

Practice with Possible Questions

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

3-3-04

<1-2>

1. Why did the woman miss the appointment?

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

<5-6>

5. Why is the woman staying in the office?

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

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

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

6. What does the woman want to know?

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

<3-4>

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

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

<7-8>

7. Why did the man call?

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

4. When will they meet?

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

8. Who will Jennifer Ross call?

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



Vocabulary

1 miss an appointment
arrive
have a trouble with

2 enough
prefer (to)
lease

3 be out of town
expect
client

6 dentist
7 deliver
building manager

Dictation

30-3-3 Listen again and fill the missing words in each of the conversations below. **3-3-05**

<1-2>

W: I _____ an important _____ because my car _____ this morning.
 M: Oh, no! Not again. Why don't you get a _____?
 W: Well... I wish I could, but I _____ to buy one right now.
 M: Have you thought about _____ a car? It doesn't _____.

<3-4>

W: Are you _____ on the 17th?
 M: _____, I have a _____. What about the following week?
 W: Let's see... I'm available all day on Wednesday and on Friday _____.
 M: I'll be out of town on _____, but _____ is okay for me. How about 10:30?
 I can come to your office.

<5-6>

M: Clara, are you going to be in the office this afternoon?
 W: Yes, I should be. The _____ at three o'clock today has been _____, 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 _____ with my dentist this afternoon.
 W: Okay, don't worry. I'll handle your call. What do you _____?

<7-8>

M: Good afternoon. Can I talk to Mr. Anderson, please?
 W: Mr. Anderson is not here at the moment. I'm Jennifer Ross, his _____. Do you want me to _____ a _____ for him?
 M: Well, this is Mike Jackson from Mighty Jackson Furniture. We are supposed to _____ a _____ to your office this afternoon.
 W: Oh, I see. You can come by. I'll call the _____ to _____ you

Practice with TOEIC Actual Questions



Listen to each of the conversations and choose the best answer to each question. 3-3-06

1. What did the man order?

- (A) A coffee maker
- (B) A copy machine
- (C) A voice recorder
- (D) A fax machine

copy machine
fax machine

2. Why did the man call?

- (A) To place an order
- (B) To confirm his address
- (C) To inquire about a delivery
- (D) To find out the location of a store

place an order
inquire

3. When did the man make the order?

- (A) April 11
- (B) April 21
- (C) August 11
- (D) August 21

4. Why is the man at the building?

- (A) To drop off a parcel
- (B) To sign a contract
- (C) To attend a conference
- (D) To have a job interview

drop off
parcel
conference

5. What does the man request?

- (A) Directions to an office
- (B) A signature for a delivery
- (C) The date for an interview
- (D) The name of an interviewer

request
direction
signature

6. What does the woman ask the man to do?

- (A) Show his ID
- (B) Tell his name
- (C) Get out of the car
- (D) Sign the visitor's book

ID(identification)
get out of

7. Why is the man calling the woman?

- (A) To reserve airline tickets
- (B) To reserve a hotel room
- (C) To rearrange an appointment
- (D) To arrange a business meeting

airline ticket
rearrange

8. What is the man doing tomorrow?

- (A) Visiting the health clinic
- (B) Going to New York
- (C) Having a business meeting with his client
- (D) Returning from a business trip

health clinic
return
business trip

9. When will the man see the doctor?

- (A) 10 a.m. tomorrow
- (B) 2 p.m. Tuesday
- (C) 11 a.m. Thursday
- (D) 3 p.m. Friday

■ see the doctor

10. When will Kate return from her trip?

- (A) Today
- (B) Tomorrow
- (C) Monday
- (D) Tuesday

11. When is the new faculty orientation?

- (A) Tomorrow
- (B) This Tuesday
- (C) This Wednesday
- (D) Next Monday and Tuesday

■ faculty orientation

12. Why is the man calling?

- (A) To arrange a talk
- (B) To cancel an appointment
- (C) To place an order
- (D) To buy a ticket

13. Who is the woman probably speaking to?

- (A) A store manager
- (B) A computer technician
- (C) A customer service representative
- (D) A delivery person

■ technician customer service representative

14. Why is the woman calling?

- (A) To order a computer
- (B) To request computer repairs
- (C) To find out the store location
- (D) To hire a technician

■ repair hire

15. What will happen next?

- (A) The woman will drop by the store.
- (B) A computer will be delivered.
- (C) Someone will visit the woman's office.
- (D) The woman's office will be investigated.

■ drop by investigate

ment to good reviews and to be invited out with friends. - education on its existing art or area of interest
are ways to show off one's hobbies or interests. Doing so can earn him or her a lot of respect and admiration from others.

Answers: page 292

PART 4

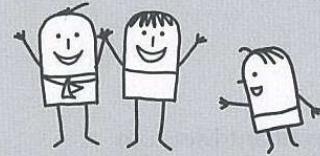
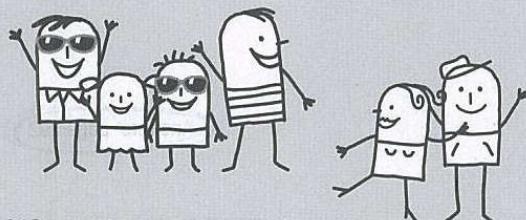
Short Talks

In Part 4 of the TOEIC test, you will hear ten talks from the recording (reports, announcements, messages, advertisements, speeches, etc.). There is a set of three questions written in the test booklet about each talk. This part consists of thirty questions numbered from 71 to 100. You have to choose the best answers to the questions based on the information you hear in the talks.

You should quickly preview all the questions given to predict which information you have to focus on listening.

You have to carefully listen to the introductory statement at the beginning of each talk as it generally tells you what kind of talk you are going to hear (an announcement, a message, etc.). You must also take notes of the information about numbers, times, days, dates, etc. mentioned in each talk.

The talks in this part are all monologues – they are delivered by one speaker. Each of them is approximately one or two minutes long. Though strategies to choose the correct answers are similar to those in Part 3, this part is much harder. You need plenty of practice to be able to understand the talks thoroughly.



Chapter 1

Questions with *Where* and *What*

■ Overview

■ Question Groups

■ Practice

■ Common Vocabulary in Part 4 (1)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

Where Questions with the question word **Where** are used to ask about locations (where the talk takes place, where the office / building is, where the meeting is held, etc.).

What Questions with the question word **What** are used to ask about the topic or purpose of the talk. They also ask about some details of the talk, something that happened in the past or will probably take place in the future.

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

4-1-01

1. What does the man want to do on Friday?
 - (A) He wants to dine out.
 - (B) He wants to go to a concert.
 - (C) He wants to interview the woman.
 - (D) He wants the woman to drop by his house
 2. Where most likely is the man?
 - (A) In his office
 - (B) In a bus
 - (C) At home
 - (D) On the street

[Script]

M: Hello Rebecca, it's me, Tim. ⁽¹⁾I'm calling you to find out if you're interested in going to the concert on Friday. When you receive this message, please call me back. ⁽²⁾I will stay in my office until five thirty this afternoon. I'll talk to you later. Bye.

1. From sentence (1) ... if you're interested in going to the concert on Friday, you understand that the man wants to go to the concert.
 2. Sentence (2) I will stay in my office until five thirty this afternoon implies that the man is in his office.

Question Groups

Questions with *Where*

Group 1 Questions about where the talk takes place

- Where does the announcement take place?
- Where is this announcement being heard?
- Where is this talk most likely taking place?
- Where most likely is the speaker?

Group 2 Questions about the speaker's workplace/company

- Where does the speaker most likely work?
- Where is the office located?

Group 3 Questions about where the mentioned meeting/conference/event is held

- Where did the meeting take place?
- Where will tonight's event be held?
- Where is the conference taking place?

Group 4 Other questions

- Where does the man want to go?
- Where are the passengers going?
- Where can the listeners find the schedules?

Test-Taking Strategies

1. You should preview all the questions and try to predict possible vocabulary and expressions that are related to these questions.
2. In some cases, specific locations will not clearly be stated, but from some key words or expressions, you may find out. Therefore, you have to focus on listening to words and expressions concerning locations.
3. If you miss the first part of the talk, do not panic. Try to listen to the rest of the talk; there may be some hints for the answers there.

Questions with *What*

Group 1 Questions about the topic or purpose of the talk

- What is the topic of the speech?
- What is the purpose of the call?
- What is the talk mainly about?
- What is the subject of this message?
- What does the report mainly concern?

Group 2 Questions about recommendations or suggestions

- What does the speaker recommend?
- What does the speaker suggest?
- What are the listeners asked to do?

>> These questions are used to ask about what recommendations or suggestions the speaker gives to the listeners. It may be difficult for you to find out the correct answer because the speaker has mentioned a lot at the same time. Therefore, you have to focus on what the speaker is saying, and pay attention to markers such as suggest, recommend, advise, invite, offer, etc.

Group 3 Questions about possibilities in the future

- What will the listeners probably do next?
- What will most likely happen next?
- If the project is successful, what will be the result?

Group 4 Questions about details and facts

- What kind of business is being advertised?
- What kind of business is the announcement about?
- What is true about the man?
- What field does the speaker work in?
- What is the weather like in Florida?
- According to the speaker, what is being featured?
- What additional information does the speaker provide?

Test-Taking Strategies

1. When previewing a question starting with the question word **What**, you should identify which group mentioned above the question belongs to so that you can predict its possible answer and then focus on listening to the right information in the talk.
2. Generally, you can know the topic at the beginning of the talk. If you miss this part, try to listen till the end because the topic might be repeated.
3. For detail questions, you have to learn a large amount of vocabulary and regularly practice listening to improve your comprehension skill.

Practice

Questions with **Where**

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

• 4-1-02

1. Where is the announcement taking place?

(A) At an airport (B) At a train station

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

2. Where is the announcement being made?

(A) At a library (B) At a supermarket

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

3. Where is this announcement probably taking place?

(A) On a tour bus (B) On a plane

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

4. Where is this speech most likely being heard?

(A) At a theater (B) At a conference

W: Our _____ today is Dr. Steve Mitchell. He is
the _____ at the Riverside Hotel and has been
_____ experimental cooking for 20 years.
Dr. Mitchell will be talking about the _____ in
Asia.

Vocabulary and Expressions

1. train station
attention
due to
weather conditions

2. selection
front

3. accompany
throughout
approximately

4. speech
theater
conference
experimental cooking

Questions with **What**

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

• 4-1-03

1. What is the purpose of this announcement?

- (A) To report a new departure time
(B) To report a new arrival time

W: The flight has been _____ due to _____.
However, the snowstorm is _____. Our new
_____ is 11:00 a.m.

2. What kind of business is the advertisement about?

- (A) A coffee shop (B) A computer shop

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

3. What will most likely happen after successful job interview?

- (A) A job will be offered. (B) Some document will be sent.

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

4. What is the purpose of this message?

- (A) To book a flight
(B) To reschedule an appointment

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

Vocabulary and Expressions

1. purpose

report
departure time
arrival time
flight
however
snowstorm

2. offer

line
customer

3. document

a number of
list
reference

4. book

reschedule
appointment
be afraid (that)
later next week

Common Vocabulary in Part 4

1

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

4-1-04

Telephone

- call
- message
- hold the line
- hang up
- line is busy
- operator

[Check-up 1]

1. Please _____.
2. Please do not _____.
3. May I take a _____?

Airport/Airplane

- attendant/crew
- captain
- seat belt
- gate
- arrival
- departure
- board (cf. boarding)

[Check-up 2]

1. The new _____ time is now scheduled for 3 p.m.
2. Passengers will start _____ at 2 o'clock.

Shop/Supermarket/Department Store

- customer
- shopping
- salesperson
- counter
- special price/discount
- deal
- discount rate
- checkout
- close
- open
- a range of
- benefit
- expire
- opening hours
- up to
- reduce
- fruit/dairy/vegetable/meat/clothing section

[Check-up 3]

1. You will find a variety of great _____ throughout the store.
2. We have a _____ on all dairy products.



3. Enjoy your _____ at the M&S store.
4. These _____ will _____ at the end of the month.
5. The store will _____ in 10 minutes.
6. Our _____ are from 9 to 5 on weekdays.
7. In our _____, children's clothes are _____ by 20 percent.

Theater/Concert Hall/Museum

- performance
- concert
- ticket reservation
- box office
- artist
- painting
- sculpture
- collection
- permit

[Check-up 4]

1. Photography is not _____ during the _____.
2. This is a _____ of sculptures by leading _____ from the past and present.

Gym/Sports Center

- fitness
- exercise
- enrollment fee (cf. enrollment)
- member / membership
- swimming pool
- tennis court
- sports facilities

[Check-up 5]

1. Courses begin at as little as 25 dollars a month, and there is no _____.
2. Our center has the most state-of-the-art _____ with 12 _____.

Weather Report

- move away / move into
- expect
- forecast
- temperature
- snowstorm
- storm
- thunderstorm
- frigid
- severe
- shower
- take shape
- rainfall
- heavy rain
- heavy snow


[Check-up 6]

- The _____ is _____ information to the editor.
- A few _____ and some _____ are likely in Florida on Saturday.
- None of the _____ is _____ to reach severe levels.
- You can _____ clear skies tomorrow with mild _____.

Traffic

- interstate
- shoulder
- bumper to bumper
- pave (cf. repave)

[Check-up 7]

- The cars involved in the accident have been cleared to the _____.
- Interstate 9 is _____ on the bridge crossing the river.

Advertisement

- advertise
- launch
- product
- collection
- feature
- charge

[Check-up 8]

- Most courses are free of _____ with the 25-dollar membership fee for the year.
- A new _____ will be _____ next year.

Answers: page 293

Practice with Possible Questions

Answers: page 293

Dictionary

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

● 4-1-05

<1-2>

1. Where would you hear this type of talk?

- (A) On the telephone
- (B) On television
- (C) On the radio

<5-6>

5. What is the purpose of the call?

- (A) To discuss test results
- (B) To confirm an appointment
- (C) To make an appointment

2. What does the speaker suggest the caller to do next?

- (A) Hang up and try again
- (B) Hold the line and wait
- (C) Press the 9 button and wait

6. What additional information does the speaker provide?

- (A) New opening hours
- (B) A new office location
- (C) A newly hired doctor

<3-4>

3. What is the purpose of the advertisement?

- (A) To introduce dance courses
- (B) To introduce a dance competition
- (C) To introduce a newly opened fitness club

<7-8>

7. Where is this talk most likely being heard?

- (A) At a bookstore
- (B) At a theater
- (C) On the radio

4. Where can the listeners find the lesson schedules?

- (A) In the pamphlet
- (B) On the bulletin board
- (C) On the Internet

8. According to the speaker, what will happen after the speech?

- (A) Some energy-saving tips will be given.
- (B) A fund-raising event for charity will take place.
- (C) Listeners will call with their questions.



Vocabulary

2 hang up
hold the line
press

3 introduce
competition
newly
4 pamphlet
bulletin board

5 discuss
test result
confirm
make an appointment

6 hired
8 speech
fund-raising
charity

Dictation

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

● 4-1-06

<1-2>

W: _____ for _____ Talk & Talk technical support. All of our
at this time. Please _____
Your call is important to us, and we will answer your call _____
it was received. So please do not _____
Your _____ is 20 minutes.

<3-4>

M: Are you interested in _____ salsa dance? Then _____ at Academia
Salsa Dance School! Our salsa dance _____ are for _____ and fun! Salsa
dancing is an opportunity for you to _____ some _____ and to make friends.
Our salsa dance _____ are for _____ and abilities.
at as little as 25 dollars _____, and there is no _____
our _____ for details and lesson schedules today.

<5-6>

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

<7-8>

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

Practice with TOEIC Actual Questions

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

• 4-1-07

1. Where would you hear this type of announcement?
(A) At a sports center
(B) At a hospital
(C) At a stadium
(D) At a museum
■ stadium museum
2. What will happen on October 15?
(A) The swimming pool will reopen.
(B) The fitness room will be closed.
(C) The timetable will be revised.
(D) The new website will go online.
■ swimming pool reopen
timetable revise
3. What can the listeners find on the website?
(A) The location
(B) The club fees
(C) A timetable
(D) A discount coupon
■ location club fee
timetable discount coupon
4. Where is the announcement being made?
(A) At a restaurant
(B) At a cinema
(C) On an airplane
(D) On a train
■ cinema
5. What does the speaker say about the weather?
(A) The weather is very cold outside.
(B) Heavy rain is expected.
(C) A strong wind is approaching.
(D) The weather is favorable for the flight.
■ expect approach favorable
6. What will happen next?
(A) Drinks will be served.
(B) Music will be played.
(C) The plane will take off.
(D) The seat belt sign will be turned on.
■ serve take off turn on
7. What is the main purpose of the speech?
(A) To introduce a new employee
(B) To introduce a new product
(C) To introduce a new project
(D) To introduce a new company
■ field
8. How long has Diane worked in her field?
(A) 5 years
(B) 10 years
(C) 15 years
(D) 20 years
■ field

10.4.2

A dialogue about a new product. An overseas bus service is facing financial difficulties.

10.4.3 Diane's speech about her new job.

9. What will Diane do in the company?

- (A) Increase sales
- (B) Open an overseas office
- (C) Deal with customer complaints
- (D) Lead the Marketing Department

■ increase overseas deal with
customer complaint lead

10. What is The Hive?

- (A) A coffee shop
- (B) A restaurant
- (C) An information center
- (D) A reception hall

■ reception hall

11. Where is The Hive located?

- (A) In a shopping mall
- (B) In a museum
- (C) In the city hall
- (D) In a company building

12. Who is the intended audience for this talk?

- (A) Tourists
- (B) Employees
- (C) Students
- (D) Customers

■ intended tourist

13. Where does this speech most probably take place?

- (A) On the radio
- (B) On the telephone
- (C) At a board meeting
- (D) At a department store

■ board meeting

14. What is the speaker mainly discussing?

- (A) A new board member
- (B) A board member's retirement
- (C) A new employee
- (D) A new agenda

■ retirement agenda

15. What is true about Mr. James Campton?

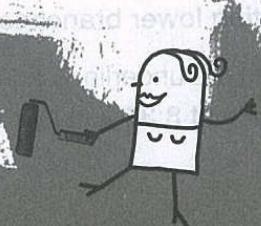
- (A) He first started his career at another company after graduation.
- (B) He was the general manager of the LA office until last month.
- (C) He has worked for the company for 25 years.
- (D) He earned his MBA at Austin University.

■ start one's career graduation
general manager

Chapter 2

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

- Overview
- Question Groups
- Practice
- Common Vocabulary in Part 4 (2)
- Practice with Possible Questions
- Practice with TOEIC Actual Questions



Overview

Who

Questions with the question word **Who** are used to ask about the speaker, the listener, or the third person mentioned in the talk.

When

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

How

Questions with the question word **How**, for example, **How much**, **How many**, **How often**, **How far**, **How long**, etc. are used to ask about prices, quantities, frequency, distance, periods of time, etc.

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

4-2-01

1. Who most likely is Olivia Spencer?
(A) A delivery person (C) A housekeeper
(B) A gardener (D) A designer

2. When will the speaker start to work?
(A) This afternoon
(B) This morning
(C) Tomorrow afternoon
(D) Tomorrow morning

[Script]

W: Hello, this is Olivia Spencer. I am calling you to confirm that ⁽¹⁾⁽²⁾we will start to work on your garden tomorrow. We will ⁽²⁾be at your house at 8:30 a.m. and ⁽¹⁾start our work by cutting lower branches from the trees around your house.

■ confirm branch

1. From the underlined parts (1) **we will start to work on your garden** and **start our work by cutting lower branches from the trees**, you can infer that the speaker is a gardener.

2. From the underlined parts (2) **we will start to work on your garden tomorrow** and **be at your house at 8:30 a.m.**, you can know when the speaker starts to work.

Question Groups

Questions with Who

Group 1 Questions about the speaker

- Who is the speaker?
- Who most likely is the speaker?
- Who most likely is the caller?
- Who is making the announcement?

Group 2 Questions about the listener

- Who most likely are the listeners?
- Who is the message probably for?
- Who is the announcement for?
- Who most likely is the audience for the speech?
- Who most probably is this talk intended for?

Group 3 Questions about the third person mentioned in the talk

- Who most likely is Mr. Brown?
- Who does the speaker want to meet?
- Who is the caller trying to reach?
- Who is the speaker scheduled to talk with?

Group 4

Questions about the speaker's workplace

- Who does the speaker work for?
- Who does the speaker most likely work for?
- Who most likely is the advertiser?

Test-Taking Strategies

You have to listen carefully to the talk, understand the relationship between the speaker and listener, and think of the purpose of the talk. Do not miss expressions regarding occupations, places, positions, responsibilities, etc.

Questions with *When*

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

- When does the store close/open?
- When will the order arrive?
- When will the woman arrive at the office?
- When will the speaker leave for the airport?

Questions with *How*

Group 1 Questions about quantities: *How many*

- How many offices does the company have?
- How many tennis courts does the sports center have?
- How many floors does the building have?
- How many bridges does the city have now?

Group 2 Questions about prices: *How much*

- How much do the customers pay a month?
- How much does it cost?
- How much is the administration fee?
- How much is the discount rate on clothing?

Group 3 Questions about frequency: *How often*

- How often does the group meet?
- How often will the conference mentioned be held?

Group 4 Questions about periods of time: *How long*

- How long does it take to finish the work?
- How long has the speaker worked in the field?
- How long has the business been in operation?
- How long does the program last?

Test-Taking Strategies

1. You should preview the questions to decide which information you will have to listen to (figures / numbers, days, dates, months, etc.).
2. You have to take notes of all figures / numbers you hear.
3. You should regularly practice listening to confusing numbers and days, such as thirteen – thirty, fourteen – forty, Tuesday – Thursday, so that you can correctly hear them from the recording.

Practice

Answers: page 295

Questions with Who

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

• 4-2-02

1. Who most probably is the speaker?

- (A) A weather reporter
- (B) A highway engineer

W: It will be partly _____ for most of the weekend, but these _____ should _____ by Sunday evening.
You can expect _____ on Monday.

2. Who most probably is this talk intended for?

- (A) Lawyers
- (B) Clients

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

3. Who most likely is the advertiser?

- (A) A university
- (B) A bank

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

4. Who most likely is this advertisement intended for?

- (A) Someone who wants to buy a car
- (B) Someone who wants to rent a car

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

Vocabulary and Expressions

- 1. weather reporter
- highway engineer
- partly
- expect

- 2. lawyer
- client
- construction sector
- experience
- in-depth
- expertise

- 3. advertiser
- take advantage of
- inclusive
- benefit
- head off to

- 4. advertisement
- intended for
- without
- quality
- nearby

Questions with When / How

Vocabulary and Expressions

Listen to each of the talks and choose the correct answer to the question.

Then, listen again and fill the missing words in the talks.

4-2-03

1. How long has Justin Moore worked at the LA office?

(A) Five years (B) Seven years

W: Justin Moore has worked in the LA office of our company for

_____ as a _____

2. When can the representatives be contacted?

(A) 24 hours every day
(B) 24 hours except weekends

M: Our representatives are _____ hours a day from

_____ to _____ to answer your questions. They will settle your claims quickly and efficiently.

3. How many graduates joined the training program of the group this year?

(A) 108 (B) 162

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

4. When does Matisse close?

(A) At 9:25 (B) At 9:30

M: Good evening, Matisse customers. This is a customer information announcement. The time is _____ and the store will _____ in _____ minutes. Please make your way to the checkout and _____ your _____. Thank you for _____ at Matisse.

2. representative

settle

claim

efficiently

3. graduate

divisional training

program

a range of

engineering

architecture

finance

4. customer information

announcement

make one's way to

checkout

Common Vocabulary in Part 4

2

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

4-2-04

Business

- client
- property service
- real estate agent
- legal service/advice
- construction
- gardening
- laundry
- cleaning
- car rental
- experience
- sales increase
- quarter
- system
- deal with
- industry

[Check-up 1]

1. This is Ian from King _____.
2. We provide _____ to the _____ sector.
3. We have over 11 years' _____ in the _____.
4. The new _____ will start next month.
5. There was a 10 percent increase in our sales last _____.

Bank

- account
- savings
- account holder
- balance
- interest rate (cf. interest)
- manage one's account
- credit history
- loan
- option

[Check-up 2]

1. The more your _____ build up, the higher the _____ you get.
2. We will add all the _____ to the _____ of your _____.
3. If you have a good _____, Instant Loan Plus may be the right _____ for you.
4. There are various _____ open to you.

Answers: page 295

Practice with Possible Questions

After you have completed the listening practice, turn to the next page and answer the questions of related level.

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

● 4-2-05

<1-2>

1. Who does the speaker work for?

- (A) A call center
- (B) A gardening company
- (C) A cleaning company

2. How long has the speaker's company worked in the industry?

- (A) 10 years
- (B) 11 years
- (C) 14 years

<3-4>

3. How much is the discount rate of the annual fee?

- (A) 5 percent
- (B) 10 percent
- (C) 15 percent

4. When does the introductory package offer end?

- (A) September 24
- (B) October 24
- (C) November 24

<5-6>

5. Who most likely is the audience for this announcement?

- (A) Patients
- (B) Visitors
- (C) Construction workers

6. When is the new parking lot expected to open?

- (A) On Monday
- (B) Next year
- (C) In June

<7-8>

7. How many floors does the building have?

- (A) Five
- (B) Fifteen
- (C) Fifty

8. How long did it take to complete the building?

- (A) Six days
- (B) Nine days
- (C) Fifteen days



1 gardening company
cleaning company

2 industry

3 discount rate
annual fee
4 introductory package

5 audience
patient
visitor
construction worker

6 parking lot
be expected to V
7 floor
8 complete

Dictation

1-2 Listen again and fill the missing words in each of the talks below. 4-2-06

<1-2>

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

<3-4>

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 _____ percent discount rate off the _____ plus _____ month's free membership. Hurry, because this offer will expire on the _____ of _____.

<5-6>

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

<7-8>

M: A construction crew in China has completed a _____ in just _____ days. Yes, _____ days. That's how long it took to build the _____ building. The building is earthquake resistant and completely soundproof. The hotel is located in Changsha, a south-central Chinese city. The _____ were already built, but it's still impressive. Despite the fast speed of construction, _____ workers were _____.

Practice with TOEIC Actual Questions

TOEIC
Test of English for International Communication

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

● 4-2-07

1. Where does the speaker most likely work?

- (A) At a telephone company
- (B) At a travel agency
- (C) At a hospital
- (D) At a computer manufacturer

■ travel agency manufacturer

5. What is the purpose of this talk?

- (A) To introduce a new manager
- (B) To discuss the result of an interview
- (C) To give details on a hiring procedure
- (D) To report the results of a board meeting

■ result details hiring procedure

2. When will the offer end?

- (A) November 24
- (B) November 21
- (C) December 21
- (D) December 24

3. How much do customers pay each month?

- (A) 20 dollars
- (B) 21 dollars
- (C) 24 dollars
- (D) 26 dollars

4. Who probably is the speaker?

- (A) An interviewer
- (B) An interviewee
- (C) A reporter
- (D) An analyst

■ analyst

6. How long has Catherine Howard worked at the Chicago office?

- (A) Three years
- (B) Four years
- (C) Five years
- (D) Six years

7. Who most likely is this talk intended for?

- (A) Job applicants
- (B) Customers
- (C) Employees
- (D) Visitors

■ job applicant

8. By how much does the speaker plan to increase sales this year?

- (A) 7 percent
- (B) 15 percent
- (C) 20 percent
- (D) 25 percent

9. Who most probably is Mr. Hale Moore?

- (A) An interviewee
- (B) A hotel guest
- (C) A guest speaker
- (D) A branch manager

■ guest speaker branch

10. Who most likely is the advertiser?

- (A) A supermarket
- (B) A bank
- (C) An insurance company
- (D) A telephone company

■ insurance company telephone company

11. How much do you need to open the account?

- (A) 100 dollars
- (B) 150 dollars
- (C) 175 dollars
- (D) 200 dollars

12. How often do you receive your earnings?

- (A) Monthly
- (B) Quarterly
- (C) Annually
- (D) At the end of the contract

■ quarterly annually

13. Who most likely is the audience for the talk?

- (A) Biologists
- (B) Tourists
- (C) Zookeepers
- (D) Park staff

■ biologist zookeeper

14. What is the purpose of the regulations?

- (A) To protect animals
- (B) To ensure safety
- (C) To punish offenders
- (D) To generate money

■ regulation protect ensure safety
punish offender generate

15. How far should the listeners keep themselves away from bears?

- (A) 25 yards
- (B) 50 yards
- (C) 75 yards
- (D) 100 yards

■ keep away from

Chapter 3

Questions with *Why* and *How* (Methods)

■ Overview

■ Question Groups

■ Practice

■ Common Vocabulary in Part 4 (3)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Why

Questions with the question word **Why** are mainly used to ask about the reason why a phone call / an announcement / an advertisement, etc. is made. The answers may contain the structures to-infinitive phrase, because of / due to / for, etc. + noun phrase to express reasons or purposes.

How

Questions with the question word **How** are used to ask about the method of doing something.

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

4-3-01

1. Why is this announcement made?
 - (A) To explain how to in-line skate
 - (B) To recruit new members
 - (C) To promote a new website
 - (D) To describe the benefits of in-line skating

2. How can the listeners find the lesson schedules?
 - (A) By calling the speaker
 - (B) By sending an e-mail to the speaker
 - (C) By referring to the brochure
 - (D) By checking the website

[Script]

W: Would you like to learn how to in-line skate? ⁽¹⁾Our beginner's in-line skating lesson is just for you. We will teach you theory and the in-line skating essentials. We start gently on the grass and then will move onto concrete. ⁽¹⁾⁽²⁾If you are interested in learning in-line skating, visit our website for further details.

■ ~ is just for you theory essentials
move onto concrete further details

1. From sentences (1) **Our beginner's in-line skating lesson is just for you** and **If you are interested in learning in-line skating ~**, you can infer that this is an enrollment announcement for an in-line skating class.

2. From sentence (2) **If you are interested in learning in-line skating, visit our website for further details**, it is obvious that listeners can check the website of the in-line skating class to find the lesson schedules.

Question Groups

Questions with *Why*

Group 1 Questions about the overall purpose/reason of the talk

- Why is this announcement made?
- Why is the speaker calling?
- Why is the speaker making this announcement?
- Why is the man giving the speech?
- Why did the man leave the message?

(Cross reference) The structure **What is the main purpose/reason ~?** is also used to ask about the overall purpose/reason of the talk.

- What is the main purpose of the report?
- What is the main reason for this announcement?

Group 2 Questions about the detailed reasons of the talk

- Why is the traffic moving slowly on the highway?
- Why have the prices jumped up?
- Why is the speaker going to be late?
- Why is the Wednesday meeting being organized?
- Why was the departure rescheduled?
- Why is the deadline being changed?
- Why does the problem have to be resolved quickly?
- Why did the speaker call the specialists?
- Why will the shareholders meet on March 23?
- Why does the speaker want all of his audience to go hiking together?

Questions with *How*

Group 1 Questions about methods

- How can the listeners get information?
- How should the listener contact the company?
- How can the information be obtained?
- How did they draw their conclusions?

Test-Taking Strategies

Questions with **Why** and **How** (methods) are the most difficult types of questions in Part 4. They require a high level of listening comprehension.

1. There are two types of questions with **Why**:
 - (1) Questions about the overall purpose/reason of the talk. Generally, you may find the answers at the beginning of the talk.
 - (2) Questions about detailed reasons. Generally, the answers may be found mostly in the middle or sometimes at the end of the talk.
2. To answer questions with **Why**, you have to listen carefully to important hints in the talk such as prepositions **for**, **with**, **due to**, **owing to** or conjunctions **as**, **because**, **since**. Note that you cannot expect to find out the answer to a question with **Why** when hearing the conjunction **after** or **while**.
3. Preview all the questions to predict not only the type of the talk (an announcement, an advertisement, etc.) but also the information you will need to focus on listening.
4. Questions with **How** are used to ask about the method of doing something. You may find the answers to them after such prepositions as **by**, **through**, **after** or the conjunction **and**.

Practice

Answers: page 297

Questions with Why / How (Methods)

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

• 4-3-02

1. Why is the speaker calling?

- (A) To know the customer's address
- (B) To confirm the customer's order

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

2. Why is the announcement being made?

- (A) To explain fire zones
- (B) To warn against an illegal parking

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

3. Why is the man giving the speech?

- (A) Someone is retiring from office.
- (B) Someone has been promoted to the department head.

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

4. How can listeners get information?

- (A) Over the phone
- (B) Over the Internet

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

Vocabulary and Expressions

1. address
notice
full

2. fire zone
illegal
urgent
registration number
fire lane
tow

3. give a speech
retire
promote
department head
degree
dedication

4. look for
information
over
village
across

Vocabulary and Expressions

5. Why is the speaker making this announcement?

- (A) To inform customers of a special discount
- (B) To inform customers of opening hours

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

6. What is the main purpose of this advertisement?

- (A) To announce job openings
- (B) To introduce a new restaurant

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

7. Why has the announcement been made?

- (A) To report weather conditions
- (B) To report delivery delays

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

8. Why did the speaker call the specialists?

- (A) To check electricity
- (B) To remove snow

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

5. range from A to B
furniture

6. job opening
specialize in
authentic
cuisine
appeal
on-the-job training

7. weather condition
impacted area

8. specialist
electricity
snow load
power outage
precautionary step
structural engineer
public

Common Vocabulary in Part 4

3

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

4-3-03

Shopping

- off the regular price
- special price
- reopen
- sale (cf. for sale)
- free-range
- customer satisfaction

[Check-up 1]

1. We are starting our summer _____ at 9 a.m. on Monday.
2. All women's clothes are sold at 30 percent _____.
3. The store will _____ to the public on Wednesday.
4. We have a _____ on large-size _____ chickens: \$2.99 each.
5. We take pride in our work, and _____ is very important to us.

Parking/Driving

- designated area
- vehicle (cf. emergency vehicle)
- fire lane
- parking lot / space
- remove
- parking garage
- tow
- park (cf. parking)

[Check-up 2]

1. Please _____ your _____ only in the _____.
2. Please _____ your vehicle, or it will be _____.
3. We want to remind all customers that no _____ is allowed in the _____.
4. These lanes must be kept free for fire trucks and other _____.
5. City Hospital is replacing its _____ with a new larger one.

Accommodations

- deposit
- furnished
- rent
- share with

[Check-up 3]

1. The _____ is 450 dollars per month with a one-month _____.
2. The room available is a good size and comes _____.



Employment/Retirement

- retirement
- recruit
- department head
- (medical) leave of absence
- shareholder / stockholder

[Check-up 4]

1. Today, I announce the _____ of Mr. Nicholson as the _____.
2. Mr. Donovan has announced that he is taking a medical _____.
3. The _____ meeting is scheduled for March 23.

Insurance

- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ insurance company ▪ best deal ▪ no-claim bonus ▪ no-claim history ▪ claim-free driving ▪ accident forgiveness policy ▪ (insurance) premium ▪ feature ▪ quotation | <ul style="list-style-type: none"> ▪ claim ▪ coverage ▪ installment ▪ in full ▪ policy ▪ comprehensive ▪ no-claim protection ▪ renew |
|--|--|

[Check-up 5]

1. You can pay your _____ either _____ or by _____.
2. If you want to cancel the _____, you must advise us of that.
3. Your policy will _____ automatically next year.
4. We could begin _____ at the date you want.
5. You have a good driving record with a _____ for 5 years.

Answers: page 297

Practice with Possible Questions

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

4-3-04

<1-2>

1. Why is the speaker calling?

- (A) To provide legal advice
- (B) To rearrange an appointment
- (C) To report a meeting schedule

<5-6>

5. Why is the speaker making this announcement?

- (A) To inform customers of discount deals
- (B) To inform customers of the opening time
- (C) To inform customers of new arrivals

2. What does the speaker suggest the listener do?

- (A) Come to her office
- (B) Ask her secretary
- (C) Give her a call

6. How much will you pay for a free-range chicken?

- (A) 2.99
- (B) 3.99
- (C) 5.99

<3-4>

3. Why is the speaker making this announcement?

- (A) To divide passengers into two groups
- (B) To inform passengers of a change in departure times
- (C) To find a business class passenger for Flight 726

7. Where would you hear this type of talk?

- (A) At an airport
- (B) On the telephone
- (C) On the radio

4. What is the expected departure time?

- (A) 4:30
- (B) 4:45
- (C) 5:15

8. According to the talk, how can someone change their flight schedule?

- (A) By pressing 1
- (B) By visiting the website
- (C) By pressing 2



Vocabulary

- 1** provide
legal advice
rearrange
2 suggest
secretary

- 3** divide into
inform
change
business class

- 5** customer
discount
deal
new arrival

- 6** free-range
8 flight schedule

Dictation

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

● 4-3-05

<1-2>

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

<3-4>

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 _____ time is scheduled for _____ p.m. We will be _____ premium class and business passengers at _____. Economy passengers will be boarding at _____. The gate will be closed at 5:00, _____ minutes before departure time. We apologize for any inconvenience caused and thank you for cooperation.

<5-6>

W: Good morning, ladies and gentlemen. Thank you for visiting Shop-N-Save. In our meat department, we have a _____ on large-size free-range chickens for _____ each, _____ the normal price. We also have a wide range of beef on _____ for _____ per kilogram, which gives you _____ percent _____. In our dairy section, all butter and cheese is _____ percent 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>

M: Thank you for _____ Easy Airway Reservations Dot Com. If you are looking for _____, please visit our website. If you want to book a flight ticket, please _____. If you want to _____ or _____ your flight, please _____. 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 _____ the _____.

Practice with TOEIC Actual Questions

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

● 4-3-06

1. Who most likely is Anna Dale?

- (A) An announcer
- (B) A delivery person
- (C) A housekeeper
- (D) A sales representative

■ announcer housekeeper
sales representative

2. Why did the woman leave this message?

- (A) The customer's order is incomplete.
- (B) The payment is still not finished.
- (C) The customer's address is incorrect.
- (D) The delivery has been delayed.

■ leave a message incomplete
payment incorrect

3. How will the listener contact the speaker?

- (A) By phone
- (B) In person
- (C) By e-mail
- (D) By fax

■ contact in person

4. Where does the speaker probably work?

- (A) At a museum
- (B) At a concert hall
- (C) At a cinema
- (D) At a travel agency

■ museum concert hall
cinema travel agency

5. Why is the woman calling?

- (A) To reserve a ticket
- (B) To confirm a reservation
- (C) To introduce a special offer
- (D) To rearrange an appointment

■ reserve confirm
reservation rearrange

6. How can the listener make a reservation?

- (A) By visiting the website
- (B) By dropping by the center
- (C) By sending a letter
- (D) By making a call

■ drop by make a call

7. Why is this announcement being made?

- (A) To demand a wage increase
- (B) To announce a work schedule change
- (C) To advertise a job vacancy
- (D) To hold a staff meeting

■ wage increase vacancy

8. Who most likely is the audience for this announcement?

- (A) Tourists
- (B) Customers
- (C) Employees
- (D) Visitors

9. How much will transportation costs be reduced according to the announcement?

(A) 5 percent
 (B) 15 percent
 (C) 20 percent
 (D) 36 percent

10. Who most likely is the speaker?

(A) The club president
 (B) A new board member
 (C) A weather reporter
 (D) A climber

■ club president board member
 weather reporter climber

11. Why does the speaker want all of his audience to join the hike?

(A) The weather will be exceptionally good.
 (B) It will be the first club event this year.
 (C) This year's new board members will be introduced.
 (D) There will be an important meeting after the event.

■ exceptionally event introduce

12. How will the new board members get appointed?

(A) The club president will make a decision.
 (B) The participants in the hiking will decide.
 (C) The past board members will appoint.
 (D) All of the members will take a vote.

■ make a decision participant
 appoint take a vote

13. What is the purpose of this report?

(A) To announce a car accident
 (B) To clarify an error in a previous report
 (C) To inform drivers of traffic conditions
 (D) To report a failure in a traffic light

■ clarify error previous
 failure traffic light

14. What is happening on Highway 9?

(A) Road repair work is being done.
 (B) The exit is closed.
 (C) The road has been cleared.
 (D) Traffic is flowing smoothly.

■ highway exit clear
 flow smoothly

15. Why is traffic moving slowly near the city center?

(A) There has been an accident.
 (B) People are working on the road.
 (C) It is rush hour.
 (D) There is a problem with the traffic lights at the crossroads.

■ rush hour

Answers: page 298

Chapter 1 Properties of Solids

1. A solid has a definite shape and volume. (A)
B. A solid has a definite volume but not a definite shape. (B)
C. A solid has no definite shape or volume. (C)



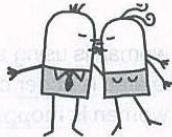
2. Which of the following is a liquid? (A)
B. Water (B) Honey (C) Oil



3. The term is used to describe a solid that is soft. (A)
B. Malleable (B) Ductile (C) Elastic



4. Two pieces of wood are joined together. A (A)
B. Bonded (B) Glued (C) Melted



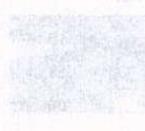
5. The term describes a solid that is hard. (A)
B. Ductile (B) Brittle (C) Elastic



6. Which of the following edit is brittle? (A)
B. Glass (B) Plastic (C) Rubber



7. The term describes a solid that is malleable. (A)
B. Brittle (B) Ductile (C) Elastic



8. The term describes a solid that is ductile. (A)
B. Brittle (B) Malleable (C) Elastic



9. Which of the following is a solid? (A)
B. Water (B) Honey (C) Oil



10. Which of the following is a liquid? (A)
B. Water (B) Honey (C) Oil

11. Which of the following is a solid? (A)
B. Water (B) Honey (C) Oil

12. Which of the following is a solid that is soft? (A)
B. Water (B) Honey (C) Oil

13. Which of the following is a solid that is hard? (A)
B. Water (B) Honey (C) Oil

14. Which of the following is a solid that is brittle? (A)
B. Water (B) Honey (C) Oil

15. Which of the following is a solid that is ductile? (A)
B. Water (B) Honey (C) Oil

16. Which of the following is a solid that is malleable? (A)
B. Water (B) Honey (C) Oil

17. Which of the following is a liquid? (A)
B. Water (B) Honey (C) Oil

18. Which of the following is a solid? (A)
B. Water (B) Honey (C) Oil

19. Which of the following is a solid that is hard? (A)
B. Water (B) Honey (C) Oil

20. Which of the following is a solid that is brittle? (A)
B. Water (B) Honey (C) Oil

21. Which of the following is a solid that is ductile? (A)
B. Water (B) Honey (C) Oil

22. Which of the following is a solid that is malleable? (A)
B. Water (B) Honey (C) Oil

Scripts &

Answers

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

11. C 12. A 13. B 14. C 15. A 16. B 17. C 18. A 19. C 20. B

21. C 22. A 23. B 24. C 25. A 26. B 27. C 28. A 29. C 30. B

31. C 32. A 33. B 34. C 35. A 36. B 37. C 38. A 39. C 40. B

41. C 42. A 43. B 44. C 45. A 46. B 47. C 48. A 49. C 50. B

51. C 52. A 53. B 54. C 55. A 56. B 57. C 58. A 59. C 60. B

PART 1 Photograph Descriptions

Chapter 1 Photographs of People

Practice

/ pp.28-29

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

Common Vocabulary in Part 1 (1)

/ pp.30-33

Check-up 1 1. standing 2. looking at 3. looking in
4. looking out 5. looking through 6. holding
7. working on 8. sitting 9. wearing 10. playing
11. using 12. facing 13. painting

Check-up 2 1. carrying 2. crossing 3. examining
4. examining 5. handling 6. moving 7. packing
8. pushing 9. reaching for 10. reading 11. talking to
12. walking

Check-up 3 1. changing 2. cleaning 3. cooking
4. delivering 5. doing 6. eating 7. entering
8. exiting 9. fishing 10. focusing

Check-up 4 1. gathered 2. gazing at 3. getting out of
4. going up 5. greeting 6. signing 7. laying
8. leaning 9. lifting 10. lighting

Check-up 5 1. operating 2. passing 3. picking up
4. pointing at 5. pouring 6. putting 7. rearranging
8. repairing 9. resting 10. reviewing

Check-up 6 1. running 2. speaking into 3. trimming
4. typing on 5. unloading 6. viewing 7. washing
8. watering 9. wheeling 10. wiping

Check-up 7 1. cutting 2. fixing 3. adjusting 4. driving
5. riding 6. shaking 7. shopping 8. waiting
9. watching 10. writing 11. seated 12. filling

Practice with Possible Statements

/ pp.34-37

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

1.



- (A) She is walking up the stairs.
(B) She has both hands on the handrail.
(C) She is descending the stairs.

2.



- (A) She is holding a newspaper.
(B) She is taking a book from the shelf.
(C) She is reading a book at a library.

3.



- (A) A film is being played on the screen.
(B) One man is pointing at the screen.
(C) Some people are talking on their phones.

4.



- (A) The man is packing a suitcase.
(B) The man is putting on a suit.
(C) The man is sitting on the sofa.

5.



- (A) They have just crossed the finish line.
(B) The bikers are wearing helmets.
(C) The bicycles have baskets on the front.

6.



- (A) The man is lying on the lawn.
(B) The man is moving some plants.
(C) The man is mowing the grass.

7.



- (A) A woman is using a broom.
(B) The area is under construction.
(C) A woman is mopping the floor.

8.



- (A) They are performing indoors.
(B) They are gathered in a circle.
(C) They are marching in step.

9.



- (A) She is looking at the clothing item.
(B) She is trying on the item.
(C) She is changing clothes.

10.



- (A) He is mailing some letters.
(B) He is wrapping some packages.
(C) He is carrying some boxes.

11.



- (A) She is preparing her meal.
(B) She is seated at her table.
(C) She is having some dessert.

12.



- (A) They are sitting across from each other.
(B) They are standing by the desk.
(C) The flowerpot is on the desk.

Practice with TOEIC Actual Questions / pp.38-42

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

*AmE = American English / BrE = British English

1. AmE



- (A) He is carrying a ladder.
(B) He is repairing the door.
(C) He is painting the fence.
(D) He is writing a letter by hand.

2. BrE



- (A) The moving van is full of items.
(B) They are moving the furniture.
(C) A man is walking up the stairs.
(D) A ladder is leaning against the furniture.

3. BrE



- (A) The woman is trying on the jacket.
(B) The woman is paying for the clothes.
(C) The woman is buying a sweater.
(D) The woman is examining the clothing.

4. AmE



- (A) A man is rubbing his head.
(B) All of the chairs are occupied.
(C) A man is raising his hand.
(D) People are sitting in seats.

5. AmE



- (A) The man is taking off the wheel.
(B) The man is working on the tire.
(C) The man is lifting up the car.
(D) The man is putting on the spare tire.

6. BrE



- (A) The blinds have been pulled down.
(B) All the men are sitting down.
(C) Two men are exchanging business cards.
(D) One man is sitting beside the window.

7. BrE



- (A) They are cleaning the windows.
(B) They are shopping for sunglasses.
(C) They are looking in the shop window.
(D) They are purchasing several items.

8. AmE



- (A) The passengers are boarding the airplane.
(B) The passengers are taking their seats.
(C) The pilot is preparing the plane for takeoff.
(D) The flight attendants are collecting boarding passes.

9. AmE



- (A) The man is driving a truck.
(B) A man is standing in the hole.
(C) They are doing construction work.
(D) A crane is in front of the building.

10. BrE



- (A) One woman is drinking a cup of coffee.
(B) The restaurant worker is setting the table.
(C) The women are checking out the menu.
(D) The waitress is serving beverages at the table.

Chapter 2 Photographs of Objects/Scenes

Practice

/ pp.50-51

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

Common Vocabulary in Part 1 (2)

/ pp.52-57

- Check-up 1** 1. cars 2. boat 3. train 4. vehicles
5. bicycles 6. trucks 7. platform 8. intersection
9. bridge 10. stair

- Check-up 2** 1. chairs 2. picture 3. clocks 4. furniture
5. sofas 6. drawer 7. cabinets 8. lights 9. Lamps
10. documents

- Check-up 3** 1. shelves 2. shirts 3. merchandise
4. baskets 5. cartons 6. containers 7. suitcase
8. globes 9. guitars 10. Dishes

- Check-up 4** 1. plants 2. Fruit 3. Flower arrangements
4. grassy area 5. Crops

- Check-up 5** 1. ladder 2. equipment 3. machines
4. instruments 5. tools

- Check-up 6** 1. parked 2. arranged 3. been placed
4. unoccupied 5. lined up 6. displayed 7. stacked
8. attached 9. connected 10. piled

- Check-up 7** 1. filled with 2. organized 3. been posted
4. been set 5. been situated 6. stocked with
7. surrounded 8. been taken out 9. been turned on
10. laid out

- Check-up 8** 1. hanging 2. leaning 3. casting
4. crossing 5. standing

- Check-up 9** 1. on display 2. on the ground 3. on a cart
4. on the highway 5. on the hill 6. on either side of
7. in the corner 8. in the parking area

- Check-up 10** 1. near 2. beside 3. by the doorway
4. by

- Check-up 11** 1. around the table 2. at the station
3. behind the sofa 4. between the cabinets

Practice with Possible Statements / pp.58-61

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

1.



- (A) The woman is baking some bread.
(B) Different kinds of bread are laid out for sale.
(C) The woman is pushing a shopping cart.

2.



- (A) The middle door is wide open.
(B) There are plants on both sides of the stairs.
(C) A man is walking down the stairs.

3.



- (A) Some people are riding their bikes.
(B) The bikes are parked next to a wall.
(C) Some of the bikes have baskets.

4.



- (A) One woman is holding a cup of water.
(B) One man is writing in a notebook.
(C) There are some cups on the table.

5.



- (A) Some food is on the table.
(B) The tables are all occupied.
(C) A waiter is setting the table.

6.



- (A) The woman is opening her suitcase.
(B) The suitcase is on the floor.
(C) The porter is carrying the bag.

7.



- (A) The flowers are being planted.
(B) The wagon is full of food.
(C) There are several types of flowers.

8.



- (A) The vehicle is in the driveway.
(B) The garage door is open.
(C) A woman is entering the house.

9.



- (A) There are some cars on the bridge.
(B) The river is crowded with boats.
(C) A ship is floating under the bridge.

10.



- (A) There are no clouds in the sky.
(B) People are wheeling carts out of the building.
(C) The statue is taller than the building.

11.



- (A) There are monitors all over the wall.
(B) All of the people are watching the same channel.
(C) The men are displaying monitors.

12.



- (A) Many plants are growing in the ground.
(B) The wheelbarrow is sitting on the path.
(C) The gardener is planting flowers.

Practice with TOEIC Actual Questions / pp.62-66

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

*AmE = American English / BrE = British English

1. BrE



- (A) The buildings are being constructed.
(B) Cars are parked along the street.
(C) A park is surrounded by a fence.
(D) People are taking a walk in the park.

2. AmE



- (A) Some people are window shopping.
(B) The clock is hanging on the wall.
(C) The clock face is round.
(D) Some windows are being cleaned.

3. AmE



- (A) Some tables are occupied.
(B) There are lots of customers at the café.
(C) Some of the tables are covered.
(D) The chairs are on top of the tables.

4. BrE



- (A) The building has a flat roof.
(B) The house is under construction.
(C) A man is stepping into the house.
(D) There is heavy machinery at the construction site.

5. BrE



- (A) The farmers are watering the crops.
(B) The plants are growing in the fields.
(C) Some plants are hanging in the air.
(D) There is no space to walk in the greenhouse.

6. AmE



- (A) The river runs through the city.
 (B) There are buildings on only one side of the river.
 (C) Some ships are floating in the water.
 (D) There are no vehicles on the bridge.

7. AmE



- (A) The store is full of customers.
 (B) All of the clothes are on the table.
 (C) The clerk is looking at the mannequins.
 (D) Merchandise is on display for sale.

8. BrE



- (A) A man is working on a bicycle.
 (B) The bicycles are on the back of a vehicle.
 (C) The bicycles are all the same size.
 (D) A cycling race is about to begin.

9. BrE



- (A) There are some hikers in the woods.
 (B) There is no traffic on the road.
 (C) Someone is crossing the street.
 (D) The trees are only on one side of the road.

10. AmE



- (A) There is a picture on the wall.
 (B) The bed has not been made.
 (C) There is a lamp on the floor.
 (D) The door to the room is open.

PART 2 Questions & Responses

Chapter 1 Questions with Who

Question Structures

Check-up

Structure 1

/ p.73

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

Structure 2

/ p.74

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

Structure 3

/ p.75

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

Practice – Questions with Who (1)

/ p.76

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

1. Who is the woman?

- (A) She is my new secretary.
(B) She is talking with her client.

2. Who organized the reception?

- (A) That would be the general director.
(B) The organization is complicated.

3. Who is supposed to pay the bill?

- (A) The office building is downtown.
(B) The Maintenance Department is in charge of it.

4. Who will organize the annual meeting?

- (A) I have no idea.
(B) Once a year.

5. Who has a copy of the contract?

- (A) I'm on vacation.
(B) I gave it to your manager.

6. Who is going to repair the copy machine?

- (A) At the coffee shop across the street.
(B) Ask Steven in the maintenance office.

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

1. Who organized the reception?

- (A) The reception is well organized.
(B) Mr. Robinson and his secretary did.

2. Who is supposed to pay the bill?

- (A) Please leave it to me.
(B) My office is in the city center.

3. Who is the woman?

- (A) She is the marketing manager.
(B) She is talking with her boss.

4. Who will organize the annual meeting?

- (A) Once a month.
(B) The Planning Department is responsible for it.

5. Who is going to repair the copy machine?

- (A) A technician will fix it tomorrow.
(B) At the hospital across the street.

6. Who has a copy of the contract?

- (A) I'm free now.
(B) Mr. Smith has it.

Question Structures

Check-up

Structure 4

/ p.77

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

Structure 5

/ p.78

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

Structure 6

/ p.79

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

Practice – Questions with Who (2)

/ p.80

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

1. Who is driving you to the train station?

- (A) It will take 10 minutes.
(B) I called a taxi.

2. Who should I contact to confirm the reservation?

- (A) Ask the receptionist.
(B) I reserved a hall for this weekend.

3. Who does this handbag belong to?

- (A) It would take long.
(B) I am not sure.

4. Who is in charge of the Planning Department?

- (A) Mr. Kent is responsible for that.
(B) I suppose so.

5. Who is responsible for hiring salespeople?

- (A) You should not go any higher.
(B) Mr. Conner usually takes care of that.

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.