

ABC TOEIC

Listening Comprehension

Lee Soo-yong



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH

NTV

Công ty TNHH
Nhân Trí Việt

Preface

about our book

Well begun is half done.

ABC TOEIC Listening Comprehension and ABC TOEIC Reading Comprehension have been written for beginners whose ultimate aim is to take the TOEIC test.

Before you start using this set of books, I would like to remind you that TOEIC is not the kind of general English you have so far been familiar with. Most TOEIC-related materials have special features in terms of their question format and business-oriented contexts. You should, therefore, familiarize yourself with the structure of the TOEIC test and some basic strategies to be able to achieve your goal.

ABC TOEIC Listening Comprehension has carefully been designed to meet your demand. Firstly, all the chapters have been arranged based on the current structure of the TOEIC test. Secondly, the most common questions coupled with vocabulary and structures that are essentially useful are presented in detail. Finally, practical test-taking strategies plus a wide range of practice activities in the book will certainly provide you with fundamental input into your actual test.

ABC TOEIC Listening Comprehension can be used in class with the assistance of an instructor or for self-study.

Hopefully, you will find this book truly practical and helpful. As the saying goes "Well begun is half done," you are actually having a good beginning with the assistance of this series. Do believe that you will achieve your expected goal soon.

Last but not least, I would like to express my sincere thanks to Darakwon Publisher and Chief Editor Lee Dong Ho. My special appreciation also goes to Manager Ho Yoon Young and Ms. Na Re, whose endless effort put into editing helped bringing about this book as it is now.

Lee Soo-yong

About the book

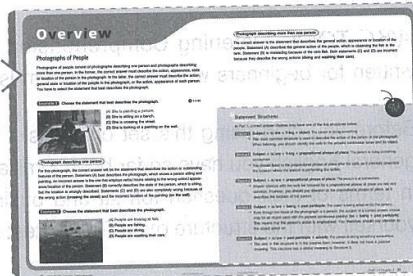
PART 1 Photograph Descriptions

Overview

This section briefly introduces the main features of Part 1 of the TOEIC test, and two illustrative examples are shown.

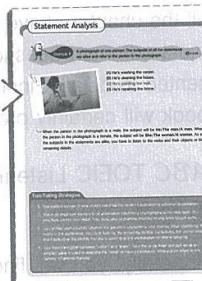
Statement Structures

Possible structures commonly used in descriptions are introduced to enhance your ability of choosing correct answers.



Statement Analysis

Typical photographs and statements together with test-taking strategies to choose the correct answers in Part 1 are clearly presented to facilitate your listening to this part.



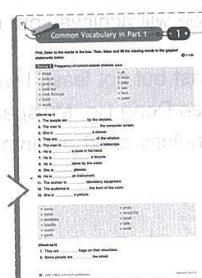
Practice

This section helps you practice listening to typical correct answers in Part 1, and you can simultaneously consolidate what you have just learned in the previous sections.



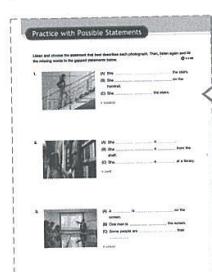
Common Vocabulary in Part 1

In this section, you will be given lists of common vocabulary to listen to their pronunciation. Then, you will listen to the recording to complete the gapped statements in the check-up exercises to increase your stock of vocabulary that is essential for doing Part 1 of the TOEIC test.



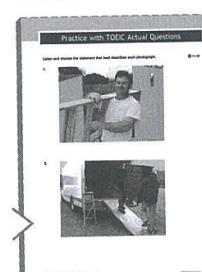
Practice with Possible Statements

In this section, twelve photographs together with gapped statements are given for you to practice possible statements you may hear in the actual test.



Practice with TOEIC Actual Questions

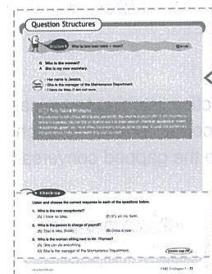
You will have an opportunity to experience an actual test via ten photographs to enhance your test-taking ability.



PART 2 Questions & Responses

Overview

This section briefly introduces the main features of Part 2 of the TOEIC test, and illustrative examples are shown.

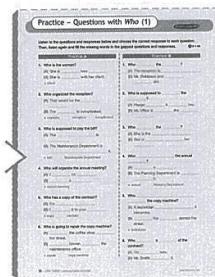
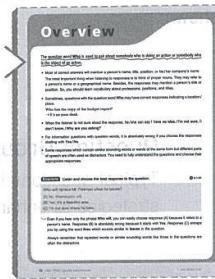


Question Structures

Typical question structures are shown, and useful test-taking strategies to choose the correct responses are presented.

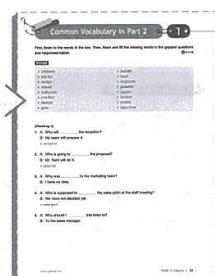
Practice

This section aims at helping you to practice listening to typical questions and responses and choosing the best response to each question. Then, you will listen again and complete the gapped questions and responses for remembering what you have just learned.



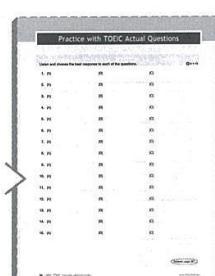
Common Vocabulary in Part 2

Lists of common vocabulary are given for you to listen to their pronunciation. Then, you will listen to the recording to complete the gapped sentences and questions in the check-up exercises to see how the vocabulary items are used in context.



Practice with Possible Questions

In this section, you are given ten questions with two responses to each question. Doing this, you can practice and consolidate what you have learned in the previous sections and familiarize yourself with possible questions in Part 2 of the TOEIC test.



Practice with TOEIC Actual Questions

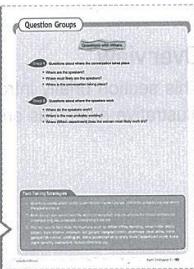
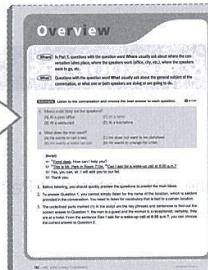
In the last section, you will have an opportunity to experience an actual test via fifteen questions with three responses to each question to enhance your test-taking ability.

PART 3 Short Conversations

PART 4 Short Talks

Overview

This section briefly introduces the main features of Parts 3 and 4 of the TOEIC test, and an illustrative example is shown.



Question Groups

Typical questions in these parts are shown in groups plus useful test-taking strategies to enhance your ability to choose the correct answers.

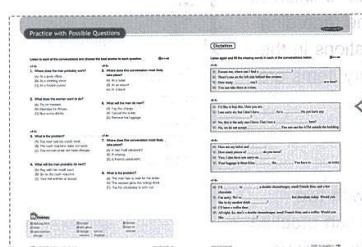
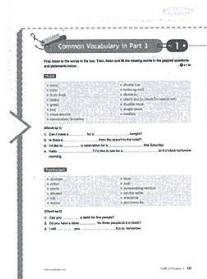


Practice

Similar to the previous parts, this section aims at helping you practice listening to typical questions and reading possible answer choices to choose the correct answer to each question. Then, you will have chance to listen again and complete the gapped conversations or talks for remembering what you have just learned.

Common Vocabulary in Parts 3 and 4

Lists of common vocabulary are given for you to listen to their pronunciation. Then, you will listen to the recording to complete the gapped sentences and questions in the check-up exercises to see how the vocabulary items are used in context.



Practice with Possible Questions

In this section, you will hear four conversations or talks. Each of which has two questions with three answer choices to each question. Doing this, you can practice and consolidate what you have learned in the previous sections and familiarize yourself with possible questions in Parts 3 and 4 of the TOEIC test.

Dictation

Especially, in these parts, the dictation section will help you figure out the complete conversations or talks you have just practiced.



Practice with TOEIC Actual Questions

In the last section, you will have an opportunity to experience an actual test via five conversations or talks. Each of these is followed by three questions and four answer choices to each question to help you enhance your test-taking ability.

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About TOEIC

What is TOEIC?

TOEIC stands for Test of English for International Communication. It is a standardized test which provides an accurate measurement of the English capabilities of non-native speakers and allows employers to make hiring decisions, promotions, or transfers depending on job seekers' qualifications and English proficiency. It also enables universities to better prepare their students for the international workplace.

A TOEIC Test Format

Section	Task		Number of Questions	Time	Maximum Score
Listening Comprehension	Part 1	Photograph Descriptions	10	45 minutes	495
	Part 2	Questions & Responses	30		
	Part 3	Short Conversations	30		
	Part 4	Short Talks	30		
Reading Comprehension	Part 5	Sentence Completion	40	75 minutes	495
	Part 6	Text Completion	12		
	Part 7	Single Passages	28		
		Double Passages	20		
Total	7 Parts		200	120 minutes	990

C TOEIC Score Range

The TOEIC test is not just one "pass" or "fail." TOEIC test scores are **deeper**.

Based on the number of questions answered correctly, there is no **absolute** pass or fail.

The number of correct answers in each section (Listening and Reading) is converted to a **scale score** from 0 to 990.

TOEIC test questions are based on a variety of real-world settings and situations.

Below are specific topic areas found in the TOEIC test:

1. Corporate Development: research, product development

2. Dining Out: business and informal lunches, banquet, reception

3. Entertainment: cinema, theater, music, art, exhibition, museum, media

4. Finance and Budgeting: banking, investment, tax, accounting

5. General Business: contract, negotiation, merger, marketing, sales, warranty, business planning, conference, labor relation

6. Health: medical insurance, visiting a doctor/dentist/clinic

7. Housing/Corporate Property: construction, specification, buying and renting, electric and gas services

8. Office: board meeting, committee, letter, telephone, fax, e-mail, office equipment

9. Personnel: recruiting, hiring, retiring, salary, promotion, job application

10. Purchasing: shopping, ordering, supplying, shipping, invoice

11. Travel: train, airplane, taxi, ferry, car rental

C TOEIC Score Range

The TOEIC test is not the kind of test that one "passes" or "fails". TOEIC test scores are determined by the number of questions answered correctly. There is no penalty for wrong answers. The number of correct answers on each section, Listening and Reading, is converted to a number on a scale of 5 to 495.

The score reports provide Listening and Reading scaled scores, and a Total scaled score. The Total scaled score is derived from adding the two section scores together. The maximum score on TOEIC is 990 points. Certificate of Achievement, which is an acknowledgement of a test taker's English proficiency, will then be given to the test taker. Not every job or task requires the same level of English proficiency. A minimum TOEIC score will be decided by each individual institution or organization.

D Registration

You can register for the TOEIC test online or in person at a test site in your country.

Contact IIG Vietnam for registration information:

Ho Chi Minh City Office

Lầu 8, Tòa nhà số 538, Đường Cách Mạng Tháng Tám, Phường 11, Quận 3,
Thành phố Hồ Chí Minh

Tel: (08) 3990 5888 Fax: (08) 3990 5999
E-mail: saigon@iigvietnam.com

Ha Noi Office

75, Đường Giang Văn Minh, Quận Ba Đình, Hà Nội
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hanoi@iigvietnam.com

Da Nang Office

268, Đường Trần Phú, Quận Hải Châu, Thành phố Đà Nẵng
Tel: (0511) 3565 888 Fax: (0511) 3565 154
E-mail: danang@iigvietnam.com

You may also register at:

<http://www.iigvietnam.com/VN/Home/Registerdirectly.aspx>

E Regulations

Candidates are not allowed to take any personal objects into the test room. All necessary stuff such as pencils, erasers, or draft paper is provided by the invigilators. A valid Identity Card (ID card/passport/driving licence) and the registration form must be shown when entering the test room.

F Preparations

Before taking the TOEIC test, there are several things you have to do to prepare for the actual test and improve your English proficiency.

1. Registration

Registration for the test must be done two weeks in advance. You must have an acceptable and valid ID with a signature and photograph and two passport-sized photographs.

2. Test practice

You should familiarize yourself with the test format and how to mark your answers on the answer sheet. More importantly, you should do plenty of practice by reading general English as well as business-oriented materials, watching TV and videos, listening to recordings, taking an English course, and speaking with friends or colleagues as regularly as possible. Actually, improvement in proficiency may take some time and is generally achieved through a combination of practice and study.

3. The night before the test

You should prepare comfortable clothes to save your time in the morning. Also, you have to go to bed early enough to get a good night's rest.

4. On the test day

You should have a light breakfast before leaving home. Importantly, you should get to the test center at least ten minutes early to check your test room and get ready for the test.

G Test Day Schedule

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The TOEIC test may take place either in the morning or in the afternoon, depending on each test site. Below is a possible procedure in the test room.

		Procedure
1 hour		All candidates enter the test room and attend the orientation session, e.g. going through check-in procedures, receiving test explanations, and preparing for test administration.
45 minutes		The test center supervisors will check each test taker's identification, and an answer sheet having the supervisors' signatures is given to each candidate.
45 minutes		Candidates have to write their registered number and the test code on their answer sheet. If there is something wrong with the test booklet, they have to inform the supervisors of this right away.
75 minutes		<p>Listening Test</p> <p>Part 1: 10 questions (Q1 – Q10) Part 2: 30 questions (Q11 – Q40) Part 3: 30 questions (Q41 – Q70) Part 4: 30 questions (Q71 – Q100)</p> <p>Total: 100 questions</p> <p>Reading Test</p> <p>Part 5: 40 questions (Q101 – Q140) Part 6: 12 questions (Q141 – Q152) Part 7: 48 questions (Q153 – Q200)</p> <p>Total: 100 questions</p>

● Your Study Plan

First of all, you should set a target that you will be able to finish this preparation book for TOEIC within 30 days. In case you cannot meet your target within this period of time due to some personal reasons, you must be determined to complete it in less than 45 days.

Then, in order to closely follow your study plan, you had better copy the table below into your notebook.

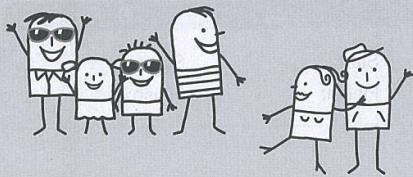
Lastly, remember to write down what you will actually study each day and adjust it as planned.

Day 1	Day 2	Day 3	Day 4	Day 5
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 6	Day 7	Day 8	Day 9	Day 10
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 11	Day 12	Day 13	Day 14	Day 15
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 16	Day 17	Day 18	Day 19	Day 20
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 21	Day 22	Day 23	Day 24	Day 25
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 26	Day 27	Day 28	Day 29	Day 30
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 31	Day 32	Day 33	Day 34	Day 35
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 36	Day 37	Day 38	Day 39	Day 40
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:
Day 41	Day 42	Day 43	Day 44	Day 45
Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:	Start: Finish:

PART 1

Photograph Descriptions

Part 1 of the TOEIC test consists of ten numbered photographs that are printed in your test booklet. For each photograph, you will hear four statements and you must choose only one statement that best describes what can be seen in the photograph. This part is comparatively easier than the others. If you keep practicing, you will be able to understand a lot of statements in Part 1, and you can, thus, form a foundation which may be useful for the other parts.



Chapter 1

Photographs of People

■ Overview

■ Statement Analysis

■ Practice

■ Common Vocabulary in Part 1 (1)

■ Practice with Possible Statements

■ Practice with TOEIC Actual Questions

Overview

Photographs of People

Photographs of people consist of photographs describing one person and photographs describing more than one person. In the former, the correct answer must describe the action, appearance, state, or location of the person in the photograph. In the latter, the correct answer must describe the action, general state, or location of the people in the photograph, or the action, appearance of each person. You have to select the statement that best describes the photograph.

Example 1 Choose the statement that best describes the photograph.

• 1-1-01



- (A) She is painting a picture.
- (B) She is sitting on a bench.
- (C) She is crossing the street.
- (D) She is looking at a painting on the wall.

Photograph describing one person

For this photograph, the correct answer will be the statement that describes the action or outstanding features of the person. Statement (A) best describes the photograph, which shows a person sitting and painting. An incorrect answer is the one that employs verbs/nouns relating to the wrong action/appearance/location of the person, or wrongly describes the surrounding objects. Statement (B) correctly describes the state of the person, which is sitting, but the location is wrongly described. Statements (C) and (D) are also completely wrong because of the wrong action (**crossing the street**) and the incorrect location of the painting (**on the wall**).

Example 2 Choose the statement that best describes the photograph.



- (A) People are looking at fish.
- (B) People are fishing.
- (C) People are diving.
- (D) People are washing their cars.

Photograph describing more than one person

The correct answer is the statement that describes the general action, appearance, or location of the people. Statement (A) describes the general action of the people, which is observing the fish in the tank. Statement (B) is misleading because of the verb **fish**. Both statements (C) and (D) are incorrect because they describe the wrong actions (**diving** and **washing their cars**).

so-n-n-0 d i g n p o t o r i q d l o s e e d h o s e b j a e d f o c t i n s m o t i z e s t i c o o r s b u s n e t i l



Statement Structures

In Part 1, correct answer choices may have one of the five structures below:

Structure 1 Subject + is/are + V-ing + object: The person is doing something.

- This most common structure is used to describe the action of the person in the photograph. When listening, you should identify the verb in the present continuous tense and its object.

Structure 2 Subject + is/are + V-ing + prepositional phrase of place: The person is doing something somewhere.

- You should listen to the prepositional phrase of place after the verb, as it precisely describes the location where the person is performing the action.

Structure 3 Subject + is/are + prepositional phrase of place: The person is at somewhere.

- Answer choices with the verb **be** followed by a prepositional phrase of place are not very common. However, you should pay attention to the prepositional phrase of place, as it describes the location of the person.

Structure 4 Subject + is/are + being + past participle: The object is being acted on (by the person).

- Even though the focus of the photograph is a person, the subject of a correct answer choice may be an object used with the present continuous passive (**be + being + past participle**). This means that the person's action is emphasized. You, therefore, should pay attention to the object acted on.

Structure 5 Subject + is/are + past participle + adverb: The person is doing something somewhere.

- The verb in this structure is in the passive form; however, it does not have a passive meaning. This structure has a similar meaning to Structure 2.

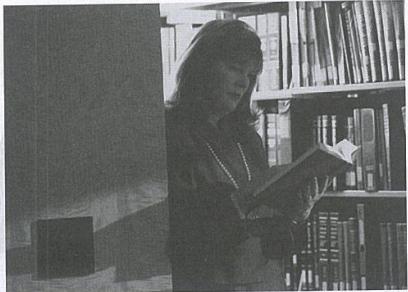
Overview

Check-up

Listen and choose the statement that best describes each photograph.

• 1-1-02

1.



- (A) She is reading a book.
(B) She is holding a map.

2.



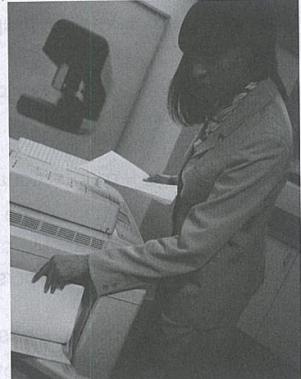
- (A) A man is taking a picture.
(B) A man is in an art gallery.

3.

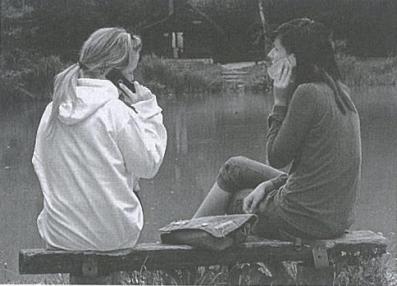


- (A) A public phone is being used.
(B) A woman is using her cell phone.

4.



- (A) The woman is filling out some papers.
(B) The woman is standing at a copier.

5. 
 (A) He's reading a book.
 (B) He's drawing a picture.
 (C) He's talking on the phone.
 (D) He's listening to music.

- (A) The women are looking at each other.
 (B) The women are seated side by side.

Answers and explanations

- (A) The correct answer to this question has the structure Subject + is + V-ing + object. The object in this photograph is book.
 hold map
- (B) The correct answer to this question has the structure Subject + is + prepositional phrase of place.
 take a picture art gallery
- (A) The correct answer to this question has the structure Subject + is + being + past participle (the present continuous passive).
 public phone cell phone
- (B) The correct answer to this question has the structure Subject + is + V-ing + prepositional phrase of place.
 fill out copier
- (B) The correct answer to this question has the structure Subject + are + past participle + adverb.
 each other seat side by side

Statement Analysis



Example 1

A photograph of one person: The subjects of all the statements are alike and refer to the person in the photograph.

• 1-1-03



- (A) He's washing the carpet.
- (B) He's cleaning the house.
- (C) He's painting the wall.
- (D) He's repairing the home.

→ When the person in the photograph is a male, the subject will be **He/The man/A man**. When the person in the photograph is a female, the subject will be **She/The woman/A woman**. As all the subjects in the statements are alike, you have to listen to the verbs and their objects or the remaining details.

Test-Taking Strategies

1. The correct answer choice should describe the person's outstanding action, appearance, state, or location.
2. The most important element in all statements describing photographs is the verb itself. You may hear certain new verbs. You, thus, should practice listening to and learn typical verbs.
3. You should also carefully observe the person's appearance and clothes. After identifying the verbs in the statements, you must listen to the remaining details. Sometimes, the correct statement describes the clothes he/she is wearing or the accessories he/she is bringing.
4. You must distinguish between "action" and "state". Take the verbs **wear** and **put on** as examples: **wear** is used to describe the "state" of having clothes on, while **put on** refers to the "action" of getting dressed.



Example 2

A photograph of one person: The subjects of the statements refer to either the person or the objects/scenes in the photograph.



- (A) Some books are stacked on the floor.
- (B) The man is reading a book.
- (C) All of the chairs are occupied.
- (D) Some people are sitting on a bench.

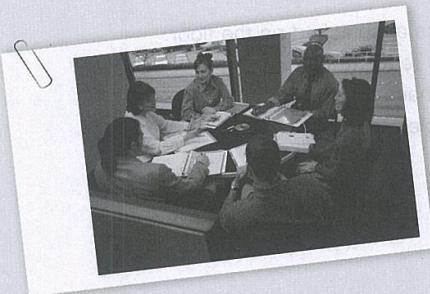
→ The subjects in the statements are different, which causes more difficulty for you. You have to carefully observe not only the person's action/state but also things around and even the background. In most cases, the correct answer choice is the one which describes the action/state of the person in the photograph. Therefore, if you are unsure, choose the statement whose subject is the person in the photograph.

5. Sometimes, the name of an object is not specifically stated but a general term is used instead. For example, the person in the photograph is playing the guitar or piano; the correct answer choice may use a musical instrument – the general term of guitar and piano. You should familiarize yourself with some other general terms such as tools, equipment, vehicles, fruits, etc.
6. You should not interpret. Just carefully look at the photograph and decide which of the statements best describes what you can see in the photograph.
7. You must also observe the things around the person. Sometimes, the main focus of the photograph is the person, but the correct answer choice may concentrate on the objects or scenes.
8. In the actual test, all the photographs are in black and white. Therefore, nearly all of the statements which mention colors will be incorrect answers.



Example 3

A photograph of more than one person: The subjects of all the statements are alike and refer to the people in the photograph.



- (A) They are getting up from their chairs.
- (B) They are enjoying some snacks.
- (C) They are sitting around the table.
- (D) They are arranging chairs.

When the photograph includes both males and females, the subject mentioned will be **They**. When there are only males, the subject will be **The men**. When there are only females, the subject will be **The women**. As the subjects of all the statements are alike, you have to listen to the verbs and their objects or the remaining details.

Test-Taking Strategies

1. You must observe the general action/state of the people in the photograph. Listen to not only the verbs but also the prepositional phrases of place.
2. Sometimes, you must also pay attention to the appearance or action of an outstanding individual in the group.
3. The correct answer choice generally describes what the people in the photograph are doing together, or what a focused person in the photograph is doing.



Example 4

A photograph of more than one person: The subjects of the statements refer to either the group of people or the objects/scenes in the photograph.



- (A) The intersection is full of cars.
- (B) The people are crossing the street.
- (C) They are walking into the building.
- (D) Lines are being painted on the road.

→ The correct answer choice may describe the general action/state of a group of people, or it may focus on an individual. When it refers to a group, the subject may be **They**, **The people**, **Some people**. When referring to an individual, the subject may be **A man/woman**, **One man/woman**. While listening, you must decide whether the subject and verb correspond to the people's action/state or not. You must also keep an eye on the objects or scenes in the photograph.

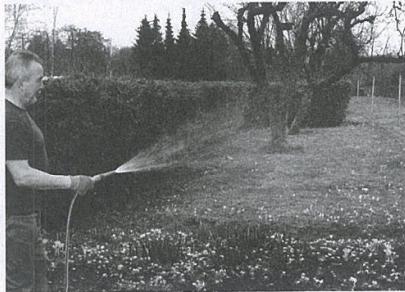
4. You must make sure that the subject and verb in the answer choice best describe what you can see in the photograph.
5. You must be very cautious because incorrect answers may sometimes be those that mention the most outstanding object in the photograph.

Practice

Listen and choose the statement that best describes each photograph.

1-1-04

1.



2.



- (A) The man is watering the plants.
- (B) There are leaves on all of the trees.
- (C) He is putting the hose away.

- (A) Some people are walking on the path.
- (B) They are riding their bicycles uphill.
- (C) Bicycles are parked along the path.

3.



4.



- (A) Vegetables are being placed on the table.
- (B) The food is in her shopping cart.
- (C) She is shopping for some produce.

- (A) They are taking the elevator down.
- (B) They are going down the escalator.
- (C) They are walking down the steps.



Vocabulary

1 water
plant
put away
hose

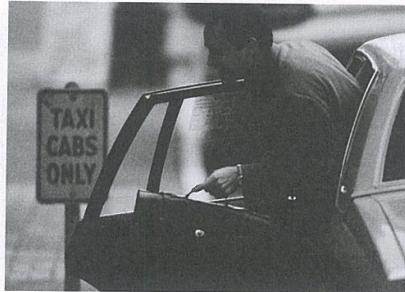
2 path
bicycle
uphill
park
along

3 vegetable
place
produce

4 elevator
go down
escalator
walk down
steps

begost erit ni zbow wileam erit lit bns netell nerfT xod erit ni zbow edt of netell jenl woled etnemeteis

5.



- (A) The man is getting out of the vehicle.
- (B) The man is standing beside the car.
- (C) The man is parking his car.

6.



- (A) They are moving in a line.
- (B) They are sitting on the ground.
- (C) They are climbing over a wall.

7.



- (A) A truck is moving down the street.
- (B) The street is filled with cars.
- (C) Some people are in the street.

8.



- (A) The front of the house is being painted.
- (B) A man is working on the roof.
- (C) The ladder goes up to the roof.

Answers: page 262

5 get out of
vehicle
beside
park

6 move
in a line
ground
climb over
wall

7 be filled with
climb over
go up

8 front
roof
ladder
go up

Common Vocabulary in Part 1

1

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

© 1-1-05

Verbs 1 Frequency of correct answer choices ●●●

- | | |
|----------------|---------|
| ■ stand | ■ sit |
| ■ look at | ■ wear |
| ■ look in | ■ play |
| ■ look out | ■ use |
| ■ look through | ■ face |
| ■ hold | ■ paint |
| ■ work | |

[Check-up 1]

1. The people are _____ by the airplane.
2. The man is _____ the computer screen.
3. She is _____ a drawer.
4. They are _____ of the window.
5. The man is _____ a telescope.
6. He is _____ a book in his hand.
7. He is _____ a bicycle.
8. He is _____ alone by the water.
9. She is _____ glasses.
10. He is _____ an instrument.
11. The woman is _____ laboratory equipment.
12. The audience is _____ the front of the room.
13. She is _____ a picture.

- | | |
|-----------|-------------|
| ■ carry | ■ push |
| ■ cross | ■ reach for |
| ■ examine | ■ read |
| ■ handle | ■ talk |
| ■ move | ■ walk |
| ■ pack | |

[Check-up 2]

1. They are _____ bags on their shoulders.
2. Some people are _____ the street.



3. She is _____ some produce.
4. The man is _____ a patient.
5. They are _____ a box.
6. They are _____ in a line.
7. She is _____ a suitcase.
8. The gardener is _____ an empty wheelbarrow.
9. She is _____ a book.
10. The man is _____ a newspaper.
11. They are _____ each other.
12. A woman is _____ a dog on the shore.

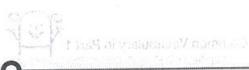
Verbs 2 Frequency of correct answer choices ●●○

- | | |
|-----------|---------|
| ■ change | ■ eat |
| ■ clean | ■ enter |
| ■ cook | ■ exit |
| ■ deliver | ■ fish |
| ■ do | ■ focus |

[Check-up 3]

1. The woman is _____ a light bulb.
2. She is _____ the board.
3. He is _____ some food.
4. She is _____ the mail.
5. He is _____ construction work.
6. She is _____ a meal.
7. They are _____ a building.
8. A passenger is _____ the taxi.
9. He is _____ from a boat.
10. The group is _____ on the computer screen.

- | | |
|--------------|---------|
| ■ gather | ■ sign |
| ■ gaze at | ■ lay |
| ■ get out of | ■ lean |
| ■ go up | ■ lift |
| ■ greet | ■ light |

**[Check-up 4]**

1. Some people are _____ for an outdoor event.
2. He is _____ a painting hanging on the wall.
3. A passenger is _____ a car.
4. They are _____ the stairs.
5. They are _____ each other.
6. She is _____ a paper.
7. He is _____ bricks.
8. They are _____ against the railing.
9. They are _____ a chair off the floor.
10. She is _____ a candle with a match.

- operate
- pass
- pick up
- point
- pour

- put
- rearrange
- repair
- rest
- review

[Check-up 5]

1. He is _____ heavy machinery.
2. One woman is _____ a cup to another woman.
3. He is _____ a chair.
4. He is _____ something on a piece of paper.
5. She is _____ water into a glass.
6. A woman is _____ something into a bag.
7. They are _____ some furniture.
8. He is _____ the bicycle.
9. They are _____ on a bench.
10. She is _____ some documents.

- run
- speak
- trim
- type
- unload

- view
- wash
- water
- wheel
- wipe

**[Check-up 6]**

1. He is _____ on a street.
2. He is _____ a microphone.
3. A man is _____ some bushes.
4. The man is _____ a keyboard.
5. He is _____ some packages.
6. They are _____ some artwork in a gallery.
7. The man is _____ some dishes.
8. He is _____ some plants.
9. The man is _____ a cart.
10. He is _____ the table.

Verbs 3 Frequency of correct answer choices ●○○

- | | |
|----------|---------|
| ■ cut | ■ shop |
| ■ fix | ■ wait |
| ■ adjust | ■ watch |
| ■ drive | ■ write |
| ■ ride | ■ seat |
| ■ shake | ■ fill |

[Check-up 7]

1. He is _____ the grass.
2. He is _____ a wheel.
3. He is _____ some equipment.
4. He is _____ a vehicle.
5. Some people are _____ bicycles by the water.
6. The men are _____ hands.
7. The man is _____ for groceries.
8. They are _____ in a line.
9. Some people are _____ a performance.
10. She is _____ in a notebook.
11. They are _____ in a row.
12. She is _____ her car with fuel.

Answers: page 262

Practice with Possible Statements

Listen and choose the statement that best describes each photograph. Then, listen again and fill the missing words in the gapped statements below.

© 1-1-06

1.



- (A) She _____ the stairs.
(B) She _____ on the handrail.
(C) She _____ the stairs.

■ handrail

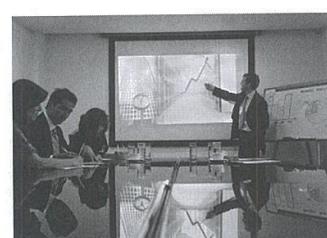
2.



- (A) She _____ a _____ from the shelf.
(B) She _____ a _____ at a library.
(C) She _____ a _____ at a library.

■ shelf

3.



- (A) A _____ is _____ on the screen.
(B) One man is _____ the screen.
(C) Some people are _____ their _____.

■ screen



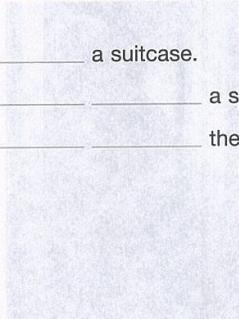
4.



narrow A (A)

- (A) The man _____ a suitcase.
(B) The man _____ a suit.
(C) The man _____ the sofa.

■ suitcase suit



5.



ens verIT (A)

- (A) They _____ just _____ the finish line.
(B) The bikers _____ helmets.
(C) The bicycles _____ on the front.

■ finish line biker helmet front

6.



ai erd (A)

- (A) The man is _____ the lawn.
(B) The man is _____ some _____.
(C) The man is _____.

■ lawn

7.



(A) A woman _____ a broom.

(B) The area is _____.

(C) A woman is _____ the _____.

celovery edit (Q)
■ broom area
area

8.



(A) They are _____.

(B) They are (A) in a circle.

(C) They are (B) in step.

celovery edit (Q)
■ in a circle in step

9.



(A) She is _____ the clothing item.

(B) She is (A) the item.

(C) She is (B) _____.

celovery edit (Q)
■ clothing item

10-11

10.



- (A) He is _____ some _____.
(B) He is _____ some _____.
(C) He is _____ some _____.

11.



- (A) She is _____ her _____.
(B) She is _____ at her _____.
(C) She is _____ some _____.

12.



- (A) They are sitting _____ each other.
(B) They are _____ by the _____.
(C) The flowerpot _____ the _____
■ flowerpot

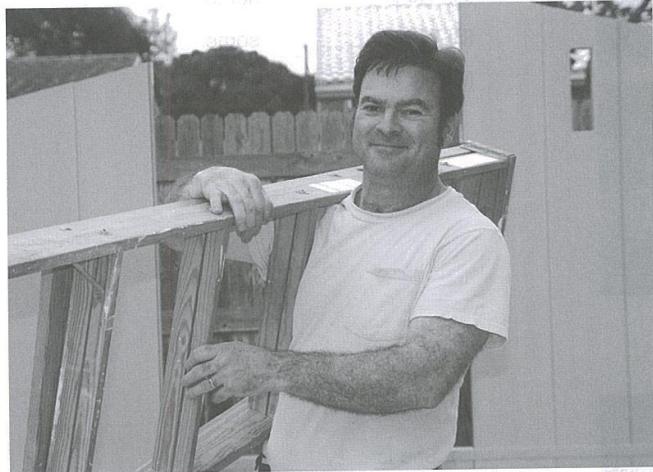
Answers: page 262

Practice with TOEIC Actual Questions

Listen and choose the statement that best describes each photograph.

1-1-07

1.



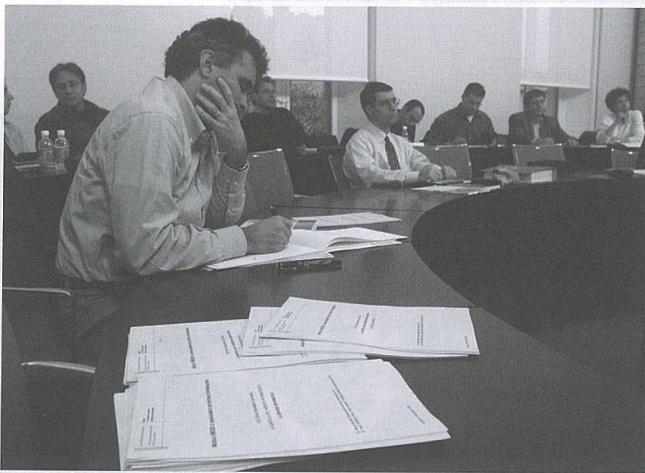
2.



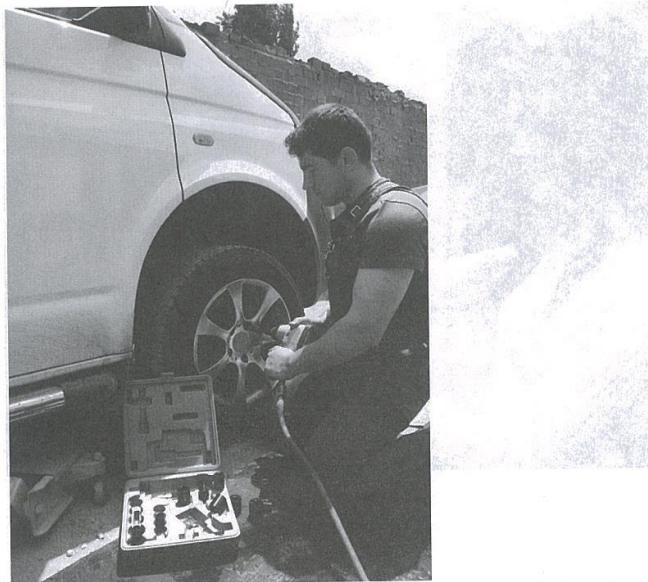
3.



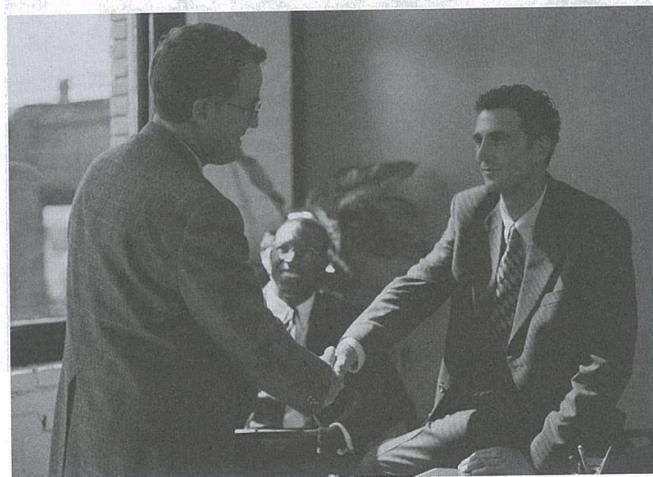
4.



5.



6.



7.



8.



9.



10.



Answers: page 263

Chapter 2

Photographs of Objects / Scenes

■ Overview

■ Statement Analysis

■ Practice

■ Common Vocabulary in Part 1 (2)

■ Practice with Possible Statements

■ Practice with TOEIC Actual Questions

Overview

Photographs of Objects / Scenes

Photographs of objects in such places as bookstores, libraries, stores, restaurants, kitchens, bedrooms, living rooms, etc. and photographs of scenes such as roads, parks, lakes, beaches, airports, train stations, junctions, outdoor cafeterias, department stores, etc. are most commonly shown in Part 1. Generally, photographs of objects are usually taken in close-up, while photographs of scenes are taken from afar. Sometimes, there are also people in these photographs.

Example 1 Choose the statement that best describes the photograph.

1-2-01



- (A) The store is crowded with shoppers.
- (B) Shoes are on display in a store.
- (C) A woman is taking off her shoes.
- (D) Some shoppers are trying on shoes.

Photograph describing objects

The correct answer choice is the one which describes the location and state of the objects. Statements (A), (C), and (D) are wrong because there is nobody in the photograph. Statements (A), (C), and (D) are also distractors because they use the words **store** and **shoes** related to the photograph. Only statement (B) correctly describes the state and location of the objects.

Example 2 Choose the statement that best describes the photograph.



- (A) The buildings are under construction.
- (B) Construction vehicles have been parked near the trees.
- (C) Cars are parked on both sides of the street.
- (D) A person is getting in a car.

Photograph describing scenes

Because the buildings in the photograph have been finished, it is incorrect to say they are **under construction**; therefore, statement (A) is wrong. Statement (B) is misleading because it states the fact that the vehicles have been parked near the trees; in fact, they are not **construction vehicles**. Statement (D) incorrectly describes the action of the person. Therefore, statement (C), which states that the **cars are parked on both sides of the street**, is the correct answer choice. Generally, when there are many vehicles in a photograph, you should pay attention to their general state.



Statement Structures

For photographs of objects or scenes, correct answer choices can be in either the active or the passive voice. As a matter of fact, when the subjects refer to objects, the statements in the passive form are more commonly used.

Structure 1 Subject + is/are + past participle + prepositional phrase of place

- When describing an object, most statements use the passive structure **be + past participle** followed by a prepositional phrase of place to mention the location/state of the object.

Structure 2 Subject + have/has been + past participle + prepositional phrase of place

- The meaning of this structure is not much different from that of Structure 1.

Structure 3 There is/are + noun + prepositional phrase of place

- This structure is primarily used to mention (an) object(s) or (a) person(s) existing somewhere, e.g. *There is a man (sitting alone) at the table*.

Structure 4 Subject + is/are + prepositional phrase/adjective

- The prepositional phrase/adjective right after the verb **be** describes the location/state of the object in the photograph, e.g. *The building is under construction*.

Structure 5 Subject + is/are + V-ing + prepositional phrase of place

- Even though the subjects refer to objects, the verbs can be in the present continuous active, e.g. *The clock is hanging on the wall*, *The plants are growing in the fields*. If you cannot hear the subjects, you may wrongly think that the statements mention people, not objects.

Structure 6 Subject + verb (present tenses) + object

- This active structure is used to describe what people in the photograph are or have been doing. This structure can also be employed for certain objects.

Overview

Provides detailed steps

- bericht need over lossgoletq erit, ni apnibluu erit ceusoe
- belise li saeusoq galineelam a (B) tneemeta, ghoedt, mifitule
- vey neigutfeng forers vif, jct ni assit erit tsao qfhsd need over seolney erit
- sti, tneemeta, ghoedt, mifitule (C) tneemeta, ghoedt, mifitule erit to noitos erit seohasb yloemcan
- eis in erit nro, vlysaenae erit to noitos erit seohasb yloemcan
- Listen and choose the statement that best describes each photograph. ● 1-2-02

1.



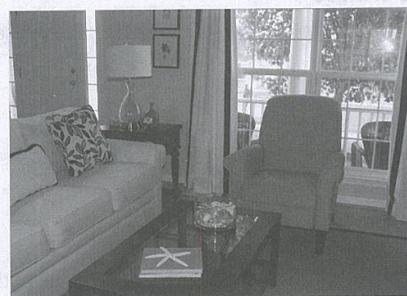
- (A) Books are arranged in rows.
(B) Books are stacked on the table.

2.



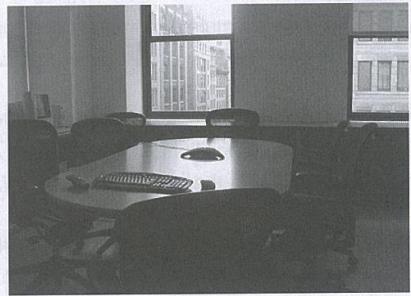
- (A) A man is painting a wall.
(B) A ladder is leaning against a building.

3.

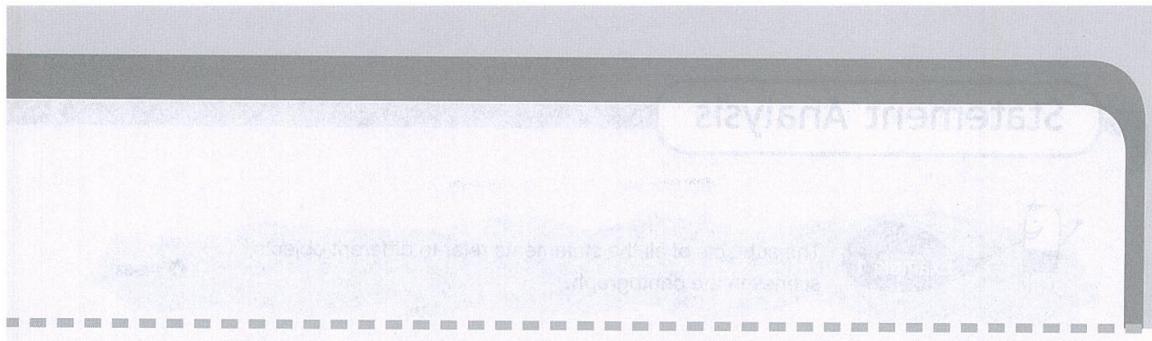


- (A) There is an armchair by the window.
(B) There are vases on the table.

4.



- (A) Chairs have been placed around the table.
(B) Papers are spread out across the table.



5. blood, differ, better, etc. as adverb and (A)

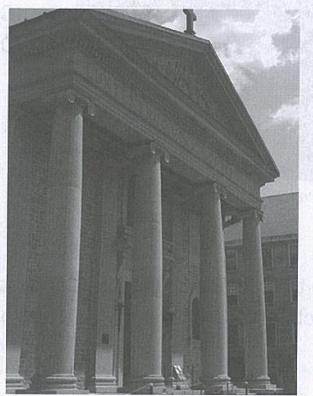
6. verb + object + past participle + prepositional phrase of place (B)

5.



- (A) The building is under construction.
(B) The windows are widely open.

6.



- (A) There is a fence in front of the building.
(B) There are columns in the front of the building.

Answers and explanations

1. (B) The correct answer choice has the structure Subject + are + past participle + prepositional phrase of place, which correctly describes the photograph.

arrange in rows stack

2. (B) The correct answer choice has the structure Subject + is + V-ing + prepositional phrase of place.

lean against

3. (A) The correct answer choice has the structure There is + noun + prepositional phrase of place. There is no vase on the table, so statement (B) is incorrect.

armchair by vase

4. (A) The correct answer choice has the structure Subject + have been + past participle + prepositional phrase of place. No paper is seen on the table, so statement (B) is incorrect.

place spread out across

5. (A) The correct answer choice has the structure Subject + is + prepositional phrase.

under construction widely

6. (B) The correct answer choice has the structure There are + noun + prepositional phrase of place.

fence in front of column front

Statement Analysis



Example 1

The subjects of all the statements refer to different objects/scenes in the photograph.

• 1-2-03



- (A) The shelves are filled with books.
- (B) Some books are in boxes.
- (C) The books are stacked on the floor.
- (D) Some boxes have been stacked up.

→ Because the subjects of the four statements are different, you should carefully listen to and observe the objects and scenes in the photograph.

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

phiếu thi thử TOEIC Listening level 1 (A)
phiếu thi thử TOEIC Listening level 1 (B)

Test-Taking Strategies

1. Focus on the main object and its state.
2. See the connection between the main object and the surroundings.
3. Note that the correct answer choice should describe the main object, not the scene.



Example 2

The subjects of the statements refer to either the person or the objects/scenes in the photograph.



- (A) The man is sketching some artwork.
- (B) Some pictures are on display for sale.
- (C) The man is taking the picture down from the wall.
- (D) All of the paintings have been framed.

→ In this case, the correct answer choice must be the one that best represents what can be seen in the photograph. You have to note the connection between the person and the objects/scenes to decide the correct answer choice.

4. Observe the object, its shape, state, or location to decide whether the features mentioned correspond with the photograph.
5. When describing the location and state of an object, certain verbs and prepositional phrases are frequently used.

Practice

1-2-04

Listen and choose the statement that best describes each photograph.

1.



2.



3.



4.



- (A) Some people are sitting in the bench.
(B) There is a bicycle on the path.
(C) Some buildings overlook the park.

- (A) The ship has been tied to the dock.
(B) Some people are sitting in chairs.
(C) A man is swimming in the water.

- (A) The man is looking through a telescope.
(B) There is a microscope on the desk.
(C) The doctor is reading a patient's record.

- (A) The train platform is empty.
(B) The train doors are open.
(C) There are passengers waiting to board the train.



Vocabulary

1 path
overlook

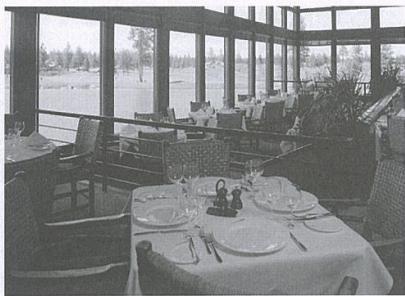
2 tie
dock

3 look through
telescope
microscope
patient's record

4 platform
empty



5.



- (A) The dining room is full of people.
- (B) A couple is waiting to take their seats.
- (C) Several tables are by the window.

6.



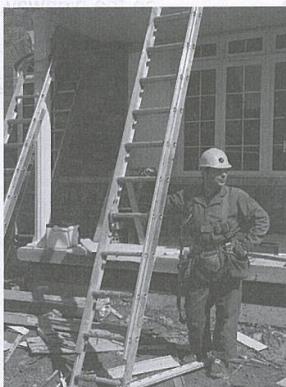
- (A) People are boarding the plane.
- (B) A vehicle is parked in front of a plane.
- (C) The plane is landing on the ground.

7.



- (A) Some boxes are being placed on the floor.
- (B) There is some fruit on display.
- (C) The garden is full of fruit trees.

8.



- (A) There is a fence in front of the building.
- (B) The man is climbing up the ladder.
- (C) Some ladders are leaning against the building.

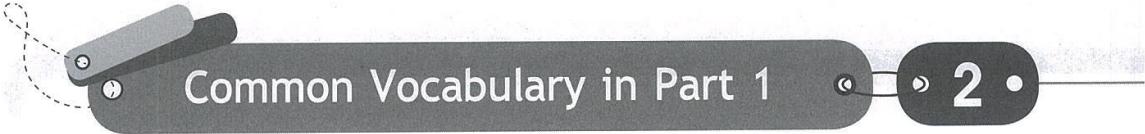
Answers: page 263

5 dining room
be full of
couple
take one's seat

6 board
vehicle
park
land
ground

7 place
on display
garden

8 in front of
climb up
lean against



Common Vocabulary in Part 1

2

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

1-2-05

Nouns 1 Transportation and Structures

- car
- boat
- ship
- train
- airplane
- vehicle
- bicycle
- truck
- platform
- intersection
- building
- bridge
- area
- stair/step

[Check-up 1]

1. Some _____ are parked near a building.
2. The _____ is next to the dock.
3. The _____ is waiting in the railway station.
4. There are _____ on the highway.
5. The _____ are parked in a row.
6. Some _____ are crossing a bridge.
7. The _____ is empty.
8. The _____ is deserted.
9. Boats are going under the _____.
10. A flowerpot has been placed on the _____.

Nouns 2 Furniture and Office Facilities

- chair
- table
- picture
- clock
- furniture
- sofa
- drawer
- cabinet
- light
- lamp
- document
- paper

[Check-up 2]

1. There are _____ on the lawn.
2. A _____ has been hung on the wall.
3. The _____ are lined up on a wall.
4. There is _____ by the doorway.



5. Some _____ are arranged around the table.
6. The _____ is full of folders.
7. There are _____ under the counter.
8. Some _____ have been turned on.
9. _____ are displayed by the wall.
10. Some _____ have been organized on a counter.

Nouns 3 Displayed Merchandise and Containers

- | | |
|-------------------------------|------------|
| ▪ display shelf (pl. shelves) | ▪ suitcase |
| ▪ shirt | ▪ book |
| ▪ merchandise | ▪ globe |
| ▪ basket | ▪ guitar |
| ▪ box | ▪ food |
| ▪ carton | ▪ dish |
| ▪ container | |

[Check-up 3]

1. Display _____ are stocked with products.
2. Some _____ are on display in a store.
3. There is _____ on the shelves.
4. Some _____ are filled with food.
5. There are _____ in a vehicle.
6. Some _____ are arranged in a row.
7. The _____ is filled with clothes.
8. The _____ are different sizes.
9. Some _____ are hanging on a wall.
10. _____ are stacked on the table.

Nouns 4 Floral Decoration and Crops

- | | |
|----------------------------|-----------------------|
| ▪ plant (cf. potted plant) | ▪ flower arrangements |
| ▪ fruit | ▪ grassy area |
| ▪ flower | ▪ crop |

[Check-up 4]

1. Some _____ are behind the sofa.
2. _____ has been placed on the table.
3. _____ are on display.



4. There is a _____ beside the path.

5. _____ have been planted in rows.

Nouns 5 Tools and Equipment

- ladder
- equipment
- machine
- instrument
- tool
- cord

[Check-up 5]

1. The _____ is leaning against the tree.
2. Some _____ has been arranged in front of the man.
3. There are _____ at a construction site.
4. There are _____ leaning against the wall.
5. There are some _____ next to a work area.

Verbs 1 Past Participles

- | | |
|--------------|-------------|
| ▪ parked | ▪ displayed |
| ▪ arranged | ▪ stacked |
| ▪ placed | ▪ attached |
| ▪ unoccupied | ▪ connected |
| ▪ lined up | ▪ piled up |

[Check-up 6]

1. Cars are _____ along the street.
2. The merchandise is _____ in rows.
3. A picture has _____ over the bed.
4. The room is _____.
5. Trucks are _____ on the street.
6. Some food items for sale are _____.
7. Books are _____ on the shelves.
8. There are cords _____ to the machine.
9. The train cars are _____.
10. Some building materials are _____ up.



Verbs 2 Past Participles

- | | |
|---------------|--------------|
| ■ filled with | ■ stocked |
| ■ organized | ■ surrounded |
| ■ posted | ■ taken out |
| ■ set | ■ turned on |
| ■ situated | ■ laid out |

[Check-up 7]

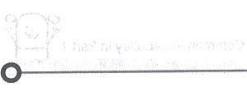
1. Some baskets are _____ food.
2. Some documents have been _____ on the desk.
3. Some papers have _____ on the board.
4. A table has _____ for a meal.
5. Two chairs have _____ on the lawn.
6. The shelf is _____ products.
7. The house is _____ by a fence.
8. The boats have _____ on the water.
9. Some lights have _____.
10. Some products are _____ for sale.

Verbs 3

- | | |
|---------|------------|
| ■ hang | ■ float |
| ■ lean | ■ grow |
| ■ cast | ■ stand |
| ■ cross | ■ approach |

[Check-up 8]

1. Some shirts are _____ in a store.
2. Chairs are _____ against the tables.
3. The ladder is _____ shadows.
4. Some trucks are _____ a bridge.
5. A bicycle is _____ against the wall.



Prepositions 1 on/in

- | | |
|---|---|
| <ul style="list-style-type: none">■ on display■ on the ground■ on a cart■ on the highway■ on the hill■ on the shelves■ on either/each side of | <ul style="list-style-type: none">■ in a vehicle■ in the corner■ in the parking area■ in the middle of the room■ in a line■ in rows■ in a similar style |
|---|---|

[Check-up 9]

1. Some goods are _____ in a store.
2. An aircraft is _____.
3. Some flowers are _____.
4. There are vehicles _____.
5. There are buildings _____.
6. There are lamps _____ the sofa.
7. A plant is _____.
8. There are cars _____.

Prepositions 2 near/beside/by

- | | |
|---|--|
| <ul style="list-style-type: none">■ near the beach■ near the building's entrance■ near the platform■ near the dock | <ul style="list-style-type: none">■ beside the path■ beside the entrance■ by the doorway■ by size |
|---|--|

[Check-up 10]

1. There are buildings _____ the beach.
2. Plants are _____ the entrance.
3. There is a cabinet _____.
4. The saucepans are arranged _____ size.

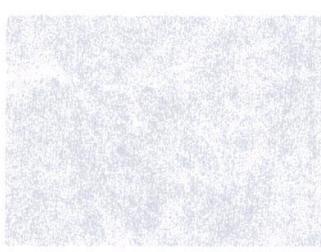
**Prepositions 3** around/at/under/behind/between/over

- around the table
- behind the sofa
- at the station
- between the cabinets
- under construction
- over the water

[Check-up 11]

1. The chairs are _____.
2. The train is _____.
3. Some chairs are _____.
4. There is a gap _____.

- Some people are
near the sofa.
A. Some people are near the sofa. (A)
B. Some people are far from the sofa. (B)



Answers: page 263

Practice with Possible Statements

Listen and choose the statement that best describes each photograph. Then, listen again and fill the missing words in the gapped statements below.

© 1-2-06

1.



- (A) The woman is _____ some bread.
(B) Different kinds of bread _____ for sale.
(C) The woman is _____ a shopping cart.

■ different for sale shopping cart

2.



- (A) The _____ door is _____.
(B) There are _____ on _____ of the stairs.
(C) A _____ is _____ down the stairs.

■ stair

3.



- (A) Some people are _____ their bikes.
(B) The bikes are _____ next to a _____.
(C) Some of the bikes _____ baskets.

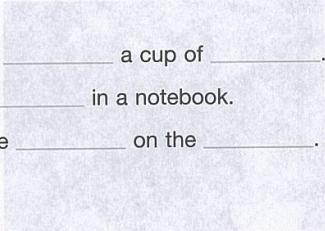
■ basket



4.



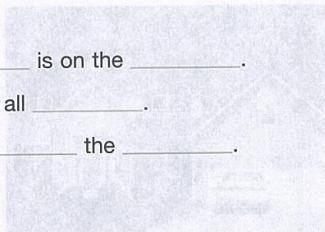
- (A) One woman is _____ a cup of _____.
(B) One man is _____ in a notebook.
(C) There are some _____ on the _____.



5.



- (A) Some _____ is on the _____.
(B) The tables are all _____.
(C) A waiter is _____ the _____.

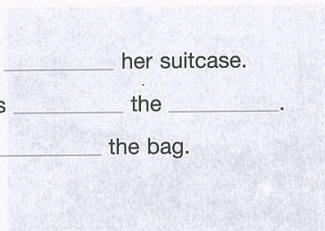


6.



- (A) The woman is _____ her suitcase.
(B) The suitcase is _____ the _____.
(C) The porter is _____ the bag.

■ porter



7.



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

► wagon several

8.



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

► vehicle garage

9.



- (A) There are some _____ on the _____.
(B) The river is _____ with _____.
(C) A ship is _____ under the _____.

TO-S-1
10.



(A) There are no _____ in the _____.

(B) People are wheeling carts out of the _____.

(C) The statue is _____ the building.

■ wheel statue

11.



(A) There are monitors all _____ the _____.

(B) All of the people are _____ the channel.

(C) The men are _____ monitors.

■ monitor channel

12.



(A) Many _____ are _____ in the ground.

(B) The wheelbarrow _____ on the path.

(C) The gardener is _____.

■ wheelbarrow gardener

Answers: page 264

Practice with TOEIC Actual Questions

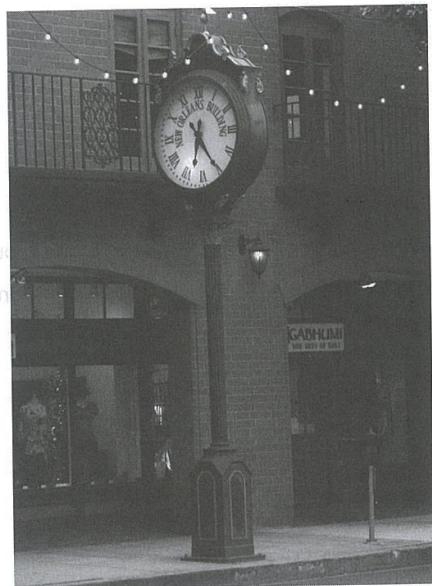
Listen and choose the statement that best describes each photograph.

● 1-2-07

1.



2.



(A)

(B)

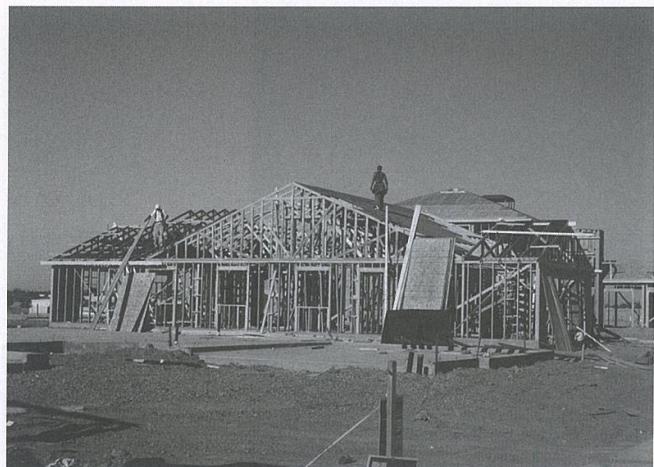
(C)

(D)

3.



4.

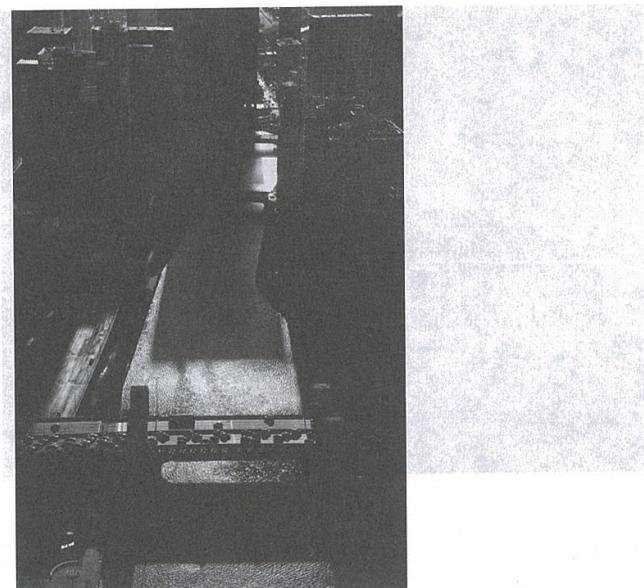




5. A man is working in a large greenhouse.



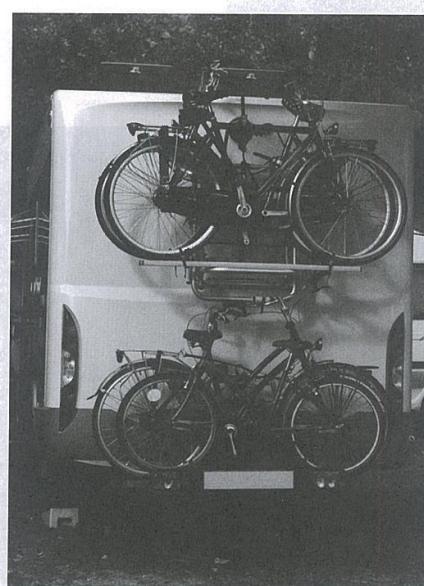
6. A man is working in a factory.



7.



8.





9.



10.



Answers: page 264

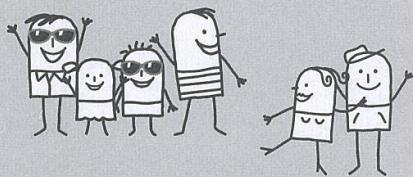
PART 2

Questions & Responses

Part 2 of the TOEIC test consists of thirty items numbered from 11 to 40. Each item consists of a question or statement followed by three possible responses. Your job is to choose the best response to each question or statement.

There will be no written questions/statements and responses but the statement **Mark your answer on your answer sheet**. Therefore, for a correct answer, you have to pay attention to the recorded question or statement and the speaker's intention.

About half of the thirty questions are information questions with question words (**who/what/where/when/why/how/which**). The rest include Yes/No questions using the verb be and auxiliary verbs and statements. To be able to select the correct response, you should listen to the auxiliary verb or question word that begins each question or the statement together with the three responses on the recording. Pay no attention to the test booklet as this part is considered a "pure" test of listening skills.



Chapter 1

Questions with Who

■ Overview

■ Question Structures

■ Practice – Questions with Who (1), (2)

■ Common Vocabulary in Part 2 (1)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

The question word **Who** is used to ask about somebody who is doing an action or somebody who is the object of an action.

- Most of correct answers will mention a person's name, title, position, or his/her company's name. The most important thing when listening to responses to a question with **Who** is to think of some proper noun. The proper noun may be a person's name or a geographical name. Besides, the correct responses may mention a person's title or position. So, you should learn vocabulary about professions, positions, and titles.
- Sometimes, questions with the question word **Who** may have correct responses indicating a location / place.
Who has the copy of the budget report?
→ It's on your desk.
- When the listener is not sure about the response, he/she can say **I have no idea./I'm not sure./I don't know./Why are you asking?**
- For information questions with question words, it is absolutely wrong if you choose the responses starting with **Yes/No**.
- Some responses which contain similar sounding words or words of the same form but different parts of speech are often used as distractors. You need to fully understand the questions to be able to choose the appropriate responses.

Example Listen and choose the best response to the question.

2-1-01

Who will replace Mr. Freeman when he leaves?

- (A) Mr. Washington will.
- (B) Yes, it's a beautiful area.
- (C) I'm not sure where he lives.

Even if you only hear the phrase **Who will**, you can easily choose response (A) because it refers to a person's name. Response (B) is absolutely wrong because it starts with **Yes**. Response (C) entraps you by using the word **lives** which sounds similar to **leaves** in the question.

Always remember that repeated words or similar sounding words like those in the questions are often the distractors.

Question Structures



Structure 1 Who is/are/was/were + noun?

• 2-1-02

Q Who is the woman?

A She is my new secretary.

- Her name is Jessica.
- She is the manager of the Maintenance Department.
- I have no idea./I am not sure.

Possible responses

Test-Taking Strategies

Pay attention to the phrase **Who is** and, especially, the noun or pronoun after it, which primarily refers to a person, his/her title or position such as **man**, **woman**, **member**, **supervisor**, **intern**, **receptionist**, **guest**, etc. Most often, the present simple tense (**is/are**) is used, but sometimes the past simple tense (**was/were**) may also be used.

Check-up

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

1. Who is the new receptionist?

- (A) I have no idea. (B) It's on my desk.

2. Who is the person in charge of payroll?

- (A) That is Mrs. Smith. (B) Once a year.

3. Who is the woman sitting next to Mr. Thomas?

- (A) She can do everything. (B) She is the manager of the Maintenance Department.

Answers: page 266



Structure 2

Who + verb (present tense/past tense) + object?

• 2-1-03

Q Who has this month's sales report?

A I have it right here.

Possible responses

- Michael is taking care of it.
- It's on my desk.
- My manager should know it.
- I gave it to your secretary.



Test-Taking Strategies

Listen to the verbs and their objects. Also pay attention to their tenses and the pronunciation of the past forms.

- When the verb **have** in the question carries the meaning of possession (as the verb **own**), the answer might refer to a location.

Who has the key?

→ It's on the shelf.

- The correct response may repeat the same past verb as the one in the question or use the auxiliary verb **did** to replace it, e.g. "person's name/title/position + did", or "I think it was + person's name/title/position".

Who told you to cancel the appointment?

→ My manager did./I think it was Mr. Ford.

Check-up

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

1. Who left this file in the meeting room? (A) You're right. (B) I did.

2. Who handles the complaints about shipping costs? (A) Michael takes care of them. (B) We only take cash.

3. Who called you early this morning? (A) It was Mr. Ford. (B) In the kitchen.

Answers: page 266



Structure 3

Who will + bare infinitive/be + V-ing?
 Who is going to + bare infinitive?
 Who is supposed to + bare infinitive?

• 2-1-04

Q Who will replace Ms. Clinton after she retires?

A Mr. Chang, our marketing manager.

Possible responses

- Mr. Washington will.
- Someone from the Washington office will.
- They haven't found anyone yet.



Test-Taking Strategies

These questions ask about what will happen in the future. You should pay attention to the verbs after the word **will** or the phrase **be going to/be supposed to**. Besides, the speaker may not clearly pronounce the phrase **Who will**, but he/she will use the contracted form **Who'll**.

The correct responses will contain the future tenses such as **will/be going to/be V-ing**. Sometimes, modal verbs like **can/could/have to** may also be used in the correct responses.

- Also, verbs in the past simple or present perfect tense may be seen in the correct responses.

I thought it was you.

→ The past simple tense can be used to express a guess.

We have not decided yet.

→ When the listener is not sure about the answer, I have no idea or I am not sure is also commonly used.

Check-up

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

1. Who will inform the employees of the schedule changes?

- (A) Mr. Washington will. (B) At the hospital.

2. Who is going to work on the design project?

- (A) That's fine. (B) We have not decided yet.

3. Who is supposed to pick up this document?

- (A) I think I can. (B) Yes, usually.

Answers: page 266

Practice – Questions with Who (1)

Answers: page 266

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

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

© 2-1-05

Practice A

1. Who is the woman?
(A) She is _____ new _____.
(B) She is _____ with her client.
■ client
2. Who organized the reception?
(A) That would be the _____.

(B) The _____ is complicated.
■ organize reception complicated
3. Who is supposed to pay the bill?
(A) The _____ is _____.

(B) The Maintenance Department is _____ it.
■ bill Maintenance Department
4. Who will organize the annual meeting?
(A) I _____ no _____.
(B) _____ a _____.
■ annual meeting
5. Who has a copy of the contract?
(A) I'm _____.
(B) I _____ it to your _____.
■ copy contract
6. Who is going to repair the copy machine?
(A) _____ the coffee shop _____.
the street.
(B) _____ Steven _____ the maintenance office.
■ repair copy machine

Practice B

1. Who _____ the _____ ?
(A) The reception is _____.
(B) Mr. Robinson and _____ did.
2. Who is supposed to _____ the _____ ?
(A) Please _____ it _____ me.
(B) My office is _____ the _____.
3. Who _____ the _____ ?
(A) She is the _____.
(B) She is _____ her _____.
4. Who _____ the annual _____ ?
(A) _____ a _____.
(B) The Planning Department is _____.
it.
■ annual Planning Department
5. Who _____ the copy machine?
(A) A technician _____ it tomorrow.
(B) _____ the _____ across the street.
■ technician
6. Who _____ a _____ of the contract?
(A) I'm _____ now.
(B) Mr. Smith _____ it.



Structure 4 Who is + V-ing + object?

• 2-1-06

Q Who is giving the sales presentation?

A I think Mr. Gomez is.

Possible responses

- I said I would.
- I have asked Robert to do it.
- I think Thompson is scheduled to.
- One of my colleagues will.



Test-Taking Strategies

Listen to the verbs in -ing form and their objects coming after the phrase Who is. Especially, try to understand the meanings of these verbs in the questions.

The structure be + V-ing indicates not only what is happening at present but also what will happen in the near future. Therefore, you may find be going to/will/would in the correct responses.

Check-up

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

1. Who is giving the presentation at today's meeting?

- (A) On the radio. (B) I said I would.

2. Who is looking into the problems with the computer?

- (A) I asked Robert to do it. (B) About five months.

3. Who is driving you to the airport?

- (A) One of my colleagues will. (B) That's true.

Answers: page 266



Structure 5

Who is in charge of + noun phrase/gerund phrase?

Who is responsible for + noun phrase/gerund phrase?

• 2-1-07

Q Who is in charge of hiring new employees?

A That's personnel manager's job.

- Possible responses:
- That would be Mr. Taylor.
 - Mr. Thompson, the personnel director.
 - That's my job.



Test-Taking Strategies

Pay attention to the noun phrase/gerund phrase after Who is in charge of/responsible for.

The correct responses will primarily mention a person's name, title, or position, using the common structure "That would be + person's name/title/position".

Beware of distractors using repeated words or similar sounding words as those in the questions.

Check-up

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

1. Who is in charge of making hiring decisions?

- (A) It's his report. (B) Mr. Thompson, the personnel director.

2. Who is responsible for setting up the tables for the meeting?

- (A) At a local hotel. (B) That would be Mr. Taylor.

3. Who is responsible for purchasing office supplies?

- (A) That's my job. (B) That's a good idea.

Answers: page 266



Structure 6

Who should/can + subject + bare infinitive?

Who did/do/does + subject + bare infinitive?

2-1-08

Q Who should I submit this report to?

[= To whom should I submit this report?]

A Ask the secretary.

Possible responses

- The secretary will let you know.
- You can give it to Mr. Johnson in the Planning Department.
- I am not sure.



Test-Taking Strategies

Note that the subject in these structures is usually in the first or third person singular form. The bare infinitives that are commonly seen include ask, call, contact, give, submit, report, tell, talk to, talk about, speak to, address.

The correct responses usually refer to a person's name, title, position, or a place. Importantly, while listening, you must understand the question as its correct response may be short and indirect.



Check-up

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

1. Who should I ask for the annual sales report?

- (A) I am not sure. (B) At about 9 a.m.

2. Who did you give the document to?

- (A) To Mr. Kim in the Sales Department. (B) I don't know him at all.

3. Who does this laptop belong to?

- (A) Yes, it's very interesting. (B) Mark in the R&D Department, I think.

Answers: page 266

Practice – Questions with Who (2)

Answers: page 266

2-1-09

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

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

Practice A

1. Who is driving you to the train station?
(A) It _____ 10 minutes.
(B) I _____ a taxi.
 - drive A to B
2. Who should I contact to confirm the reservation?
(A) _____ the receptionist.
(B) I _____ a _____ for this weekend.
 - contact confirm reservation receptionist
3. Who does this handbag belong to?
(A) It would _____.
(B) I am not _____.
 - belong to
4. Who is in charge of the Planning Department?
(A) Mr. Kent is _____ that.
(B) I _____ so.
5. Who is responsible for hiring salespeople?
(A) You _____ any higher.
(B) Mr. Conner usually _____ that.
 - hire salespeople
6. Who is coming to the party tonight?
(A) Some _____ from my college.
(B) It is a _____ party.
 - college

Practice B

1. Who is in _____ of the _____ Department?
(A) _____ be Ms. Elliot.
(B) I _____ so.
2. Who does this handbag _____?
(A) It's _____ Jane's.
(B) It's very _____.
3. Who should I _____ confirm the reservation?
(A) I reserved a _____.
(B) _____ this _____.
 - reserve
4. Who is _____ the _____ tonight?
(A) The _____ in the Marketing Department.
(B) The _____ at 10.
 - Marketing Department
5. Who is _____ you to the _____?
(A) It will _____.
(B) Johnson will _____ with _____.
6. Who is _____ for _____ salespeople?
(A) You _____ be there.
(B) _____ would be the personnel
 - personnel

Common Vocabulary in Part 2

1

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

2-1-10

Verbs

- address
- ask for
- assign
- attend
- authorize
- conduct
- design
- give
- handle
- lead
- organize
- present
- repair
- review
- revise
- take over

[Check-up 1]

1. A: Who will _____ the reception?

- B: My team will prepare it.
■ reception

2. A: Who is going to _____ the proposal?

- B: Mr. Kent will do it.
■ proposal

3. A: Who was _____ to the marketing team?

- B: I have no idea.

4. A: Who is supposed to _____ the sales pitch at the staff meeting?

- B: We have not decided yet.
■ sales pitch

5. A: Who should I _____ this letter to?

- B: To the sales manager.

**[Titles/Positions/Departments]**

- | | |
|--|--|
| <ul style="list-style-type: none"> ■ president ■ chief executive officer (CEO) ■ executive officer ■ director ■ manager ■ assistant manager ■ supervisor ■ secretary | <ul style="list-style-type: none"> ■ Public Relations Department ■ Customer Service Department ■ Marketing Division ■ Accounting Department ■ Sales Department ■ Personnel Department ■ Human Resources Department ■ Shipping Department |
|--|--|

[Check-up 2]

1. A: Who is in charge of the _____ now?

B: The former _____, Mr. Johnson.

2. A: Who will be attending the meeting?

B: Some of the _____.

3. A: Who should I send this file to?

B: Mr. Gomez in the _____.

4. A: Who is giving a presentation at tomorrow's meeting?

B: Our _____, Mr. Watson.

■ give a presentation

5. A: Who handles complaints regarding deliveries?

B: The _____, I think.

■ complaint regarding delivery

Answers: page 267

Practice with Possible Questions

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

• 2-1-11

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

Answers: page 267

Answers: page 267

Practice with TOEIC Actual Questions

1-15: Listen to each recording. After listening, read the questions and choose the best response.

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

2-1-12

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

Answers: page 267

Chapter 2

Questions with *Where*

■ Overview

■ Question Structures

■ Practice – Questions with *Where* (1), (2)

■ Common Vocabulary in Part 2 (2)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

The question word **Where** is used to ask about the location, place, or direction of people or things.

- Most correct responses have the structure preposition + noun/noun phrase of location/place.
- Below are common prepositions used in responses to the questions with **Where**:

in + area/place	In the desk drawer. In the storage room. In Singapore.
at + building/place	At the conference center. At the corner of the street.
on + (building) floor/furniture/street	On the second floor. On Ms. Smith's desk. On Main Street.
to + destination	To the head office.
from + source	From the supply cabinet.
next to/near + location	Next to the grocery store. Near the park.
across + street	Right across the street.
in front of + building	In front of the bank.

- Sometimes, the correct response does not mention a specific location, but it indicates a person who has a certain object.

Where is the monthly sales report?
→ Mr. Jackson has it.

Example Listen and choose the best response to the question.

2-2-01

Where is your new office building?
(A) At the end of King Street.
(B) Yes, that's my job.
(C) I worked for five years.

It is impossible to choose a response starting with Yes/No for a question with the question word **Where**. Therefore, response (B) is wrong. Response (C) entraps you by using the word work which has a connection with office while the meaning of the whole statement is irrelevant to the question. Only response (A) mentions a specific street name, which corresponds to the question.

Question Structures



Structure 1

Where is/are + noun/noun phrase?

Where is the nearest/closest + noun/noun phrase?

• 2-2-02

Q Where is your company's head office?

A It's in New York.

- In Singapore.

- You can find it on the main page of our website.

- The head office was recently moved to Seoul.

Possible responses

Test-Taking Strategies

Possible nouns or noun phrases include company, building, office, shops/stores, people, things. Notably, after the phrase Where is the nearest/closest, the nouns or noun phrases below are commonly used.

bank	post office	bus stop
train station	bookstore	restaurant
bathroom	public phone	copy machine

- Generally, the correct responses to the questions of this type usually employ the structure preposition + noun/noun phrase of location/place.

Around the corner./On the next corner./Across the street.

- When the question asks about objects like report or ticket, the correct response might use the structure Subject (somebody) + verb (indicating possession) + it/them.

Ms. Jackson borrowed it./The marketing director has them.

Check-up

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

1. Where is our new branch office?

- (A) In Singapore. (B) For several hours.

2. Where is the nearest bookstore?

- (A) Thanks for letting me know. (B) On the next corner.

Answers: page 269



Structure 2 Where is/are + subject + past participle?

• 2-2-03

Q Where is your company based?

A It is based in Tokyo.

- We have our main office in Seoul.
- We are based in Manhattan.
- In San Francisco.

Possible responses

Test-Taking Strategies

This question structure is used to ask where a **building/office/company** is located, an event like a **meeting/seminar/conference** is held, or something like **fruit/car/office supplies** is kept. Frequently, you will hear past participles such as **located/situated/based/stored/parked/held**.

When the subject of the question is an event such as a **meeting/seminar** and the past participle is **held**, it is likely that the correct response refers to the name of a city/hotel/building. When the subject of the question is a place such as a **building/office/company** and the past participle is **located/based**, the correct response may mention the name of a city/street.

Check-up

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

1. Where is your new office located?

- (A) We have our main office in Seoul. (B) I'll do it tomorrow.

2. Where is your head office located?

- (A) We are based in Manhattan. (B) Early Saturday evening.

3. Where was the sales conference held last month?

- (A) With my friend. (B) In San Francisco.

Answers: page 269



Structure 3 Where can I + bare infinitive + object?

2-2-04

Q Where can I get a copy of this newsletter?

A I don't think there are any left.

Possible responses

- You can get one at the reception hall.
- I will get one for you.
- Why don't you go to the PR office?



Test-Taking Strategies

Carefully listen to the verb and object that follow the fixed phrase **Where can I**. Common verbs after this phrase include **buy/catch/find/get/go/make/park/pay for/try on/submit**, among which **find** and **get** are frequently found.

While listening, you have to pay attention to the location in the response to decide whether it corresponds with the verb and object in the question or not.

Where can I catch the bus to the City Hall?

→ There is a bus stop across the street.



Check-up

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

1. Where can I get a pamphlet?
(A) I will get one for you. (B) I just moved here yesterday.
2. Where can I buy an umbrella?
(A) It's ten dollars. (B) Try the shop next to the bank.
3. Where can I find the business magazines?
(A) They are in the magazine section. (B) It's possible, I suppose.

Answers: page 269

Practice – Questions with Where (1)

Answers: page 269

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

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

• 2-2-05

Practice A

1. Where is the copy machine?
(A) On the _____.
(B) I need _____.
■ copy machine
2. Where are the documents stored?
(A) The store is _____ on _____.
(B) _____ the drawer of my _____.
■ document store drawer
3. Where can I submit my application?
(A) You can _____ it _____.
(B) I _____ it.
■ submit application
4. Where is the closest supermarket around here?
(A) I will _____ some _____.
(B) Next to the _____.
5. Where is the guest list for Friday's reception?
(A) Mr. Smith _____ knows.
(B) It will be _____ the _____ banquet hall.
■ guest reception banquet hall
6. Where is your new office located?
(A) Yes, his office is _____ New York.
(B) In the _____.
■ be located

Practice B

1. Where are the documents _____?
(A) The store is _____.
(B) _____ Sharon.
2. Where is your _____?
(A) _____, _____ is in L.A.
(B) _____ to the convention
3. Where is the _____?
(A) _____ Michael's office.
(B) I need _____ copies.
4. Where can I _____ my _____?
(A) Please go to the _____.
(B) He _____ it.
5. Where is the _____?
(A) I will _____ cheese.
(B) Just _____ the _____.
6. Where is the _____ for Friday's _____?
(A) The _____ has it.
(B) It will _____ at the Hilton Hotel.



Structure 4

Where should I + bare infinitive + object?

• 2-2-06

Q Where should I put this plant?

A On Mr. Johnson's desk.

Possible responses

- In the back room.
- On the shelf.
- Over there in the corner.



Test-Taking Strategies

Carefully listen to the verb and object after the fixed phrase **Where should I**. Common verbs after this phrase include **put/store/file/park/send/turn in**.

The correct responses to this type of questions are usually short and direct and employ the structure **preposition + noun/noun phrase of location/place**. Also, they may be a full response with the modal verb **can** or **have to** in place of **should** in the question.

Where should I put this document?

→ You can leave it on my desk.

Check-up

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

1. Where should I put these catalogs?
(A) At nine tomorrow. (B) On the shelf.
2. Where should I store these boxes of copy paper?
(A) Thanks a lot. (B) In the back room.
3. Where should I park the car?
(A) Over there. (B) The park is wonderful.

Answers: page 269



Structure 5

Where did/do/does + subject + verb?

• 2-2-07

Q Where did you work before you got this job?

A At a small design company.

- Possible responses
- I worked at an export firm.
 - I helped with my father's business.
 - I studied at a university.

Test-Taking Strategies

Carefully listen to the verb that follows the subject and also pay attention to the tense of this verb in order to choose the correct response.

When the subject of the question refers to humans, the verb following it may be put/leave/go/live/work. In other cases, a familiar noun such as train/bus/company/chair/file can function as the subject in the question, and a verb like stop or belong usually follows it.

Frequently, the correct responses to this type of questions are short and direct and employ the structure preposition + noun/noun phrase of location/place. If the response is a complete statement, you have to pay attention to the verb tense to see whether it corresponds to the question or not.

Check-up

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

1. Where did Kate go on her holiday?
(A) With her family. (B) To Singapore.
2. Where do you keep the office supplies?
(A) In the cabinet. (B) At noon.
3. Where did Mr. Gibson leave the report?
(A) He left it on his desk. (B) He will leave for Sydney.

Answers: page 269



Structure 6

Where is/are + subject + going to + bare infinitive/be
+ past participle?

• 2-2-08

Where is/are + subject + V-ing?

Where will + subject + bare infinitive/be + V-ing/be + past participle?

Q Where is the next convention going to be held?

A At the Plaza Hotel.

Possible responses:

- It will be in Las Vegas.
- It has not been decided yet.



Test-Taking Strategies

The questions of this type ask about where somebody will or is going to do something or where something is about to take place. You, therefore, should listen carefully to the subject and the verb instead of focusing on the tense of the verb.

Like other structures, the correct responses to these questions also use the structure **preposition + noun/noun phrase of location/place**. You should also listen to the location in the response to decide whether it corresponds to the question or not.

Where will the seminar be held?

→ In the mailbox. (X) / On the desk. (X)



Check-up

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

1. Where is the seminar going to be held next year?
(A) Yes, it will. (B) It will be in Las Vegas.
2. Where will they move the office?
(A) It has not been decided yet. (B) That is surprising.
3. Where is your department having the welcome party?
(A) At the Plaza Hotel. (B) At about 5 o'clock.

Answers: page 269

Practice – Questions with *Where* (2)

Answers: page 269

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

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

© 2-2-09

Practice A

1. Where did you hear the news?
(A) A _____ of mine _____ me.
(B) He will be here _____.
2. Where should I put my suitcase?
(A) The handbag suits _____.
(B) In the closet in the _____.
■ suitcase suit closet
3. Where are you traveling next summer?
(A) I haven't _____.
(B) _____ the Bahamas!
4. Where will the trade show be held?
(A) _____ some new clothing lines.
(B) _____ Chicago.
■ trade show be held
clothing line
5. Where are they going to build a new factory?
(A) On the outskirts _____.
(B) Is _____ the _____?
■ factory outskirts
6. Where did Samantha leave the application form?
(A) She left an _____.
(B) In the _____.

Practice B

1. Where will the _____ be?
(A) To show _____.
(B) At the _____.
2. Where are they going to _____ a new factory?
(A) Yes, they _____ in the _____.
(B) Several options are being _____.
■ option
3. Where did you _____ the _____?
(A) Everyone _____ it.
(B) He will be _____.
4. Where should I _____ my _____?
(A) The _____ you well.
(B) You can _____.
5. Where did Samantha _____ the _____?
(A) She left _____ ago.
(B) I have no _____.
6. Where are you _____ next summer?
(A) Hawaii.
(B) _____ Hong Kong.

Common Vocabulary in Part 2

2

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

2-2-10

Verbs

- buy
- file
- find
- get
- go on vacation
- hold
- keep
- locate
- park
- purchase
- put
- stay
- store
- submit
- try

[Check-up 1]

1. A: Where can I _____ file folders?
B: _____ the stationery store down the road.
■ stationery
2. A: Where is the press conference going to be _____?
B: At the Hamilton Hotel.
■ press conference
3. A: Where are you planning to _____ this year?
B: I haven't decided yet.
4. A: Where did you _____ my purse?
B: You left it on my desk yesterday.
■ purse
5. A: Where should I _____ the contracts?
B: In the cabinet next to my desk.
■ contract



Nouns

- shelf
- cabinet
- drawer
- closet
- floor
- office supplies
- cashier
- theater
- library
- post office

- headquarters (= head office)
- branch office
- warehouse
- storage room
- dining room
- meeting room
- conference room
- fitting room

(In American English, the place where people change their clothes at sports centers is called **locker room**. In British English, it is known as **changing room**.)

[Check-up 2]

1. A: Where is the key to the _____?
B: I left it on the _____.
2. A: Where should I put my coat?
B: In the _____ by the cabinet.
3. A: Where is the women's shoes section?
B: It's on the third _____.
■ section
4. A: Where do you keep extra envelopes?
B: In the top _____ of my desk.
■ envelope
5. A: Where did Mr. Gonzalez go?
B: To our new _____.

Answers

1. sofa

2. coat closet

3. floor

4. top drawer

5. office

Answers: page 270

Practice with Possible Questions

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

• 2-2-11

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

Practice with TOEIC Actual Questions

The following questions are based on a recorded lesson on second hand cars.

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

● 2-2-12

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



Answers: page 270

Chapter 3

Questions with *When*

■ Overview

■ Question Structures

■ Practice – Questions with *When* (1), (2)

■ Common Vocabulary in Part 2 (3)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

The question word **When** is used to ask about time such as parts of day, times of day, days, dates, years, decades, etc.

- The present simple tense is mostly used in the questions with **When** but they may refer to the future, especially when they involve such verbs as **plan**, **suppose**, and **expect**. The correct response may use a verb in the future tense.
- Below are prepositions usually found in responses to the questions with **When**:

in + duration/month/year	In about ten minutes. In two months. In July.
at + specific time	At 9 o'clock. At 8:15 a.m. At the end of next month.
on + day/date	On the first day of September. On March 2.
by + time/day/date	By 8 o'clock at the latest. By the end of this week.
not until + time/day/date	Not until next week. Not until Wednesday.

Example Listen and choose the best response to the question.

● 2-3-01

When is the workshop supposed to end?

- (A) At 3 o'clock.
- (B) It does not work.
- (C) At the end of the corridor.

→ Response (A) is the correct choice because it mentions a specific time. Response (B) is misleading because it uses a similar sounding word (work – workshop). Response (C) is incorrect because it indicates a location.

Question Structures



Structure 1 When is + subject + ...?

2-3-02

Q When is the train to London?

A In thirty minutes.

- At 5 o'clock sharp.
- Not until 7 o'clock tomorrow morning.
- Please ask the conductor.
- Why don't you go to the information center?

Possible responses

Test-Taking Strategies

The subjects in this type of questions may involve means of transportation (bus / train / flight), travel (visit / trip / journey), or events (presentation / meeting / seminar / training session / conference / appointment).

The present simple tense is used in the question, but the correct response may refer to a future time such as **In 30 minutes.** / **Tomorrow morning.** / **Next Wednesday at 2 p.m.**, etc.

Check-up

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

1. When is the dinner appointment with Mr. Tanaka?

- (A) At 5 o'clock.
- (B) By telephone.

2. When is the next available flight to Hawaii?

- (A) I want to take the train.
- (B) Not until 7 o'clock tomorrow morning.

Answers: page 272

**Structure 2**

When is/are + subject + due?

When is the deadline for + noun/noun phrase?

• 2-3-03

Q When is the project due?**A Next Monday.**

- Possible responses**
- By the end of this month.
 - We have a few more days.
 - You should finish it before five o'clock today.

 **Test-Taking Strategies**

You may not hear the noun/noun phrase in the question, but you can choose the correct response if you can listen to the word **due** or **deadline**, which refers to a specific time for something to be finished.

The correct responses to the questions of this type may include the structure **preposition + time** or a complete statement with **should** or **have to**.

next + day	Next Friday at 9.
on. + day/date	On Monday. On January 27.
by the end of ...	By the end of the month/week.
day + morning/afternoon + at + specific time	Wednesday afternoon at 3 p.m.

 **Check-up**

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

1. When are the assignments due?
 (A) In the mailboxes.
 (B) You should finish it before five o'clock today.
2. When is this phone bill due?
 (A) You can use my phone.
 (B) By the end of this month.
3. When is the deadline for registration?
 (A) We have a few more days.
 (B) We have the plans.

Answers: page 272



Structure 3 When did + subject + bare infinitive?

• 2-3-04

Q When did you join the Marketing Department?

A About three years ago.

Possible responses

- I believe it was about two years ago.
- Last month.

Test-Taking Strategies

This question structure asks about when somebody did something or when something happened in the past. You should listen carefully to the verb in the question.

The correct responses to this question structure usually refer to a specific past time, using adverbs like ago, last. Another possible response may be a complete statement such as I cancelled it last month.

number + day(s)/month(s)/year(s) + ago	Two days ago. Almost one month ago. About three years ago.
last + night/month/year	Last night. Last month.

Check-up

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

- When did you make the decision?
(A) We decided last week. (B) Next month.
- When did you arrive from Tokyo?
(A) Three days ago. (B) From Platform 1.

Answers: page 272



Structure 4 When do/does + subject + bare infinitive?

2-3-05

Q When does the train leave for Boston?

A In ten minutes.

Possible responses

- At 2 o'clock.
- It is being delayed.

Test-Taking Strategies

You should listen carefully to the subject and the verb in this question structure. The subject may refer to a human or thing, and the verb which carries the meaning of starting or ending can be heard.

	Subject	Verb
When does the	meeting/show/conference/concert	start/begin/take place/end
	train/flight/bus/ship	leave/depart/arrive/get here
	office/store/resort	close/open
	warranty/passport/ticket	expire

The present simple tense is used in the question, but its response may refer to the future time.

in + duration	In 10 minutes.	In half an hour.
at + specific time	At 9 o'clock.	
on + day/date	On Tuesday.	On June 15.
duration + from now	Six months from now.	

Check-up

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

1. When do you need the report by?
(A) Next Friday. (B) In the office.
2. When does the concert begin?
(A) In New York. (B) At 2 o'clock.

Answers: page 272

Practice – Questions with *When* (1)

Answers: page 272

• 2-3-06

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

Practice A

1. When is the next bus to Manhattan?
 - (A) It's _____.
 - (B) _____.
2. When is your appointment with the dentist?
 - (A) This _____.
 - (B) In the _____ town.
 - dentist
3. When does your passport expire?
 - (A) _____ from now.
 - (B) First of all, you should _____ the _____.
 - passport
 - expire
 - first of all
4. When did you wake up this morning?
 - (A) _____ o'clock.
 - (B) I have not _____ it yet.
 - wake up
5. When do you move into your new office?
 - (A) _____ two _____.
 - (B) It's _____ the _____ floor.
6. When is the deadline for the gas bill payment?
 - (A) By _____.
 - (B) On _____ 15.
 - deadline
 - gas bill
 - payment

Practice B

1. When did you _____ this morning?
 - (A) I have not _____ yet.
 - (B) Very _____.
2. When is the _____ for the gas bill payment?
 - (A) In _____.
 - (B) Next _____.
3. When do you _____ into your new _____?
 - (A) No _____ October 10.
 - (B) It's on the _____.
4. When _____ your _____ with the dentist?
 - (A) At the _____.
 - (B) I have to be _____ by _____.
5. When _____ your passport _____?
 - (A) Next _____.
 - (B) I lost my _____.
6. When is the _____ to Manhattan?
 - (A) Not until _____.
 - (B) It's my _____.



Structure 5

When will + subject + bare infinitive/be + V-ing?

● 2-3-07

When will + subject + be + past participle?

When is/are + subject + going to + bare infinitive/be + past participle?

When is/are + subject + V-ing/being + past participle?

Q When will the meeting take place?

A On Monday afternoon.

- Possible responses:
- At 10 o'clock.
 - The day after tomorrow.
 - It is going to be held after lunch.
 - The committee has not made a decision yet.

Test-Taking Strategies

The questions of this type are used to ask about when somebody will or is going to do something, or when something is going to take place or being done.

The correct responses to these questions must refer to a specific time in the future, using an adverb of time, the structure preposition + time, or a noun/noun phrase. A statement with as soon as + subject + verb (present tense) is also a correct response, and a complete response using the future tense (will / going to + V/be + V-ing) is acceptable, too.

Check-up

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

1. When are you moving into the new building?
(A) On the second floor. (B) Next week.
2. When are you going to release our new products?
(A) Just 10 miles from here. (B) As soon as possible.
3. When will the order be delivered?
(A) In two weeks. (B) Not at all.

Answers: page 272



Structure 6

When is/are + subject + supposed to + bare infinitive?

When is/are + subject + scheduled to + bare infinitive?

• 2-3-08

Q When is the workshop supposed to end?

A At three o'clock.

- On Friday.
- Next Tuesday.
- Before noon, I hope.
- At five o'clock, I think.

Possible responses

Test-Taking Strategies

This question structure is similar to Structure 5, which asks about the time of future plans. You should listen to the subject and the main verb in the question.

The correct responses to the questions of this type must refer to a specific time in the future.

Check-up

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

1. When is he supposed to start work? (A) He was busy. (B) Next Tuesday.
2. When are we supposed to hear from them? (A) At five o'clock, I think. (B) No problem.
3. When are the renovations scheduled to begin? (A) Four days a week. (B) On Friday.

Answers: page 272

**Structure 7**

When can/should I + bare infinitive?

When do we have to + bare infinitive?

• 2-3-09

Q When can I expect to get the results of the test?**A In a couple of days.**

- Possible responses**
- It will not take very long.
 - You will get the results by next week.
 - Can you be here tomorrow?

Test-Taking Strategies

The questions of this type usually contain the fixed phrase **When can/should I** or **When do we have to**. You, therefore, just listen carefully to the verb after it to be able to choose the correct response.

Check-up

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

1. When should I pick up my car?
 (A) Can you be here tomorrow? (B) At the repair store.
2. When can I get my money back?
 (A) It will not take very long. (B) Yes, that's fine.
3. When do we have to submit the application forms?
 (A) To the manager of the Personnel Department.
 (B) By the end of the month.

Answers: page 272

Practice – Questions with When (2)

Answers: page 272

Listen to the questions and responses below and choose the correct response to each question. Then, listen again and fill the missing words in the gapped questions and responses. ● 2-3-10

Practice A

1. When is the concert supposed to begin?
(A) It is written on the _____.
(B) At the _____.
2. When are you taking your driving test?
(A) I failed _____.
(B) _____ from now.
■ driving test fail
3. When will your new book be published?
(A) _____ next month, I _____.
(B) That sounds _____.
■ publish
4. When are you going to start the project?
(A) _____, I will.
(B) _____ this work.
5. When is the construction scheduled to be finished?
(A) I'm _____ it.
(B) Not for _____ weeks.
■ construction
6. When can I expect my order to arrive?
(A) I _____ a new printer.
(B) It will take _____ days.
■ expect

Practice B

1. When are you _____ your _____?
(A) At _____ tomorrow.
(B) I will _____ the _____.
2. When are you _____ the _____?
(A) Early _____.
(B) _____ weeks _____.
3. When can I _____ my _____ to _____?
(A) Tomorrow _____, I think.
(B) I _____ a new _____.
4. When is the construction _____ to be _____?
(A) Of course _____.
(B) At the _____ next month.
5. When is the concert _____?
(A) At the _____.
(B) In _____.
6. When will your new book _____?
(A) _____ next week.
(B) At the _____ of the _____.

Common Vocabulary in Part 2

3

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and responses below. 2-3-11

Verbs

- announce
- approve
- arrive
- begin / start
- complete
- deliver
- end
- expect
- expire
- finish
- hire
- leave (for)
- move
- receive
- release
- relocate
- reopen
- return

[Check-up 1]

1. A: When will the package _____?
B: Next Tuesday.
■ package
2. A: When is your company planning to _____ new employees?
B: The plan is for January of next year.
3. A: When will the opening in the Accounting Department be filled?
B: When Mrs. Sato _____ from vacation.
■ opening Accounting Department vacation
4. A: When will the marketing company _____ to New York?
B: Not until next month.
5. A: When do you _____ the merger to be _____?
B: By the end of the week.
■ merger

**Nouns**

- | | |
|---|---|
| <ul style="list-style-type: none"> ■ application ■ appointment ■ board meeting ■ contract ■ deadline ■ exhibition ■ flight | <ul style="list-style-type: none"> ■ passport ■ plant (= factory) ■ proposal ■ renovation ■ result ■ shipment ■ warranty |
|---|---|

(B) (A) (B) (A)

[Check-up 2]

1. A: When is your _____ scheduled to depart? (B) (A) (B) (A)
- B: At 5 p.m. (B) (A) (B) (A)
2. A: When did you submit your job _____? (B) (A) (B) (A)
- B: Three days ago.

 - submit

3. A: When can I get _____ of my physical examination? (B) (A) (B) (A)
- B: Later this week.

 - physical examination

4. A: When are you going to turn in your _____? (B) (A) (B) (A)
- B: Sorry. I'm still working on it.

 - turn in

5. A: When is the budget report due?
- B: The _____ is Thursday.

 - budget due

Answers: page 273

Answers: page 273

Practice with Possible Questions

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

SKILL 2-3-12

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

Answers: page 273

Practice with TOEIC Actual Questions

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

● 2-3-13

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

Answers: page 273

Chapter 4

Questions with Why

■ Overview

■ Question Structures

■ Practice – Questions with Why (1), (2)

■ Common Vocabulary in Part 2 (4)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

The question word **Why** is used to ask about the reason for a(n) event/condition/problem/change of a plan.

- Questions with Why account for 3-4 out of 30 questions in Part 2.
- Responses to this question type will provide a reason or cause. Conjunctions or prepositions of cause such as **because**, **for**, **because of**, **due to** are frequently used. A to-infinitive phrase may also be used to show purpose.
- However, a correct response does not always start with **because**. In most cases, **because** is omitted, so you must understand what the question asks about in order to choose the correct response.

Example Listen and choose the best response to the question.

● 2-4-01

- Why is the bank closed today?
- (A) It is just two blocks away.
 - (B) It is a holiday.
 - (C) Right across the street.

→ This question asks about the reason why the bank is closed today. Therefore, response (B) is the most suitable because it explains that it is a holiday. Responses (A) and (C) are wrong because each refers to a location.

For questions with Why, you should carefully listen to the whole question and should not expect a response starting with **because**. In the actual TOEIC test, most of the answer choices omit the conjunction **because**. Sometimes, responses starting with **because** turn out to be misleading.

Question Structures



Structure 1

Why is/are/was/were + subject + adjective/adverb/adverbial phrase?

Why is/are/was/were + subject + past participle?

Why isn't/aren't/wasn't/weren't + subject + past participle?

2-4-02

Q Why is the library closed?

A It's a national holiday.

Possible responses

- Its operating hours ended.
- It is being repaired.
- There was a fire last night.

Test-Taking Strategies

The questions of this type are used to ask about the reason for the condition/state of the subject. Common adjectives you will hear are **late/busy/low/empty/loud/bright/hot/dark/open**.

- Generally, when the subject of the question is an event, an appointment, or a reservation, the past participle will carry the meaning of cancellation, delay, postpone, or change.
- When the subject of the question refers to a place where people usually come to such as **bank/library/restaurant/store/gate/door/window/road**, the past participle will usually carry the meaning of being closed or locked.

Subjects	Past participles
flight/schedule/conference/meeting/ construction/appointment	delayed/postponed/cancelled/rearranged
bank/library/restaurant/store/gate/ door/window/road	closed/locked/blocked

Possible responses to the questions of this type include:

- Reasons for flight delays: bad weather, technical problems, etc.
- Reasons for libraries or banks being closed: a public holiday, important internal matters, etc.
- Reasons for a meeting or an appointment being cancelled or changed: an unexpected incident, speakers' health problems, an emergency, etc.

Check-up

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

1. Why was your flight delayed?

- (A) Because of the bad weather. (B) It was too late.

2. Why are you here?

- (A) Here you are. (B) For the job interview.

Answers: page 275



Structure 2

Why is/are/isn't/aren't + subject + V-ing?

2-4-03

Q Why are so many people standing on the street?

A There is a street concert tonight.

- There is a parade on the street.
- A festival is taking place.
- They are watching a street performance.
- Some street musicians are having a concert.

Possible responses

Test-Taking Strategies

This question structure is used to ask about the reason why an event is happening at present or in the near future. You have to understand the meaning of the subject and verb in the -ing form. Also, you must identify whether the verb be is in an affirmative or a negative form.

Depending on the idea or context of the question, the correct response may be in a variety of tenses: present simple, past simple, present continuous, or future.

Why is Mr. Kim leaving for London Thursday? (A planned future action)

→ He is going to attend a conference. (The future tense)

Check-up

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

1. Why is he working so late tonight?
(A) He should finish the report. (B) He is always late.
2. Why isn't the elevator working?
(A) It's downstairs. (B) It is out of order.
3. Why are you walking so fast?
(A) I will work faster. (B) I have to catch the last train.

Answers: page 275



Structure 3

Why do/does + subject + need/have/want to +
bare infinitive?

2-4-04

Q Why do you need to reschedule your appointment?

A Something came up unexpectedly.

- My client asked me to do that.
- One of my team members had an accident.
- My flight has been canceled because of the bad weather.

Possible responses

Test-Taking Strategies

To choose the correct response to this question structure, you have to listen carefully to the verb after need/have/want to.

Different tenses may be used in the responses, but you do not have to pay too much attention to the tenses. You just focus on finding the response whose meaning best corresponds with the question.

Check-up

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

1. Why do you want to cancel the appointment?

- (A) My schedule has been changed. (B) She was appointed to the position.

2. Why do they have to depart so early in the morning?

- (A) They get up early. (B) To avoid traffic jams.

3. Why do we need to send them another invoice?

- (A) It's on my desk. (B) They lost the first one.

Answers: page 275

Practice – Questions with *Why* (1)

Answers: page 275

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

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

• 2-4-05

Practice A

1. Why does Rachel want to move to Boston?
 - (A) She got a _____ there.
 - (B) Because she _____ transportation.
 - transportation
2. Why are you in such a hurry?
 - (A) I will _____ me.
 - (B) To _____ the first train.
 - in a hurry
3. Why do I have to submit this form again?
 - (A) We never received the _____.
 - (B) To the _____ Department.
 - form
4. Why was the meeting cancelled?
 - (A) The meeting _____ at 10:30.
 - (B) Our manager had a _____.
5. Why is the parking lot so empty today?
 - (A) You _____ your car here.
 - (B) Today is a _____.
 - parking lot
6. Why is the company moving its office?
 - (A) My office is on the _____.
 - (B) The current office building is _____.

Practice B

1. Why is the _____ so today?
 - (A) You can _____ this _____.
 - (B) Most people _____.
2. Why is the _____ its _____?
 - (A) My office is _____ the _____ floor.
 - (B) _____ a new building.
3. Why does Rachel _____ to Boston?
 - (A) She wants to _____ her family.
 - (B) Because she _____ traveling.
4. Why are you _____ a _____?
 - (A) I don't want to be _____.
 - (B) I will _____ you.
5. Why do I have to _____ this _____?
 - (A) Some information is _____.
 - (B) To the _____.
6. Why was the _____?
 - (A) The meeting _____ at noon.
 - (B) The president's flight has been _____.
 - president



Structure 4

Why don't you/we + bare infinitive?

2-4-06

Q Why don't you call customer service?

A That is probably a good idea.

- That's a good idea.
- I think I should.
- Actually, I just did that.

Possible responses

Test-Taking Strategies

This question structure does not only ask about reasons but also indicates an invitation or a suggestion, which means *We will ...*, *what do you think?* or *Let's ...* You should listen carefully to the bare infinitive in the question.

The correct response usually provides an acceptance or a refusal to the invitation or suggestion, and a reason is generally given to a No response.

Possible Yes responses	Possible No responses
That's a good idea.	Sorry,
That sounds like a great idea.	Actually, + reason for refusal.
I'd be glad to.	Thanks, but
Yes/Okay/Sure, + opinion.	Unfortunately,

Check-up

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

1. Why don't you take some time off?

(A) I think I should. (B) The plane will take off in a minute.

2. Why don't you ask Paul to come to your party?

(A) No, he is not busy. (B) Actually, I just did.

3. Why don't we share a taxi to the airport?

(A) That's a good idea. (B) Because I called a taxi.

Answers: page 275



Structure 5

Why did/didn't + subject + bare infinitive?

2-4-07

Q Why did Michael leave early?

A To avoid heavy traffic.

- Possible responses
- He had an appointment.
 - He had to take the first train.
 - He received a phone call from his client.

Test-Taking Strategies

This question structure is used to ask about the reason why an action or event took / didn't take place. You should listen carefully to the bare infinitive in the question.

Generally, the correct response to this question structure is in the past tense. If something is still true in the present, the response may be in the present tense. However, you do not need to pay attention to the tenses. You just focus on finding the response whose meaning best corresponds with the question.

Check-up

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

1. Why did you decide to install a new system?
(A) It is much better. (B) I think I will.
2. Why didn't you get to work on time?
(A) It does not work. (B) My train was delayed.
3. Why did Michael quit his job?
(A) He works as a doctor. (B) He got another job.

Answers: page 275

**Structure 6****Why have/has/haven't/hasn't + subject + past participle?**

2-4-08

Q Why have you been away so long?**A The meeting lasted all day.**

- We got stuck in heavy traffic.
- I have been in the warehouse checking on the inventory.
* check on the inventory
- I have been at the airport picking up Mr. Masao from Tokyo.

Possible responses**Test-Taking Strategies**

This question structure is used to ask about somebody's plan or the reason why an action has/hasn't been done. The subject may be humans or things. Generally, the present perfect tense is used in the question, but the response may be in the present simple tense if it is still true.

Why has the traffic stopped moving?→ Maybe there is some road construction.**Check-up**

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

1. Why has Taylor requested a leave of absence?
(A) He will leave soon. (B) His mother is in the hospital.
2. Why have you stopped producing the product?
(A) We found a defect. (B) Yes, they are good products.
3. Why hasn't Rachel come to the office yet today?
(A) She is on vacation. (B) She works very hard.

Answers: page 275

Practice – Questions with *Why* (2)

Answers: page 275

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

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

• 2-4-09

Practice A

1. Why don't you get some rest?
(A) Let me _____ this _____.
(B) I will _____ a _____.
2. Why didn't John get the promotion?
(A) To promote a _____.
(B) He _____ qualified.
■ promotion promote qualified
3. Why did Mr. Thompson leave the company?
(A) He _____ his office this _____.
(B) It was due to his _____.
■ due to
4. Why did Linda send the letter?
(A) She _____ us to her _____.
(B) At the _____.
5. Why don't you join us for dinner tonight?
(A) I'd _____ to.
(B) _____ is waiting for you.
6. Why did you stay up so late?
(A) I had _____ to do.
(B) I _____ very long.
■ stay up

Practice B

1. Why don't you _____ us for _____ tonight?
(A) Thanks, but I have _____.
(B) _____ is ready.
2. Why did Mr. Thompson _____ the _____?
(A) He _____ a _____ for you.
(B) He started _____ business.
3. Why did Linda _____ the letter?
(A) To _____ somebody about the _____ in the schedule.
(B) At the _____.
■ schedule
4. Why did you stay up _____?
(A) I stayed _____ for two _____.
(B) I had to _____ my _____.
5. Why don't you _____?
(A) I will _____ the _____.
(B) The deadline is just _____.
6. _____ John _____ the promotion?
(A) _____ advertise a new _____.
(B) I _____ of a new _____.
■ advertise

Common Vocabulary in Part 2

4

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

2-4-10

Verbs

- | | |
|----------------|------------|
| ■ ask | ■ discuss |
| ■ bring | ■ join |
| ■ cancel | ■ order |
| ■ change | ■ postpone |
| ■ close | ■ reject |
| ■ come to work | ■ send |
| ■ contact | ■ stop |
| ■ delay | ■ work |

[Check-up 1]

1. A: Why don't we have a meeting sometime next week?

B: Okay. I'll _____ you later.

2. A: Why did David _____ the restaurant reservation?

B: He _____ his appointment.
■ reservation

3. A: Why has traffic _____ moving?

B: Maybe there's a car accident.

4. A: Why did they _____ the construction proposal?

B: They said it was too costly.
■ construction costly

5. A: Why did you _____ an umbrella?

B: I heard it was going to rain this afternoon.

**Nouns/Adjectives**

- | | |
|---|--|
| <ul style="list-style-type: none"> ■ promotion ■ assistance ■ maintenance ■ recommendation ■ technician ■ subscription ■ request ■ air conditioner (= air conditioning) | <ul style="list-style-type: none"> ■ early ■ late ■ empty ■ tired ■ dark ■ open ■ stuck ■ urgent |
|---|--|

[Check-up 2]

1. A: Why were so many workers _____?
B: The bus got _____ in traffic.
2. A: Why didn't you come to the party?
B: Unfortunately, something _____ came up.
■ come up
3. A: Why does Jessica look so happy?
B: She got a _____.
4. A: Why don't we take a break?
B: Oh, are you _____?
5. A: Why did you call the engineer?
B: The _____ broke down.
■ engineer break down

Answers: page 276

Practice with Possible Questions

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

• 2-4-11

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

Answers: page 276

Answers: page 276

Practice with TOEIC Actual Questions

ANSWER

Chọn đáp án tốt nhất cho các câu hỏi sau đây bằng cách

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

● 2-4-12

(A) (B) (C)

- | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 2. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 3. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 4. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 5. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 6. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 7. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 8. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 9. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 10. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 11. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 12. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 13. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 14. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |
| 15. (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) | (I) | (J) | (K) | (L) | (M) | (N) | (O) | (P) | (Q) | (R) | (S) | (T) | (U) | (V) | (W) | (X) | (Y) | (Z) |

Answers: page 276

Chapter 5

Questions with *What*

■ Overview

■ Question Structures

■ Practice – Questions with *What* (1), (2)

■ Common Vocabulary in Part 2 (5)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

The question word **What** is used as a pronoun (with the purpose of asking the listener to exactly name the object), and it is also used as an adjective with the meaning of **how, how much / many, which**, etc. In the TOEIC test, you often hear **What** as an adjective.

- When **What** is used as an adjective, the noun coming after it is very important because it will decide different types of responses. Therefore, you must listen carefully to the noun that follows **What**.
- What** plus a certain noun may produce a particular meaning, for example:

What time	When
What method	How
What ~ purpose/What ~ reason/What ~ for	Why
What ~ amount/What ~ price	How much

Example Listen and choose the best response to the question.

2-5-01

What time did Mr. Jackson leave the office?

- (A) An hour ago.
- (B) He doesn't live there anymore.
- (C) Yes, he did.

→ Here, **What** is used as an adjective because there is a noun following it. **What time** is equivalent to **When**, which asks about time. Therefore, response (A) is correct because it provides a specific time. Response (B) entraps you by using the word **live** which has a similar sound to **leave** in the question. Response (C) is obviously wrong as we cannot answer **Yes/No** to questions starting with a question word.

Question Structures



Structure 1

What is/are/was/were + noun/noun phrase?

• 2-5-02

Q What is the purpose of your visit to Tokyo?

A I'm here for a business meeting.

Possible responses

- I'm here for a conference.
- I'm going to see my parents.



Test-Taking Strategies

For this question structure, the key word is the noun coming after the verb be. Actually, a wide range of nouns may be used as key words.

Common nouns			Nouns related to prices/costs	
assignment	prize	account number	budget	fare
decision	purpose	business hours	charge	fee
extension	question	e-mail address	cost	price
job	reason	return policy	estimate	rate
name	size			
plan	subject			
position	topic			

Depending on the key words, the correct responses may have different structures and length. When the key word refers to prices or costs, the correct response will mention an amount of money with a currency unit such as dollar or pound.

Check-up

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

1. What is your plan for summer vacation?
(A) I'm going to see my parents. (B) By airplane.
2. What is the price of this item?
(A) Later this week. (B) It's 10 dollars.

Answers: page 278



Structure 2

What time is + noun/noun phrase?

• 2-5-03

What time is/are/was/were + subject + V-ing/past participle?

What time does/do/did + subject + bare infinitive?

What time will/can/should + subject + bare infinitive?

Q What time are you leaving tomorrow?

A At seven o'clock in the morning.

- I will set off after ten o'clock.
- We will start at eight o'clock sharp in the morning.
- After finishing my sales report.
- What will the traffic be like tomorrow morning? (The second speaker is not sure about the answer.)
- It depends on the weather conditions. (The second speaker is not sure about the answer.)

Possible responses



Test-Taking Strategies

For the structure What time is + noun/noun phrase?, the nouns interview, appointment, plane, train can frequently be found.

In most cases, the correct response to this type of questions is short and uses the structure preposition + time. If you are not sure about the correct response, choose the one that refers to time such as day, date, month, or time of day.



Check-up

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

1. What time is the flight scheduled to depart?

- (A) It depends on the weather conditions. (B) It takes about two hours.

2. What time can you take a break?

- (A) That's a good idea. (B) After finishing my sales report.

3. What time will you start the meeting?

- (A) At ten o'clock. (B) In the conference room.

Answers: page 278



Structure 3

What is the best/fastest/quickest/shortest way + to-infinitive? • 2-5-04

Q What is the best way to get to the airport?

A Take the subway.

Possible responses

- Take a taxi.
- I think a taxi is the fastest way to get there.
- There is a shuttle bus service.



Test-Taking Strategies

This question structure is used to ask about means of communication or transportation. Common verbs you will hear usually have the meaning of communicating/talking to or arriving at.

contact	get in contact with
reach	get to

Most frequently, the correct response to the question about means of transportation mentions nouns such as **bus/taxi/subway/shuttle bus**.

Check-up

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

1. What is the fastest way to get to the convention center from here?

- (A) Take a taxi. (B) At three o'clock.

2. What is the shortest way to get to the hospital?

- (A) Two hundred meters. (B) Through the park.

3. What is the best way to reach your manager?

- (A) Here is his phone number. (B) He is a sales manager.

Answers: page 278

Practice – Questions with *What* (1)

Answers: page 278

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

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

• 2-5-05

Practice A

1. What is the problem with my computer?
 - (A) It isn't plugged _____.
 - (B) Sure, you can _____
 - plug
2. What time are you leaving the office today?
 - (A) It takes about _____.
 - (B) _____ this report.
3. What is Mr. Jackson's position at the company?
 - (A) He is a _____.
 - (B) In the _____.
4. What time will the train arrive?
 - (A) In _____.
 - (B) It runs _____.
 - run
5. What is the best way to contact you?
 - (A) I _____ my mobile number.
 - (B) It's a _____ contract.
 - contact mobile contract
6. What is the total cost of the construction?
 - (A) It will _____ at least _____.
 - (B) It is estimated at _____.
 - construction estimate

Practice B

1. What is _____ to contact you?
 - (A) We should _____.
 - (B) _____ my office _____.
2. _____ will the _____?
 - (A) It runs _____ a day.
 - (B) _____ a.m.
3. What is the _____ my _____?
 - (A) I think it's infected _____ a _____.
 - (B) _____.
 - infect
4. _____ are you _____ the _____ today?
 - (A) That _____ like a _____.
 - (B) In _____.
5. What is the _____ of the construction?
 - (A) It will not exceed _____.
 - (B) It will take _____ three.
 - exceed
6. What is Mr. Jackson's _____ at the _____?
 - (A) He is _____ the _____ Department.
 - (B) The _____ me.



Structure 4

What is the weather (going to be) like + date/place?

What is the weather forecast for + date/place?

• 2-5-06

Q What is the weather going to be like tomorrow?

A I heard it's going to rain.

Possible responses

- It is going to be cloudy and windy.
- You will probably need your umbrella.
- The forecast for tomorrow calls for clear skies.

Test-Taking Strategies

The questions of this type are used to ask about the weather.

You should familiarize yourself with common expressions related to the weather to choose the correct response.

rain	clear	windy
snow	sunny	cloudy
cold	rainy	foggy
hot	snowy	humid
warm		

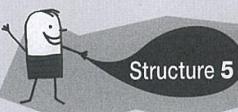
Sometimes, instead of using the words mentioned above in the response, the second speaker may give a long and indirect response, for example, instead of saying **It will rain**, he/she may say **You will probably need your umbrella**.

Check-up

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

1. What is the weather like in New York? (A) It is warm. (B) For a month.
2. What is the weather forecast for the weekend? (A) From 3 to 7 o'clock. (B) It is going to be cloudy and windy.
3. What is the weather forecast for tomorrow? (A) I suppose you would be right. (B) The forecast for tomorrow calls for clear skies.

Answers: page 278



Structure 5

What do/did you think of/about + noun phrase/gerund phrase?

• 2-5-07

What is your opinion of + noun phrase/gerund phrase?

Q What do you think about our marketing strategy?

A It seems like a great plan.

- Possible responses
- It looks like a good idea.
 - It sounds good in theory.
 - That's an excellent idea.
 - I am not sure.
 - I doubt if it is possible in reality.

Test-Taking Strategies

The questions of this type are used to ask about the second speaker's opinion. After think of/about, a noun phrase or gerund phrase must be used.

Because the question asks about the second speaker's opinion, the correct response usually starts with I. Quite often, it can also start with It/That/They.

What do you think of our advertising strategy?

→ It looks like a good plan. (It = our advertising strategy)

What did you think of our proposal?

→ I'm very impressed.

Check-up

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

1. What do you think about signing the contract?

(A) I am not sure.

(B) Thanks a lot.

2. What do you think of the company's plan to expand?

(A) I doubt if it is possible in reality.

(B) I don't think I can take a vacation.

3. What is your opinion of the new product?

(A) Anytime you want.

(B) It looks like a good idea.

Answers: page 278



Structure 6

What do/does/did + subject + bare infinitive?

What will/would/should + subject + bare infinitive?

What is/are + subject + V-ing?

• 2-5-08

Q What do you need for your trip?

A A credit card.

Possible responses

- A small backpack.
- A credit card is all I need.
- I need some camping equipment.
- Nothing in particular. It will be a short visit to see my friend.



Test-Taking Strategies

The questions of this type are used to ask about a planned action or an object needed. Most bare infinitives in these questions are transitive verbs. If the modal verb **should** occurs in the question, it means that a suggestion or some advice is required in the response. In case a verb ending in -ing is used in the question, it means that the action is happening at present or is going to take place in the near future.

The noun(s) in the response must correspond with the bare infinitive in the question.

What did you study in college?

→ Economics and accounting.

What should I wear when we meet Ms. Watson?

→ I'd recommend a suit and tie.

Check-up

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

1. What does Mr. Thompson intend to do after he retires?

- (A) He came in yesterday. (B) He plans to start his own business.

2. What should I do with this report?

- (A) I finished my report. (B) Please review it.

Answers: page 278



Structure 7

What kind/type/sort of + noun + auxiliary verb/be + subject
+ verb?

2-5-09

What + noun + auxiliary verb + subject + verb?

Q What kind of job are you looking for?

A I'm interested in web design.

Possible responses

- I'm seeking a challenging position.
- I have experience in marketing.

Test-Taking Strategies

Below is a list of nouns which usually follow **What kind / type / sort of** and **What**.

shoes	paper	loan
ticket	seat	color
computer	chair	company
car	furniture	topic
gift	suit	accommodation
book	work	advertising
food	clothing	business

The correct response may refer to a specific name of an object or its size, shape, color, characteristic, etc.

Check-up

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

1. What color would you like to paint your house?

- (A) Yellow or green. (B) It's a new house.

2. What kind of car are you interested in?

- (A) I will take care of it. (B) I have a pickup truck in mind.

3. What sort of food would you like to have?

- (A) Italian food. (B) Let's have lunch.

Answers: page 278

Practice – Questions with *What* (2)

Answers: page 278

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

School 2-5-10

Practice A

1. What do you think of the new plan?
(A) I don't have any plans _____.
(B) It _____ a good one.
2. What did they discuss at the meeting?
(A) A _____.
(B) They will _____ it _____.
3. What is the weather forecast for Thursday?
(A) I don't _____ whether _____ will _____.
(B) It's _____ pretty _____ then.
■ whether
4. What kind of book are you reading?
(A) I am _____ a comic book.
(B) I am _____ the _____ team.
■ comic book
5. What should I do with these books?
(A) _____ to Mr. Jones.
(B) Yes, he is a _____.
6. What do you think of opening a branch in Manila?
(A) I _____ it is a good idea.
(B) I think we should _____ the
branch.

Practice B

1. What is the weather forecast _____?
(A) I will _____ a _____.
(B) I _____ it will be _____.
2. What do you _____ of the _____?
(A) I have a _____.
(B) It looks like we'll _____.
3. What did they _____ the _____?
(A) _____ raises.
(B) They have _____ it.
■ raise
4. What do you think of _____ a _____ in Manila?
(A) What is the advantage of that
_____?
(B) We will _____ the _____ at 7.
■ advantage
5. What kind of _____ are you
_____?
(A) I _____ the library.
(B) It is about _____.
6. What should I _____ these
_____?
(A) Yes, he is a _____.
(B) I'll _____ them.

Common Vocabulary in Part 2

5

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and responses below. 2-5-11

Verbs

- accept
- apply for
- enclose
- explain
- happen
- include
- install
- intend
- look for
- look like
- reach
- recommend
- recover
- require
- serve
- wear

[Check-up 1]

1. A: What _____ to your shirt?
B: I spilled coffee on it.
▪ spill
2. A: What is the technician doing in your office?
B: He is _____ some new software to my computer.
▪ technician
3. A: What time does the restaurant _____ lunch?
B: From 11 a.m. to 3 p.m. every day.
4. A: What type of camera would you _____?
B: How about this one?
5. A: What does the new employee _____?
B: She's tall and has long black hair.

**Nouns**

- accommodation
- agenda
- currency
- exchange rate
- impression
- improvement
- interest rate
- leave of absence

- offer
- pay raise
- plan
- postage
- procedure
- receipt
- refreshment
- retirement

[Check-up 2]

1. A: What should I do with these _____ from my business trip?

B: You should submit them to Mr. Thompson.

- business trip
- submit

2. A: What was today's meeting about?

B: We discussed _____ pensions.

- pension

3. A: What is your _____ of our company's logo?

B: It goes well with the company's image.

- go well with

4. A: What did you do during your _____?

B: I studied abroad.

- abroad

5. A: What is on tomorrow's _____ for the workshop?

B: I'm not sure.

Answers: page 279

Practice with Possible Questions

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

2-5-12

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

Answers: page 279

Practice with TOEIC Actual Questions

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

• 2-5-13

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

Answers: page 279

Chapter 6

Questions with *Be/Do/Have*

■ Overview

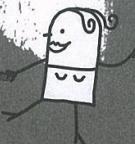
■ Question Structures

■ Practice – Questions with *Be/Do/Have* (1), (2)

■ Common Vocabulary in Part 2 (6)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Questions starting with a form of the verb **Be/Do/Have** are called **Yes/No** questions.

- Correct responses usually start with **Yes/No** and are followed by an explanation.
- In the TOEIC test, **Sure/Of course/Certainly/Sorry** may be heard in place of **Yes/No**.
- When the second speaker is not sure of his/her answer, he/she may respond by questioning back. Therefore, you do not have to pay too much attention to the forms of responses. You should first focus on listening to understand the question.

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

2-6-01

Are you going to attend the seminar next week?

- (A) I am still looking for a job.
(B) That's very kind of you.
(C) Yes, we all have to be there.

→ This question wants to confirm whether the second speaker will attend the seminar or not. Hence, a **Yes/No** is expected in the response. When the subject of the question is **you**, the answer may start with either **I** or **We**. Responses (A) and (B) do not respond to the question. Response (C) is correct because it starts with **Yes** and uses **be there** to replace the phrase **attend the seminar** in the question.

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

Do you have my business card?

- (A) No, could you give it to me?
- (B) I'll send a postcard.
- (C) He may be busy.

→ This question requires a Yes/No response for confirmation. Response (A) is, hence, correct because it starts with No and then comes a request for a business card. Response (B) entraps you by using the word postcard which sounds partly similar to card. Response (C) is also misleading by using busy which sounds similar to business.

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

Have you seen any movies lately?

- (A) No, I haven't seen her.
- (B) I've been too busy.
- (C) She was late for the party.

→ This question also requires a Yes/No response for confirmation. In response (A), the second speaker answers starting with No and then continues I haven't seen..., which may make you think that it is a correct answer. However, the object pronoun her is not relevant to the question. Response (C) is wrong because it uses a similar sounding word (late – lately). Only response (B) is correct, which means the second speaker has been too busy to see movies lately.

Question Structures



Structure 1

Are you + V-ing/going to + bare infinitive?
Is + subject (3rd person singular) + V-ing/going to +
bare infinitive?

2-6-02

Q Are you coming to the party tonight?

A Yes, I'll be there.

- Sure, I will not be late.
- No, I have other plans.
- I will be there on time.
- I am looking forward to it.

Possible responses

Test-Taking Strategies

The questions of this type are used to ask about an action happening at present or an action that is going to happen in the near future. You must understand the main verb in the question in order to choose the correct answer.

Check-up

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

1. Are you going to show up at the charity event?
(A) I want to help you. (B) No, I have other plans.
2. Are you going to attend the conference?
(A) I will be there on time. (B) No, thanks.
3. Are you going to visit the Alps this winter?
(A) I am looking forward to it. (B) We had a great time.

Answers: page 281



Structure 2 Is/Are/Was/Were there + noun + prepositional phrase?

• 2-6-03

Q Are there any tickets available for today's performance?

A Only a few are left.

- Yes, there are some left.
- Sorry. They are all sold out.
- Let me check.
- How many tickets do you want?

Possible responses

Test-Taking Strategies

You should pay attention to the tenses of the verb **be** (present tense: **is/are**, past tense: **was/were**). The noun standing after **there** is the key word. You, therefore, should try to listen to the noun in order to choose the correct answer. Below is a list of nouns that you will often hear.

Merchandise / Products		Places / Means of transportation / Methods	
ticket	brochure	gas station	grocery store
pen	seat	pharmacy	bank
calculator	juice	bus	subway station
package	delivery	place to park	work to do
questionnaire		way to process	

▪ When a product or an object is asked about, the correct response may confirm its existence or mention where it is kept.

No, there is none left. Yes, look in my briefcase. They're all sold out.

▪ When a building or a place is asked about, the correct response may confirm its existence or mention its location.

Yes, right across the street. Sure, there is one on the corner.

Check-up

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

1. Is there a grocery store in the neighborhood?

- (A) Yes, I'll call you later. (B) Yes, right across the street.

2. Are there any more apples left in the refrigerator?

- (A) I will cook with apples. (B) Yes, there are some left.

Answers: page 281



Structure 3

Is/Are/Was/Were + subject + adjective?

Is/Are/Was/Were + subject + past participle?

Is/Are/Was/Were + subject + prepositional phrase?

• 2-6-04

Q Are gas and electricity included in the rent?

A Yes, and water, too.

- Yes, they are.
- All utility bills are included.
- No, utility bills are not included.
- Utility bills are charged separately.

Possible responses

Test-Taking Strategies

After the adjective, there will be a to-infinitive phrase or a prepositional phrase. You have to listen carefully to not only the adjective but also what follows it. After the past participle, there will be a prepositional phrase. You have to listen to this, too.

Common adjectives	late successful	free sure	available certain	open
Common question structures with adjectives	Are you able to V? Is he / she likely to V? Is it possible to V? Is it okay to V?		Are you ready to V? Is it necessary to V? Are you familiar with ~?	
Common question structures with past participles	Are you pleased with ~? Are you interested in ~?		Are you satisfied with ~?	
Common prepositional phrases	on display in a meeting	on vacation out of town	in charge of out of the office	

The correct response usually starts with Yes/No. Then, a further explanation or more information about the subject is given.

Check-up

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

1. Are you free later this afternoon?
(A) No, I'm busy. (B) Three times a day.
2. Is Ms. Lopez still on vacation?
(A) Yes, she is working now. (B) Yes, but she will be here on Friday.

Answers: page 281



Structure 4 Do/Does/Did + subject + bare infinitive (+ object)?

2-6-05

Q Do you have an extra copy of the schedule?

A Yes, it's on my desk.

- I will bring it to you.
- Let me check.
- There are some extra copies on the table.
- Sorry. That is the last one.

Possible responses



Test-Taking Strategies

The most important thing is to listen to and understand the verb and its object in the question. Generally, very common verbs such as **have**, **know**, **need**, **see**, **move**, **want**, **watch**, etc. may be used. However, the object that follows these verbs is usually a long phrase. You should, therefore, focus on listening to the object coming after these verbs.

This question structure is used to confirm some information, and the correct response usually starts with **Yes/No**, then a further explanation or more information is given.

Sometimes, the tense in the correct response does not necessarily correspond with that in the question. For example, the question starts with **Do/Does**, but the past tense may be used in the correct response.

Check-up

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

1. Does this gym have indoor tennis courts?
(A) Yes, on the first floor. (B) Yes, once a week.
2. Did you move into the new house?
(A) That sounds good. (B) Yes, I did.
3. Did the plane arrive at the airport on time?
(A) No, I took a taxi. (B) No, it was delayed.

Answers: page 281

Practice – Questions with Be/Do/Have (1)

Answers: page 281

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

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

• 2-6-06

Practice A

1. Are you leaving work early today?
(A) _____, I will.
(B) Yes, I will _____ on it.
2. Do you have Jessica's phone number?
(A) Let me _____ my _____.
(B) Yes, she _____ me this morning.
3. Is there a gas station around here?
(A) It _____ five minutes _____.
(B) There is one _____ the _____
■ gas station
4. Is it okay to park in front of the building?
(A) I couldn't _____ a _____

(B) I don't _____ _____.
5. Are you satisfied with the service you received?
(A) Are you _____ ?
(B) Yes, _____
■ be satisfied with
6. Does your new laser printer work?
(A) Yes, it is _____ than the old one.
(B) I think he is _____
■ laser

Practice B

1. Is there a _____ around here?
(A) It _____ ten minutes _____.
(B) The _____ is five miles away.
2. Is it okay to _____ in _____ of the building?
(A) Yes, there is a _____.
(B) No, it is a no-_____.
3. Are you _____ early today?
(A) Yes, I will _____ to _____.
(B) Yes, at _____ o'clock.
4. Are you satisfied _____ the _____ you received?
(A) It was _____.
(B) No, it is not _____.
5. Does your new laser _____ ?
(A) Yes, it _____.
(B) I think _____ is _____ now.
6. Do you _____ Jessica's phone _____?
(A) Yes, I _____.
(B) No, she _____ me.



Structure 5

Do you know + question word + subject + verb?

2-6-07

Q Do you know where the nearest bus stop is?

A Just across the street.

- Over there.
- Around the corner.
- At the corner of the street.
- Next to the taxi stand.
- There is one in front of the post office.

Possible responses

Test-Taking Strategies

This question structure is known as indirect question. Sometimes, the verb know can be replaced by remember. The frequency of question words is arranged as follows: where > when > who > why > what > how.

The correct response to this type of question must provide the information for the part right after the main verb in the question. It can also start with Yes/No.

Check-up

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

1. Do you know where I can buy a newspaper?

- (A) Over there. (B) At noon.

2. Do you know when the report is due?

- (A) To New York. (B) By Friday.

3. Do you know who is in charge of this project?

- (A) It's tonight. (B) That would be Mr. James.

Answers: page 281



Structure 6

Do you mind if I/we + verb?

Do you mind + V-ing?

2-6-08

Q Do you mind if I park my car here for a moment?

A Sorry. It is a restricted area.

- That's fine with me.
- Not at all.
- By all means.
- This place is reserved for emergency vehicles only.

Possible responses

Test-Taking Strategies

The questions of this type are used as polite requests when the speaker wants to ask someone to do something, or they can also be used to ask for someone's permission or agreement. To be more polite, he/she can use Would you mind + V-ing?

When accepting the request, the second speaker may say No/Not at all. When refusing the request, he/she will not say Yes (because it is extremely impolite) but Actually, I do mind.

Check-up

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

1. Do you mind if I turn on the radio?

(A) I like that TV program.

(B) Actually, I do mind.

2. Do you mind waiting for a while?

(A) For thirty minutes.

(B) That's fine with me.

3. Do you mind if I close the window?

(A) I opened the door.

(B) Not at all.

Answers: page 281

**Structure 7**

Have you + past participle?

Has/Have + subject (3rd person) + (been) past participle?

2-6-09

Q Have you received the sample?**A** No, it hasn't arrived yet.

Possible responses

- Yes, I received it just a while ago.
- It arrived ten minutes ago.
- I am still waiting for it.

**Test-Taking Strategies**

The questions of this type are used to confirm whether the subject has done something or not. In case the subject is a thing/an object, the verb will be in the passive form and has the meaning of being repaired/delivered/installed, etc.

Common nouns			Common verbs		
catalog	book	package	arrive	finish	install
fax	article	mail	fix	deliver	proofread
order	letter	car	complete	repair	

The correct response usually starts with Yes/No, and then gives a further explanation or more information. For the question starting with **Have you**, the correct response will start with I, or the object in the question may become the subject in the response.

Have you seen my briefcase, Mike?

→ Isn't it on your desk? (The object **briefcase** in the question is replaced by the pronoun **it** in the response.)

Check-up

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

1. Has the package been delivered?
(A) Twice a day. (B) Yes, it has just arrived.
2. Have you finished reading the files I gave you?
(A) Not yet. (B) No, it's mine.
3. Has the software been installed on your computer?
(A) No, it hasn't. (B) Yes, I repaired my computer.

Answers: page 281

Practice – Questions with *Be/Do/Have* (2)

Answers: page 281

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

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

• 2-6-10

Practice A

1. Do you mind if I leave early today?
 - (A) Not _____.
 - (B) _____.
2. Has your car been repaired yet?
 - (A) Yes, I'll _____ a _____.
 - (B) It was _____ today.
3. Do you know who has the copy of the revised schedule?
 - (A) There is _____ on my _____.
 - (B) Sorry, I can't _____ my _____.
4. Have you seen my wallet?
 - (A) No, I haven't.
 - (B) _____ very _____.
■ wallet
5. Do you know when the report is due?
 - (A) _____ morning.
 - (B) Yes, I _____ it _____.
6. Has the report for the meeting been completed yet?
 - (A) Yes, they _____ together.
 - (B) No, not _____.

Practice B

1. Has your car _____ yet?
 - (A) Yes, I'll _____ a _____.
 - (B) Yes, I'll go to the _____ to _____ it _____ this afternoon.
2. Do you know _____ the report is _____?
 - (A) Yes, I received it _____.
 - (B) No, I haven't _____.
3. Have you _____ my wallet?
 - (A) It's _____ your _____.
 - (B) No, I don't have any _____.
4. Do you _____ if I _____ early today?
 - (A) Don't be _____.
 - (B) I'd rather you _____.
■ rather
5. Has the _____ for the meeting been _____ yet?
 - (A) I _____ it.
 - (B) I am still _____ it.
6. Do you know _____ has the _____ of the _____ schedule?
 - (A) It's _____ Ms. Sanchez.
 - (B) It's _____ for _____.

Common Vocabulary in Part 2

6

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

2-6-11

Verbs

- | | |
|--------------|-----------------------|
| ▪ borrow | ▪ slip one's mind |
| ▪ declare | ▪ mind one's step |
| ▪ defer | ▪ overwork |
| ▪ disqualify | ▪ run out of |
| ▪ edit | ▪ stay out of trouble |
| ▪ figure out | ▪ transfer |

[Check-up 1]

1. A: Do you have an extra umbrella?

B: Yes, you can _____ mine.

2. A: Are you going to be _____ to the new branch?

B: Yes, probably next month.

▪ branch

3. A: Do you know why the manager _____ the meeting?

B: I have no idea.

4. A: Have we _____ office supplies?

B: Yes, we should order some more of them.

▪ office supplies

5. A: Do you remember you need to submit your report by tomorrow?

B: Oh, it _____.

**Nouns/Adjectives**

- | | |
|--|---|
| <ul style="list-style-type: none"> ■ charity ■ combination ■ figure ■ normal allowance ■ overtime ■ qualification ■ sponsor | <ul style="list-style-type: none"> ■ acquainted ■ disqualified ■ informative ■ quarterly ■ recommendable ■ rental ■ restricted ■ indoor |
|--|---|

[Check-up 2]

1. A: Do you know the _____ to open the safe?

- B: No, but Jason must know it.
- safe

2. A: Do you have a copy of the sales _____ for this month?

- B: There's one on my desk.

3. A: Are there any other _____ necessary for the job?

- B: I don't think so.
- necessary

4. A: Do you have anything to declare?

- B: No, just the _____.
- declare

5. A: Have you finished editing the _____ report?

- B: I will be done before Tuesday.
- edit

Answers: page 282

Practice with Possible Questions

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

• 2-6-12

1. (A)

(B)

2. (A)

(B)

3. (A)

(B)

4. (A)

(B)

5. (A)

(B)

6. (A)

(B)

7. (A)

(B)

8. (A)

(B)

9. (A)

(B)

10. (A)

(B)

(C)

(D)

(E)

(F)

(G)

(H)

(I)

(J)

(K)

(L)

(M)

(N)

(O)

(P)

(Q)

(R)

Practice with TOEIC Actual Questions

Step 2

Anchoring will be done at each question and after one hour.

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

Q 2-6-13

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

Answers: page 282

Chapter 7

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

■ Overview

■ Question Structures

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

■ Common Vocabulary in Part 2 (7)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

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

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

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

2-7-01

Could you take me to the railway station?

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

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

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

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

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

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

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

Should I wear a warm coat today?

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

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

Question Structures



Structure 1 Can/Could you + bare infinitive + object?

• 2-7-02

Q Can you help me move this sofa?

A Sure, if it's not too heavy.

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

Possible responses

Test-Taking Strategies

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

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

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

Check-up

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

1. Can you meet me this afternoon?
(A) At the cafeteria. (B) I'd love to, but I'm busy.
2. Could you take a look at my report now?
(A) Sure, just give me a minute. (B) I didn't give it to you.
3. Could you please answer the phone?
(A) I'll call you later. (B) I'd be glad to.

Answers: page 284



Structure 2

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

• 2-7-03

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

A Go to the post office across the street.

Possible responses

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



Test-Taking Strategies

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

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

Check-up

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

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

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

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

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

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

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

Answers: page 284



Structure 3

Can/Could I/we + bare infinitive?

May I + bare infinitive?

2-7-04

Q Can I borrow your calculator?

A No problem.

Possible responses

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



Test-Taking Strategies

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

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

Check-up

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

1. May I ask you for a small favor?

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

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

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

3. Can I see your ID card, please?

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

Answers: page 284

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

(Answers: page 284)

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

© 2-7-05

Practice A

1. Can you tell me how many copies of this report you need?
(A) _____ will be _____.
(B) _____ noon.
■ turn down
2. Can I look at the new catalog?
(A) _____. It is on the _____.
(B) I _____ it on the _____.
■ turn down
3. Could you please turn down the television?
(A) Sure. _____.
(B) _____, I turned down his _____.
■ turn down
4. May I pay for it with a credit card?
(A) We don't _____ any _____.
(B) _____, you _____.
■ give someone a ride
5. Can you give me a ride to the airport?
(A) Sorry. I don't _____.
(B) _____ be _____ to.
■ give someone a ride
6. Could you tell me where the conference room is?
(A) The seminar was _____.
(B) Yes, _____ straight and _____.
■ straight

Practice B

1. May I _____ it with a _____ card?
(A) We don't _____.
(B) _____, you can.
■ turn down
2. Could you _____ me _____ the conference room is?
(A) It's on the _____ floor.
(B) The _____ was cancelled.
■ turn down
3. Can you _____ me a _____ to the _____?
(A) I _____ it at the _____ desk.
(B) Sorry. I didn't _____ my car.
■ turn down
4. Can I _____ the new catalog?
(A) I _____ it on TV.
(B) I'm _____. There is _____.
■ turn down
5. Can you tell me _____ copies of this report you need?
(A) I am _____.
(B) Before _____.
■ turn down
6. _____ you please _____ the television?
(A) I _____ turn down _____.
(B) _____. I didn't _____ you were here.
■ turn down

**Structure 4**

Would you like/care to + bare infinitive?

Would you like/prefer + noun phrase?

2-7-06

Q Would you like to take a look at this report?**A Is there anything wrong?****Possible responses**

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

**Test-Taking Strategies**The structure **Would you like/care to ~?** is used to suggest somebody doing something.

Most of the responses show acceptance or refusal to the suggestion or invitation.

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

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

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

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

Check-up

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

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

Answers: page 284

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

2-7-07

Q Would you like me to review the report with you?**A That would be great.**

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

Possible responses**Test-Taking Strategies**

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

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

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

Check-up

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

1. Would you like me to send you a sample of our new product?

- (A) Thanks. That would be very helpful. (B) I sent you an e-mail.

2. Would you like me to take you to the airport?

- (A) Next to the airport. (B) I'd appreciate that.

3. Would you like me to arrange the meeting?

- (A) The meeting was boring. (B) If you wouldn't mind.

Answers: page 284



Structure 6

Would you + bare infinitive?

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

2-7-08

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

A No problem. What time are you calling?

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

Possible responses



Test-Taking Strategies

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

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

Check-up

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

1. Would you fax this to the sales manager?
(A) Sure. (B) It will be fixed soon.
2. Will you be taking your vacation in July?
(A) Yes, I will call you back. (B) No, in August.
3. Would you please press the button for the 9th floor?
(A) Certainly. (B) It's on the 7th floor.

Answers: page 284

Answers: page 284



Structure 7

Should I/we + bare infinitive + object?

2-7-09

Q Should we finish the report today?

A We have a few more days until the deadline.

Possible responses

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



Test-Taking Strategies

Quite often, the subject I or we is heard after **Should** to ask for some advice or suggestion.

You should listen carefully to the verb and its object.

The correct response may state either only **Yes/No** or a common statement I would appreciate it for agreement and a personal idea for disagreement.

Check-up

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

1. Should we accept their proposal?

- (A) Yes, we should. (B) At the convention center.

2. Should I call a doctor for you?

- (A) He is a doctor. (B) I would appreciate it.

3. Should I come to see you again next week?

- (A) Yes, we need further discussion. (B) No, I've never seen him before.

Answers: page 284

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

Answers: page 284

2-7-10

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

Practice A

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

Practice B

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

Common Vocabulary in Part 2

7

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

2-7-11

Verbs

- advertise
- afford
- appreciate
- claim (cf. claim baggage)
- demonstrate
- drop off
- extend a contract
- make a reservation
- make an appointment
- participate in
- pay in cash
- put off (= hold off, postpone)
- put through (to)
- renew
- stop by
- subscribe (cf. subscribe to a newspaper)

[Check-up 1]

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

B: Certainly. The sooner, the better.

- the sooner, the better

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

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

- package

3. A: Can we _____ the meeting?

B: No, we need to decide today.

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

B: Sure.

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

B: I doubt if we can _____ that.



Adjectives/Adverbs/Nouns

- | | |
|--|---|
| <ul style="list-style-type: none"> ■ extensive ■ for a second ■ for sale ■ on diet ■ on an installment plan ■ on the way back home | <ul style="list-style-type: none"> ■ credit card ■ debit card ■ option ■ refund ■ route ■ survey ■ travel agency |
|--|---|

[Check-up 2]

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

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

- exchange

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

B: Yes, I would.

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

B: By _____, actually.

- in cash
- actually

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

B: Please wait _____.

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

B: I think we should.

- conduct

Answers: page 285

Practice with Possible Questions

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

• 2-7-12

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

Answers: page 285

Answers: page 285

Practice with TOEIC Actual Questions

Để nghe và trả lời các câu hỏi sau đây, bạn cần nghe bài đọc qua tai.

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

● 2-7-13

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

Answers: page 285

PART 3

Short

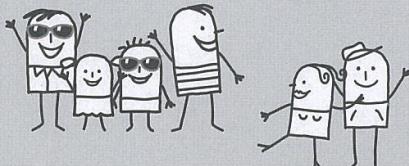
Conversations

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

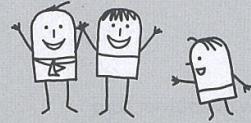
The common topics in this part are concerned with office tasks and daily life. You should familiarize yourself with these topics and learn necessary vocabulary in these subject areas.

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

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



178 – ABC TOEIC Listening Comprehension



Chapter 1

Questions with *Where* and *What*

■ Overview

■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (1)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions

Overview

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

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

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

○ 3-1-01

[Script]

W: ⁽¹⁾Front desk. How can I help you?

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

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

M: Thank you.

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

Question Groups

Questions with *Where*

Group 1 Questions about where the conversation takes place

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

Group 2 Questions about where the speakers work

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

Test-Taking Strategies

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

Questions with *What*

Group 1 Overview Questions – Questions about the conversation topic

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

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

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

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

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

Test-Taking Strategies

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

Practice

Answers: page 287

Questions with **Where**

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

3-1-02

1. Where most likely are the speakers?

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

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

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

2. Where does this conversation probably take place?

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

W: Can you _____ a _____ for 7 people?

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

3. Where does this conversation most likely take place?

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

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

M: No problem. Follow me, please.

4. Where is the man most probably working?

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

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

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

Vocabulary and Expressions

1. I'd like to V
ask for

2. a couple of

3. department store
fitness center
No problem.
follow

4. fill in
slip

Questions with **What**

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

3-1-03

1. What is the problem?

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

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

2. What does the woman want?

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

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

3. What did the maintenance office do?

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

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

4. What will the man probably do next?

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

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

Vocabulary and Expressions

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

2. return

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

alone
until
I'd love to.
a few

Common Vocabulary in Part 3

1

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

3-1-04

Hotel

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

[Check-up 1]

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

Restaurant

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

[Check-up 2]

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

Bank

withdrawal, bank account, business account, personal account, deposit, balance, bank statement

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

[Check-up 3]

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

Post Office

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

[Check-up 4]

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

Hospital/Dental Clinic/Pharmacy

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

[Check-up 5]

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



Airport

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

[Check-up 6]

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

Work/Job

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

[Check-up 7]

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



Answers: page 287

Practice with Possible Questions

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

3-1-05

<1-2>

1. Where does the man probably work?

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

<5-6>

5. Where does this conversation most likely take place?

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

2. What does the woman want to do?

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

6. What will the man do next?

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

<3-4>

3. What is the problem?

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

<7-8>

7. Where does this conversation most likely take place?

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

4. What will the man probably do next?

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

8. What is the problem?

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



Vocabulary

- 1 clothing store
- 2 drink
- 3 cash machine
change

- 4 receipt
- 5 take place
- 6 charge
remove
- cancel
luggage

- 7 cinema
- 8 wait for
sold out

Dictation

Listen again and fill the missing words in each of the conversations below. 3-1-06

<1-2>

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

<3-4>

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

<5-6>

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

<7-8>

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

Practice with TOEIC Actual Questions

Listen to each of the conversations and choose the best answer to each question. 3-1-07

1. Where is the woman working?

- (A) Supermarket
- (B) Bank
- (C) Restaurant
- (D) Hospital

2. What does the man want to do?

- (A) Reserve a room
- (B) Reschedule his appointment
- (C) Cancel his reservation
- (D) Book a ticket

■ reserve reschedule cancel book

3. What will the man do on Wednesday?

- (A) He will see Dr. Randal.
- (B) He will call the woman again.
- (C) He will be working.
- (D) He will visit his friend.

4. Where do the speakers probably work?

- (A) At a travel agency
- (B) At a restaurant
- (C) At an insurance company
- (D) At an online shopping company

■ travel agency insurance company

5. What does the woman say about their business?

- (A) They are moving to another office.
- (B) They are expecting a lot of orders.
- (C) They will be closed next week.
- (D) They should cut down expenses.

■ expect cut down expenses

6. What does the woman suggest doing?

- (A) Having special sales on Valentine's Day
- (B) Ordering more products from wholesalers
- (C) Sending all the packages to a delivery company before 2 o'clock
- (D) Delivering all orders to their customers before 2 o'clock

■ wholesaler package delivery company

7. Where does this conversation most likely take place?

- (A) In an office
- (B) At an airport
- (C) At a railway station
- (D) At a university

■ railway station

8. What do the speakers say about Mr. Phillips?

- (A) He will move to the London office.
- (B) He has received a promotion.
- (C) He is a new staff member.
- (D) He studied modern marketing techniques.

■ receive a promotion modern

9. What will happen in the Marketing Department?

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

■ head office downsize transfer

10. Where does the woman probably work?

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

■ estate agency

11. Where did the man read the advertisement?

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

■ advertisement billboard

12. When will they probably meet?

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

13. What are the speakers discussing?

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

■ travel arrangements product order

14. What does the woman suggest the man do?

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

■ pay in advance

15. What information does the woman need?

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

Answers: page 288

Chapter 2

Questions with *Who/What, When, and How*

■ Overview

■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (2)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

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

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

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

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

3-2-01

- | | |
|--|----------------------------------|
| 1. How many people will be in the party? | 2. Who most likely is the woman? |
| (A) Six | (C) Eight |
| (B) Seven | (D) Ten |
| (A) A teacher | (C) A police officer |
| (B) A tour guide | (D) A restaurant manager |

[Script]

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

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

M: Yes, that's fine with me.

■ quarter

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

Question Groups

Questions with *Who/What*

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

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

Group 2 Questions about the speakers' occupation/workplace

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

Test-Taking Strategies

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

Questions with *When*

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

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

Questions with *How*

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

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

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

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

Test-Taking Strategies

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

Practice

Answers: page 289

Questions with Who / What

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

3-2-02

1. Who most likely is the woman?

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

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

M: The Personnel Department is on the second floor.

Vocabulary and Expressions

- 1. applicant
- position
- Personnel Department

2. Who most likely is the man?

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

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

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

- 2. security guard

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

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

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

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

- 3. pianist

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

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

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

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

- 4. park

Questions with When / How

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

3-2-03

1. How often does the bus run?

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

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

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

2. When will the man take his flight?

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

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

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

M: I'll take the _____ flight.

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

(A) Two minutes (B) Five minutes

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

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

4. When is the man leaving for the workshop?

(A) On Tuesday (B) On Wednesday

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

W: When are you going to leave?

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

Vocabulary and Expressions

1. bus stop

across

2. flight

book

leave

one ... the other

3. take

City Hall

Excuse me.

block

go down

4. training workshop

employee

headquarters

session

Common Vocabulary in Part 3

2

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

3-2-04

Jobs/Occupations

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

[Check-up 1]

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

Appointment

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

[Check-up 2]

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



Meeting

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

[Check-up 3]

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

Trip/Flight

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

[Check-up 4]

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

Cost/Distance/Time

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

[Check-up 5]

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

Answers: page 289

Practice with Possible Questions

Answers: page 289



3-2-05

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

<1-2>

1. Who most likely is the man?
(A) An interviewer
(B) A colleague
(C) A job applicant

5. Where most likely are the speakers?
(A) At an electronics store
(B) At an Internet café
(C) At a post office

2. What does the man want to do?

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

6. What is the man's job?

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

<3-4>

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

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

<7-8>

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

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

8. How long does the flight take?

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

4. When is the party most likely taking place?

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



- 1 interviewer
colleague
2 rewrite
advice

- 4 take place
5 electronics store
post office

- 6 cashier
sales assistant
photographer

Dictation

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

3-2-06

<1-2>

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

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

M: Do you want to _____ me?

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

<3-4>

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

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

W: Have you checked the weather on _____?

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

<5-6>

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

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

M: Do you have any particular models in mind?

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

<7-8>

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

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

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

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

Practice with TOEIC Actual Questions

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

● 3-2-07

1. What does the man want to do?
(A) Make a dinner reservation (B) Buy a concert ticket
(C) Open a bank account (D) Run a business
■ open a bank account run a business
2. What does the woman suggest the man do?
(A) Go to the main office (B) Make an appointment
(C) Come back after 12 o'clock (D) Open a personal account
■ main office personal account
3. When will the man meet the manager?
(A) 9 o'clock Monday (B) 10 o'clock Monday
(C) 9 o'clock Wednesday (D) 10 o'clock Wednesday
4. Who most likely is the woman?
(A) An opera singer (B) A security guard
(C) A salesperson (D) A theater manager
■ opera singer salesperson theater manager
5. What does the man want to do?
(A) Go to the cinema (B) Attend a performance
(C) Make travel arrangements (D) Reserve a table for dinner
■ go to the cinema performance make (travel) arrangements
6. How many tickets does the man want to buy?
(A) One (B) Two (C) Three (D) Four
7. What type of business does the woman most probably work in?
(A) A hotel (B) A car dealership
(C) A repair shop (D) A car rental agency
■ dealership rental agency
8. How long does the man need the car?
(A) Two days (B) Three days
(C) Four days (D) A week

ANSWER

Questions 9–15: Listen to five short conversations. After each conversation, choose the best answer to the question.

- 9. What is the man's major concern with the car?**
- (A) Equipment
(B) Price
(C) Space
(D) Comfort
- major concern
space
comfort
-
- 10. Where does this conversation most likely take place?**
- (A) At a restaurant
(B) At a theater
(C) At an office
(D) At a bank
- make a reservation
-
- 11. How many more people have joined after making the reservation?**
- (A) Two
(B) Three
(C) Four
(D) Six
- make a reservation
-
- 12. What will the man probably do after having lunch?**
- (A) Go to another restaurant
(B) Go to see a movie
(C) Go back to work
(D) Go to meet a client
- client
-
- 13. What most probably is the man's job?**
- (A) A hotel receptionist
(B) A traffic officer
(C) A salesperson
(D) A car mechanic
- receptionist
traffic officer
car mechanic
-
- 14. What does the woman want?**
- (A) Rent a car
(B) Buy a car
(C) Repair her car
(D) Sell her car
- rent
repair
sell
-
- 15. When is the woman's appointment?**
- (A) Monday morning
(B) Monday afternoon
(C) Friday morning
(D) Friday afternoon

Answers: page 290

Chapter 3

Questions with *Why*

■ Overview

■ Question Groups

■ Practice

■ Common Vocabulary in Part 3 (3)

■ Practice with Possible Questions

■ Practice with TOEIC Actual Questions



Overview

Why

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

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

3-3-01

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

[Script]

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

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

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

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

Question Groups

Questions with *Why*

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

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

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

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

Group 3 Questions about the reason for some actions/behaviors

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

Test-Taking Strategies

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

Practice

Questions with Why

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

● 3-3-02

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

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

M: Hello, I'd like to speak to Mr. Johnson.
W: I'm sorry. Mr. Johnson is _____.
Would you like to leave a message?

2. Why is Allen leaving the company?

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

W: I heard Allen was leaving the company. Do you know why?
M: He has _____ a _____ in Washington.

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

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

M: Hi, Jessica. It's me, Richard. My car _____.
I am afraid I can't _____ the 9 o'clock meeting this morning.
W: I see. Where are you now?

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

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

M: I may be a little late for the meeting. I have to _____ to the _____ Mr. Chan from Hong Kong.
W: Don't worry. I will tell the CEO where you are.

Vocabulary and Expressions

1. unable

answer a call
attend
leave a message

2. company

get a promotion

3. delay

have a trouble with
be afraid (that)

4. may

be late for
CEO(chief executive officer)

Vocabulary and Expressions

5. Why is the man calling?

- (A) To order a television (B) To inquire about a delivery

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

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

5. inquire
delivery
still

6. Why is the man calling?

- (A) To find out where the woman's store is
(B) To see if the woman has a product in stock

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

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

6. laptop computer
customer
look for

7. Why is the man riding the bus?

- (A) His car is being repaired. (B) He lives close to the bus stop.

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

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

7. close to
expect

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

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

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

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

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

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

Common Vocabulary in Part 3

3

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

3-3-03

Meeting

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

[Check-up 1]

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

Appointment

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

[Check-up 2]

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

Work

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

[Check-up 3]

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

**Order/Delivery**

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

[Check-up 4]

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

Traffic

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

[Check-up 5]

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

Repair/Maintenance

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

[Check-up 6]

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

Answers: page 291

Practice with Possible Questions

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

3-3-04

<1-2>

1. Why did the woman miss the appointment?

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

<5-6>

5. Why is the woman staying in the office?

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

2. 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
5 expect
client

6 dentist
7 deliver
building manager

Dictation

30-3-6 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

Unit 10

Listen to each of the conversations and choose the best answer to each question. (Pages 168-169) 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

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

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

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

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

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

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

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

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



Answers: page 292

PART 4

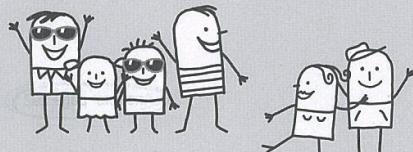
Short Talks

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.

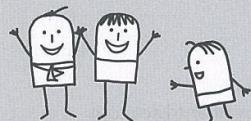
You should quickly preview all the questions given to predict which information you have to focus on listening.

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.



218 – ABC TOEIC Listening Comprehension



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 (C) At home
(B) In a bus (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**

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.

● 4-1-02

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.

1. train station

attention

due to

weather conditions

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.

2. selection

front

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.

3. accompany

throughout

approximately

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.

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

words often used in this part

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 | ▪ painting |
| ▪ concert | ▪ sculpture |
| ▪ ticket reservation | ▪ collection |
| ▪ box office | ▪ permit |
| ▪ artist | |

[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 | ▪ swimming pool |
| ▪ exercise | ▪ tennis court |
| ▪ enrollment fee (cf. enrollment) | ▪ sports facilities |
| ▪ member/membership | |

[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 | ▪ frigid |
| ▪ expect | ▪ severe |
| ▪ forecast | ▪ shower |
| ▪ temperature | ▪ take shape |
| ▪ snowstorm | ▪ rainfall |
| ▪ storm | ▪ heavy rain |
| ▪ thunderstorm | ▪ heavy snow |

**[Check-up 6]**

1. The _____ is _____ approaching the shore.
2. A few _____ and some _____ are likely in Florida on Saturday.
3. None of the _____ is _____ to reach severe levels.
4. You can _____ clear skies tomorrow with mild _____.

Traffic

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

[Check-up 7]

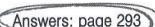
1. The cars involved in the accident have been cleared to the _____.
2. Interstate 9 is _____ on the bridge crossing the river.

Advertisement

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

[Check-up 8]

1. Most courses are free of _____ with the 25-dollar membership fee for the year.
2. 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

<3-4>

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

<4-5>

<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

<4-6>

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.

<8-7>



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
- PART 4 • Chapter 1 – 233

9. What will Diane do in the company? *What does she want to do in the company?*

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 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? *Where is this speech likely to be given?*

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

Answers: page 294

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 listening to each talk, choose the best answer to each question.

4-2-05

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

<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



- 1 gardening company
cleaning company
- 2 industry

- 3 discount rate
annual fee
- 4 introductory package

<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> *What do you need to know about the building?*

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

- 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> *Follow a short talk about a cleaning company.*

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

Listen to each of the talks and choose the best answer to each question. (Adapted from Test 2681) © 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
4 business class

- 5** customer
discount
deal
new arrival

- 6** free-range
7 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

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.

3. How will the listener contact the speaker?

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

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

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

- 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.

- 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.

- 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

Chapter 4 Properties of Pebbles

9. The man is holding a **apple**. (A)
 (B)
 (C)



10. The boy is holding a **book**. (A)
 (B)
 (C)



11. The man is holding a **pen**. (A)
 (B)
 (C)



Scripts

&

Answers

1. The boy is holding a **book**. (A)
 (B)
 (C)

2. The boy is holding a **pen**. (A)
 (B)
 (C)

3. The boy is holding a **pen**. (A)
 (B)
 (C)

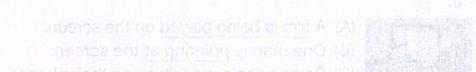
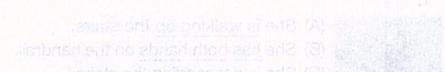
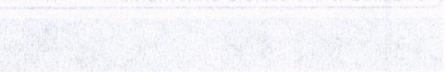
4. The boy is holding a **book**. (A)
 (B)
 (C)

5. The boy is holding a **book**. (A)
 (B)
 (C)

6. The boy is holding a **book**. (A)
 (B)
 (C)

7. The boy is holding a **book**. (A)
 (B)
 (C)

Picture with Possible Solutions



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.



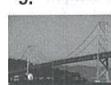
- (A) The flowers are being planted.
(B) The wagon is full of food.
(C) There are several types of flowers.

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)

- Who is in charge of the Planning Department?
 (A) That would be Ms. Elliot.
 (B) I think so.
- Who does this handbag belong to?
 (A) It's probably Jane's.
 (B) It's very expensive.
- Who should I contact to confirm the reservation?
 (A) I reserved a double room.
 (B) Call this number.
- Who is coming to the party tonight?
 (A) The new employees in the Marketing Department.
 (B) The party starts at 10.
- Who is driving you to the train station?
 (A) It will take an hour.
 (B) Johnson will come with me.
- 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)

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

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

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.

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)

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

3. **[AmE / BrE]** Who can pick Mr. Roper up from the airport?
(A) It is possible, I suppose.
(B) Before 5 o'clock.
(C) I am free this afternoon.
4. **[AmE / AmE]** Who oversees the Sales Department?
(A) Until the next meeting.
(B) It is under construction.
(C) It is Mr. Edward.
5. **[AmE / BrE]** Who is going to review the report before its publication?
(A) It will be published on a large scale.
(B) The project manager.
(C) We will have a press conference.
6. **[BrE / AmE]** Who is responsible for organizing the welcome party?
(A) That would be the planning director.
(B) You will be more than welcome.
(C) You are responsible for what you said.
7. **[AmE / AmE]** Who is going to move into the office on the second floor?
(A) An online game company will.
(B) Mr. Brown is responsible.
(C) They will move in tomorrow.
8. **[AmE / BrE]** Who is supposed to close up the store tonight?
(A) I think it is too late.
(B) Mr. Ford is responsible for that.
(C) His office is close to mine.
9. **[AmE / AmE]** Who will represent the company at the annual stockholders' meeting?
(A) The president of our Seoul branch.
(B) Because the prices continued to fall today.
(C) It will not take very long.

10. **[BrE / BrE]** Who is supposed to go to New York for the conference?
(A) The vice president.
(B) Next Friday.
(C) To the airport.
11. **[BrE / AmE]** Who is in charge of accounting?
(A) The charge will be less than 50 dollars.
(B) My account is with the bank.
(C) Mr. Ronald.
12. **[AmE / BrE]** Who should I call to repair the computer?
(A) It has plenty of memory.
(B) The maintenance office.
(C) I bought the computer.
13. **[AmE / AmE]** Who will be making the opening speech at the convention?
(A) It will open at 9:00.
(B) At the Hilton Hotel.
(C) The president will.
14. **[AmE / AmE]** Who is responsible for sending the invitations to our clients?
(A) All of our clients will be invited.
(B) Sandra, the president's secretary.
(C) At the conference room on the first floor.
15. **[AmE / BrE]** Who should I contact to get a password for the computer lab?
(A) You will have your own password.
(B) The computer lab is in the main building.
(C) Go to the main office.

Chapter 2 Questions with *Where*

Question Structures

Check-up

Structure 1 / p.87

1. (A) 2. (B)

Structure 2 / p.88

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

Structure 3 / p.89

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

Practice – Questions with *Where* (1)

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

1. Where is the copy machine?
(A) On the second floor.
(B) I need two copies.

2. Where are the documents stored?
(A) The store is open on Sunday.
(B) In the drawer of my desk.

3. Where can I submit my application?
(A) You can leave it here.
(B) I have it.

4. Where is the closest supermarket around here?
(A) I will buy some eggs.
(B) Next to the post office.

5. Where is the guest list for Friday's reception?
(A) Mr. Smith probably knows.
(B) It will be held in the banquet hall.

6. Where is your new office located?
(A) Yes, his office is in New York.
(B) In the city center.

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

1. Where are the documents stored?
(A) The store is closed on weekends.
(B) Ask Sharon.

2. Where is your new office located?
(A) Yes, his office is in L.A.
(B) Next to the convention center.

3. Where is the copy machine?
(A) Next to Michael's office.
(B) I need four copies.

4. Where can I submit my application?
(A) Please go to the personnel office.
(B) He has it.

5. Where is the supermarket around here?
(A) I will buy some cheese.
(B) Just across the road.

6. Where is the guest list for Friday's reception?
(A) The vice president has it.
(B) It will be held at the Hilton Hotel.

Question Structures

Check-up

Structure 4 / p.91

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

Structure 5 / p.92

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

Structure 6 / p.93

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

Practice – Questions with *Where* (2)

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

1. Where did you hear the news?
(A) A friend of mine told me.
(B) He will be here in a minute.

2. Where should I put my suitcase?
(A) The handbag suits you well.
(B) In the closet in the corner.

3. Where are you traveling next summer?
(A) I haven't decided yet.
(B) Welcome to the Bahamas!

4. Where will the trade show be held?
(A) To show some new clothing lines.
(B) In Chicago.

5. Where are they going to build a new factory?
(A) On the outskirts of town.
(B) Is that the factory?

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

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

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

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

Practice with Possible Questions / p.97

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

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

4. Where will you stay when you go to Manhattan?
 (A) I will stay there for one week.

(B) I will be at the Marriott Hotel.

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

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

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

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

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

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

Practice with TOEIC Actual Questions / p.98

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

*AmE = American English / BrE = British English

1. **[AmE / AmE]**

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

2. **[BrE / AmE]**

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

3. **[AmE / BrE]**

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

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

Chapter 3 Questions with *When*

Sau đây là các câu hỏi với từ *When*.

Question Structures

Check-up

Structure 1 / p.101

1. (A) 2. (B)

Structure 2 / p.102

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

Structure 3 / p.103

1. (A) 2. (B)

Structure 4 / p.104

1. (A) 2. (B)

Practice – Questions with *When* (1)

Để trả lời các câu hỏi sau, bạn hãy đọc kỹ và trả lời.

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

Để trả lời các câu hỏi sau, bạn hãy đọc kỹ và trả lời.

- When is the next bus to Manhattan?
(A) It's your turn.
(B) At five.
- When is your appointment with the dentist?
(A) This afternoon.
(B) In the center of town.
- When does your passport expire?
(A) Five months from now.
(B) First of all, you should pass the test.
- When did you wake up this morning?
(A) Around seven o'clock.
(B) I have not finished it yet.
- When do you move into your new office?
(A) In two weeks.
(B) It's on the second floor.
- When is the deadline for the gas bill payment?
(A) By credit card.
(B) On February 15.

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

- When did you wake up this morning?
(A) I have not decided yet.
(B) Very early.
- When is the deadline for the gas bill payment?
(A) In cash.
(B) Next Wednesday.

Để trả lời các câu hỏi sau, bạn hãy đọc kỹ và trả lời.

3. When do you move into your new office?
(A) No later than October 10.
(B) It's on the third floor.

4. When is your appointment with the dentist?
(A) At the hospital.
(B) I have to be there by three.

5. When does your passport expire?
(A) Next October.
(B) I lost my password.

6. When is the next bus to Manhattan?
(A) Not until tomorrow morning.
(B) It's my turn.

Question Structures

Check-up

Structure 5 / p.106

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

Structure 6 / p.107

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

Structure 7 / p.108

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

Practice – Questions with *When* (2)

Để trả lời các câu hỏi sau, bạn hãy đọc kỹ và trả lời.

1. When is the concert supposed to begin?
(A) It is written on the ticket.
(B) At the box office.

2. When are you taking your driving test?
(A) I failed three times.
(B) Two weeks from now.

3. When will your new book be published?
(A) Early next month, I hope.
(B) That sounds fine.

4. When are you going to start the project?
(A) Of course, I will.
(B) After finishing this work.

5. When is the construction scheduled to be finished?
(A) I'm finished with it.
(B) Not for another three weeks.

6. When can I expect my order to arrive? / p.110
 (A) I ordered a new printer.
 (B) It will take a few days.

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

1. When are you taking your driving test? / p.110
 (A) At twelve tomorrow.
 (B) I will pass the test.
2. When are you going to start the project? / p.110
 (A) Early next week.
 (B) Two weeks ago.
3. When can I expect my order to arrive? / p.110
 (A) Tomorrow afternoon, I think.
 (B) I ordered a new cabinet.
4. When is the construction scheduled to be finished? / p.110
 (A) Of course not.
 (B) At the end of next month.
5. When is the concert supposed to begin? / p.110
 (A) At the concert hall.
 (B) In ten minutes.
6. When will your new book be published? / p.110
 (A) Sometime next week.
 (B) At the end of the street.

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

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

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

4. When do we have to announce the company merger? / p.113
 (A) Not until they find the right person.
 (B) It is scheduled for Monday.

5. When will the new product be released? / p.113
 (A) The exact date has not been confirmed yet.
 (B) It was delivered yesterday.

6. When does the supermarket close? / p.113
 (A) In the open-air market.
 (B) At 10 o'clock.

7. When is Samantha moving into her new apartment? / p.113
 (A) Probably next weekend.
 (B) She hasn't come in yet.

8. When are you going to start the project? / p.113
 (A) It is going very well.
 (B) Soon, I think.

9. When are we supposed to hear from them? / p.113
 (A) They have already left.
 (B) Someday next week, I hope.

10. When is the flight from Los Angeles supposed to arrive? / p.113
 (A) At the Incheon International Airport.
 (B) At 7:15.

Practice with TOEIC Actual Questions / p.113

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

*AmE = American English / BrE = British English

1. **AmE / BrE**
 When is the training session?
 (A) At the conference room.
 (B) Next Monday at 3 p.m.
 (C) I will take a train.
2. **AmE / AmE**
 When does the shipment arrive?
 (A) It's being delayed.
 (B) All of them.
 (C) By ship.
3. **BrE / AmE**
 When did you get back from Hong Kong?
 (A) I haven't met them yet.
 (B) I will be back soon.
 (C) It has been a week.

4. **(BrE / BrE)** *Time of the increase and review of rental.* **When will the rent increase take effect?** **(You said.)** (A) 15 percent. **(John/Mary will increase it by 15 percent.)** (B) From November. **(John/Mary will increase it from November.)** (C) The room has been rented out. **(John/Mary will let it out.)**
5. **(AmE / BrE)** *Just before being released.* **When are you going abroad?** **(You said.)** (A) Next Tuesday. **(John/Mary will leave next Tuesday.)** (B) To Spain. **(John/Mary will go to Spain.)** (C) For two weeks. **(John/Mary will be away for two weeks.)**
6. **(BrE / AmE)** *When you start planning something? At the moment.* **When is the company planning to hire a new receptionist?** **(You said.)** (A) At the reception desk. **(John/Mary will hire a receptionist at the reception desk.)** (B) I have not seen her yet. **(John/Mary has not seen her yet.)** (C) Next month. **(John/Mary will hire her next month.)**
7. **(AmE / BrE)** *When do we have to hand in the application form?* **When do we have to hand in the application form?** **(You said.)** (A) Wednesday at the latest. **(John/Mary will hand in the application form by Wednesday at the latest.)** (B) It is a handmade product. **(John/Mary will hand in a handmade product.)** (C) Several people applied for the position. **(John/Mary will receive several applications.)**
8. **(AmE / AmE)** *When can you finish editing the proposal?* **When can you finish editing the proposal?** **(You said.)** (A) I will propose to her someday this week. **(John/Mary will propose to her someday this week.)** (B) I have not read the editorial yet. **(John/Mary has not read the editorial yet.)** (C) By the end of this week. **(John/Mary will finish editing it by the end of this week.)**
9. **(AmE / AmE)** *When is the train scheduled to depart?* **When is the train scheduled to depart?** **(You said.)** (A) At 7:30. **(John/Mary will depart at 7:30.)** (B) It will arrive soon. **(John/Mary will arrive soon.)** (C) It is from Chicago. **(John/Mary will come from Chicago.)**
10. **(AmE / AmE)** *Time of publication and review of results.* **When do you expect to publish the result of your review?** **(You said.)** (A) Before lunch yesterday. **(John/Mary will publish it before lunch yesterday.)** (B) I have to be there by six. **(John/Mary will be there by six.)** (C) By the end of this month. **(John/Mary will publish it by the end of this month.)**
11. **(AmE / BrE)** *Time of return or arrival.* **When should I call you back?** **(You said.)** (A) How about tomorrow morning? **(John/Mary will call me back tomorrow morning.)** (B) Yes, she will be back soon. **(John/Mary will be back soon.)** (C) Through the back gate. **(John/Mary will come through the back gate.)**
12. **(AmE / AmE)** *When are you going to send the budget report?* **When are you going to send the budget report?** **(You said.)** (A) I will come back tomorrow. **(John/Mary will come back tomorrow.)** (B) Before noon at the latest. **(John/Mary will send it before noon at the latest.)** (C) To the Personnel Department. **(John/Mary will send it to the Personnel Department.)**
13. **(AmE / AmE)** *Time of speech or presentation.* **When is she scheduled to give a speech?** **(You said.)** (A) About team building. **(John/Mary will give a speech about team building.)** (B) She does not like long speeches. **(John/Mary does not like long speeches.)** (C) At the general meeting next week. **(John/Mary will give a speech at the general meeting next week.)**
14. **(BrE / BrE)** *When will you be done with the filing?* **When will you be done with the filing?** **(You said.)** (A) You can leave the file here. **(John/Mary will leave the file here.)** (B) By Thursday afternoon. **(John/Mary will be done with the filing by Thursday afternoon.)** (C) Yes, I'm free now. **(John/Mary will be free now.)**
15. **(AmE / AmE)** *Time of proposal due.* **When is the proposal due?** **(You said.)** (A) That's enough for now. **(John/Mary will be satisfied with what they have now.)** (B) Due to heavy rain. **(John/Mary will postpone the proposal due to heavy rain.)** (C) Early next week. **(John/Mary will submit the proposal early next week.)**

Chapter 4 Questions with Why

Question Structures

Check-up

Structure 1 / p.117

1. (A) 2. (B)

Structure 2 / p.118

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

Structure 3 / p.119

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

Practice – Questions with Why (1)

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

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

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

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

- Why does Rachel want to move to Boston?
(A) She wants to live with her family.
(B) Because she likes traveling.

- Why are you in such a hurry?
(A) I don't want to be late again.
(B) I will go with you.

- Why do I have to submit this form again?
(A) Some information is missing.
(B) To the Marketing Department.

- Why was the meeting cancelled?
(A) The meeting starts at noon.
(B) The president's flight has been delayed.

Question Structures

Check-up

Structure 4 / p.121

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

Structure 5 / p.122

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

Structure 6 / p.123

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

Practice – Questions with Why (2)

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

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

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

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

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

Common Vocabulary in Part 2 (4)

/ pp.125-126

- Check-up 1** 1. contact 2. cancel, changed 3. stopped
 4. reject 5. bring
Check-up 2 1. late, stuck 2. urgent 3. promotion
 4. tired 5. air conditioner

Practice with Possible Questions

/ p.127

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

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

4. Why did he retire from his job?
 (A) It has been two months now.
 (B) His health was getting worse.

5. Why was the new project cancelled so suddenly?
 (A) Due to a lack of funds.
 (B) His project was a great success.

6. Why don't you go shopping with me tomorrow?
 (A) What time is good for you?
 (B) I will check the ticket availability.

7. Why is Tom taking a new job?
 (A) From January to November.
 (B) He has been offered a better position.

8. Why did you cancel your magazine subscription?
 (A) I have no time to read it.
 (B) I have to buy a copy this week.

9. Why haven't you asked Mr. Gibson to come to the party?
 (A) At the Imperial Hotel.
 (B) I will do that tonight.

10. Why do we have to depart so early?
 (A) I could hardly sleep last night.
 (B) We must get to the station before 8 o'clock.

Practice with TOEIC Actual Questions

/ p.128

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

*AmE = American English / BrE = British English

- 1. (AmE / AmE)**
 Why do we have to send the application again?
 (A) They have not received the first one.
 (B) It will take two days.
 (C) Yes, it is the second one.

- 2. (BrE / AmE)**
 Why was the staff meeting postponed this morning?
 (A) At 9 o'clock.
 (B) To discuss a new project.
 (C) Traffic was blocked by the heavy snow.

- 3. (AmE / BrE)**
 Why didn't you report the accident immediately?
 (A) That's a good idea.
 (B) Two weeks from now.
 (C) I am really sorry.

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

Chapter 5 Questions with *What*

Question Structures

Position of what and our responses to it

Check-up

Structure 1 / p.131

1. (A) 2. (B)

Structure 2 / p.132

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

Structure 3 / p.133

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

Practice – Questions with *What* (1)

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

1. What is the problem with my computer?

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

2. What time are you leaving the office today?

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

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

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

4. What time will the train arrive?

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

5. What is the best way to contact you?

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

6. What is the total cost of the construction?

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

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

1. What is the best way to contact you?

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

2. What time will the train arrive?

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

3. What is the problem with my computer?

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

4. What time are you leaving the office today?

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

5. What is the total cost of the construction?

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

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

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

Question Structures

Check-up

Structure 4 / p.135

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

Structure 5 / p.136

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

Structure 6 / p.137

1. (B) 2. (B)

Structure 7 / p.138

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

Practice – Questions with *What* (2)

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

1. What do you think of the new plan?

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

2. What did they discuss at the meeting?

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

3. What is the weather forecast for Thursday?

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

4. What kind of book are you reading?

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

5. What should I do with these books?

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

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

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

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

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

Common Vocabulary in Part 2 (5) / p.140-141

- Check-up 1** 1. happened 2. installing 3. serve
4. recommend 5. look like
- Check-up 2** 1. receipts 2. retirement 3. impression
4. leave of absence 5. agenda

Practice with Possible Questions / p.142

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

- What's the problem with the project?
(A) It is broken.
(B) We can't finish it on time.
- What did you order?
(A) Pizza.
(B) Yes, it will be in order.
- What time will the flight from Tokyo arrive?
(A) It took 2 hours.
(B) In twenty minutes.
- What do you think of the new office?
(A) It is better than the old one.
(B) It's not mine.

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

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

6. What's the round-trip fare?

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

7. What ingredients do you need to make it?

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

8. What is the weather forecast for the weekend?

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

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

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

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

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

Practice with TOEIC Actual Questions / p.143

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

*AmE = American English / BrE = British English

1. (AmE / BrE)

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

2. (AmE / AmE)

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

3. (BrE / AmE)

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

4. (AmE / AmE)

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

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

Chapter 6 Questions with Be/Do/Have

Question Structures

Check-up

Structure 1	/ p.148
1. (B) 2. (A) 3. (A)	
Structure 2	/ p.149
1. (B) 2. (B)	
Structure 3	/ p.150
1. (A) 2. (B)	
Structure 4	/ p.151
1. (A) 2. (B) 3. (B)	

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

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

- Are you leaving work early today?
(A) Yes, I will.
(B) Yes, I will work on it.
- Do you have Jessica's phone number?
(A) Let me check my diary.
(B) Yes, she called me this morning.
- Is there a gas station around here?
(A) It left five minutes ago.
(B) There is one down the street.
- Is it okay to park in front of the building?
(A) I couldn't find a parking space.
(B) I don't think so.
- Are you satisfied with the service you received?
(A) Are you sure?
(B) Yes, I am.
- Does your new laser printer work?
(A) Yes, it is faster than the old one.
(B) I think he is at work.

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

- Is there a gas station around here?
(A) It left ten minutes ago.
(B) The nearest one is five miles away.
- Is it okay to park in front of the building?
(A) Yes, there is a park.
(B) No, it is a no-parking area.

- Are you leaving work early today?

(A) Yes, I will leave it to you.

(B) Yes, at four o'clock.

- Are you satisfied with the service you received?

(A) It was not bad.

(B) No, it is not that big.

- Does your new laser printer work?

(A) Yes, it works fine.

(B) I think he is working now.

- Do you have Jessica's phone number?

(A) Yes, I do.

(B) No, she called me.

Question Structures

Check-up

Structure 5	/ p.153
1. (A) 2. (B) 3. (B)	
Structure 6	/ p.154
1. (B) 2. (B) 3. (B)	

Structure 7 / p.155

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

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

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

- Do you mind if I leave early today?
(A) Not at all.
(B) Never mind.
- Has your car been repaired yet?
(A) Yes, I'll take a taxi.
(B) It was fixed today.
- Do you know who has the copy of the revised schedule?
(A) There is one on my desk.
(B) Sorry, I can't change my schedule.
- Have you seen my wallet?
(A) No, I haven't.
(B) Not very many.
- Do you know when the report is due?
(A) By tomorrow morning.
(B) Yes, I received it yesterday.
- Has the report for the meeting been completed yet?
(A) Yes, they left together.
(B) No, not yet.

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

1. Has your car been repaired yet?

- (A) Yes, I'll take a bus.
 (B) Yes, I'll go to the repair shop to pick it up this afternoon.

2. Do you know when the report is due?

- (A) Yes, I received it last week.
 (B) No, I haven't heard.

3. Have you seen my wallet?

- (A) It's on your desk.
 (B) No, I don't have any money.

4. Do you mind if I leave early today?

- (A) Don't be late.
 (B) I'd rather you didn't.

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

- (A) I appreciate it.
 (B) I am still working on it.

6. Do you know who has the copy of the revised

- schedule?
 (A) It's with Ms. Sanchez.
 (B) It's scheduled for Friday.

Common Vocabulary in Part 2 (6)

/ pp.157-158

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

4. run out of 5. slipped my mind

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

4. normal allowance 5. quarterly

Practice with Possible Questions

/ p.159

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

1. Has the fax machine we ordered arrived yet?

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

2. Are there any recommendable restaurants nearby?

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

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

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

Practice with Actual Questions

4. Are you waiting for Mr. Bronson from Washington?

- (A) Yes, we are supposed to meet here at three.

- (B) Yes, the waiting room is on the second floor.

5. Excuse me. Is this seat taken?

- (A) It will not take very long.

- (B) No, you can take it.

6. Did you buy this on the subway?

- (A) How do you know?

- (B) It is at the next stop.

7. Do you mind if I leave the windows open for a while?

- (A) Not at all.

- (B) Mind your step.

8. Are you acquainted with those people?

- (A) Yes, I'd like to come with them.

- (B) I have never seen them before.

9. Does this store sell computer games?

- (A) Please go to the next store.

- (B) Yes, this is a very popular game.

10. Have you made enough copies for the meeting?

- (A) I think I have.

- (B) The meeting will start at three.

Practice with TOEIC Actual Questions

/ p.160

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

*AmE = American English / BrE = British English

1. BrE / AmE

Do you need a ride to the airport?

- (A) Yes, you need some rest.

- (B) The flight will be delayed.

- (C) That would be a big help.

2. AmE / BrE

Are there any letters for me?

- (A) Yes, he did.

- (B) I left them on your desk.

- (C) At 9 o'clock.

3. AmE / AmE

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

- (A) No, go ahead.

- (B) Where did you borrow the book?

- (C) Mind your own business.

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

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

Question Structures

Check-up

Structure 1

/ p.164

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

Structure 2

/ p.165

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

Structure 3

/ p.166

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

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

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

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

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

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

3. Can you give me a ride to the airport?

- (A) I left it at the reception desk.
(B) Sorry. I didn't bring my car.

4. Can I look at the new catalog?

- (A) I saw it on TV.
(B) I'm sorry. There is none left.

5. Can you tell me how many copies of this report you need?

- (A) I am not sure.
(B) Before Tuesday.

6. Could you please turn down the television?

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

Question Structures

Check-up

Structure 4

/ p.168

1. (A) 2. (B)

Structure 5

/ p.169

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

Structure 6

/ p.170

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

Structure 7

/ p.171

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

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

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

1. Would you please help me move the table?

- (A) Yes, I am willing to.
(B) No, thanks. I am full.

2. Would you like to try on a smaller size?

- (A) I will try my best.
(B) I think I should.

3. Will you pick me up after work?

- (A) I'd like to know how it works.
(B) I think I can.

4. Would you like me to come on Tuesday?

- (A) I will send it to you.
(B) Is that okay for you?

5. Should I send the package by express mail?

- (A) I received it this morning.
(B) Yes, it should arrive there by tomorrow morning.

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

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

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

Common Vocabulary in Part 2 (7)

/ pp.173-174

- Check-up 1** 1. advertise 2. stop by 3. put off
 4. drop off 5. afford
- Check-up 2** 1. refund 2. on the way back home
 3. credit card, debit card 4. for a second 5. survey

Practice with Possible Questions

/ p.175

1. (A) 2. (A) 3. (B) 4. (A) 5. (B) 6. (B) 7. (A)
 8. (B) 9. (A) 10. (A)
1. Would you make a photocopy of this report?
 (A) Sure. I will do it right now.
 (B) Sorry. This photo is not for sale.
2. Could we meet a little earlier tomorrow?
 (A) Well, I don't think I can.
 (B) Where did you meet him?
3. Should we consider buying a new computer?
 (A) The computer room is on the second floor.
 (B) We should try to fix this one first.

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

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

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

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

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

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

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

Practice with TOEIC Actual Questions

/ p.176

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

*AmE = American English / BrE = British English

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

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

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

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

PART 3 Short Conversations

Chapter 1 Questions with Where and What

Practice

/ pp.185-186

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

Questions with Where

1.

M: Hello, front desk? I'd like to ask for a wake-up call at 5 o'clock tomorrow morning.
W: Yes, we will do that for you. Can you tell me your room number, please?

2.

W: Can you arrange a table for 7 people?
M: Sure. Please wait for a couple of minutes.

3.

W: Excuse me. I'd like to try this on. Can you tell me where a fitting room is?
M: No problem. Follow me, please.

4.

W: Hi, I'd like to withdraw money from my account.
M: All right. Please fill in this withdrawal slip.

Questions with What

1.

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

2.

W: I bought this CD player last Saturday, but it does not work. Can I get a refund?
M: Can you tell me what is wrong with it?

3.

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

4.

M: I'm going to have lunch. Are you coming with me, Rachel?
W: Yes, I'd love to, but could you wait for a few minutes? I have to finish this work first.
M: No problem. Do you like Italian food? I heard that a new Italian restaurant recently opened across the street.

Common Vocabulary in Part 3 (1)

/ pp.187-189

- Check-up 1** 1. reservation, double room 2. shuttle bus
3. confirm, single room 4. front desk, wake-up call
Check-up 2 1. arrange 2. available 3. put, down for
Check-up 3 1. withdraw 2. deposited, bank account
Check-up 4 1. registered mail 2. express mail
Check-up 5 1. checkup 2. prescription 3. temperature
Check-up 6 1. passport, ticket 2. window seat, aisle seat
3. luggage
Check-up 7 1. sales manager 2. being promoted
3. be held, main office 4. staff meeting
5. Department, hire, employees

Practice with Possible Questions

/ pp.190-191

1-2

Questions 1 and 2 refer to the following conversation.
W: Excuse me, where can I find a fitting room?
M: There's one on the left side behind that counter.
W: How many dresses can I take to try on at a time?
M: You can take three at a time.

3-4

Questions 3 and 4 refer to the following conversation.
M: I'd like to buy this. Here you are.
W: I am sorry sir, but I don't have change for a hundred.
Do you have any smaller bills?
M: No, this is the only one I have. Can I use a credit card here?
W: No, we do not accept credit cards. You can use the ATM outside the building.

5-6

Questions 5 and 6 refer to the following conversation.

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

7-8

Questions 7 and 8 refer to the following conversation.

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

Practice with TOEIC Actual Questions / pp.192-193

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

*AmE = American English / BrE = British English

1-3

Questions 1-3 refer to the following conversation.

- W: City Hospital, how can I help you?
M: My name is Daniel Anderson. I have an appointment with Dr. Randal for a checkup at 2 o'clock on Wednesday. Unfortunately, my work schedule changed, so I have to work that day. Can I move my appointment to someday next week?
W: That's okay. Let me see. We have Tuesday at 11 and Thursday at 3 o'clock available.
M: Tuesday will be good. Thank you.

4-6

Questions 4-6 refer to the following conversation.

- M: We received a large amount of orders last night from our website.
W: That's not surprising. Next Wednesday is Valentine's Day. A lot of people want to send presents to their family and friends. We will have a lot of orders until next week.
M: You're probably right. We're going to be really busy this week. We'd better hurry up. The packing will take a lot of time.
W: Yes, we have to pack all the orders and send them to the shipping company before 2 o'clock. That's the cut-off time for the next day delivery.

7-9

Questions 7-9 refer to the following conversation.

- M: The manager said that we are having a meeting in five minutes. By the way, have you heard that Mr. Thomas Phillips from the London office has been promoted to general manager in the Marketing Department?
W: Yes, I have. I've also been told that the department is expanding and will hire some new staff members sooner or later.
M: Really? Do you know what field they will be hiring in? A friend of mine just got a master's degree in modern marketing techniques and is looking for a job.

10-12

Questions 10-12 refer to the following conversation.

- M: Hello, I am interested in the four-bedroom house on Marble Street advertised on your website. Is the house still available?
W: I'm sorry. The house was rented out this morning. But we have a very similar one nearby.
M: That's great. Can I come to the house for a viewing sometime tomorrow?
W: Hold on for a second. I'll check my planner... Yes, you can. Is three o'clock okay for you?

13-15

Questions 13-15 refer to the following conversation.

- M: Hi, I'd like to make a reservation for dinner tonight. Do you have a table available for 12 people at 7 o'clock?
W: Just a minute, let me check for you. I'm sorry. We don't have anything available. 7 o'clock is the peak time during the dinner rush. So, it is difficult to book a table for that number of people. However, I can arrange a table for you at 6 o'clock, if that time works for you.
M: Hmm... 6 o'clock would be fine. I'll tell everyone to come directly from work.
W: Great. I'll put you down for 6. Can you tell me your name, please?

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

Practice

/ pp.199-200

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

Questions with Who / What

1.

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

M: The Personnel Department is on the second floor.

2.

W: I have a terrible headache. I couldn't sleep last night.
M: Let me check. You have a high temperature.

3.

M: Hi, can I buy a ticket for the piano concert at 5 o'clock on Friday?
W: Yes, you can. It's 40 dollars.

4.

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

Questions with When / How

1.

M: Excuse me. Where can I get a bus to the airport?
W: There is a bus stop just across the street. Take bus number 940. It runs every 30 minutes.

2.

M: I'd like to book a flight to Los Angeles on Saturday.
W: There are two flights on Saturday. One leaves at 11 in the morning and the other at 5 o'clock in the afternoon.
M: I'll take the morning flight.

3.

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

4.

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

W: When are you going to leave?

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

Common Vocabulary in Part 3 (2)

/ pp.201-202

Check-up 1 1. manager 2. director 3. job interview

4. apply for, position 5. assistant 6. report

Check-up 2 1. free 2. available 3. is okay for

4. have an appointment

Check-up 3 1. business meeting, starting at

2. confirmed, attendance 3. is scheduled for 4. copies

5. conference, attending

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

4. business trip to

Check-up 5 1. costs 2. be back 3. runs

4. How long, take 5. been waiting for

Practice with Possible Questions

/ pp.203-204

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

1-2

Questions 1 and 2 refer to the following conversation.

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

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

M: Do you want to discuss it with me?

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

3-4

Questions 3 and 4 refer to the following conversation.

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

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

W: Have you checked the weather on Saturday?

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

5-6

Questions 5 and 6 refer to the following conversation.

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

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

M: Do you have any particular models in mind?

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

7-8

Questions 7 and 8 refer to the following conversation.

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

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

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

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

Practice with TOEIC Actual Questions / pp.205-206

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

*AmE = American English / BrE = British English

1-3

Questions 1-3 refer to the following conversation.

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

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

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

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

4-6

AmE / AmE

Questions 4-6 refer to the following conversation.

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

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

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

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

7-9 jeW\orW diw enihaouD s BrE / BrE

Questions 7-9 refer to the following conversation.

W: Hello, how may I help you?

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

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

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

10-12 AmE / AmE

Questions 10-12 refer to the following conversation.

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

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

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

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

13-15 AmE / BrE

Questions 13-15 refer to the following conversation.

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

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

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

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

Chapter 3 Questions with Why

See if you can follow up to the new tasks that must

Practice

/ pp.210-211

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

Questions with Why

1.

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

2. What's the last event of the day? has qu

W: I heard Allen was leaving the company. Do you know
why?
M: He has gotten a new job in Washington.

3. What's the last event of the day? has qu

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

W: I see. Where are you now?

4. What's the last event of the day? has qu

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

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

5. What's the last event of the day? has qu

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

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

6. What's the last event of the day? has qu

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

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

7. What's the last event of the day? has qu

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

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

8.

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

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

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

Common Vocabulary in Part 3 (3)

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

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

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

3. got a promotion

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

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

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

Practice with Possible Questions

/ pp.214-215

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

1-2

Questions 1 and 2 refer to the following conversation.

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

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

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

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

3-4

Questions 3 and 4 refer to the following conversation.

W: Are you free on the 17th?

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

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

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

5-6

Questions 5 and 6 refer to the following conversation.

- M: Clara, are you going to be in the office this afternoon?
W: Yes, I should be. The meeting scheduled at three o'clock today has been cancelled, so I will stay in the office until five o'clock. Why are you asking?
M: I'm expecting a call from one of my clients, but I have an appointment with my dentist this afternoon.
W: Okay, don't worry. I'll handle your call. What do you want me to tell him?

7-8

Questions 7 and 8 refer to the following conversation.

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

Practice with TOEIC Actual Questions / pp.218-217

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

*AmE = American English / BrE = British English

1-3

Questions 1-3 refer to the following conversation.

- M: I ordered a copy machine from your company last week but have not received it yet. Can you tell me how long I have to wait?
W: Deliveries usually take three days, but on some occasions, it could take a little longer. I will check our order records. Can you tell me your name and order date, please?
M: My name is Jacob Gilbert. I placed the order on August 21.

4-6

Questions 4-6 refer to the following conversation.

- M: Excuse me. I am here for a job interview. Can you tell me where Mr. Duncan's office is?
W: You must be Mr. James. I will show you to his office, but first would you please sign the visitor's book and put on this identification badge?
M: Sure, I'll do that.

W: Thank you, Mr. James. Please go to the seventh floor.

Turn left after you get off the elevator and you'll see the sign for the Personnel Department. Mr. Duncan's office is next to the Personnel Department. He is expecting you.

7-9

BrE / BrE

Questions 7-9 refer to the following conversation.

- W: Dr. Simon's Health Clinic. How can I help you?
M: Hi, this is James Cornwell. I have an appointment for a health check at 10 a.m. tomorrow. Is it possible to rearrange my appointment? Something urgent came up and I need to leave for a business trip to New York tomorrow morning.
W: Okay, Mr. Cornwell, I will cancel the appointment for you. However, we do not have any vacancy until Thursday next week. We have openings at 11 a.m. on Thursday or 3 p.m. on Friday.
M: Friday is better for me. Please put me down for 3 p.m.

10-12

AmE / AmE

Questions 10-12 refer to the following conversation.

- M: Hi, can I speak to Kate Wright, please?
W: I'm sorry. Kate is not here today. She is on a business trip to Chicago and won't be back until tomorrow afternoon. Is there something I can help you with?
M: Yes. This is Jack Black from the planning office. We're having an orientation for new faculty on Monday and Tuesday next week, and I'd like Kate to talk about the role of the Marketing Department on Tuesday. Can you check her schedule for me?
W: Sure, please wait for a moment. (Pause) Yes, she doesn't have any appointments on Tuesday. I will talk to her when she returns.

13-15

BrE / BrE

Questions 13-15 refer to the following conversation.

- M: Thank you for calling PC World customer service. This is Howard Reynolds speaking. How can I help you?
W: Hi, I bought a computer from your online store last month. Yesterday it suddenly shut down and now it won't turn on. I need to have my computer fixed. How can I get it serviced?
M: There are two things you can do. You can bring it into one of our PC World branches, or you can have one of our technicians sent to your home or office. However, if you want the on-site repair service, you will be charged for it.
W: Okay, I don't think I have time to drop it off at your store, so I prefer to have someone visit my office.

PART 4 Short Talks

Chapter 1 Questions with *Where* and *What*

Practice

/ pp.226-227

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

Questions with *Where*

1.

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

2.

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

3.

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

4.

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

Questions with *What*

1.

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

2.

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

3.

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

4.

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

Common Vocabulary in Part 4 (1)

/ pp.228-230

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

Check-up 2 1. departure 2. boarding

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

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

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

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

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

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

Practice with Possible Questions

/ pp.231-232

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

Questions 1 and 2 refer to the following message.

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

3-4

Questions 3 and 4 refer to the following advertisement.

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

5-6

Questions 5 and 6 refer to the following message.

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

7-8

Questions 7 and 8 refer to the following talk.

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

Practice with TOEIC Actual Questions / pp.233-234

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

*AmE = American English / BrE = British English

1-3

AmE

Questions 1-3 refer to the following announcement.

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

4-6

AmE

Questions 4-6 refer to the following announcement.

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

7-9

BrE

Questions 7-9 refer to the following speech.

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

10-12

BrE

Questions 10-12 refer to the following announcement.

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

13-15

AmE

Questions 13-15 refer to the following speech.

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

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

Practice

/ pp.241-242

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

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

1. It will be partly cloudy for most of the weekend, but these clouds should move out by Sunday evening.

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

2.

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

3.

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

4.

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

Questions with When / How

1. to live, eat, work, learn, and have fun

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

2.

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

3.

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

4.

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

Common Vocabulary in Part 4 (2) / p.243

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

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

Practice with Possible Questions

/ pp.244-245

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

1-2

Questions 1 and 2 refer to the following advertisement.

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

3-4

Questions 3 and 4 refer to the following message.

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

5-6

Questions 5 and 6 refer to the following announcement.

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

7-8

Questions 7 and 8 refer to the following news report.

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

Practice with TOEIC Actual Questions / pp.246-247

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

*AmE = American English / BrE = British English

1-3

Questions 1-3 refer to the following announcement.

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

4-6

BrE

Questions 4-6 refer to the following speech.

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

7-9

BrE

Questions 7-9 refer to the following talk.

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

10-12

AmE

Questions 10-12 refer to the following advertisement.

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

13-15

BrE

Questions 13-15 refer to the following talk.

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

Chapter 3 Questions with Why and How (Methods)

Practice

/ pp.253-254

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

Questions with Why/How (Methods)

1. Why to call a friend who has just moved to a new city?

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

- 2.

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

- 3.

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

- 4.

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

- 5.

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

- 6.

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

- 7.

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

- 8.

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

Common Vocabulary in Part 4 (3)

/ pp.255-256

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

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

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

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

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

Practice with Possible Questions

/ pp.257-258

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

1-2

Questions 1 and 2 refer to the following message.

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

3-4 Questions 3 and 4 refer to the following announcement.

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

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

5-6

Questions 5 and 6 refer to the following announcement.

W: Good morning, ladies and gentlemen. Thank you for visiting Shop-N-Save. In our meat department, we have a special price on large-size free-range chickens for 2.99 each, half off the normal price. We also have a wide range of beef on sale for 3.99 per kilogram, which gives you 30 percent savings. In our dairy section, all butter and cheese is 25 percent off the regular price. You will also find a variety of other great deals throughout the store. Thank you for shopping at Shop-N-Save.

7-8

Questions 7 and 8 refer to the following announcement.

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

Practice with TOEIC Actual Questions / pp.259-260

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

*AmE = American English / BrE = British English

1-3

Questions 1-3 refer to the following telephone message.

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

4-6 won't bba vwm dsw andrea 8 AmE

Questions 4-6 refer to the following message.

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

7-9

Questions 7-9 refer to the following announcement.

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

10-12

Questions 10-12 refer to the following announcement.

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

13-15

Questions 13-15 refer to the following report.

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