

## PART 4: SHORT TALK

### I. BASIC INFORMATION

*1. Number of questions:* 30 questions

*2. Number of talks:* 10

*3. Number of speakers:* 1

*4. Common topics*

- + Advertisements
- + Telephone messages
- + Announcements
- + Broadcast
- + News reports
- + Introductions
- + Talks
- + Extracts from meetings

*5. Time allocation to work*

- + Starting the TOEIC part 4 test, students will hear the instruction for **30 seconds** before entering the listening test.
- + After listening to the talk, students will listen to **3 questions** related to the dialogue. The time to read the question is **01 second**, the **interval** between questions is **8 seconds**.
- + When listening to the 3rd question, students are suggested to quickly solve all the questions and use the **remaining time** to read the **next paragraph**.
- + You **SHOULD NOT** spend too much time on a question because it is difficult to remember all the information in the past dialogue. Focus on getting used to the time distribution so that after listening to the third question you have started reading to the next conversation.

*6. Types of questions*

**6.1. General questions** 01 second

Students may frequently find **GENERAL QUESTIONS** in the introduction part of the talk.

*There are some common topics regularly asked as below:*

*Topic/purpose/target people of the talk*

*Example question 1: Topic - Announcement (Question 95)*

**Who is the conference intended for?**

- A. Video-game developers
- B. Photojournalists
- C. Health-care professionals
- D. Automobile engineers

**Transcript**

Hello everyone, **I hope you've enjoyed the session so far at this year's convention on video games development.** Our video-game association is proud to include many notable presenters today for amateur game developers like you. I have one change to announce for this afternoon. Unfortunately, due to the illness of Mr. Naoko Ito can't join us today. So, Mr. Jun Lee will substitute for Mr. Ito. He'll give a tutorial on designing platform software that can be used to create many different games. Also, don't forget to submit your feedback forms by the end of the day. All those who turn in forms will automatically be entered in a contest for a tablet computer.

Answer key: A

*Example question 2: Topic - Telephone messages (Question 92)*

**Why is the speaker calling?**

- A. To set up an interview
- B. To finalize travel arrangements
- C. To offer employment
- D. To discuss an upcoming workshop

**Transcript:** Hello, Mr. Kallo. This is a Scott Jansen calling from KR investors group. Thanks for coming in last week for an interview for a market analyst position. **We were very impressed with your past work experience, and we'd like to offer you the job.** Now as I'd mentioned, you will have to relocate from Chicago to Vancouver. I am confident you'll like living there. It's a great city with a lot to do and see. So congratulations, I am looking forward to speaking with you again. Oh, and please keep in mind that KR investors group won't be open next week.

Answer key: C

## 6.2. Detailed questions

For this type of question, you will need to focus on precise details. Therefore, look for keywords or phrases such as **description of a situation, times and other words** that will help you figure out the specific details of the talk.

*Example question:* Topic - Introduction (Question 80 – ETS 2019)

**Question:** What is **available at the back** of the room?

- A. a list of materials
- B. refreshments
- C. protective clothing
- D. name tags

Step 1: Candidates should underline key words such as “*available and back*”.

Step 2: Analyze the context and actively listen to choose a correct answer.

### a. Transcript analysis:

Good evening. I am Mark and I'll be your instructor for tonight's beginning pottery class. **It is easy to get your clothes dirty here, so please make sure to wear an apron. You can find it at the back of the room.** This introductory class runs for four weeks; then you can move onto an intermediate class, if you really enjoy pottery. Space is limited, so let me know if you think you might be interested. Ok to get started, our first project is a basic bowl. Let's take a look at some examples of previous student work to get you inspired

Answer key: C

**b. Comment:** From the transcript above, the answer is provided in the two highlighted sentences as a description of a situation. It is obviously seen that “*the apron helps cooking learners to NOT get dirty.*” So the correct answer shall be C.

## 6.3. Implication and inference

The answer is not directly given or provided but given through the context of the talk. It is important to analyze the meaning through its context and choose an equivalent answer given.

*Example question 1*

**Topic:** Talks – speeches (Question 79 – ETS 2019)

What does the speaker imply when she says, “I had to read through the manual twice”

- A. A company policy is surprising.
- B. A publication may contain some errors.
- C. A manual was updated.
- D. A software program may be difficult to learn.

**Task:** Choose a correct answer by underlining sentences in the transcript below with relevant contextual meaning.

**Transcript:**

I called this meeting to demonstrate the new software program we'll be using to manage client contracts. With this software, you'll be able to create new client accounts, update information quickly, and send contracts by e-mail to be signed electronically. However, some clients may still request a paper copy of their contract, so please assure them that they'll also receive an official copy in the mail. We want to switch over to this software next week. So please pay close attention during the demonstration. I had to read through the manual twice. Let's get started.

Answer key: D

Example question 2

**Topic: Talks – speeches (Question 93)**

Why does the speaker say “sales of our new cosmetics line increased by ten percent”?

- A. To request additional staff
- B. To express disappointment
- C. To recognize an accomplishment
- D. To describe a new advertising strategy

**Task:** Choose a correct answer by underlining sentences in the transcript below with relevant contextual meaning.

**Transcript:**

Thanks everyone for coming to Alina's farewell party. I know I speak for the entire marketing department here at Kushing Cosmetics when I say we'll miss working with her. We all appreciate her positive attitude and ability to understand customer needs. She was only with us one year, and during that time sales of our new cosmetics line increased by ten percent. Fortunately, She's not leaving the company but just transferring to the Singapore branch office, so we'll be able to keep in touch. Best of luck, Alina.

Answer key: C

## 6.4. Do-next questions

Questions about upcoming actions are often mentioned at the end of the speech and often ask what the listener / speaker will do next. This question may be critical or directly addressed in the speech.

Ig: What does the speaker suggest?

What does the speaker advise the audience to do?

To do well in this section, you need to listen carefully to the final sentences of the speech with suggested keywords, suggestions, requirements ...

### Example: TEST 4 (ETS 2019)

**76.** What will the speaker do tomorrow?

- (A) Meet with Mariko
- (B) Attend a party for Angelo
- (C) Finish a proposal
- (D) Print a set of documents.

**Task:** Choose a correct answer by underlining sentences in the transcript below with relevant contextual meaning.

### Transcript:

Hi, Ms. Lee. I'm calling to give you some information about the staffing transition plan since today is Angelo's last day in the office. As you suggested, Mariko will be taking over his job responsibilities. I had asked Angelo to train her to create invoices, but there's a team meeting this afternoon. **So I decided to meet with her tomorrow and review the invoice process with her myself.** Let me know if you or the other department managers have any questions. Bye.

Answer key: A

## 6.5. Graphic questions

Similarly part 3, we may hear **indirect information related to the question** so students should listen and read the graphic/table to answer the question.

It is highly recommended to have a look at the title and analyze each piece of information before listening.

Example:

Interview Schedule for May 16	
Time	Candidate
10:00 A.M.	Bob Heilig
11:00 A.M.	Jihoon Lee
12:00 Noon	Susan Petersen
1:00 P.M.	Maya Gomez

**99.** Look at the graphic. Who is the listener asked to interview?

- (A) Bob Heilig
- (B) Jihoon Lee
- (C) Susan Petesen
- (D) Maya Gomez

**Task:** Choose a correct answer by underlining sentences in the transcript below with relevant contextual meaning.

**Transcript:**

Hi Boris, this is Lucy from Human Resources. I'm calling to ask you a big favor – we have job candidates coming in for interviews tomorrow, and it turns out I have to step out of the office at one o'clock to go to a doctor's appointment. **Would you be able to cover for me and interview the candidate at one o'clock?** I'll be sure to forward you her CV, cover letter and letters of reference so that you can prepare for the interview. Thanks so much for your help.

Answer key: **D**

### III. Practice

#### 3.1. Advertisements

##### TEST 4 (ETS 2019)

**92.** What is the Health Monitor?

- (A) A telephone program
- (B) A wearable device
- (C) A medical Website
- (D) A fitness center

**93.** What does the speaker mean when she says, “Who wants to do that?”

- (A) A task is inconvenient.
- (B) A project requires more volunteers.
- (C) An event is no longer popular.
- (D) An application period has begun.

**94.** Why are listeners encouraged to act soon?

- (A) Some stores are closing.
- (B) Tickets are almost sold out.
- (C) A product is temporarily discounted.
- (D) A deadline has been changed.

##### TEST 8 (ETS 2019)

**77.** What is the advertisement about?

- (A) An art exhibition
- (B) A Web site builder
- (C) A smartphone
- (D) A print shop

**78.** According to the speaker, why will the listeners be surprised?

- (A) Shipping is free.
- (B) Staff members are certified.
- (C) A location is convenient.
- (D) A product is easy to use.

**79.** What does the speaker encourage the listeners to do?

- (A) Attend an event
- (B) Sign up for a trial
- (C) Make a phone call
- (D) Read customer reviews.

**TEST 9 (ETS 2019)**

**74.** What does the speaker say is unique about a restaurant?

- (A) There is live music every night.
- (B) Vegetables are grown locally.
- (C) Food is prepared at the table.
- (D) Customers can pay by mobile phone.

**75.** According to the speaker, what can the listeners do online?

- (A) Check an event calendar
- (B) Book a catering service
- (C) Get directions to a location
- (D) Download a coupon

**76.** What will begin next month?

- (A) A customer loyalty program
- (B) A cooking class
- (C) A dining room renovation
- (D) A hiring event

**92.** What is being advertised?

- (A) A delivery service
- (B) A travel agency
- (C) An employment center
- (D) A driving school

**93.** What will take place on May 15?

- (A) A tour
- (B) A luncheon
- (C) An interview
- (D) A seminar

**94.** What can the listeners do on a Web site?

- (A) Register for an event
- (B) Read some comments
- (C) Download a map
- (D) View a price list



### 3.2. Announcements

#### TEST 4 (ETS 2019)

July 3–Afternoon	Speaker
Session 1	Maria Garcia
Session 2	Klaus Bauer
Session 3	Naoko Ito
Session 4	Jeff Harper

**95.** Who is the conference intended for?

- (A) Video-game developers
- (B) Photojournalists
- (C) Health-care professionals
- (D) Automobile engineers

**96.** Look at the graphic. Which session has been changed?

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

**97.** How can listeners enter a contest?

- (A) By submitting a work sample
- (B) By providing some feedback
- (C) By subscribing to a newsletter
- (D) By moderating at a session

**TEST 5 (ETS 2019)**



**98.** According to the speaker, why should listeners visit the customer service desk?

- (A) To claim a lost item
- (B) To check extra baggage
- (C) To request a special meal
- (D) To volunteer for a later flight

**99.** Look at the graphic. Which information has changed?

- (A) Los Angeles
- (B) B1205
- (C) 22C
- (D) 8D

**100.** According to the speaker, what is the reason for the change?

- (A) Some workers are late.
- (B) A door is broken.
- (C) The weather is bad.
- (D) A computer is malfunctioning.

**TEST 7 (ETS 2019)**

**74.** What will be installed this weekend?

- (A) Drinking fountains
- (B) Videoconferencing equipment
- (C) An air-conditioning system
- (D) An alarm system

**75.** According to the speaker, why is the change being made?

- (A) To reduce costs
- (B) To increase comfort
- (C) To boost productivity
- (D) To comply with guidelines

**76.** What should the listeners do before they leave work on Friday?

- (A) Talk to their managers
- (B) Move their cars
- (C) Cover their desks
- (D) Complete a questionnaire



**95.** Who most likely is the speaker?

- (A) A park owner
- (B) A journalist
- (C) An electrician
- (D) A graphic designer

**96.** Look at the graphic. Which special event was canceled?

- (A) The Comedy Special
- (B) The Magic Show
- (C) The music Performance
- (D) The Parade

**97.** What will the speaker do this afternoon?

- (A) Introduce a guest
- (B) Show a video
- (C) Describe a contest
- (D) Make a phone call

**TEST 9 (ETS 2019)**

**71.** What is the topic of the announcement?

- (A) Healthy eating options
- (B) Exercise sessions
- (C) Professional-development courses
- (D) Volunteer opportunities

**72.** What benefit does the speaker mention?

- (A) Decreased expenses
- (B) Personal satisfaction
- (C) Increased productivity
- (D) Improved qualifications

**73.** What should interested listeners do?

- (A) Fill out a form
- (B) Make a reservation
- (C) Send a text message
- (D) Get a supervisor's approval

**TEST 10 (ETS 2019)**

**74.** Who is the intended audience for the announcement?

- (A) Cooks
- (B) Customers
- (C) Waiters
- (D) Hosts

**75.** Which menu item does the speaker mention?

- (A) A soup
- (B) A salad
- (C) A main course
- (D) A dessert

**76.** What does the speaker ask Mark to do?

- (A) Sort through some food items.
- (B) Apologize to a customer
- (C) Stay for later shift
- (D) Clean some dishes

### **3.3. Broadcasts & News reports**

#### **3.3.1. Broadcasts**

#### **TEST 4 (ETS 2019)**

**86.** What event took place last weekend?

- (A) An art exhibit
- (B) An opening ceremony
- (C) An outdoor concert
- (D) An awards dinner

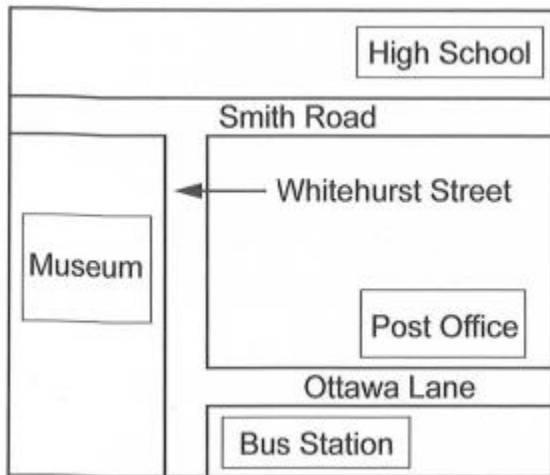
**87.** Why is the city raising money?

- (A) To build a park
- (B) To improve roads
- (C) To open a museum
- (D) To create a monument

**88.** Why was the event rescheduled?

- (A) Ticket sales were low.
- (B) A location was unavailable.
- (C) A celebrity guest canceled.
- (D) The weather was bad.

**TEST 5 (ETS 2019)**



**95.** Who gave a press conference today?

- (A) A civil engineer
- (B) A local student
- (C) The city mayor
- (D) The company president

**96.** Look at the graphic. Which building will be affected by the first road closure?

- (A) The high school
- (B) The post office
- (C) The bus station
- (D) The museum

**97.** What information does the speaker say can be found on a Web site?

- (A) The location of a bus stop.
- (B) The schedule for a construction project
- (C) Information about job openings
- (D) Steps for filling a complaint

**TEST 6 (ETS 2019)**

**83.** What is the main topic of the broadcast?

- (A) Eating habits
- (B) Stress management
- (C) Exercise routines
- (D) Sleep issues

**84.** Why does the speaker say, “That’s not a lot of time”?

- (A) To express concern about the deadline
- (B) To complain that a broadcast is too short
- (C) To emphasize the benefit of a program
- (D) To compliment some coworkers

**85.** According to the speaker, what should the listeners do first?

- (A) Ask a friend for help
- (B) Make a list of goals
- (C) Create a timeline
- (D) Purchase a handbook

**TEST 8 (ETS 2019)**

**92.** What type of business is the broadcast about?

- (A) An energy company
- (B) A real estate firm
- (C) A travel agency
- (D) A film studio

**93.** What will the business offer every Saturday?

- (A) Trip discounts
- (B) Free consultations
- (C) Training sessions
- (D) Facility tours

**94.** According to the speaker, what can the listeners do at a library?

- (A) Register for an event
- (B) Pick up a map
- (C) Hear a talk
- (D) Board a shuttle bus



**TEST 10 (ETS 2019)**

**80.** What type of event is taking place this evening?

- (A) A holiday parade
- (B) An art fair
- (C) A music concert
- (D) A sports competition

**81.** What does the speaker advise the listeners to do?

- (A) Save their tickets
- (B) Take public transportation
- (C) Bring a camera
- (D) Arrive early

**82.** What will the listeners hear next?

- (A) A celebrity speech
- (B) A weather report
- (C) A new song
- (D) A business update

### 3.3.2. News reports

#### TEST 4 (ETS 2019)

**77.** What type of business is Kendris?

- (A) A new car dealership
- (B) An auto parts manufacturer
- (C) An electronics importer
- (D) A local marketing firm

**78.** According to the speaker, what is special about a new product?

- (A) It is the least expensive on the market.
- (B) It is endorsed by a celebrity
- (C) It can be customized.
- (D) It is made to last longer than others.

**79.** According to the speaker, what will take place in August?

- (A) An industry trade show
- (B) A company merger
- (C) A radio interview
- (D) A sporting event

#### TEST 6 (ETS 2019)

**80.** What does GS Incorporated manufacture?

- (A) Commercial vehicles
- (B) Cleaning supplies
- (C) Fashion accessories
- (D) Electronic devices

**81.** What has GS Incorporated recently started to do?

- (A) Use environmentally friendly packaging
- (B) Sell some products internationally
- (C) Collaborate with another company
- (D) Donate to charitable organizations

**82.** What will the listeners hear after the commercial break?

- (A) A song
- (B) A weather forecast
- (C) An interview
- (D) A traffic update

**TEST 7 (ETS 2019)**

**71.** What is the news report mainly about?

- (A) A museum exhibit
- (B) A holiday parade
- (C) A building renovation
- (D) A sports competition

**72.** Who is Byron Lang?

- (A) A travel agent
- (B) An architect
- (C) A city official
- (D) An athlete

**73.** What does the speaker say will be provided next year?

- (A) Extra parking
- (B) Weekend tours
- (C) Souvenirs
- (D) Job opportunities

**TEST 9 (ETS 2019)**

**80.** What is the news report mainly about?

- (A) A tourism initiative
- (B) Plans for a city property
- (C) The results of an election
- (D) The price of housing

**81.** According to the speaker, why has the local population increased?

- (A) A university has been built.
- (B) Public transportation has improved.
- (C) More jobs are available.
- (D) Some historical sites have opened.

**82.** What does the speaker mean when he says, “they had the highest attendance than ever”?

- (A) He has been a reporter for many years.
- (B) Future meetings will need to be held somewhere else.
- (C) Residents are very interested in a topic.
- (D) The city hall has finally been renovated.

### **3.4. Extracts from meetings, Introductions, Talks & speeches**

#### **3.4.1. Extracts from meetings**

##### **TEST 4 (ETS 2019)**

**71.** What does the speaker announce?

- (A) A company merger
- (B) A schedule change
- (C) A revised travel policy
- (D) A new contract

**72.** According to the speaker, what has Skycloud Aviation requested?

- (A) Extra luggage space
- (B) In-flight entertainment
- (C) Movable seats
- (D) Wireless Internet technology

**73.** What are listeners asked to do?

- (A) Update their calendars
- (B) Discuss a project plan
- (C) Submit expense reports
- (D) Contact some clients

##### **TEST 5 (ETS 2019)**

**74.** Where is the talk most likely taking place?

- (A) At a software development company
- (B) At a medical office
- (C) At a moving company
- (D) At a training institute

**75.** What will happen on October tenth?

- (A) A new manager will join the team
- (B) A staff member will be out of the office
- (C) A business will move to a new location
- (D) A new computer system will be put in place.

**76.** What will the listeners do next?

- (A) Schedule appointments
- (B) View a product demonstration
- (C) Have a discussion
- (D) Relocate some files.

**TEST 5 (ETS 2019)**

**83.** What is the speaker mainly discussing?

- (A) A revised work schedule
- (B) New fitness equipment
- (C) Opportunities for promotion
- (D) Free exercise classes

**84.** What are the listeners asked to do?

- (A) Read about some products?
- (B) Submit hours of availability
- (C) Contact a supplier
- (D) Fill out an application

**85.** According to the speaker, what will occur next week?

- (A) A holiday sale
- (B) A store opening
- (C) A training session
- (D) A trade show

**TEST 6 (ETS 2019)**

**71.** Who most likely is the speaker?

- (A) A software developer
- (B) A magazine editor
- (C) A hotel manager
- (D) A travel agent

**72.** What is the talk mainly about?

- (A) A travel itinerary
- (B) A corporate merger
- (C) Computer upgrades
- (D) Work assignments

**73.** What does the speaker want the listeners to do tomorrow morning?

- (A) Write some reports
- (B) Buy airline tickets
- (C) Fill out some time sheets
- (D) Visit some local attractions

**TEST 6 (ETS 2019)**

**77.** What does the speaker thank the listeners for?

- (A) Making donations
- (B) Packing some boxes
- (C) Looking for some missing files
- (D) Providing some suggestions

**78.** What is the speaker looking forward to?

- (A) A sports activity
- (B) A special performance
- (C) A dinner
- (D) A holiday

**79.** What will happen this afternoon?

- (A) A client will visit.
- (B) An office will close early
- (C) A construction project will end
- (D) A contract will be signed.

**TEST 6 (ETS 2019)**

**89.** Why does the speaker say, “most of our sales team is new”?

- (A) To make a complaint
- (B) To decline a request
- (C) To extend an invitation
- (D) To give an explanation

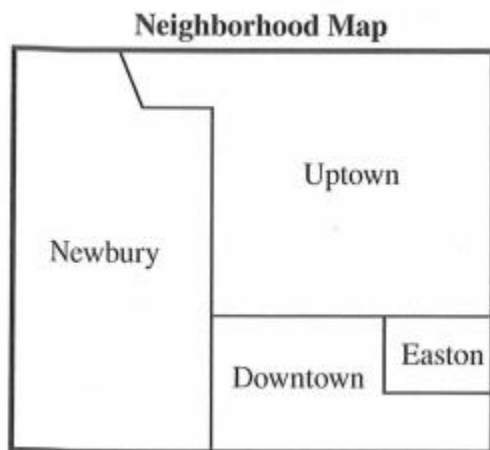
**90.** What does the speaker show the listeners?

- (A) A company vacation policy
- (B) A sample timesheet
- (C) A list of organizations
- (D) A flow chart

**91.** What are the listeners expected to do by Friday?

- (A) Look at Internet sites
- (B) Obtain an identification badge
- (C) Provide an estimate
- (D) Respond to some questions

**TEST 6 (ETS 2019)**



**95.** What type of business does the speaker own?

- (A) A taxi service
- (B) A local grocery store
- (C) A chain of restaurants
- (D) A flower shop

**96.** Look at the graphic. In which neighborhood does the speaker want to offer a new service?

- (A) Newbury
- (B) Uptown
- (C) Downtown
- (D) Easton

**97.** What does the speaker want to discuss next?

- (A) Advertising strategies
- (B) Hiring procedures
- (C) An updated vacation policy
- (D) A renovation project

**TEST 7 (ETS 2019)**

**83.** What has the company decided to do?

- (A) Launch a Website
- (B) Create a new type of beverage
- (C) Sell products in vending machines
- (D) Advertise in sports magazines

**84.** What did a survey indicate about customers?

- (A) They prefer natural ingredients.
- (B) They make online purchases.
- (C) They like celebrity promotions
- (D) They want lower prices.

**85.** What are the listeners asked to do?

- (A) Try a sample
- (B) Review a proposal
- (C) Submit suggestions
- (D) Contact some customers

**TEST 7 (ETS 2019)**

**92.** What industry does the speaker work in?

- (A) Electronics
- (B) Finance
- (C) Marketing
- (D) Tourism

**93.** How does the speaker say she stays informed about current trends?

- (A) She follows social networking sites.
- (B) She analyzes consumer reviews.
- (C) She reads industry journals.
- (D) She interviews movie stars.

**94.** What does the speaker suggest changing?

- (A) Where to open a new office
- (B) When to sell certain products
- (C) How to arrange a display
- (D) What brands to carry



### 3.4.2. Introductions

#### TEST 4 (ETS 2019)

**80.** What is available at the back of the room?

- (A) A list of material
- (B) Refreshments
- (C) Protective clothing
- (D) Name tags

**81.** What does the speaker imply when he says, “Space is limited”?

- (A) A class will meet in a bigger room.
- (B) A building will be renovated.
- (C) A mistake should be addressed.
- (D) A decision should be made soon.

**82.** What will the listeners do next?

- (A) Pay a materials fee
- (B) Watch a demonstration
- (C) View sample artwork
- (D) Meet a famous artist

#### TEST 4 (ETS 2019)

**83.** What industry does Janet Colthrup work in?

- (A) Event planning
- (B) Accounting
- (C) Tourism
- (D) Interior design

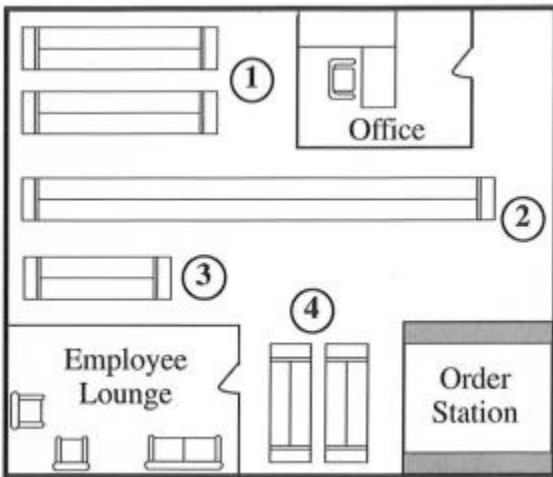
**84.** What will Janet Colthrup discuss?

- (A) Tips for starting a business
- (B) Strategies for international trade
- (C) Modern home-decorating styles
- (D) Effective speech-writing techniques

**85.** What does the speaker request that listeners do?

- (A) Take a handout before they leave
- (B) Submit their questions in writing
- (C) Move to the empty seats in the front
- (D) Split into small discussion groups

**TEST 4 (ETS 2019)**



**98.** Why is a change being made?

- (A) To improve efficiency
- (B) To follow a safety procedure
- (C) To make some repairs
- (D) To prepare for new hires

**99.** Look at the graphic. Where are the new shelves located?

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

**100.** What does the speaker say listeners can find in the office?

- (A) Some work badges
- (B) Some equipment manuals
- (C) A sign-up sheet
- (D) An employee handbook

## TEST 5 (ETS 2019)

**77.** What event is being discussed?

- (A) A city tour
- (B) A hotel renovation
- (C) A company anniversary
- (D) A professional conference

**78.** What are listeners reminded to do?

- (A) Sign up early
- (B) Bring a camera
- (C) Check identification
- (D) Read a manual

**79.** What can listeners do in the afternoon?

- (A) Attend presentations
- (B) Watch a video
- (C) Meet city officials
- (D) Visit museums

**89.** Where do the listeners most likely work?

- (A) At a clothing factory
- (B) At an electronics shop
- (C) At an art museum
- (D) At a shoe store

**90.** Who is Jacqueline Porter?

- (A) A store clerk
- (B) A corporate trainer
- (C) A clothing designer
- (D) An advertising executive

**91.** What does the speaker remind listeners to do?

- (A) Turn off mobile phones
- (B) Sign a receipt
- (C) Complete a survey
- (D) Put up a display

**TEST 5 (ETS 2019)**

Tuesday Schedule		
9:00	Board meeting	Room 223
9:30	Marketing meeting	Auditorium
9:30	Product development videoconference	Room 407
11:00	All-staff meeting	Cafeteria

**92.** What happened last night?

- (A) Some servers were delivered.
- (B) The electricity went out.
- (C) A Web site was launched.
- (D) Some keys were lost.

**93.** Look at the graphic. Which room will the speaker go to next?

- (A) Room 223
- (B) Auditorium
- (C) Room 407
- (D) Cafeteria

**94.** According to the speaker, what will Li Wei do?

- (A) Lead a repair crew
- (B) Test out some products
- (C) Install some software
- (D) Answer a telephone

**TEST 6 (ETS 2019)**

**86.** What will happen at the Newport Museum on Saturday?

- (A) A parking area will be unavailable.
- (B) An award will be presented.
- (C) A gift shop will give discounts.
- (D) An interactive exhibit will open.

**87.** What does the speaker say about some Newport University students?

- (A) They raised money for some equipment.
- (B) They published a research paper.
- (C) They will give demonstrations at the museum.
- (D) They should submit job applications to the museum.

**88.** According to the speaker, what should the listeners do in advance?

- (A) Read about robots
- (B) Download a mobile app
- (C) Register for a class
- (D) Buy tickets

**TEST 7 (ETS 2019)**

**80.** What type of business created the tutorial?

- (A) A post office
- (B) A community college
- (C) An electronics company
- (D) A paper goods manufacturer

**81.** According to the speaker, what should the listeners print out?

- (A) A shipping label
- (B) A manual
- (C) An invoice
- (D) Installation directions

**82.** What does the speaker offer to the listeners?

- (A) A warranty
- (B) A discount
- (C) Free accessories
- (D) Express delivery

**TEST 8 (ETS 2019)**

**83.** What is Soonja Lee's profession?

- (A) Doctor
- (B) Chef
- (C) Farmer
- (D) Teacher

**84.** According to the speaker, what does Soonja Lee emphasize?

- (A) Eating healthy foods
- (B) Practicing cooking skills
- (C) Shopping locally
- (D) Taking courses

**85.** Why should the listeners stay after the speech?

- (A) To ask questions
- (B) To enter a contest
- (C) To see a demonstration
- (D) To buy a book

### 3.4.3. Talks & speeches

#### TEST 7 (ETS 2019)

**77.** Why has the speaker arranged the meeting?

- (A) To go over sales data
- (B) To distribute client information
- (C) To give a demonstration
- (D) To assign special projects

**78.** What should the listeners assure clients about?

- (A) Orders will be processed on time.
- (B) Contracts will be mailed.
- (C) Discounts will be applied.
- (D) Factory tours will be available.

**79.** What does the speaker imply when she says, “I had to read through the manual twice”?

- (A) A company policy is surprising.
- (B) A publication may contain some errors.
- (C) A manual was updated.
- (D) A software program may be difficult to learn.

#### TEST 8 (ETS 2019)

**89.** Where does the speaker most likely work?

- (A) At a construction site
- (B) At a manufacturing plant
- (C) At a landscaping company
- (D) At a public transportation office

**90.** What are the listeners instructed to wear?

- (A) Helmets
- (B) Uniforms
- (C) Safety glasses
- (D) Ear protection

**91.** According to the speaker, what will the listeners do at ten o'clock?

- (A) Have a meal
- (B) Conduct an inspection
- (C) Attend a workshop
- (D) Meet a supervisor

**TEST 9 (ETS 2019)**

**77.** Where most likely are the listeners?

- (A) At a board meeting
- (B) At an airport
- (C) At a television studio
- (D) At a convention

**78.** What does the speaker mean when she says, “this will be your last stop”?

- (A) The listeners will want to buy a product.
- (B) An event is ending soon.
- (C) An itinerary has changed.
- (D) A company will no longer sell an item.

**79.** According to the speaker, what is unique about a product?

- (A) The size
- (B) The price
- (C) The weight
- (D) The color

**TEST 10 (ETS 2019)**

**86.** Who most likely is the speaker?

- (A) A health inspector
- (B) A store supervisor
- (C) A maintenance worker
- (D) An interior decorator

**87.** What does the speaker ask the listeners to do?

- (A) Send accurate time sheets
- (B) Save important documents
- (C) Recommend a job candidate
- (D) Keep an area neat

**88.** What does the speaker imply when he says, “the store’s opening in a few minutes”?

- (A) Customers should be patient.
- (B) Employees should work quickly.
- (C) A schedule was changed.
- (D) A meeting is ending.



**TEST 10 (ETS 2019)**

**92.** What event is taking place?

- (A) A product launch
- (B) A going-away party
- (C) An awards ceremony
- (D) An anniversary celebration

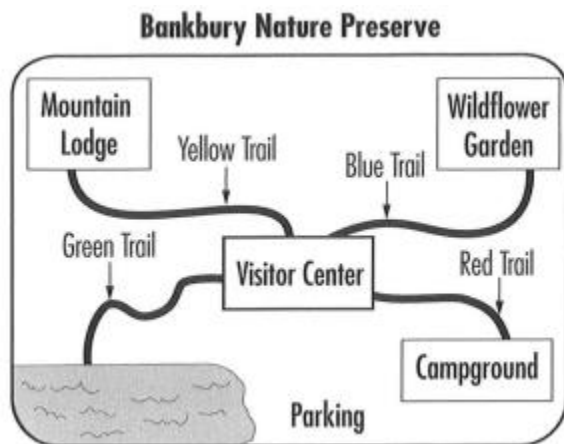
**93.** Why does the speaker say, “sales of our new cosmetics line increased by ten percent”?

- (A) To request additional staff
- (B) To express disappointment
- (C) To recognize an accomplishment
- (D) To describe a new advertising strategy

**94.** According to the speaker, what is Alina going to do?

- (A) Transfer to another location
  - (B) Buy a house
  - (C) Start a new business
  - (D) Write a book
-

**TEST 10 (ETS 2019)**



**98.** Look at the graphic. Which trail does the speaker recommend?

- (A) Yellow
- (B) Blue
- (C) Red
- (D) Green

**99.** According to the speaker, what will happen at 3:00 p.m.?

- (A) The bus will leave the parking area.
- (B) Some team events will begin.
- (C) A photograph will be taken.
- (D) A park ranger will give a lecture.

**100.** What does the speaker say he will do next?

- (A) Lead a hike
- (B) Meet with the company director
- (C) Distribute some beverages
- (D) Go to the visitor center

### 3.5. Telephone messages

#### TEST 4 (ETS 2019)

**74.** Why is the speaker calling?

- (A) To schedule a meeting
- (B) To ask for an e-mail address
- (C) To provide an invoice number
- (D) To review employee training plans

**75.** What does the speaker mean when she says, “there’s a team meeting this afternoon”?

- (A) She will be late to another meeting.
- (B) Materials need to be prepared.
- (C) A staff member is busy.
- (D) A project has already been completed.

**76.** What will the speaker do tomorrow?

- (A) Meet with Mariko
- (B) Attend a party for Angelo
- (C) Finish a proposal
- (D) Print a set of documents.

#### TEST 5 (ETS 2019)

**71.** Where does the woman work?

- (A) At a furniture store
- (B) At a bank
- (C) At a law office
- (D) At a construction company

**72.** What problem does the woman mention?

- (A) A machine is broken.
- (B) A contract has not been signed.
- (C) A price list is incorrect.
- (D) An item is out of stock.

**73.** Why does the woman ask the man to call her back?

- (A) To verify his credit card number
- (B) To confirm a color choices
- (C) To provide his e-mail address
- (D) To get directions to a building site

**TEST 5 (ETS 2019)**

**80.** What is the speaker planning?

- (A) A fund-raising party
- (B) A welcome reception
- (C) An award ceremony
- (D) An annual picnic

**81.** What does the speaker imply when she says, “35 people have accepted the invitation”?

- (A) She thinks changing a date would be difficult.
- (B) She forgot to notify some people about an event.
- (C) The current venue is too small.
- (D) A ticket price is too high.

**82.** What does the speaker ask the listener to do?

- (A) Update a database
- (B) Prepare some name tags
- (C) Help select a speaker
- (D) Make some phone calls

**TEST 5 (ETS 2019)**

**86.** What does the speaker want to talk about?

- (A) Working on a different project
- (B) Modifying an agenda
- (C) Moving to a new office space
- (D) Arranging a client visit

**87.** Why does the speaker say, “you are right next to the break room”?

- (A) To suggest that a location is undesirable
- (B) To propose taking a break
- (C) To turn down a colleague’s invitation
- (D) To ask about a convenient place to meet

**88.** What does the speaker say will take place on Monday?

- (A) A sales presentation
- (B) A department orientation
- (C) A facility tour
- (D) A computer installation

**TEST 6 (ETS 2019)**

**74.** What kind of team does the speaker coach?

- (A) Tennis
- (B) Basketball
- (C) Volleyball
- (D) Badminton

**75.** What does the speaker say about his players?

- (A) They practice everyday.
- (B) They will play in a competition.
- (C) Most of them live far away.
- (D) Many of them have jobs.

**76.** Why does the speaker say, “You’ve got the courts reserved from five to six”?

- (A) To confirm an appointment
- (B) To express surprise
- (C) To request a change
- (D) To congratulate a colleague

**TEST 6 (ETS 2019)**

**92.** Why is the speaker calling?

- (A) To set up an interview
- (B) To finalize travel arrangements
- (C) To offer employment
- (D) To discuss an upcoming workshop

**93.** What does the speaker say the listener will be required to do?

- (A) Apply for a passport
- (B) Revise a document
- (C) Provide letters of recommendation
- (D) Move to another city

**94.** What does the speaker say will happen next week?

- (A) His company will be closed.
- (B) A holiday party will be held.
- (C) Registration will begin.
- (D) Some prices will be lowered.

**TEST 6 (ETS 2019)**

Interview Schedule for May 16	
Time	Candidate
10:00 A.M.	Bob Heilig
11:00 A.M.	Jihoon Lee
12:00 Noon	Susan Petersen
1:00 P.M.	Maya Gomez

**98.** Why is the speaker unable to participate in one of the interviews?

- (A) She is leaving for a business trip.
- (B) She has a medical appointment.
- (C) She is stuck in traffic.
- (D) She has to finish an urgent assignment.

**99.** Look at the graphic. Who is the listener asked to interview?

- (A) Bob Heilig
- (B) Jihoon Lee
- (C) Susan Peterson
- (D) Maya Gomez

**100.** What does the speaker say she will do?

- (A) Set up a training schedule
- (B) Organize a teleconference
- (C) Revise a job description
- (D) E-mail some materials

**TEST 7 (ETS 2019)**

**86.** What type of business does the speaker work in?

- (A) Automobile sales
- (B) Interior design
- (C) Food distribution
- (D) Paper manufacturing

**87.** According to the survey results, what do customers like about the speaker's company?

- (A) The quality of its products
- (B) The location of its branches
- (C) Its dedication to customer satisfaction
- (D) Its innovative advertisements

**88.** What does the speaker imply when he says, "You're familiar with Fox International Deliveries, aren't you?"

- (A) He wants to change service providers.
  - (B) He wants the listener to give a presentation.
  - (C) He wants to promote the listener to a new role
  - (D) He wants to merge with another company.
-

**89.** What is the speaker shopping for?

- (A) Groceries
- (B) Kitchen appliances
- (C) Sporting goods
- (D) Computer accessories

**90.** What does the speaker mean when he says, “It’s pretty far from here”?

- (A) He is unable to complete a task today.
- (B) He will need to borrow a car.
- (C) He may be late for an appointment.
- (D) He needs driving directions.

**91.** What does the speaker ask the listener to do?

- (A) Print a document
  - (B) Address some letters
  - (C) Arrange an interview
  - (D) Process a refund
-



	Mon.	Tues.	Wed.	Thurs.
8:00	Planning meeting			
9:00		Work on budget report	Leadership training	Finish budget report
10:00	Presentation		Directors' strategy meeting	
1:00		Team meeting		

**98.** What is the speaker concerned about?

- (A) A short timeline
- (B) An advertising campaign
- (C) Technical issues
- (D) Inexperienced staff

**99.** Look at the graphic. When does the speaker suggest meeting?

- (A) On Monday
- (B) On Tuesday
- (C) On Wednesday
- (D) On Thursday

**100.** What does the speaker ask the listener to do?

- (A) Finalize a construction schedule
- (B) Review a budget
- (C) Create a meeting agenda
- (D) Call a potential client

**TEST 8 (ETS 2019)**

**71.** What type of product is the speaker mainly discussing?

- (A) Refrigerators
- (B) Laptops
- (C) Swimsuits
- (D) Teas

**72.** Why is the speaker pleased?

- (A) Packaging has been improved.
- (B) A deadline has been extended.
- (C) Sales have increased.
- (D) A budget was approved.

**73.** What would the speaker like to do?

- (A) Give the sales team a bonus
- (B) Purchase new equipment
- (C) Survey some consumers
- (D) Enter into a long-term contract.

**TEST 8 (ETS 2019)**

**80.** Where will the speaker go next Tuesday?

- (A) To a store
- (B) To a factory
- (C) To a hotel
- (D) To an airport

**81.** Why will the speaker bring his laptop?

- (A) To try out some new software
- (B) To fix a technical problem
- (C) To conduct a video conference
- (D) To check competitors' prices

**82.** What does the speaker mean when he says, "I don't think the traffic will be that bad"?

- (A) He plans to drive
- (B) He expects to arrive early.
- (C) He does not need a map.
- (D) He wants to postpone the departure time.

**TEST 8 (ETS 2019)**



Departs	Day	Price
9:00 A.M.	Thursday, June 16	\$280
6:00 P.M.	Friday, June 17	\$375
8:00 A.M.	Saturday, June 18	\$310
3:00 P.M.	Sunday, June 19	\$345

**95.** Why does the speaker have to delay a trip?

- (A) She has to renew her passport.
- (B) She wants to avoid bad weather.
- (C) She has to attend a work event.
- (D) She wants to get a cheaper ticket.

**96.** Look at the graphic. How much will the speaker pay for a flight?

- (A) \$280
- (B) \$375
- (C) \$310
- (D) \$345

**97.** What does the speaker ask the listener to do?

- (A) Check a schedule
- (B) Recommend a hotel
- (C) Send some documents
- (D) Rent a car

### 3.6. Tours

#### TEST 4 (ETS 2019)

**89.** Why has the tour bus stopped?

- (A) To let the passengers out for shopping
- (B) To purchase fuel
- (C) To allow the guide to point out a view
- (D) To pay a toll

**90.** According to the speaker, why is Fremont historically important?

- (A) It used to be a center of trade.
- (B) It is the oldest town along the river.
- (C) An important battle took place there.
- (D) A famous author was born there.

**91.** What will the tour group do next?

- (A) Watch a documentary
- (B) Take a group picture
- (C) Board a boat
- (D) Have lunch

#### TEST 8 (ETS 2019)

**74.** What does the speaker say are available by the door?

- (A) Flowers
- (B) Coupons
- (C) Umbrellas
- (D) Guidebooks

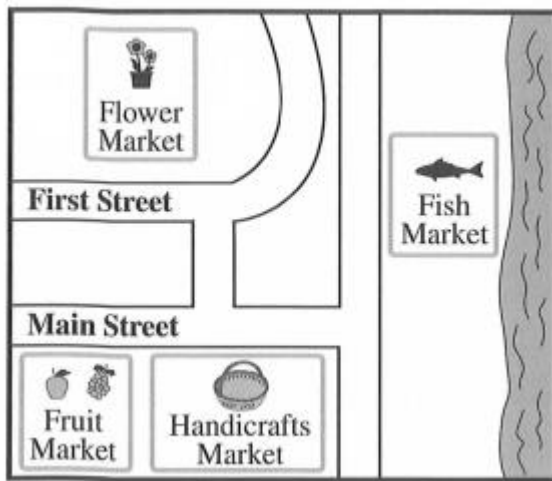
**75.** Why will the listeners visit a sculpture garden first?

- (A) It is nearby.
- (B) It closes soon.
- (C) It is hosting an activity.
- (D) It is a popular attraction.

**76.** Why does the speaker say, “I’ll be eating at the Spruce Road café”?

- (A) To make a recommendation
- (B) To volunteer for a task
- (C) To ask for directions
- (D) To explain a delay

**TEST 9 (ETS 2019)**



**95.** Look at the graphic. Which market is closed today?

- (A) The flower market
- (B) The fish market
- (C) The handicrafts market
- (D) The fruit market

**96.** What will the listeners do this afternoon?

- (A) Meet a city official
- (B) Visit a museum
- (C) Attend a concert
- (D) Take a boat ride

**97.** What does the speaker recommend that the listeners do next?

- (A) Put on their name tags
- (B) Take out their cameras
- (C) Apply sunscreen
- (D) Buy a bottle of water

**TEST 10 (ETS)**

**89.** Who is Martina Santos?

- (A) A reporter
- (B) An architect
- (C) An artist
- (D) A gardener

**90.** According to the speaker, what is Martina Santos' source of inspiration?

- (A) Travel
- (B) Nature
- (C) History
- (D) Music

**91.** What does the speaker say the listeners can receive at the front desk?

- (A) Some tickets
- (B) Some headphones
- (C) A receipt
- (D) A postcard

