. Diane Thomson. Diane has joined us as a marketing manager. She has 15 years of experience in marketing at several companies. She managed marketing for Virgin Media International until recently. As a marketing manager, Diane will be responsible for the overall work in the Marketing Department. I am pleased to have her as a member of our company.

10-12 BrE

Questions 10-12 refer to the following announcement.

M: Our company will be opening its own cafeteria, The Hive, next Monday. The Hive is for both employees and visitors. With The Hive, you won't have to leave the building to get a hasty lunch somewhere outside. The menu will feature sandwiches, soups, and hot entrées at reasonable prices. Snacks and hot drinks such as coffee and tea will be also available. The Hive will be open five days a week. Its opening hours will be from 8 a.m. to 6 p.m. The menu of the week will be posted on the bulletin board near the entrance.

13-15 AmE

Questions 13-15 refer to the following speech.

w: May I have your attention, please? We have a new member in our board meeting today. Some of you may already know him personally because he has worked in our company for almost 25 years. However, since he is new as a board member, I'd like to introduce him formally. Please welcome Mr. James Campton. Before joining our firm, Mr. Campton studied management at Boston University. He started his work in our company as a marketing assistant after graduation. He was a general manager of our Washington office until last month. I am happy to introduce you our new board member, Mr. James Campton.

Chapter 2 Questions with *Who*, *When*, and *How* (Quantities, Periods of Time, Frequency)

Practice

/ pp.241~242

- Questions with *Who* 1. (A) 2. (B) 3. (B) 4. (B)
Questions with *When / How* 1. (B) 2. (B) 3. (A) 4. (B)

Questions with *Who*

- 1.

W: It will be partly cloudy for most of the weekend, but these clouds should move out by Sunday evening. You can expect clear skies on Monday.

- 2.

M: We provide legal advice for the construction sector. Our team has over 30 years of experience and will help you resolve disputes with in-depth expertise.

- 3.

W: Our Student Bank Account can be opened any time from the age of 17. Take advantage of our inclusive benefits before you head off to university.

- 4.

M: Do not book your car without first letting us compare prices for you. If you need a quality car for your trip to New York at a discount, then visit one of our nearby locations today!

Questions with *When / How*

- 1.

W: Justin Moore has worked in the LA office of our company for 7 years as a marketing manager.

- 2.

M: Our representatives are available 24 hours a day from Monday to Friday to answer your questions. They will settle your claims quickly and efficiently.

- 3.

W: In 2010, 162 graduates joined divisional training programs. This year we recruited 108 graduates for our program. We admit a range of graduates who have studied engineering, architecture, finance, and IT.

- 4.

M: Good evening, Matisse customers. This is a customer information announcement. The time is 9:25 and the store will be closing in 5 minutes. Please make your way to the checkout and finalize your purchases. Thank you for shopping at Matisse.

Common Vocabulary in Part 4 (2)

/ pp.243

Check-up 1 1. Property Service 2. legal advice, construction 3. experience, gardening industry
4. system 5. quarter

Check-up 2 1. savings, interest rate 2. interest, balance, account 3. credit history, loan 4. options

Practice with Possible Questions

/ pp.244~245

- 1-2

Questions 1 and 2 refer to the following advertisement.

W: We carry out all aspects of housework in and around the West Midlands. We provide a friendly and reliable cleaning service. We have over 11 years' experience in the cleaning industry.

- 3-4

Questions 3 and 4 refer to the following message.

M: Hello, this is Michael Ruston from the Total Gym sports club. We are currently offering a special introductory package to new members. This includes a 10 percent discount rate off the annual fee plus one month's free membership. Hurry, because this offer will expire on the 24th of September.

- 5-6

Questions 5 and 6 refer to the following announcement.

W: Nordic Hospital is building a new parking garage. The hospital will close the current garage on Monday. The new parking garage is expected to open in June at the same location. Until construction is completed, all visitors are recommended to use the temporary parking lot. It is located on the left side of the main building.

Questions 7 and 8 refer to the following news report.

M: A construction crew in China has completed a 15-story hotel in just six days. Yes, six days. That's how long it took to build the state-of-the-art building. The building is earthquake resistant and completely soundproof. The hotel is located in Changsha, a south-central Chinese city. The foundations were already built, but it's still impressive. Despite the fast speed of construction, no workers were injured.

Practice with TOEIC Actual Questions / pp.246-247

1. (A) 2. (C) 3. (C) 4. (A) 5. (C) 6. (B) 7. (C)
 8. (B) 9. (C) 10. (B) 11. (A) 12. (C) 13. (B) 14. (B)
 15. (D)

*AmE = American English / BrE = British English

1-3

AmE

Questions 1-3 refer to the following announcement.

M: We think you'll be surprised at the deal we offer. It includes wireless broadband Internet and unlimited local calls during evenings and weekends. If you sign up before December 21, the service costs just 24 dollars a month. You will also have the first three months free. Please remember, this deal won't last forever. To take advantage, you must sign up before the deadline. Just call us now and we'll sort it all out. Thank you.

4-6

BrE

Questions 4-6 refer to the following speech.

W: Before we begin our interview, I'd like to explain a few things briefly. One of the two finalists, Bryan Williams, has worked in the London office of the JVC Company for five years. The other finalist, Catherine Howard, is from Chicago. She has worked in the Chicago office of Philips Company for four years. Along with this information, you can see all other work experience and academic backgrounds of the candidates in their résumés. During the interview, please write each candidate's responses to your questions and keep notes of your impressions. After the interview, we will meet again in the boardroom for a discussion and make a final decision.

Questions 7-9 refer to the following talk.

M: First of all, I am very proud to tell you that there was a 7 percent increase in our sales last quarter. Considering that our aim this year is a 15 percent increase, we are very close to meeting the figure. Such a result could not have been achieved without all the hard work you put in. I'd like to thank all of you. Today, we will discuss some new strategies to increase our sales further. We have a special guest along with us. He is the sales manager in our LA office. He achieved an incredible 25 percent sales increase last year. Let me introduce Mr. Hale Moore.

10-12

AmE

Questions 10-12 refer to the following advertisement.

W: The more you save, the more interest you get! You can open an account with as little as 100 dollars. After that, you can pay in money whenever it suits you and take out money whenever you need it, as long as you keep at least \$100 in your account. The more your savings build up, the higher the interest rate, and we add all the interest to the balance of your account once a year. Applying is easy by phone or online.

13-15

BrE

Questions 13-15 refer to the following talk.

M: Welcome to Greenstone Wildlife Park. Greenstone is a wilderness filled with both natural wonders and potential hazards. For your safety, we ask you to observe the regulations of the park. The first thing to remember is that you must not approach any wildlife, especially mothers with young cubs. Each year a number of park visitors are injured by wildlife because they approach animals too closely. You must stay at least 100 yards away from bears and wolves and at least 25 yards away from all other large animals such as sheep, deer, and coyotes.

Chapter 3 Questions with Why and How (Methods)

Practice

/ pp.253-254

1. (A) 2. (B) 3. (A) 4. (B) 5. (A) 6. (A) 7. (B) 8. (B)

Questions with Why/How (Methods)

- 1.

M: Hello, Mrs. Jonson. This is Mathew Arnold from Arnold Electronics. We noticed that your shipping address is incomplete. Please call me back as soon as possible with your full address.

- 2.

W: This is an urgent announcement from the main office. We are looking for the owner of a silver Audi with registration number SK09 FXW. Please remove your vehicle from the fire lane immediately, or it will be towed. We want to remind all customers that no parking is allowed in the fire lanes.

- 3.

M: Today I announce the retirement of Mr. Nicholson as the department head. He has been working with us for 25 years and has shown a high degree of dedication since the day he joined our team.

- 4.

W: If you are looking for information on flights, hotels, and hiring cars, visit our website. We also have information on over 2,000 cities, towns, and villages across Europe.

- 5.

M: We are starting our summer sale at 9 a.m. on Monday. You will find discounted rates across the store ranging from fashion to furniture. All women's clothes are sold at 30 percent off the regular price. This sale lasts until Sunday.

- 6.

W: Are you looking for an exciting job? We are opening a new restaurant at The Beverly Hill Hotel next month and are looking for friendly and hard-working individuals to join our waitstaff. We specialize in authentic Italian cuisine, which will appeal to everyone. On-the-job training will be given, but applicants must nevertheless have at least one-year experience in the food service industry.

- 7.

M: Due to heavy rain in New South Wales of Australia, Australia Post has announced that all deliveries to impacted areas will be delayed. The UK Post Office also announced that severe weather conditions will affect deliveries to London and other areas.

- 8.

W: We are closing our store for snow load concerns and power outages. It is a precautionary step to ensure the safety of our customers and staff. We have called specialists and structural engineers to remove the snow load from the roof. The store will reopen to the public on Wednesday.

Common Vocabulary in Part 4 (3)

/ pp.255-256

Check-up 1 1. sale 2. off the regular price 3. reopen
4. special price, free-range 5. customer satisfaction

Check-up 2 1. park, vehicles, designated area
2. remove, towed 3. parking, fire lanes
4. emergency vehicles 5. parking garage

Check-up 3 1. rent, deposit 2. furnished

Check-up 4 1. retirement, department head
2. leave of absence 3. shareholder

Check-up 5 1. premium, in full, installments 2. policy
3. renew 4. coverage 5. no-claim history

Practice with Possible Questions

/ pp.257-258

1. (B) 2. (C) 3. (B) 4. (C) 5. (A) 6. (A) 7. (B) 8. (C)

1-2

Questions 1 and 2 refer to the following message.

w: Hello Mr. Hopkins, this is Emily Brown from Insight Legal Services. I heard you want to change our meeting on Wednesday from 11 to 2 o'clock. Unfortunately, that time does not work for me. I have another appointment at that time. Is 4 o'clock OK for you? If not, we should move to Monday morning next week. Please call me and let me know what works best for you.

3-4

Questions 3 and 4 refer to the following announcement.

M: Attention, passengers. Swissair Flight 726 for Los Angeles scheduled to depart at 2:45 has been delayed. Once again Flight 726 for Los Angeles at 2:45 has been delayed. The new departure time is scheduled for 5:15 p.m. We will be boarding premium class and business passengers at 4:35. Economy passengers

will be boarding at 4:45. The gate will be closed at 5:00, 15 minutes before departure time. We apologize for any inconvenience caused and thank you for cooperation.

5-6

Questions 5 and 6 refer to the following announcement.

w: Good morning, ladies and gentlemen. Thank you for visiting Shop-N-Save. In our meat department, we have a special price on large-size free-range chickens for .99 each, half off the normal price. We also have a wide range of beef on sale for 3.99 per kilogram, which gives you 30 percent savings. In our dairy section, all butter and cheese is 25 percent off the regular price. You will also find a variety of other great deals throughout the store. Thank you for shopping at Shop-N-Save.

7-8

Questions 7 and 8 refer to the following announcement.

M: Thank you for calling Easy Airway Reservations Dot Com. If you are looking for flight schedules, please visit our website. If you want to book a flight ticket, please press 1. If you want to change or cancel your flight, please press 2. If you know the extension number of the staff member you would like to speak to, enter the number now. For all other inquiries, please hold the line.

Practice with TOEIC Actual Questions / pp.259-260

1. (D) 2. (C) 3. (A) 4. (B) 5. (C) 6. (D) 7. (B)
8. (C) 9. (C) 10. (A) 11. (B) 12. (D) 13. (C) 14. (A)
15. (D)

*AmE = American English / BrE = British English

1-3

BrE

Questions 1-3 refer to the following telephone message.

w: Hello, Mr. Michael Thomas. This is Anna Dale from B&Q Home Improvement. Thank you for ordering the bathroom suite from us. We are ready to deliver the order to your house. However, we noticed that your shipping address we have on file is incomplete. Please call me back as soon as possible and let us know your complete address. My number here is (01) 234-777-3333. Again, this is Anna Dale. I will be working in my office until 5 o'clock today. Thank you.

4-6

AmE

Questions 4-6 refer to the following message.

w: Good morning, Mr. Spencer. This is Jennifer Thomson from the Phoenix Center. I am calling you to introduce our special offer for this season. This offer is only for our members. You can purchase five tickets for any performance for just 75 dollars. Tickets for concerts this season cost 25 dollars each. With this special, you can purchase five tickets for the price of three. This is a limited time offer and will expire on October 1. If you are interested, please call the box office to get your tickets.

7-9

BrE

Questions 7-9 refer to the following announcement.

w: This is an announcement from the head office. There will be a change in our work schedule. The current five-day workweek will be replaced by a four-day workweek. We will work from 8 a.m. to 6 p.m. from Monday to Thursday. This new system will start from the 1st of June. The office will be closed on Fridays. There is no change in our working hours. We will still work 36 hours a week. However, we estimate that the energy use in the office will be reduced by 15 percent and our individual transportation costs will be cut by 20 percent.

10-12

BrE

Questions 10-12 refer to the following announcement.

M: This is Ian Fleming from the Green Hiking club. I'd like to inform you that we will be going hiking at 10 o'clock on Sunday. We will go out no matter what the weather is like. It will be our first event this year. I hope all of you will join the event. Another meeting is planned for next Tuesday evening at 7. It will be held at the Green Leisure Center. We will vote for the new board members during the meeting. I will step down as president after the vote. Thank you all for supporting me during this past year.

13-15

AmE

Questions 13-15 refer to the following report.

M: This is Steven Hendricks with your Cool FM traffic update. Highway 12 is flowing smoothly again now. The cars involved in an earlier accident have been cleared to the shoulder. Highway 9 is bumper to bumper, where work crews are repaving part of the roadway. Cars on 5th and State Streets near the city center are moving slowly because traffic lights at the intersection are not working properly. This is Steven Hendricks with your Cool FM traffic update. Check back for more updates every 30 minutes.