

1

Listening Test Part 1

Photographs

Unit 1

A

Focus: Using the photo to predict what you will hear

As soon as this section starts, pick out the main theme of the first photograph and start to predict the type of statements you may hear.

unit 1

unit 1

Test tip

Focus on nouns and verbs

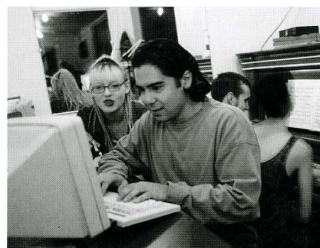
Most distractors in the TOEIC test Part 1 involve the wrong noun or verb. Brainstorm nouns and verbs related to the picture before you listen. Focus on them while listening.

1 Language building: Brainstorm vocabulary for the focus

Match the nouns and verbs with pictures 1–3. You can use them more than once.

Nouns			Verbs		
people	briefcase	meal	eat	sit	type
screen	family	keyboard	hold	look	discuss

1



Nouns	Verbs

2



Nouns	Verbs

3



Nouns	Verbs

Follow up: Add at least two more nouns and verbs to each picture, then compare your lists with a partner.

Test tip

Scan the instructions quickly to make sure you understand what is required.

2 Test tactic: Predict possible statements before you listen

Read the information in the box below. Then using the words from Activity 1, write two sentences about each of the pictures 1–3. Read your sentences to your partner.

Many statements in Part 1 will take one of the following forms.

- The (man/woman/people/thing) **is / are doing** (something).
e.g. *The man **is working** on the computer.*
- The (man/woman/people/thing) **has / is / are** (something/ somewhere).
e.g. *The man **has** a briefcase.*
*The family **are** at the table.*

Test tip

Predict the statement type

Most statements are about:

- The activity, e.g. *The man is writing an email.*
- The general situation, e.g. *The meal is ready.*
- Spatial relationships (e.g. *next to, near, across from, etc.*)

Tactics checklist

- ☒ Brainstorm possible nouns/verbs.
- ☒ Predict possible statements.

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.
The discussing something.
The at the table.

Follow up:

Listen to the correct answer choice for each picture. After each listening discuss with your partner how close your predictions were.

3 Tactic practice

For each picture 1–4, you will have two minutes to brainstorm vocabulary and predict possible statements about them with your partner.

Then you will hear the correct statement for each picture. After each one, pause the audio and discuss with your partner how close your predictions were.

1



2



3



4



Understanding natural English

B Mini-test 🎧

Now practice what you have learnt at the actual test speed with questions 1–8.

⌚ Use any time available to skim the first pictures before the listening starts. After that you will have exactly 5 seconds between each question to mark your answer and focus on the next picture.

1



2



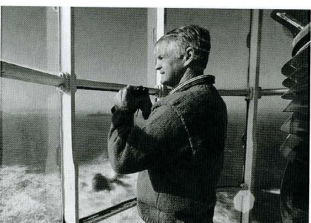
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4



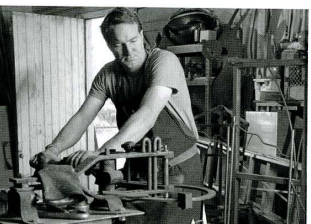
5



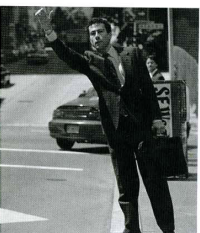
6



7



8



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

unit
1

unit
1

C Learn by doing: Writing stories

A Choose one of the pictures below, brainstorm vocabulary and write a three-sentence story about it. Look at the examples in the box first. Which picture do they describe?

Vocabulary (nouns and verbs)

table	point
computer	discuss
document	sit
presentation	look at

Sentences

They are sitting at the table.
They are looking at the woman.
The woman is pointing at the whiteboard.

1



2



3



4



B Read one of your sentences to your partner. Your partner must guess which picture you chose.

Follow up: Re-write the three sentences you wrote in A above. Change one word (noun or verb) in two of the sentences so that they are wrong. Read the three sentences to a different partner and ask them to choose the correct sentence.

D Further study

Find an interesting picture and write three sentences about it. Change one word (noun or verb) in two of the sentences to test on your classmates in the next lesson.

Go to word list and quiz page 170.

2

Listening Test Part 2

Question-Response

Unit 2

A

Focus: Thinking about the meaning of factual questions

Think carefully about what the question is actually asking for. Some answers may closely relate to the topic in the question, but not answer it directly.

Test tip

Answers in the TOEIC test do not always answer the question directly. Listen for answers with related details or explanations.

Test tip

Often the question and answer will be different tenses. Don't expect the tense always to be the same, e.g. the answer to a future or present question may explain something in the past.

Test tip

The focus in Part 2 is on meaning. Listen for key words (nouns/verbs/question words) to help you avoid distractors and find the correct answer choice.

Test tip

Watch out for common distractors. Being familiar with the ways incorrect answer choices may distract you can help you to make a good choice.

1 Language building: Focus on meaning in Wh- questions

Match each question 1–3 with two answers from a–f.

- | | |
|---|--|
| 1. What are you doing on Sunday? | a I heard Miller was chosen. |
| 2. Who is going to represent them at the meeting? | b I always go to my brother's house. |
| 3. How did you get to the airport? | c Mary gave me a lift. |
| | d They haven't decided yet. |
| | e Oh, I didn't. My trip was put off until next week. |
| | f Actually, I don't have any plans. |

Follow up: Write two more answers for each question. Read them to your partner and ask them which question 1–3 they are the answer to.

2 Test tactic: Focus on the key words and avoid common distractors

Focus on the key words

Listen to sentence 1 and write number 1 next to three key words or phrases as you hear them. Compare your words with your partner's, and then make an appropriate answer for the question.

Why?	When?	rest	get	company	last birthday
How?	What?	come	improve	class	TOEIC score

Now do the same for the next two sentences.

Avoid common distractors

A Read the information in the box carefully. It shows examples of the ways in which the choices on the test may be incorrect.

A. Same word – unrelated meaning

If you hear the same word in the question and the answer choices, be careful! It could be a distractor.

Q. Has the sale improved profits?
A. Yes, it is for sale.

B. Related subject – doesn't answer the question

The test may use words that relate to one of the key words in the question, but don't actually answer the question.

Q. Where can I buy a cheap air conditioner?
A. I agree that it's very cheap.

C. Similar sound – different/unrelated word

Sometimes the incorrect choices use words that sound similar to the ones in the recording.

Q. Have you met the new staff?
A. No, it's not the same stuff.

Tactics checklist

Remember:

- ☒ Listen for key words and focus on meaning.
- ☒ Don't expect the form of the answer to be the same as the question.
- ☒ Listen for common distractors.

B Read questions 1–3 and underline the key words. Then read the two incorrect distractors for each question and mark the type A–C from the box on page 13.

- | | |
|---|---|
| 1. What did the customer cancel his contract for? | ☐ He says he <u>can sell</u> it quite cheaply. (cancel sounds like can sell) |
| | ☐ My customers live in Boston. |
| 2. Why did you buy a new car? | ☐ No, traffic can be terrible in this city. |
| | ☐ Yes, my wife usually drives the car. |
| 3. How are they going to ship the documents? | ☐ Have you seen the notice about the shop? |
| | ☐ I just love ocean cruises. |

Follow up: Think of a correct answer choice for each of the questions, and then compare your answers and new sentences with your partner.

3 Tactic practice

You will hear six Part 2 questions. After each question pause the audio. Tell your partner the key words you heard. As soon as the answer choices start, stop speaking, and mark your answer choice.

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



Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... leave your last company?
..... get for your last birthday?

B

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

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

C Learn by doing: Factual questions

Role play: Student A use the information below.
Student B look at Activity file 2 on page 162.

Student A

You just received the following fax from the director of your company. Unfortunately, your fax machine is broken and **some of the words are unclear**.

Task

- Work with your partner and write out the questions you will ask him or her.
- Call him or her up, apologize for the problem and ask the questions to get the information you need.

Fax Message

Important

Re: August 14 meeting

Mr. Carson,

I am writing to let you know that I will be arriving on (1) ~~Tuesday August 13~~ **Tuesday August 14**. I am flying with United Airlines and my plane is scheduled to land at (2) ~~9:45 PM~~ **9:15 PM**. Could you arrange my hotel for me?

The main purpose of my visit is (3) ~~the problem with the~~ **the problem with the** Accuron Line of watches. We have had many complaints about water damage. We must discuss (4) ~~how we can deal with the problem~~ **how we can deal with the problem**. Please invite (5) ~~Patricia and Mary Davis~~ **Patricia and Mary Davis** also.

Barton Donovan.

Useful language

Opening

I'm sorry to bother you Mr. Donovan, but I'm afraid we couldn't read your fax properly.

Closing

Thanks very much. That's all the information I need. I will take care of this right away.

D Further study

Write down one of the questions you asked Mr. Donovan, and then make up your own answer and two other Part 2 type distractors to test other students in your next lesson.

Go to word list and quiz page 170.

3

A

Test tip

Predicting the context of the conversation can make the listening easier

Use the key information in the answer choices to make a rough guess about what you are going to hear.

Listening Test Part 3

Conversations

Unit 3

Focus: Skimming to predict the context before listening

The questions and answer choices in this part of the test can help you predict what you are going to hear. Using the time available to skim them before listening will help you to identify the key parts of the conversation.

1 Language building: Paraphrasing

Match the statements 1–4 with those with a similar meaning a–d.

- | | |
|--------------------------------------|---------------------------------|
| 1. You can run it with an AC adapter | a The adapter is missing |
| 2. Look to see if they have the item | b Buy the part |
| 3. The part wasn't included | c Check the parts stock |
| 4. Purchase an adapter | d You can plug it into a socket |
| 5. | e Provide a replacement |
| 6. | f The label is incorrect |
| 7. | g It's an expensive model |

Follow up: Now listen to three more statements, 5–7, and match them with the remaining three phrases with a similar meaning in e–g.

2 Test tactic: Pick out key words to predict the context

A Skim the questions and answer choices and underline key words (10–15 seconds per item). Compare with a partner and discuss what the conversation may be about. Try to predict who and where the speakers are.

1. What does the woman want to do?

- (A) Buy batteries for her CD player
(B) Purchase an adapter
(C) Have a missing part replaced
(D) Check the part is in stock

2. What does the man tell her?

- (A) It doesn't run on batteries.
(B) The label is incorrect.
(C) The adapter isn't included.
(D) She should buy another model.

3. What does the man offer to do?

- (A) Order the item
(B) Check the box label
(C) Give her a new model
(D) Include the adapter

B Focus on the answer choices as you listen. Mark the best answer. Guess if you aren't sure, and then move on to the next question.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

Tactics checklist

- ☒ Use the time before the listening to predict the context.
- ☒ Think of other ways to say the answer choices.
- ☒ Answer quickly.

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... visit the Taylorville branch?
 send these packages?

3 Tactic practice

Now listen to two more conversations. Before each conversation begins, use the time to predict the context with your partner, and think of other ways to say the answer choices.

1. What are the speakers discussing?
 - (A) The weather in Taylorville
 - (B) A meeting with clients
 - (C) The fee for some repairs
 - (D) A visit to a branch office
2. What is the problem?
 - (A) The head office air conditioner is broken.
 - (B) Bill cannot do the job.
 - (C) Karl is busy all next week.
 - (D) The Taylorville office is closed.
3. What does the man suggest?
 - (A) Going to the head office on Tuesday
 - (B) Changing the air conditioning unit
 - (C) Asking someone else to do the job
 - (D) Delaying the trip to Taylorville
4. How does the man feel about their new training program?
 - (A) It is not as good as the old one.
 - (B) It is an improvement on their previous one.
 - (C) It does not have any practical value.
 - (D) It is full of useful ideas.
5. What did the woman ask the man about?
 - (A) How many trainees attended
 - (B) A package she needs
 - (C) The trainees' practical skills
 - (D) Comments from the participants
6. What did some trainees criticize?
 - (A) There were too many ideas.
 - (B) There was no opportunity for feedback.
 - (C) The training was too theoretical.
 - (D) It was hard to say anything in the session.

1	(A) (B) (C) (D)	4	(A) (B) (C) (D)
2	(A) (B) (C) (D)	5	(A) (B) (C) (D)
3	(A) (B) (C) (D)	6	(A) (B) (C) (D)

Understanding natural English

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

1. What does the man want the woman to do?
 - (A) Visit some customers
 - (B) Send some packages
 - (C) Attend a meeting
 - (D) Give him some names
2. What is the man's problem?
 - (A) He cannot find the post office.
 - (B) He has to buy a present.
 - (C) He does not know the woman's address.
 - (D) He is late for a meeting.
3. What does the woman request?
 - (A) A list of addresses
 - (B) The time of a delivery
 - (C) The location of a meeting
 - (D) A map of the city
4. What does the woman want?
 - (A) To share a ride
 - (B) To go shopping
 - (C) To borrow Eric's car
 - (D) To look at new cars

GO ON TO THE NEXT PAGE

5. What is the woman's problem?
 - (A) She has missed the bus.
 - (B) Her car is broken.
 - (C) She is late for work.
 - (D) She does not know the area well.
6. What will the man do?
 - (A) Visit the woman's company
 - (B) Show the woman to the bus stop
 - (C) Repair the woman's car
 - (D) Drive the woman to the central office
7. What does the man suggest the woman should do?
 - (A) Visit the theater
 - (B) Move her vehicle
 - (C) Lock her car
 - (D) Enter the building
8. What does the woman ask?
 - (A) Directions to a city park
 - (B) Assistance reading a sign
 - (C) Information about a theater
 - (D) The location of available parking
9. Why was the sign not visible?
 - (A) It was around a corner.
 - (B) It had fallen over.
 - (C) It was hidden by a tree.
 - (D) It was behind a van.
10. What is the problem with the man's watch?
 - (A) It needs a new battery.
 - (B) The glass is broken.
 - (C) It does not keep time correctly.
 - (D) It is expensive to repair.
11. What will cause a delay?
 - (A) There is a problem with the battery.
 - (B) A strap must be ordered.
 - (C) New watches have not yet arrived.
 - (D) The watch must be sent out of town.
12. When will the watch finally be ready?
 - (A) On Monday
 - (B) On Tuesday
 - (C) On Wednesday
 - (D) On Thursday

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

C Learn by doing: Requests

A Complete the two conversations using the words in the box.

I'll do it
 Sure
 Would you mind

Any time will be fine
 Do you think I could
 Sure, no problem
 Would that be alright

- A: mailing these packages for me?
 B: When do they have to arrive?
 A: They need to be delivered by Tuesday at the latest.
 B: OK, this afternoon.
- C: borrow your camera? Mine is broken.
 D: When do you want it?
 C: How about Saturday afternoon??
 D: Yeah, of course.

Follow up: Practice the conversations.

- B** Make similar conversations with your partner using situations 1–4 below. First, look at the useful expressions in the box and read the *Culture note*.

More common request phrases	Response phrases
Would you mind (helping me with these files)?	Of course. Certainly.
Are you by any chance (driving down to the central office)?	Sorry, (I'm using it on the weekend). I'm afraid I can't (right now).
I wonder if you would mind (moving your car)?	Sorry, I'm really busy. Maybe (Bob) could give you a hand.

1. Ask your partner to help you make some copies (you need them for a meeting in one hour).
2. Ask to borrow your partner's calculator (yours is at home).
3. Ask your partner for some help moving some boxes (the courier is going to pick them up in 15 minutes).
4. Ask your partner for a ride home (your car is in the shop).

Culture note

If you don't know the person well, start your request with:
Excuse me ... or
I'm sorry to bother you, but ...

Follow up: With your partner, write down one of the conversations you had. Then write three Part 3 type questions (no answer choices) for your conversation. Join up with another pair, read out the conversation as naturally as possible, and ask them the questions you wrote.

D Further study

Think of an actual request you made recently, or imagine one you might make, and write the conversation in English. Write three questions (you don't need to make answer choices) to test your classmates in the next lesson.

Go to word list and quiz page 171.

4

A

Test tip

The TOEIC test often uses different words in the answer choices and the recording

Before you listen try to imagine other ways the answer choice might be said.

Test tip

Note key words
Picking out the key words from the answer choices will help you to predict what you will hear, and focuses you on what you have to listen for.

Listening Test Part 4

Talks

Focus: Skimming to predict the context before listening

The questions and answer choices in this part of the test can help you predict what you are going to hear. Use the time available to skim through them before listening to help you to identify the key parts of the talk.

1 Language building: Paraphrasing

Match each of the underlined words and phrases in the announcements below with the word or phrase with the closest meaning from the list a–e. The first one has been done for you.

May I have your attention.

I am sorry to announce that the ferry service to the Fairport Islands will be interrupted (1) due to engine problems. Ticket holders may get a refund (2) immediately (3) The shuttle bus back to the train station should be here in about 20 minutes and in the meantime, we will be serving complimentary (4) beverages (5)

- a without delay
- b money returned
- c drinks
- d stopped
- e free

2 Test tactic: Pick key words and predict the context

- A** Skim the questions and answer choices in 1–3 and underline the key words (10–15 seconds per item). Then compare with a partner and discuss which of the situations A–C you think the talk will be about.

- 1.** Where is this announcement being made?

- (A) At a train station
- (B) At an airport
- (C) At a bus station
- (D) At a coffee shop

- 2.** What is the problem?

- (A) A ticket counter has closed.
- (B) Some construction work has been canceled.
- (C) A bus service has been interrupted.
- (D) Passengers have been refused a refund.

- 3.** What may people wishing to go to Darby do?

- (A) Go directly to Darby by bus
- (B) Cross the Evanston Bridge
- (C) Take the 3:55 bus
- (D) Take a bus to another station and then a train

A A TV news report about road construction

B A tourist information report on new travel routes

C An announcement about a change in transportation services

Test tip

Answer the questions as soon as you hear the answer

Do not wait for the voice to tell you. Answer quickly, then use the 35–40 seconds between conversations to skim the next questions.

Tactics checklist

- ☒ Use the time before the listening to predict the context.
- ☒ Think of other ways to say the answer choices.
- ☒ Answer quickly.

Understanding Natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words. We apologize inconvenience. Check the documents typos.

- B** Focus on the answer choices in A 1–3 as you listen. Mark the best answer. Guess if you aren't sure, and move on to the next question.

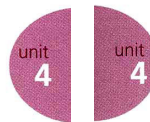
1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

3 Tactic practice

Listen to two more talks. Before each talk begins, with a partner take one minute to predict the context and think of other ways to say the answer choices.

- What is the main purpose of this announcement?
(A) To discuss the history of Arabella
(B) To outline ways to get to Arabella
(C) To make Arabella sound attractive to visitors
(D) To describe Arabella's local music
- What was Arabella originally?
(A) A cultural center
(B) A center for sailing events
(C) A resort island
(D) A trading center
- When is the Caribbean Carnival held?
(A) In mid-October
(B) During the winter holidays
(C) During the March break
(D) At the end of April
- Why was the meeting called?
(A) To announce a schedule change
(B) To move the deadline
(C) To discuss the image files
(D) To answer any questions
- When does the project have to be finished?
(A) By tomorrow
(B) By Thursday
(C) In five days
(D) In a week
- What are Beth and Howard asked to do?
(A) Finalize the image files
(B) Check for typos
(C) Ask questions
(D) Write the address labels

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)



B Understanding natural English

B Mini-test

Now practice what you have learnt at actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

- Where is the announcement taking place?
(A) In a college classroom
(B) At a company board meeting
(C) At a computer conference
(D) In a department store
- What is the main purpose of the announcement?
(A) To summarize sales volumes
(B) To suggest areas for research
(C) To advertise a product
(D) To outline a business plan

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- What is suggested about the EL401 standard desktop computer?
(A) It has become less popular.
(B) It has risen in price.
(C) It is popular with college students.
(D) It is exceptionally reliable.
- According to the announcement, why should discarded items be put in bags?
(A) To keep city streets clean
(B) To reduce waste collection costs
(C) To make materials safe to handle
(D) To avoid attracting hungry animals
- On what day are leaves and grass collected?
(A) On Tuesday
(B) On Wednesday
(C) On Thursday
(D) On Friday
- By what time should bags be placed outside?
(A) By 7:00
(B) By 7:30
(C) By 8:00
(D) By 8:30
- Who most likely is making this announcement?
(A) An automobile salesperson
(B) A police officer
(C) A weather reporter
(D) An insurance company representative
- According to the announcement, what should drivers do in poor weather conditions?
(A) Adjust their driving to road conditions
(B) Listen to the weather report
(C) Plan the shortest possible route
(D) Pull into the side of the road
- When are listeners invited to contact an Auto and Marine agent?
(A) When roads are blocked
(B) When safety tips are unclear
(C) When a vehicle needs maintenance
(D) When a mobile telephone is not working
- What is the purpose of this announcement?
(A) To announce some important computer improvements
(B) To apologize for some incorrect information
(C) To explain the cause of a computer system failure
(D) To describe how to send company e-mail
- What has caused a problem?
(A) The installation of computer games
(B) The opening of an infected file
(C) The failure to install company software
(D) The sharing of computer passwords
- What are computer users reminded to do?
(A) Keep a record of all passwords
(B) Open attachments only from familiar senders
(C) Install a better security system
(D) Purchase new computers

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

C Learn by doing: Announcements

A Match the beginnings of the sentences 1–4 with the appropriate endings a–d to complete the announcement.

- | | |
|--|--|
| 1. Excuse me everyone, ... | a ... because Mr. Phillips is off with the flu today. |
| 2. I'm afraid that today's class is canceled ... | b ... please speak to Mr. Phillips in his office on Monday. Thank you. |
| 3. The class will be rescheduled ... | c ... could I have your attention, please. |
| 4. If you are unable to attend on that day, ... | d ... for next Wednesday at 2:00. |

B Now practice reading this announcement to your partner.

Follow up: With a partner, take turns to make announcements using the notes below.

Change to meeting room

*The room for the sales meeting has been changed.
The new meeting space is room 401.
The meeting start time is 3:15.*

Collecting gift money

*We are collecting money for Shelley's wedding gift.
Give money to Sam or Helen by Friday.
Also, we would like gift suggestions.*

Farewell party

*After work there will be a farewell party for Tom.
It will be held at the Nightshift Café.
If you need directions, please get a map from Jim.*

Culture note

When giving news to groups of customers it is common to start with:
May I have your attention, please.

If the news is unpleasant, say:
I am sorry to tell you ... or I am afraid I have to announce that ...

If you are requesting something, say *please*.
Thank the customers at the end.
Thank you for your attention.

D Further study

Think of an announcement you have made or an event that would require a similar announcement. Prepare to make this announcement in the next lesson.

Go to word list and quiz page 171.

5

A

unit 5

Test tip

First decide what part of speech is needed

Recognizing the part of speech (noun, verb, adjective, etc.) that is needed to fill the blank can help you to choose the correct answer.

Test tip

Find the answer choices of the correct type

Once you know what you are looking for, skim the answer choices to find it. This can help you to eliminate wrong answers.

Grammar note

Use suffixes (word endings) to help identify the part of speech, e.g.
-ed / -ing / -ful / -le (adjective)
-ly (adverb)
-ment (noun)

Reading Test Part 5

Incomplete Sentences

Focus: Identifying the part of speech Using your time wisely

Parts of speech (nouns, verbs, etc.) are a commonly tested feature. This unit will help you identify the part of speech you need quickly and efficiently.

1 Language building: Know what you are looking for (main parts of speech)

A Read sentences 1–6 and note the part of speech of the word that is missing (noun, verb, adjective or adverb). Compare your ideas with a partner and think of a word that would fit.

- The guests were amazed by the statues in the garden.
- Ms. Watkins was pleased with her retirement present.
- While Jane was at college, she to her sister every week.
- The project team found it very difficult to hide their over the rejection.
- The report suggested there was an immediate need to improve cost
- The delegates seemed to find the presentation very

B The complete questions are shown below. Quickly skim the answers to find the part of speech you noted above.

- | | |
|---|--|
| 1. The guests were amazed by the statues in the garden.
(A) color
(B) colorful
(C) colors
(D) colorfully | 4. The project team found it very difficult to hide their over the rejection.
(A) disappoint
(B) disappointing
(C) disappointedly
(D) disappointment |
| 2. The rise in steel prices has resulted in a increase in our production costs.
(A) considerably
(B) consideration
(C) considerable
(D) considers | 5. I heard that the board gave our project proposal a very review.
(A) favor
(B) favorable
(C) favoring
(D) favorably |
| 3. While Jane was at college, she to her sister every week.
(A) writing
(B) written
(C) write
(D) wrote | 6. The delegates seemed to find the presentation very
(A) interests
(B) interest
(C) interesting
(D) interestingly |

Test tip

Manage your time wisely
Answer the easy questions first, very quickly. After you have answered all the easy ones come back and spend a maximum of 20 seconds each on the rest.

Test tip

Try to predict answers
On the first pass, try to think of possible answers before you look at the answer choices.

Test tip

Don't waste time on questions you don't know
Spending more than 30 seconds on a Part 5 question probably won't help you find the answer. If you don't know the answer, guess and move on.

Tactics checklist

- ☒ Determine the part of speech that fits the blank.
- ☒ Look for answer choices with the correct part of speech.
- ☒ Think of words that might fit before you look at the answer choices.
- ☒ Use the 2-pass method to answer quickly. If you aren't sure, guess and move on.

2 Test tactic: The 2-pass method

The 2-pass method is a way to help you use your time more effectively. Go through the questions twice. On the first pass, quickly answer the easy questions. On the second pass, go back and spend a bit more time on the more challenging questions. In total, spend no more than about 30 seconds on a question. The exercise below helps you practice the 2-pass method.

First pass: Answer the easy questions – 1:00 minute (maximum 10 seconds per question)

Take one minute to read the six sentences below. Choose the best answer to each one. If you don't know the answer within 10 seconds, move on to the next question.

1. Ms. Jennings suggests we our sales profits by simplifying our distribution system.
(A) to increase
(B) increase
(C) increases
(D) increasing
2. To an outside call, please dial "9", then the number you wish to reach.
(A) ring
(B) telephone
(C) reach
(D) place
3. What time does the courier come the office in the evenings?
(A) with
(B) on
(C) by
(D) for
4. If shipping costs are not fully covered, for delivery will be the responsibility of the recipient.
(A) pay
(B) payment
(C) paid
(D) to pay
5. an emergency, press the red alarm button.
(A) In case of
(B) When
(C) If
(D) Due to
6. The director was very in the quality of his accommodations.
(A) disappointed
(B) disappointment
(C) disappointing
(D) disappoints

Second pass: Answer the challenging questions – maximum 20 seconds per question

Go back and answer the questions you didn't answer on the first pass. If you don't know the answer within 20 seconds, guess and move on. Answer as quickly as possible, but don't leave any questions unanswered.

3 Tactic practice

- A** Read sentences 1–4, decide the part of speech of the missing word, and think of a word that would fit. Compare your ideas with your partner.
1. It has long been that small downturns in the US economy can have a global impact.
 2. The sales clerk charged me twice for the light bulbs I bought.
 3. Due to disappointing sales, the money for new computers was unavailable.
 4. The city welfare fund collects donations to aid the local ; including underprivileged citizens.



B Choose the correct answer for sentences 1–4 on page 25.

1. (A) know
(B) known
(C) knowing
(D) knows
2. (A) mistake
(B) mistook
(C) mistaken
(D) mistakenly
3. (A) require
(B) requires
(C) requiring
(D) required
4. (A) needing
(B) needful
(C) need
(D) needy



Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 6 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30 seconds on each item. If you don't know the answer, guess and move on.

1. Young adults who are with their use of credit may find themselves in trouble sooner than they expect.
(A) careless
(B) uncaring
(C) carelessly
(D) uncared
2. The attorney was warned against trying to the young witness.
(A) influential
(B) influence
(C) influentially
(D) influencing
3. Inexperienced investors are to enter this new market with caution.
(A) advice
(B) advisory
(C) advised
(D) advising
4. The journalist refused the federal investigator the names of his sources.
(A) tell
(B) told
(C) telling
(D) to tell
5. All the components for Hanson scooters are right here in this state.
(A) to manufacture
(B) manufactures
(C) manufacturing
(D) manufactured
6. The is likely to have serious repercussions in future negotiations.
(A) incident
(B) incidence
(C) incidentally
(D) incidental
7. Doan Trang was selected to the company at the annual conference.
(A) represent
(B) representing
(C) representative
(D) representational
8. Customers requesting a refund must be prepared to wait 4–6 weeks for the request to be processed.
(A) rough
(B) roughly
(C) rougher
(D) roughest

9. The plot of the movie is too ; its conflicts are either forced or simplistic.
(A) predict
(B) predictable
(C) predicting
(D) predictability
10. Adam Antoniotti is generally considered to be one of the most designers in the fashion industry today.
(A) impression
(B) impressively
(C) impressive
(D) impressing
11. Mr. Yamada is that the consultant's recommendation will help the situation.
(A) convince
(B) convinced
(C) conviction
(D) convincing
12. To enter information on the spreadsheet you will a cell by clicking on it and then type your data.
(A) select
(B) selecting
(C) to select
(D) selection

unit
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6

C

Vocabulary practice

A Read sentences 1–10 and note the part of speech of the word that is missing. Use the abbreviations: noun (n), verb (v), adjective (adj), adverb (adv).

- The owner of the largest factory in town was a very (*adj*) member of the town council.
- John's skill in quickly and () solving the problem saved his company thousands of dollars and avoided weeks of lost production.
- The rich businessman made thousands of dollars of () to help medical research each year.
- The salesman made many promises to try to () the manager to purchase his company's product.
- The inspector stared () at the components on the moving belt.
- An () person always sees the good side of any situation.
- The fact that Mary graduated from a famous university was a () advantage when she started job hunting.
- Regular exercise and a good diet can () your health and fitness.
- We hired a motorcycle () to deliver the package by hand.
- Can you () ways in which we can improve the work–life balance in our department?

B Note the part of speech for each of the following words. If you aren't sure, confirm the meaning with a classmate or look in the word list on page 172.

efficiently		intently		improve		suggest		courier	
influential		optimistic		donations		convince		significant	

C Now put each word into the sentence above that it best fits.
Go to word list and quiz page 172.

Reading Test
Part 6

Text Completion

Focus: Using context to choose the correct verb form and meaning

In the TOEIC test you will be asked to distinguish between different verbs as well as different forms of the same verb. This unit will help you to find clues in the questions and choose the correct answer choice.

Test tip

Choose the correct verb form
Some questions provide four options that feature different tenses of the same verb. Look at the sentence (and the rest of the passage if necessary), then decide what tense is required, and then choose the correct option.

1 Language building: Present/Past tense verb forms

Present tense verb forms

Read the information about verb forms below. Then complete sentences 1–4 by using the correct present tense form of the verb.

Present simple

base form (*he/she/it + s*)
(Happens regularly or always true)

e.g.
Our summer interns work very hard.
She works in the main office.

Present continuous

am/is/are + verb + ing
(Happening right now and not finished yet)

e.g.
I am waiting to see the doctor.
He is waiting till her birthday to buy the present.

- They often (play) golf with their customers on Saturday.
- I was just informed that the parts (still/sit) on the ship waiting to be unloaded.
- The customer (sign) his name on the insurance form as we speak.
- Mary (work) as a cashier in the bank on Wilkins Street.

Past tense verb forms

Read the information about the verb forms below. Then complete sentences 5–8 by using the correct past tense form of the verb.

Past simple		Past continuous
An action or actions completed in the past		
(+) base form + <i>ed</i> or irregular past	(-) <i>did not</i> + base form	<i>was/were + base form + -ing</i> (past action that continued for a period of time when another action interrupted it.)
e.g. <i>I <u>installed</u> the software.</i> <i>They <u>brought</u> the package yesterday.</i>	e.g. <i>The repair person <u>did not</u> fix the problem.</i>	e.g. <i>He <u>was driving</u> slowly.</i> <i>They <u>were working</u> in the office when the power went off.</i>

- The workers (stand) around waiting for the manager to arrive for over an hour.
- I (work) in the back when the customer arrived.
- I (drop) Sally off at the bus stop more than an hour ago.
- They (not/go) to the conference.

Follow up: With your partner, compare your answers to questions 1–8, and pick out the word(s) in the sentence that told you what the verb form should be.

2 Test tactic: Use clues to choose the correct word

- A** Read the text and decide if the missing verb should be in present or past form. Circle the words of the text that helped you identify the correct tense. Then with a partner guess the words that could go in each blank.

Test tip

Sometimes the sentence may not give enough information to choose the correct answer. In this case look at the rest of the text to find the correct option. These questions can test both grammatical and vocabulary knowledge.

All first-year engineering students (1) the story of Herbert Mansfield when they enter university.	1 ☒ Present ☐ Past
Before his invention of the steam converter in 1903, Herbert (2) as a design engineer for a manufacturing company.	2 ☐ Present ☐ Past
He (3) in a small, tidy, very average house outside Billington.	3 ☐ Present ☐ Past
He (4) at the National Institute before receiving his degree in engineering.	4 ☐ Present ☐ Past
It wasn't until several years later that he (5) the invention that would change the world.	5 ☐ Present ☐ Past
Many of the most influential scientists still (6) it to be the greatest breakthrough of the century.	6 ☐ Present ☐ Past
Currently the city (7) a monument to this very important individual.	7 ☐ Present ☐ Past

- B** Complete the text using the verbs in the box. Did you guess correctly?

made believe lived studied is building worked learn

- C** Look at the sentences below. Look for clues in the sentences around each blank to help you decide which word is correct.

- In the winter the mountain trails are icy and dangerous. Travelers are encouraged to move along the marked paths.
(A) rapidly (B) cheerfully (C) carefully (D) perilously
- The reports weren't distributed the first part of the presentation. They were made available at the end.
(A) after (B) while (C) during (D) until
- After several hours of discussion the deal was still not signed. The main problem was the Due to the budget, the purchase would need to be postponed.
(A) quality (B) price (C) size (D) weight
- It wasn't the largest company. It was, , one of the most highly respected in the field.
(A) furthermore (B) therefore (C) additionally (D) however

- D** Follow up: Compare your answers with your partner and explain which words gave you clues to the answers.

Tactics checklist

- ☒ Choose the correct verb form.
- ☒ If there are no clues in the sentence, look to the rest of the text.

unit 6

unit 6

3 Tactic practice

Read the sentences for questions 1–3, decide which tense is needed and think of a word that would fit. Compare your ideas with a partner. Then quickly choose the correct answer.

Questions 1–3 refer to the following letter.

Re: Diesel generator – Order No. B90008

Dear Mr. Johnson,

I am writing to complain about the large diesel generator that we from you.

1. (A) receive
(B) received
(C) are receiving
(D) to receive

Upon unpacking the equipment, we found the width of the mounting brackets to be almost 8 inches longer than we had in our design specifications.

2. (A) noted
(B) informed
(C) talked
(D) spoken

These will have to be replaced immediately as the generator must be installed by the end of the week.

Furthermore, the unit was sent without an instruction manual for the main control unit. Please send this out in the same shipment as the correct mounting bracket.

It is vital that we receive these parts by Tuesday. Late delivery our own installation schedule.

3. (A) affects
(B) affected
(C) will affect
(D) has affected

Yours sincerely,

Thomas Hardings

Thomas Hardings
Director

B

Mini-test

Now apply the *Test tactics* at the actual test speed with questions 1–12.



Recommended Time: 9 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30–45 seconds on each item. If you don't know the answer, guess and move on.

Questions 1–3 refer to the following letter.

Mr. Robert Cheung
Sea Dragon Shipping
372 Clementi Ave 2#03–149A
SINGAPORE
120356

March 23

Dear Mr. Cheung,

We have been by one of our clients, Mikra Electronics, Jakarta, of a

1. (A) written
(B) reported
(C) informed
(D) said

possible shipping problem.

Specifically, the SS *Liberty Star*, due to arrive in Jakarta on March 22,

2. (A) failed
(B) fails
(C) failing
(D) fail

to arrive as scheduled.

This vessel was carrying a consignment (B/L 8974) for our client; we would like to know why the vessel has been and when it is expected to arrive.

3. (A) delayed
(B) replaced
(C) done
(D) repaired

A prompt reply would be appreciated in this matter.

Yours sincerely,

Emerson Filho

Emerson Filho

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6

Questions 4–6 refer to the following memo.

Memorandum

To: Alvin Kurosawa, Vancouver Branch Manager

From: Melville Bromwich, Accounting Section

Alvin,

I am just to confirm that my colleague Tom Brooks and I will be

4. (A) write
(B) writing
(C) written
(D) to write

in Vancouver at the end of next week for the annual expenses audit. Could you please ask one of your employees to arrange our accommodation? We are planning to arrive on the 14th and on the 19th.

5. (A) left
(B) leaving
(C) had left
(D) leave

With the changes in deadlines, we are likely to be extremely busy.

So I don't think we will be able to find time to take in a hockey game

6. (A) whereas
(B) therefore
(C) however
(D) moreover

as you had previously suggested.

Thanks in advance for any assistance with the hotels. We are looking forward to seeing you next week.

Yours truly,

Me!

GO ON TO THE NEXT PAGE

Questions 7–9 refer to the following letter.

Mr. Niels Kirstein
Olaf and Bohr Furnishings
Kristianiagade 19
2100 Copenhagen
Denmark

Dear Mr. Kirstein,

Your delivery of 150 hardwood table and chair sets (order# DH4589)

7. (A) arrives
(B) arrived
(C) will arrive
(D) arrive

this morning, but unfortunately, when we opened them we discovered that there is one leg missing from table.

8. (A) each
(B) all
(C) some
(D) any

Obviously we will need this problem corrected as soon as possible. We would appreciate it if you could the missing 150 legs to our warehouse by this

9. (A) to send
(B) sending
(C) send
(D) have been

Friday, August 16, at the latest.

I look forward to hearing from you in the next day or so.

Yours sincerely,

Alfred Axely

Alfred Axely
Purchasing Director

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Questions 10–12 refer to the following letter.

Dr. Barbara Nguyen
Family Medical Group
2825 Quebec St., Ste. 41
Denver, CO 80207

RE: Repair order #2089—P29 micro-video camera

Dear Ms Nguyen,

I am writing to you regarding the micro-video camera you with us

10. (A) left
(B) were leaving
(C) leave
(D) will leave

for repairs.

After thoroughly inspecting it, I must inform you that it will take approximately one week longer to repair than we originally thought. When we the inner

11. (A) cleaning
(B) were cleaning
(C) clean
(D) have cleaned

workings as part of the maintenance procedure, we found that the shutter was slightly bent and the lens was damaged. We do have the lens stock, but

12. (A) in
(B) for
(C) on
(D) at

the shutter will need to be ordered from the manufacturer in Germany.

I would appreciate if you could call me to confirm that you wish us to proceed with the repairs.

Yours sincerely,

Colin Bowie

Colin Bowie

GO ON TO THE NEXT PAGE

C Grammar practice

Read three short texts and put the verbs in the correct tense.

1. Business letter

Dear Mr. Jones,

I am writing in connection with the article you (1) (write) that appeared in this month's American Engineer. Our company (2) (make) parts for the aerospace industry and we think that your invention meets our specifications. Would you be able to meet with one of our design engineers next month? Currently we (3) (work) on a project related to your research and we might be interested in licensing your design.

2. Complaint letter

Last month your company (1) (put) in new automatic doors on our warehouse. Since then we have twice had problems with the motors. In the first case, they didn't (2) (open) when the operator (3) (press) the button and we had to call in a mechanic to fix them. In the second case, the doors suddenly closed when a truck (4) (come) into the garage. This (5) (delay) the delivery of an important consignment of goods.

3. E-mail

Sally,

Have you been told that Jack Benson (1) now (work) on the Dorfin Project? As you know, he previously (2) (manage) our Texas outfit, but he (3) just (arrive) this morning from Dallas and (4) (need) accommodation near the office.

Go to word list and quiz page 173.

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7

A

Reading Test Part 7

Reading Comprehension

Unit 7

Focus: Scanning the questions to decide which ones to answer first

It is essential to make the best use of your time in Part 7. Looking at the questions before you read will help you to find exactly what information you need. This will also help you to decide which questions to answer first. In this unit you will concentrate on the type of question you should first answer – specific information questions.

1 Test tactic: Answer easier questions first

Look at the list of question types below. The numbers indicate the order in which you should do them to make best use of your time.

- | | |
|--|---|
| <p>1. Specific information (positive)
These are the easiest and quickest to find the answer for. Do these first.</p> <ul style="list-style-type: none"> • According to the author, who will use x? • Where did x come from? • Who will benefit from this change? | <p>3. Main idea/inference questions
(See Unit 14)
Doing the previous question types first will help prepare you for these.</p> <ul style="list-style-type: none"> • What is the purpose of this memo? • Why is Mr. Jones writing this letter? • What can be said/inferred about...? • Who might read this advertisement? |
| <p>2. Vocabulary questions
(See Unit 14)
These should be answered quickly. If you don't know the word or words, guess and move on.</p> <ul style="list-style-type: none"> • The word "x" in paragraph 1 line 3 is closest in meaning to ... | <p>4. Specific information (negative)
(See Unit 21)
These can be the most time-consuming. Leave them till last, when you may have already got information to help you with the answers.</p> <ul style="list-style-type: none"> • Which of the following is NOT true? • Which of the following positions is NOT available? |

For each question below mark in the box the number of the question type. The first one has been done for you.

- | | |
|---|--------------------------|
| 1. What is this notice mainly about? | 3 |
| 2. Where might you see this notice? | ☐ |
| 3. By when must you give notice in order to get the maximum refund? | ☐ |
| 4. What will happen if you withdraw prior to the second lesson? | ☐ |
| 5. Which of the following is NOT true? | ☐ |
| 6. The word "constitute" in paragraph 4, line 1, is closest in meaning to ... | ☐ |

Test tip

Pick out 'key words' (nouns and verbs) in the question

This will help you to quickly understand what you need to look for in the passage.

2 Test tactic: Answer specific information questions (positive) first

A Circle the specific information questions from the list below.

- | | |
|--|---|
| 1 At what time does the club open? | 5 Where did the man buy his bicycle? |
| 2 The word "robust" in paragraph 1, line 2, is closest in meaning to | 6 How long should the man wait for a reply? |
| 3 What is the price of the guitar? | 7 What can be inferred about the woman's job? |
| 4 Who might reply to this advertisement? | |

B Look at the specific information questions below. First, underline the key words in the question and answer choices. Then scan the passage below to find the sentence that answers the question.

1. When is the latest that notice can be given in order to get the maximum refund?
(A) Five days before the first lesson
(B) After the first lesson but before the second
(C) Before the second class but after the first
(D) Just after the second lesson
2. What must people who want a refund on a fitness program do?
(A) Give their instructor notice that they can not attend
(B) Provide a medical reason for the request
(C) Give back their gym and pool passes
(D) Give notice prior to the mid-point of the program

Follow up: Compare your answers with your partner.

Summer program refund policy

The effective date of the withdrawal/cancellation is the date the withdrawal notice is received by the center, regardless of the date the participant stopped attending the class.

Withdrawal requests from all registered courses must be made before the second class is held. If the request is received 5 business days prior to the first class, the amount refunded will be the full amount, less the refund administration fee (\$25.00). If the request is received after the first class, but before the second class, the amount refunded will be the full amount, less the cost of the first class and less the admin fee (\$25.00). From the second lesson onwards, no refunds/credits will be issued.

If there is a medical reason for the request, it must be received prior to the mid-point of the program. Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned.

Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.

Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

Tactics checklist

- ☒ Don't read. Look at the questions first.
- ☒ Do the specific questions first.
- ☒ Pick out the key words in the questions.
- ☒ Scan the passage for the key words/ideas, then choose the best answer choice.

3 Tactic practice: Specific information

Use the tactics you have practiced to answer the following questions.

1. For whom is this letter intended?
(A) Alberto Romero
(B) Benjamin Weintraub
(C) John Teirney
(D) Alex Andreas
2. What kind of job does the applicant want?
(A) Human resources
(B) Advertising
(C) Marketing
(D) Sales
3. Where did Mr. Romero want to work?
(A) In Britain
(B) In North America
(C) In Eastern Europe
(D) In Asia

Questions 1–3 refer to the following letter.

Alberto Romero
3254 Turney Road
Garfield Heights
OH 44125
USA

Dear Mr. Romero,

This letter is to thank you for your application to join our international sales team. Unfortunately, we must inform you that due to the large number of highly-qualified applicants that applied for the position of Eastern European sales representative, we have already filled all the positions that were advertised in the May issue of the *Human Resources Bulletin*.

As you know, administrative and marketing positions in our European and Asia-Pacific offices regularly become available during the year and we would welcome your application for future international postings.

Yours truly,

Alex Andreas

p.p. Benjamin Weintraub
Human Resources Manager
London Office
John Teirney & Sons Ltd.

B

Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 12 minutes (or less)
Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–3 refer to the following advertisement.

Printing for your personal & small business needs

Gaines Bros Printing

A commitment to quality and service since 1959

New opening hours:
Monday to Saturday from 9 A.M. to 7 P.M.

• Business Forms • Business Cards • Envelopes • Folders • Letterhead • Menus	• Full Color Printing • Graphic Design • Digital Copying • Invitations • Graduation and Wedding Announcements
---	---

June-only special offers:

- Order 10 sets of letterhead and get matching envelopes at a 50% discount
- Place an order worth over \$100 and receive 2 business cards or invitations for the price of 1
- Make a purchase over \$250 and you will receive a voucher worth 10% off your next order during the coming year

Order by phone, fax or in person.

555–3467 • FAX 555–3478
458 Notting Drive Unit 119 • Alansburg

- Who would NOT be a potential customer for this company?
 - A couple planning a wedding
 - A major corporation
 - A local real estate agent
 - A restaurant in need of new menus
- What could customers who spend \$150 get?
 - A 10% discount
 - Double the number of invitations
 - A discount on envelopes
 - Two free sets of business cards
- What will happen from July 1?
 - The time the shop opens will change.
 - Fax orders will not be allowed.
 - Discount vouchers will become invalid.
 - No bonus will be given for large letterhead orders.

GO ON TO THE NEXT PAGE

Questions 4–6 refer to the following notice.

Welcome to the Groveland library service

We would like to invite all Groveland residents to become members of the public library system.

Interested applicants should follow the procedure below to receive their library card promptly and make use of the full range of facilities.

Please complete the accompanying personal information form and submit it to the applications desk in any of the Groveland branch libraries or to your local ward office community service desk.

Within two working days (Monday–Friday) of the application being submitted:

- You will receive a library barcode number via e-mail (enabling you to place reservations and access online databases before collecting your card).
Note: You will require a PIN to place reservations and to access your record online. Please note that the default PIN number is the last four digits of your telephone number. If you would prefer to specify a different number please do so on the application form.
- Your card will be available for collection at the branch library you have nominated.

If you are under the age of 18, we require a parent or guardian's signature on a permission letter (Form 103) which will need to be brought into the library when you are collecting your card.

- Who would be most interested in this notice?
 - Members of the public library
 - Staff at the applications desk
 - People who wish to borrow books
 - All residents of Groveland
- What will NOT be possible two working days after submitting the application?
 - Reserving books
 - Picking up a card
 - Checking book availability online
 - Changing a PIN number
- According to the notice, what special condition applies to children?
 - They need an adult to collect their card.
 - They must wait until they are 18.
 - They must bring proof of age.
 - They must sign a form.

Questions 7–9 refer to the following notice.

Online water/sewer payment

Welcome to the Worthwood Water/Sewer Account Payment System. You can now pay your bill online via credit card using the most secure online payment system available.

Please enter your Worthwood Water/Sewer account number below, then click “Submit”. Your account number can be found in the upper left-hand corner of your bill. If you do not know your account number, please call 555-8375.

If your door has been tagged for non-payment, you must call 555-0874 to stop termination of water service.

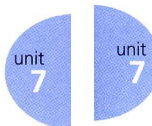
Please do not use this Web site if your payment is intended for overdue sewer charges related to sewer certification. If you recently received a notice about unpaid sewer charges, please follow the payment instructions on the notice.

Sewer payments can be mailed to Division of Water, P.O. Box 139012, Worthwood, South Dakota 57248. Payments must be received by Feb 16.

A two dollar (\$2.00) or two percent (2%) processing fee (whichever is GREATER) will be added to your payment.

All general inquiries should be addressed to the Information Section, Worthwood Public Works Section, P.O. Box 138976, Worthwood, South Dakota 57248, or call 555-2378 (ext. 124).

7. Who would be most interested in this notice?
 - (A) People who need sewer certification
 - (B) People who don't wish to pay additional processing charges
 - (C) People who want to pay by computer
 - (D) People who wish to receive a Water/Sewer account number
8. How can customers find their account number?
 - (A) By calling 555-0874 for information
 - (B) By clicking a button on the Web site
 - (C) By checking the corner of their bill
 - (D) By looking on their sewer certificate
9. What must people with overdue sewer bills do?
 - (A) Call the Division of Water
 - (B) Pay an additional processing fee
 - (C) Address their inquiries to the Information Section
 - (D) Follow the instructions given



GO ON TO THE NEXT PAGE

Questions 10–12 refer to the following agenda and letter.

Walken Student Empowerment Conference

Schedule of Events

Thursday, November 10

- 2:00 P.M. Open Registration – *Walken University Park*
- 3:30 P.M. Welcome and Introductions by Dean Alison Murret– *Griffen Hall*
- 4:15 P.M. First speaker: Harry Lothian – *St. Exupery Auditorium*
Chair of Economics, Senior Student Advisor
“Transition from lecture hall to boardroom”
- 5:00 P.M. Main speaker: Horst Van Buren – *St. Exupery Auditorium*
Chairman of Alliance Department Stores
“Making your way in the real world – struggles and successes”
- 6:00 P.M. Reception with Horst Van Buren – *Vimy Atrium*
- 7:00 P.M. Dinner at the Brownville Inn

Dear Mr. Van Buren,

I would like to take this opportunity to thank you for the very interesting and motivational talk at our conference last Thursday. I am sure the students found it particularly inspirational as they prepare to make their way in the working world.

Thank you also for the generous award donation that you made and for agreeing to present the grand prize during the reception after your talk.

I am sure I speak for the rest of the faculty and the student council when I say we would be honored if you would consider speaking at future conferences.

With sincerest appreciation and best wishes,

Yours,

Alison Murret

Alison Murret

10. For whom was the conference probably intended?
 - (A) High school students applying for university
 - (B) Students who will soon graduate from university
 - (C) Former university students who are now working
 - (D) Company workers taking university night school courses
11. What is suggested about Mr. Van Buren?
 - (A) He has spoken at the university before.
 - (B) He is a teacher of economics.
 - (C) He attended Walken University as a student.
 - (D) He has given some money to the university.
12. In the letter, the word “rest” in paragraph 3, line 1 is closest in meaning to
 - (A) relaxation
 - (B) gathering
 - (C) remainder
 - (D) excess

C Reading in action

- A You are Sam Hong, the branch manager for Sea Star Shipping in Singapore. Read the notice your company has recently sent you and answer questions 1–4.

Notice

Recent weather conditions have caused delays of up to three days in some of our shipping contracts. Because of this, we anticipate complaints about late delivery from our customers.

Our official policy is that we are not responsible for any costs resulting from failure to meet delivery schedules due to bad weather. This is clearly stated in all our shipping contracts.

To assist customers with especially time-sensitive deliveries, we can offer a special 50% discount on Express air freight costs. Especially valued customers may be offered a 15% discount on their next order.

1. What problem does this company have?
2. How much will Sea Star pay to customers who may have extra costs due to the delay?
3. What can the company do for customers who need quick delivery?
4. What bonus can the company offer important customers?

- B One hour ago you received the following letter from the agent for MegaCo, one of your largest customers. Read the letter, then discuss the situation with your partner. Say what you think Mr. Hong should do. Then complete the reply to the letter of 16 February on page 44.

16 February

Mr. Hong,

We were informed that the heavy seas have delayed the delivery of product shipment SD1278 to San Francisco by an estimated three days.

This is an extremely time-sensitive shipment for our customer, and because of this we will have to pay late penalties of approximately \$7,500 per day.

I am writing to inform you that we hold you responsible for these and any additional fees resulting from your failure to deliver as per our shipping contract.

I look forward to hearing from you soon.

Martha Rogers

Culture note

When refusing or giving bad news you should first apologize, e.g.

I am very sorry, but...

I'm afraid (that)...

You may then wish to offer an alternative, e.g.

Because (you are such an important customer) we are prepared to (offer you)...

unit
7

unit
7

Dear Ms Rogers,

We received your letter of 16 February concerning consignment number (1)

We are very sorry for the unfortunate delays to your shipment, but I am afraid that we are not responsible for any (2) due to (3) This is clearly stated in your (4)

As you are a valued customer, however, we would like to assist you as much as possible in making the delivery to (5) on time. We are prepared to offer you a special (6) In addition to this we will give you a (7) off the costs of your next order.

Please let us know as soon as possible about your intentions.

Yours sincerely,

Sam Hong

D Further study

Write a short report on how you handled the delayed shipping problem. Be prepared to describe what you did in your next lesson.

Go to word list and quiz page 174.

8

Listening Test Part 1

Photographs

Unit 8

A

Focus: Listening for the correct verb

Many of the incorrect answer choices in this section feature an inappropriate verb for the situation. This section will concentrate on identifying the sentence with the verb that best describes what is seen in the picture.

unit 8

unit 8

Test tip

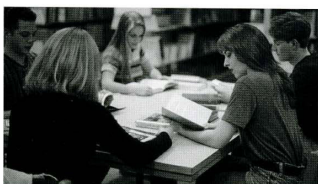
Listen carefully to check that the verb relates to the picture

Echo the sentence silently as you listen and compare the verb used with what you see in the picture.

1 Language building: Present continuous/present simple

A Look at the list of verbs and make possible sentences about each of the pictures using the present continuous or present simple tense. The first one is done for you.

1



study → They are studying in the library.
read → They're all ...
sit → The students ...
stand → Nobody ...
revise → They ...

2



run → The highway runs under the overpass.
run → The overpass ...
be (a sign) → There is ...
be (cars) → There ...
divide (a guardrail) → A guardrail ...

B Listen to four correct sentences about these pictures. Listen carefully, and after each one pause the audio and try to echo as much of the sentence as possible. Decide with a partner which picture you think the sentence matches.

Follow up: Make up one new sentence for each picture. You may use different verbs. Ask your partner to echo your sentence and choose the correct picture.

2 Test tactic: Select an answer quickly

A Listen to three sentences describing the pictures. When you have listened to all the sentences, choose an answer quickly.

1. (A) ☐
(B) ☐
(C) ☐



2. (A) ☐
(B) ☐
(C) ☐



Test tip

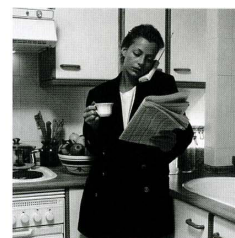
Select answers quickly

As you listen, hold your pencil over the answers. Try to echo the sentences. If you think a sentence is possibly correct, keep your pen on that answer choice. Don't move it until you hear a better choice. Answer quickly and move on to the next question.

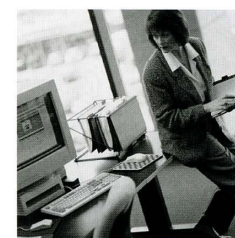
B Now write two sentences to describe the following pictures.

Example: *The woman is holding a coffee cup.*

1



2



C You will hear four sentences describing each picture. After each sentence, pause the audio and tell your partner the verbs you heard, then mark below whether you think it is correct or wrong.

1

- (A) ☐ Correct ☐ Wrong
(B) ☐ Correct ☐ Wrong
(C) ☐ Correct ☐ Wrong
(D) ☐ Correct ☐ Wrong

2

- (A) ☐ Correct ☐ Wrong
(B) ☐ Correct ☐ Wrong
(C) ☐ Correct ☐ Wrong
(D) ☐ Correct ☐ Wrong

Follow up: With your partner compare the sentences you first made and the correct sentence.

3 Tactic practice

Use the tactics you have practiced for the next three photographs. You will have one minute to a) brainstorm vocabulary and b) predict possible sentences with your partner. Then listen to and echo (silently) the answer choices, and as you listen, tick whether you think it is correct, maybe correct, or wrong.

Tactics checklist

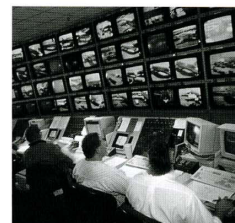
- ☒ Listen carefully for verbs.
☒ As you listen, echo the sentences. Keep your pen over sentences that are possibly correct.

1



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
(B) ☐ Correct ☐ Maybe correct ☐ Wrong
(C) ☐ Correct ☐ Maybe correct ☐ Wrong
(D) ☐ Correct ☐ Maybe correct ☐ Wrong

2



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
(B) ☐ Correct ☐ Maybe correct ☐ Wrong
(C) ☐ Correct ☐ Maybe correct ☐ Wrong
(D) ☐ Correct ☐ Maybe correct ☐ Wrong

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences and write in the missing words.

..... folding the newspaper.

The riding his horse by the sea.



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
- (B) ☐ Correct ☐ Maybe correct ☐ Wrong
- (C) ☐ Correct ☐ Maybe correct ☐ Wrong
- (D) ☐ Correct ☐ Maybe correct ☐ Wrong

Follow up: Compare your answers with your partner, explain your reasons, and say what you remember hearing.

Understanding natural English

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–8.

Use any time available to skim the first pictures before the listening starts. After that you will have exactly 5 seconds between each question to mark your answer and focus on the next picture.



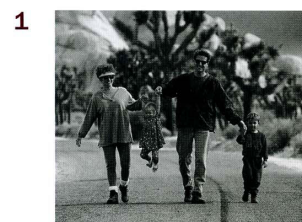
- | | | | | |
|---|-----|-----|-----|-----|
| 1 | (A) | (B) | (C) | (D) |
| 2 | (A) | (B) | (C) | (D) |
| 3 | (A) | (B) | (C) | (D) |
| 4 | (A) | (B) | (C) | (D) |
| 5 | (A) | (B) | (C) | (D) |
| 6 | (A) | (B) | (C) | (D) |
| 7 | (A) | (B) | (C) | (D) |
| 8 | (A) | (B) | (C) | (D) |

C Learn by doing: Picture bingo

Student A: Look at Activity file 8a on page 162.

Student B: Look at Activity file 8b on page 163.

Choose one of the words on your bingo card in the Activity file, then pick a picture you think relates to that word. Tell your partner the picture number and ask them to make a sentence about the picture. There are some words to help you below. Listen to your partner's sentence and, if you hear the word, you can mark it off on your bingo card. Take turns until one person has marked off all their words. Bingo! They are the winner.



1. family	road	2. passenger	get into	3. car	woman
mother	walk	taxi	take	boats	door
father	lift	suit	travel	dock	sit
children	hold	street		men	open
4. customers	outdoors	5. boy	ground	6. old man	push
water	drink	gate	wear	bicycle	walk
glasses	sit	hat	open	lake	going fishing
table	sip	sweater	walk	sun	wear
café	enjoy	snow	stand	cap	shine

D Further study

Find three pictures from newspapers or magazines. Write Part 1 type statements (one correct answer, three that are close but wrong) to test your classmates in the next lesson. The incorrect answers should include correct subject or object words, but incorrect verbs.

Go to word list and quiz page 175.

9

A

Listening Test Part 2

Question-Response

Unit 9

Focus: Becoming familiar with different ways of answering direct questions
Becoming aware of similar-sounding words

In this part of the test, you will often hear direct questions. The correct answer will not usually be an answer with *yes, no or don't know*, and will often be in a different tense.

Test tip

Often direct questions will not be answered with *yes, no or don't know*. Look for options that use different words to express these meanings.

Test tip

Often the question and answer choice will be different verb tenses.

Do not expect the grammar of the question to match the answer.

Example
Are you going tonight? → I've made other plans.

Test tip

Distractors using the same (or similar-sounding) words are common in Part 2.

Be careful when choosing responses that use the same or similar-sounding words.

1 Language building: Choosing the correct answer

Choose two correct answers for each question.

- | | |
|---|---|
| a. Is Mr. Clemens coming to the presentation? | 1. She thinks she'll be free later today. |
| b. Did she say when she would be available? | 2. No. Everyone has been invited. |
| c. Could you help Laura to prepare the documents? | 3. Unfortunately, he's on holiday then. |
| d. Do you think they would mind if I came along? | 4. Sure. Where is she? |
| | 5. You should probably call them first. |
| | 6. No, I forgot to ask her. |
| | 7. Sorry, I have to help Michael. |
| | 8. Yes, but he'll be a few minutes late. |

Follow up: Now listen to four more responses and match each one to questions a-d above.

- | | |
|----------------|----------------|
| 1. a. b. c. d. | 3. a. b. c. d. |
| 2. a. b. c. d. | 4. a. b. c. d. |

2 Test tactic: Look out for same or similar-sounding words

A Look at the following questions and responses. Mark the correct response and circle any SAME or SIMILAR-SOUNDING words used in the distractors.

- Are you going to the party tonight?
(A) Yes, it's tonight.
(B) No, he's departing tomorrow.
✓ (C) I haven't decided yet.
- Have you handed in the report yet?
(A) I've already reported it.
(B) I put it on her desk yesterday.
(C) I thought it was very handy.
- Could you rearrange the venue for me?
(A) Yes, it's new.
(B) Sure. Is the meeting room better?
(C) No, I didn't arrange it.
- You called Simon back, didn't you?
(A) No, I don't have his number.
(B) Yes, I gave it back.
(C) No, we call him David.

B Now compare your answers with your partner.

Test tip

Short-term memory is important. Repeat each response in your head and check if it answers the question or has same word/similar sound distractors.

Follow up: Now listen to five more questions. Repeat each response as you hear it, and mark whether it is correct, or wrong with a same word or wrong with a similar-sounding distractor. Then compare your answer with your partner's.

- | | | | |
|--|--------------------------------------|--|--|
| 1. Is this the last stop? | (A) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (B) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (C) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| 2. Did you call the customer back? | (A) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (B) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (C) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| 3. You're working tomorrow, aren't you? | (A) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (B) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (C) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| 4. Can you remember the details? | (A) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (B) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (C) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| 5. You read through the notes, didn't you? | (A) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (B) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |
| | (C) ☐ Correct | ☐ X - Same word | ☐ X - Similar sound |

Tactics checklist

- ☒ Don't always expect Yes/No responses.
- ☒ Be careful of same/similar-sounding words.
- ☒ Verb tenses may be different.

3 Tactic practice

You will hear six question-response questions. After each question, pause the audio and repeat the response to your partner. Then mark your answer choice and compare your answers with your partner.

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

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

I'm go after work.
Are you wait for Mark?

B

Mini-test

Now practice what you have learnt at the actual test speed with questions 1-12.

You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

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

C Learn by doing: Checking information

A Complete the questions and responses by choosing the correct items from the boxes.

1. A: the **printer paper** kept in the **storeroom**?

B: next to the photocopier.

Is Does That's No, it's

2. A: This is your **bag**, ?

B: Thanks. I looking for that.

was isn't it were am not

3. A: The new **boss** seems really **nice**, ?

B: , but I heard he can be very **strict** too.

doesn't he isn't he He does He will

4. A: show me how to use the **photocopier**?

B: , it's really easy.

Could you Do you Of course I'm afraid

5. A: The **meeting** begins at **2:30**, ?

B: , it's starting **now**.

doesn't it didn't it Probably Actually

6. A: that the last **report**?

B:

Were I'll think about it Was I think so

B Now make similar conversations by replacing the words in bold in sentences 1–6 above with the following words.

- | | |
|-----------------------------|-----------------------------------|
| 1. key/boss's office? | 4. fax machine |
| 2. calculator | 5. presentation/11:30/after lunch |
| 3. accountant/friendly/rude | 6. box |

Follow up: Ask your partner some more questions using auxiliary verbs and tag questions. Try to give some answers without using Yes or No.

D Further study

Choose two sets of question words from the list below and make two Part 2 type questions. Then, add three responses (one correct, two incorrect) to test your partner, in the next lesson.

Are you ...?	Could you ...?	Is she ...?	... , aren't you?
Did he ...?	Does this ...?	Do you ...?	... , isn't she?

Go to word list and quiz page 175.

10

A

Test tip

Part 3 sometimes uses the same words in the recording and answer choices, but with a different meaning. If you hear the same words in a conversation answer choice, be careful. It may not mean that this is correct.

unit
9

unit
10

Listening Test Part 3

Conversations

Unit 10

Focus: Being aware of same word distractors

In this part of the test, the recording can often use words that are the same or have the same meaning as words in the answer choices. This may cause you to choose an incorrect answer. Be careful not to choose an answer simply because you heard something similar in the listening.

1 Test tactic: Be aware of same word distractors

A Quickly skim Question 1 below and underline the key words. The question and 1A have been done for you.

1. Why didn't George attend the meeting?

- (A) He was in the Human Resources section.
(B) He doesn't get along with Mr. Stubbs.
(C) He had to go to Anaheim.
(D) He was in New York.

B Now quickly skim the tapescript below to find sentences with the key words. For each one decide if it answers the question or not. Cross out the wrong answer choices. When you think you have found the answer, circle the correct answer choice. Compare your answer with a partner.

Tapescript

Man A: Hey, Taylor. How did the Human Resources meeting go? I couldn't make it because I was on a visit to the Anaheim office.

Man B: Oh, hi George. You're lucky you missed it. There was a disagreement between Mr. Stubbs and the New York team over employee numbers.

Man A: Really? What was the problem?

Man B: Mr. Stubbs wants to drastically cut back on the sales staff on the East Coast. Jameson and the New York team were strongly in favor of increasing staff to increase sales.

C Continue as above, with the remaining two questions.

2. What was the meeting about?

- (A) A recent disagreement with employees
(B) A proposed trip to the East Coast
(C) Natural resources in the area
(D) Changes in the number of workers

3. What happened during the meeting?

- (A) An increase in the number of bargain sales was reported.
(B) A disagreement between staff members took place.
(C) An increase in the sales figures was discussed.
(D) A winning number was drawn.

Test tip

Answers to Part 3 questions often use different words from the recording

The correct answer choice sometimes uses different words to say the same thing as the recording.

- D** Underline the key words in the following questions and answer choices. Then listen to one short conversation for each question and cross out the answer choices with similar word distractors.

- What is the first woman looking for?
 - The stove
 - The coffee maker
 - The CD player
 - The kitchen
- What is the woman's problem?
 - She has received a parking ticket.
 - She wants to sell her tickets.
 - The show is sold out.
 - The performance is canceled.
- What is the woman complaining about?
 - She dislikes filing documents.
 - She was given directions to the wrong place.
 - Her work is always the same.
 - A coworker was careless.

- Follow up:** Listen again and choose the correct answer. Compare your answers with your partner.

1	(A) (B) (C) (D)
2	(A) (B) (C) (D)
3	(A) (B) (C) (D)

Test tip

Listen to who says what

Often the answer choice will have key words used by one of the speakers, but it may not be the speaker specified in the question. Noticing this can help you spot distractors.

2 Test tactic: Listen for who says what

- A** Quickly skim Question 1 below and underline the key words.

- What is the man planning to do?

(A) Work in Chicago	☐ Woman	☐ Man
(B) Get a new job	☐ Woman	☐ Man
(C) Move away from his family	☐ Woman	☐ Man
(D) Move closer to his father	☐ Woman	☐ Man

- B** Listen to the sample conversation and mark who says each of the key words (the man or the woman). Because the question is asking about the man's plans, the words the woman says can be ignored. Choose the best answer from the things the man says. Check your answer with your partner.

- C** Continue as above, with the question below. This time it's important what the woman says.

- What does the woman want?

(A) A red sweater	☐ Woman	☐ Man
(B) A discount	☐ Woman	☐ Man
(C) Free shipping	☐ Woman	☐ Man
(D) A green sweater	☐ Woman	☐ Man

Tactics checklist

- ☒ Be careful if you hear the same words in the conversation as in the answer choices.
- ☒ Listen to who says what.

3 Tactic practice

Use the tactics you have practiced for the next six questions. Before each passage begins use the time to a) predict the context and b) think of other ways to say the answer choices with your partner.

- What is the woman unhappy about?
 - She made a mistake at work.
 - The people she works with are inexperienced.
 - She does not like her new boss.
 - She dislikes working in the advertising field.
- What does the man suggest?
 - Talking to her boss
 - Changing to a job in advertising
 - Looking for another job
 - Talking with her coworkers
- Why does she suspect she got the job?
 - The supervisor liked her.
 - She has a lot of experience.
 - Her company has high employee turnover.
 - She had worked there a year previously.
- What does the woman request?
 - A refund
 - A receipt
 - A new coffee machine
 - A discount
- What does she say is the problem?
 - The machine is broken.
 - The cups are too small.
 - She comes from a very large family.
 - The unit does not make enough coffee.
- What does the man say?
 - The woman can have a refund.
 - She can choose a different model.
 - He needs to see the receipt.
 - Replacing the product will take a week.

1	(A) (B) (C) (D)	4	(A) (B) (C) (D)
2	(A) (B) (C) (D)	5	(A) (B) (C) (D)
3	(A) (B) (C) (D)	6	(A) (B) (C) (D)

- Understanding natural English**

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... take a couple of years.

..... us there in five minutes.

B

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

- How long has the man been at his current job?
 - One year
 - Two years
 - Six years
 - Seven years
- What are the man's future plans?
 - To continue his education
 - To open his own business
 - To move to a new city
 - To change careers

3. What does the man say about the company?
- (A) He has learned a lot while working there.
- (B) He plans to continue working there.
- (C) He wants to work for the company in a different city.
- (D) He hopes to become a manager in the company.

4. Where are the speakers?
- (A) At a bus stop
- (B) At an auto repair shop
- (C) At a taxi stand
- (D) At a parking garage

5. What is the man concerned about?
- (A) The way to get home
- (B) The traffic on the road
- (C) The cost of transportation
- (D) The time to fix the problem

6. What does the woman suggest?
- (A) Going to another shop
- (B) Using a taxi
- (C) Waiting a few hours
- (D) Buying a new car

7. What most likely is the man's job?
- (A) A police officer
- (B) An auto mechanic
- (C) A bus driver
- (D) A taxi driver

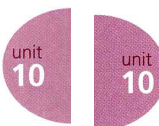
1	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	9	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)	10	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)	11	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)	12	(A)	(B)	(C)	(D)

8. What is the problem?
- (A) The woman is in a hurry.
- (B) The woman is lost.
- (C) The woman is going the wrong way.
- (D) The woman has missed the game.
9. What will the man do next?
- (A) Buy baseball tickets
- (B) Drive to the stadium
- (C) Attend a meeting
- (D) Take a special route

10. What are the speakers discussing?
- (A) Watching sports
- (B) Driving long distances
- (C) Training for an event
- (D) Meeting relatives

11. When will the event take place?
- (A) May
- (B) June
- (C) July
- (D) August

12. What does the man say about his brother?
- (A) He visits often.
- (B) He lives a long way from his office.
- (C) He runs a business.
- (D) He eats healthy food.



C Learn by doing: Complaining

A Conversations complaining about goods and services or about other things sometimes appear in Part 3. Practice the following complaints with your partner. Then change the underlined words in the conversations using the phrases from the boxes.

Complaints about goods and services

Staff: Good afternoon. (1) May I help you?

Customer: Yes, I bought this (2) wallet, but (3) the zipper is broken. (4) Could you replace it?

Staff: Yes, that should be fine. (5) May I see your receipt?

Customer: (6) Here you are.

Staff: Thank you. Just one moment, please.

(1) Can I help you? How can I help?	(2) jacket rice cooker	(3) it's the wrong size it doesn't work properly
(4) I'd like a refund. Could I exchange it?	(5) Can I see ... Could I have ...	(6) Here you go. Here it is.

Complaints about other things

A: How (1) is your work these days?

B: (2) I'm afraid I'm not very happy.

A: Why, what's the matter?

B: Well, (3) my manager is very demanding. He's never satisfied.

A: What are you going to do?

B: I think I may (4) try to find a new job.

(1) ... is/new apartment? ... are/classes?	(2) Not great, I'm afraid. Not very well.	(3) ... the rent/high. I can't afford it. ... my teacher/ tough. He gives so much homework.	(4) ... look for a new place. ... have to work harder!
---	--	--	--

B Now make another conversation using your own ideas.

Follow up: Write three Part 3 type questions (no answer choices) for your conversation to test other students.

Culture note

When making a complaint, it is important to state what the problem is and how you would like it resolved, in a polite way.

D Further study

Think of something you were unhappy with recently, and write a conversation complaining about it. Write three questions (no answer choices) to test your classmates in the next lesson.

Go to word list and quiz page 176.

A

Focus: Becoming familiar with different kinds of
“what” questions

“What” questions are very common in the TOEIC test. Sometimes they ask for an overview or the main idea of the talk. Other times they ask for specific information. This unit will help you to deal with both types.

Test tip

Some “what” questions in Part 4 require you to understand the main idea of the talk. Listen for words that tell you information about the speaker, the location and the topic.

Test tip

Other “what” questions require you to listen for specific information. Always skim the questions and answer choices before listening. Identify key words, and listen carefully for these.

Test tip

Answers in Part 4 usually appear in the order in which they appear in the talks. Listen for answers in order.

1 Language building: Vocabulary for overview questions

A Use the words on the right to complete the overview questions.

- | | |
|--|-----------------|
| 1. What is the of the presentation? | being described |
| 2. What is this report ? | addressing |
| 3. What is the speaker's reason for the group? | about |
| 4. What product is ? | topic |

B Look at the key words listed for four of the types of questions found in talks. Circle the most likely topic from the list below.

- | | |
|---|--|
| 1. sales figures, increase, report, final quarter | (A) A financial report (B) A sales demonstration (C) A school report |
| 2. closure, bankrupt, debt, failure | (A) It is very successful. (B) It is doing badly. (C) It hasn't changed. |
| 3. customers, sale, ladies' fashion, department | (A) Restaurants (B) Immigration (C) Shopping |
| 4. ink, paper, documents, high quality, photographs | (A) A desk (B) A printer (C) An office chair |

Follow up: Discuss your answers with your partner and explain why you selected them.

2 Test tactic: Listen for answers in order

A Underline the key words in the following questions and answer choices. Then skim the tapescript and underline the words that tell you the answers.

- Who will probably be interested in this advertisement?
(A) Students
(B) Retired people
(C) Businessmen
(D) Young families
- What is offered free of charge?
(A) A tour
(B) A meal
(C) A room
(D) A flight

Tapescript

Alto-Pacific offers a special discount rate for seniors, so summer never has to end for travelers aged over 60. We offer discounts starting at 10% off regular rates, as well as room upgrade deals for early bookers. Not only do we offer cheaper than standard prices, but also special tour rates, complimentary breakfasts and a guaranteed quiet room. Whether you are looking to relax in a world-class resort surrounded by the blue waters of Micronesia, or enjoy a round of golf at one of our Hawaiian resorts, or perhaps explore the historical castles of Japan, we have something to cater for every taste.

Test tip

Mark answers as you listen. If you hear an answer that is definitely correct, mark it as you listen. Answer all questions as quickly as possible.



B Listen to the three parts of a talk in turn. You have 30 seconds to skim the questions and answer choices. Then, listen and mark the answers as correct, maybe correct, or wrong. Note how the answers appear in order.

- What kind of people might listen to this announcement?
(A) Politicians (A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) Venture capitalists (B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) Shareholders (C) ☐ Correct ☐ Maybe Correct ☐ Wrong
- What has changed in the European market in the last year?
(A) It has become twice as big. (A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) It has increased by one quarter. (B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) It has decreased by 50%. (C) ☐ Correct ☐ Maybe Correct ☐ Wrong
- What does the speaker say about the company's finances this year?
(A) The North American market was strong. (A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) There were good and bad results. (B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) The European market was disappointing. (C) ☐ Correct ☐ Maybe Correct ☐ Wrong

Tactics checklist

- ☒ Identify any overview questions.
- ☒ Skim the questions and answer choices before listening to identify key words.
- ☒ Listen for answers in order.
- ☒ Answer any specific information questions as you listen.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)

3 Tactic Practice

Use the tactics you have practiced for the next two talks. You will have one minute before you listen to a) skim the questions and identify key words, and b) identify any main idea questions.

- | | |
|--|---|
| 1. What does the speaker say about the house?
(A) It is old but well maintained.
(B) It was built 40 years ago.
(C) It has not been renovated.
(D) There are two bedrooms. | 4. What is the aim of this announcement?
(A) To describe Daniel Kanemoto
(B) To advertise a club
(C) To boast about achievements
(D) To improve people's fitness |
| 2. What is mentioned about the living room?
(A) It is a little dark.
(B) There is a bright lamp.
(C) It was renovated six months ago.
(D) It has a lot of space. | 5. What is the minimum age for members?
(A) 2
(B) 6
(C) 10
(D) 66 |
| 3. What will the speaker do next?
(A) Show the visitors the kitchen
(B) Take the visitors to the second floor
(C) Leave the house
(D) Talk about the price | 6. What is special about the head instructor?
(A) He is 66 years old.
(B) He is a junior regional champion.
(C) He won a title twice.
(D) He knows some basic self-defense. |

**Understanding natural English**

In natural spoken English, sounds are sometimes changed, combined and dropped.

Listen to these sentences and write in the missing words.

As you see, it is in remarkably good condition.

You store your entire photo collection safely.

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

1. When did Orgola Valley experience strong winds?
 - (A) Last week
 - (B) Yesterday
 - (C) Last night
 - (D) Today
2. What will happen tomorrow?
 - (A) Temperatures will drop.
 - (B) There will be heavy rain.
 - (C) There will be strong winds.
 - (D) Snow will fall.
3. According to the report, how could a listener get more weather information?
 - (A) By calling a special telephone number
 - (B) By going to a Web site
 - (C) By listening to the weather channel
 - (D) By reading the weather reports in the newspaper
4. What is the purpose of the talk?
 - (A) To address customers' problems
 - (B) To introduce a training session
 - (C) To explain the company benefits
 - (D) To describe a new product
5. Who mostly likely is the speaker addressing?
 - (A) Job seekers
 - (B) Company customers
 - (C) New employees
 - (D) Department heads
6. In which department does George Stevens work?
 - (A) Human resources
 - (B) Sales
 - (C) Customer service
 - (D) Marketing
7. What product is being described?
 - (A) A cordless telephone
 - (B) An all-in-one printer
 - (C) A laptop computer
 - (D) A digital camera
8. According to the advertisement, what is a special feature of the product?
 - (A) The quality of the color photographs
 - (B) The operating speed
 - (C) The capacity to print photos from memory
 - (D) The ease of operation
9. When will the sale end?
 - (A) Friday
 - (B) Saturday
 - (C) Sunday
 - (D) Monday
10. What is Chuck Adams responsible for?
 - (A) Repairing computers
 - (B) Ordering supplies
 - (C) Maintaining the building
 - (D) Delivering the mail
11. When is Chuck Adams leaving?
 - (A) At the end of this week
 - (B) At the end of next week
 - (C) At the end of the month
 - (D) At the end of the year
12. What is the purpose of this announcement?
 - (A) To ask for donations for a gift
 - (B) To present an award
 - (C) To introduce a new staff member
 - (D) To explain a new office procedure

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

C Learn by doing: Tonight's news

- A With a partner read the questions about two news reports below and make sure you understand all the words. Try to guess what the reports are about.

Business news report

1. What did FHL Electronics announce?
2. What caused the closure of the factories?
3. What did the president say about labor costs in Asia?
4. What did the president promise?
5. What is the best newspaper headline for this report?
 - Drop in Asian Labor Costs
 - FHL Announces Record Losses
 - President Introduces New Product

Local news report

1. What will open next week?
2. What is the first performance?
3. What will Tom Mason do?
4. What happened one month ago?
5. What is the best newspaper headline for this report?
 - Milltown Theater Opens Tuesday
 - Events in our Town
 - Famous Actor Spotted

- B **Student A:** Look at Activity file 11a on page 163. Read the business news report to your partner. Student B will answer the questions about it above. Then listen to Student B's local news report and answer the questions about it.
- Student B:** Listen to your partner's business news report and answer the questions. When you are finished, switch roles. Look at Activity file 11b on page 165. Read your local news report to your partner. Student A will answer the questions about it above.

D Further study

Write four or five sentences about your company, school or family, and write three "what" questions. Test your classmates in the next lesson.

Go to word list and quiz page 177.

Reading Test
Part 5

Incomplete Sentences

Focus: Choosing gerunds and infinitives correctly
Improving your knowledge of phrasal verbs

Being familiar with the correct use of gerunds and infinitives and understanding phrasal verbs is helpful for many parts of the TOEIC test. This unit will make you more aware of how they are used, especially in Part 5.

Test tip

Look at the verbs in gerund/infinitive questions

If the answer choices include both gerunds and infinitives, look at the verb in the question to help you decide which is correct.

Test tip

Learn to recognize gerunds and infinitives

Familiarize yourself with common phrases that include gerunds and infinitives. As you take the test, say the phrases silently to yourself, and try to hear which ones sound wrong. Avoid these choices.

1 Language building: Gerunds and infinitives

Gerunds are verbs in their base form + *-ing*, e.g. *doing*. Infinitives are verbs in their base form + *to*, e.g. *to do*.

Verbs commonly followed by a gerund

All the verbs below can be followed by gerunds, but some do not fit into the sentences. Choose the verbs from each list that do NOT fit the sentence. The first one is done for you.

- I cannot meeting him before. ☐ recall ☒ admit ☐ remember
- He smoking after his doctor warned him of the dangers. ☐ contemplated ☐ gave up ☐ quit
- Increased sales indicate that customers getting the larger discount. ☐ appreciate ☐ value ☐ avoid
- It starts at 5 A.M. but I getting up early. ☐ can't help ☐ don't mind ☐ am used to
- The report reviewing the security systems in the new building. ☐ recommends ☐ advises ☐ risks

Follow up: Now write one sentence about yourself using a verb followed by a gerund and compare with a partner.

Verbs commonly followed by infinitives

All the verbs below can be followed by infinitives, but some do not fit the meaning of the sentences. Choose the verbs from each list that do NOT fit the sentence. The first one is done for you.

- Although it was a reasonable offer, we them to increase it by 10%. ☒ pretended ☐ persuaded ☐ forced
- Did you to meet Mr. Yamamoto when you were in Tokyo? ☐ intend ☐ expect ☐ hesitate
- It was a successful sales meeting as they to purchase fifty units. ☐ decided ☐ threatened ☐ agreed
- Because he had a lot of experience, he to be promoted. ☐ expected ☐ prepared ☐ deserved
- Although he wasn't very fit, he still to complete a full marathon. ☐ managed ☐ decided ☐ reserved

Follow up: Now write one sentence about yourself using a verb followed by an infinitive and compare with your partner.

Test tip

Learn as many phrasal verbs as possible
Phrasal verbs are sometimes tested in the TOEIC test. Familiarize yourself with as many common phrasal verbs as possible.

2 Test tactic: Familiarize yourself with phrasal verbs

The term *phrasal verb* refers to a verb + particle (i.e. adverb or preposition), which have a special meaning when used together.

A Choose the correct phrasal verb on the right to match the meaning given.

- | | | |
|---------------------------------------|---------------------------------------|--|
| 1. to arrange (e.g. a meeting) | ☐ set up | ☐ call up |
| 2. to complete a blank area in a form | ☐ fill out | ☐ bring about |
| 3. to support (e.g. a colleague) | ☐ fall through | ☐ back up |
| 4. to review or check something | ☐ go over | ☐ take over |
| 5. to stop using something gradually | ☐ buy out | ☐ phase out |
| 6. to fail to stay on schedule | ☐ fall behind | ☐ back out (of) |
| 7. to investigate | ☐ look into | ☐ fill in for |
| 8. to continue | ☐ keep on | ☐ go through |
| 9. to delay or reschedule something | ☐ shut off | ☐ put off |
| 10. to consider carefully | ☐ run out of | ☐ think over |

B Choose the correct phrasal verb to complete the following sentences.

- | | |
|--|---|
| 1. Despite working overtime every day for two weeks, he still with his work.
(A) went through
(B) backed up
(C) fell behind | 5. Visitors to the United States are required to an immigration questionnaire.
(A) bring about
(B) think over
(C) fill out |
| 2. The customer called three times this morning to a meeting.
(A) set up
(B) call up
(C) take over | 6. The planned merger between the companies because they couldn't agree on the price.
(A) took over
(B) fell through
(C) backed out of |
| 3. It was decided to buying the new equipment until next year.
(A) put off
(B) fill out
(C) take over | 7. When color televisions became popular, black and white sets were gradually
(A) phased out
(B) bought out
(C) set up |
| 4. The judge promised to any new evidence as soon as possible.
(A) look out of
(B) look into
(C) look after | 8. A temporary worker was hired to Mary while she was on vacation.
(A) take over
(B) fill in for
(C) fall behind |

Tactics checklist

- ☒ Look at the verb in the question to help you decide whether a gerund or an infinitive is needed in the answer.
- ☒ Say phrases silently to yourself and try to hear if they sound wrong.
- ☒ Familiarize yourself with as many phrasal verbs as possible.

3 Tactic practice

Use the tactics you have practiced to answer the following questions.

1. Although I advised her to go by train, she decided instead.
(A) drive
(B) to drive
(C) driving
(D) drove
2. He was out when I called, but the receptionist kindly offered a message for me.
(A) to take
(B) taken
(C) took
(D) taking
3. It appears that our competitors are considering our takeover proposal.
(A) to accept
(B) accept
(C) accepting
(D) accepted
4. When buying a new car, it is advisable to the best deal you can find.
(A) go through
(B) look for
(C) get into
(D) fill out
5. We are on you to make a good impression at the conference next month.
(A) taking
(B) counting
(C) putting
(D) picking
6. After waiting for more than thirty minutes for my entrée to arrive, I asked to the manager.
(A) speak
(B) speaking
(C) spoken
(D) to speak

unit
12

unit
12

B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 6 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30 seconds on each item. If you don't know the answer, guess and move on.

1. The president's limousine should be here soon, as we are expecting him by 7 P.M.
(A) arrival
(B) to arrive
(C) arrive
(D) arriving
2. The feeling the judges was that the submission had not been researched thoroughly enough.
(A) along
(B) among
(C) after
(D) around

3. During the winter months many people enjoy a variety of indoor sports.
(A) play
(B) to play
(C) to be playing
(D) playing
4. Although I was pleased when I bought the camera, I later regretted not for a more advanced model.
(A) waiting
(B) wait
(C) to wait
(D) have waited
5. She was up by her grandparents from the age of seven.
(A) brought
(B) raised
(C) taken
(D) turned
6. Employees currently in overseas postings are eligible for an additional housing allowance.
(A) work
(B) worked
(C) to work
(D) working
7. The first applicant seemed to enjoy asked about his previous experience in the field.
(A) to be
(B) be
(C) being
(D) had been
8. Mr. Tan to see the presentation before he made the decision.
(A) likes
(B) would like
(C) would have liked
(D) had liked
9. The general manager has been making a decision on this issue for several months.
(A) putting out
(B) putting off
(C) filling out
(D) filling in for
10. Most workplace errors careless practices amongst employees.
(A) stem from
(B) leave out
(C) start up
(D) get into
11. visitors to the region visit the unique Al Hasqua mosque.
(A) Almost
(B) Each
(C) Every
(D) Most
12. Union leaders agreed to meet with management in order to talk an alternative proposal.
(A) with
(B) at
(C) to
(D) over

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

GO ON TO THE NEXT PAGE

C Vocabulary practice

- A Most phrasal verbs are made from very simple and common words. The articles below can be completed using phrasal verbs that start with *take* or *look*. Choose the correct particle to complete the phrasal verbs below. (More than one answer may be possible.)

Advertisement

If you are looking (1)..... a relaxing vacation, then perhaps you should consider the Hotel du Rhône. Our highly-trained staff will take (2)..... all your needs. We guarantee that you'll have wonderful memories that you'll look (3)..... for years to come.

Company statement

As you know, we were in a three-way battle for ownership of Mediacom. We tried our best to take (4)..... this company, but unfortunately our attempt was unsuccessful. However, it may not be all bad news, as we are currently looking (5)..... some very interesting partnerships in Asia and our initial discussions have been very promising.

Phrasal verbs with *take* and *look*

Verb	Meaning	Verb	Meaning
take over	assume control of (<i>The smaller firm was taken over by its larger competitor.</i>)	look after	care for, nurture (<i>My mother looked after me when I was sick.</i>)
take in	learn (<i>There is so much to take in when starting a new job.</i>)	look for	search (<i>I've been looking for my car keys everywhere, but I can't seem to find them.</i>)
take up	start a new activity (<i>I decided to take up golf after joining the company.</i>)	look up to	admire, respect (<i>I really look up to my father. He's achieved so much in his life.</i>)
take care of	be responsible for (<i>I'll take care of the arrangements for tomorrow's meeting.</i>)	look into	investigate (<i>I'll look into the best way of getting to the airport.</i>)
take off	remove (<i>He took off his jacket when he came home from work.</i>)	look back on	consider the past (<i>When he looked back on his life, he was glad he had done so many different things.</i>)
take out	dispose of (<i>Take out the garbage when you leave, would you?</i>)	look forward to	Anticipate eagerly (<i>I am really looking forward to the holidays this year.</i>)
take back	retract (<i>I'm sorry I called you a fool. I take it back.</i>)		

- B Now write four sentences about your life using phrasal verbs with *take* and *look*. Tell them to your partner in the next lesson. Check a dictionary for other examples of phrasal verbs and note how they are used.

Go to word list and quiz page 178.

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A

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Test tip

Learn suffixes to help you identify adjectives and adverbs
Some questions on the TOEIC test require you to select an appropriate adjective or adverb. Learning common suffixes will help you to identify these types of words.

Grammar note

Adjectives often follow the verb *to be* or other verbs related to senses (look, smell, etc.).
Examples
The food is terrible.
It tastes delicious.

Reading Test Part 6

Text Completion

Unit 13

Focus: Choosing the correct part of speech: adjectives and adverbs

Some questions in the TOEIC test will ask you to choose the correct part of speech. Learning to identify appropriate uses of adjectives and adverbs can help improve your score. This unit helps raise your awareness of how these words are formed and used.

1 Language building: Adjective and adverb endings

The sentences below use some common adjective and adverb endings found in the TOEIC test. Choose the correct adjective or adverb to complete each sentence.

- We selected this hotel because the rooms are (comfortable/ comfortably)
- We have problems in our Tokyo office. (serious/seriously)
- New recruits are expected to listen during training. (attentive/attentively)
- Our sales have been good in the last three months. (consistent/consistently)
- The response to the new commercial has been (wonderful/wonderfully)
- The contract stated that delivery would be free. (specific/specifically)

Follow up: With a partner think of two or three other words for each of the adjective and adverb endings below.

Adjectives	
-able (-ible)	
-ous	
-ive	
-ent (-ant)	
-ful	
-ic	
Adverbs	
-ly	

Now choose two of the words from the chart above and make sentences (either true or false) about someone or something in the room. Read your sentence to your partner and see if they agree or not.

Example

A: *Min Joon always studies English very carefully.*

B: *I don't really think so.*

Test tip

Understand the use of comparative and superlative forms of adjectives

Knowing how these are formed can help you choose the right answer.

2 Test tactic: Be aware of correct comparative and superlative forms

A Look at some examples of common comparative and superlative forms.

- ... **as high as** the market will support.
- ... **more** difficult **than** we first expected.
- ... **faster than** the competition.
- ... **the** cheapest product.
- ... **his/their/my** greatest problem.
- ... **the most** important thing.

Use the examples above to help you choose the best word to complete the sentences.

1. The (good/better/best) thing about the offer is the price.
2. This system uses the (advanced/more advanced/most advanced) technology on the market.
3. This department may not be as (big/bigger/biggest) as some of the others, but its budget is much (large/larger/the largest).
4. They are our (important/more important/most important) customers by far.
5. The old distributor's delivery was much (fast/faster/fastest) than the new one.
6. Most attendees felt the first presenter was (informative/most informative/more informative) than the second one.

Follow up: Compare your answers with a partner. If you have any different answers, tell your partner why you chose your answer.

B With your partner, make comparative and superlative sentences about the means of transportation below.

Example

A train isn't as fast as an airplane.

Buses are cheaper than trains.

car train ship airplane motorcycle
(fast, cheap/expensive, convenient, etc.)

unit
13

unit
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Tactics checklist

- ☒ Identity adjectives and adverbs by looking at their suffixes.
- ☒ Become familiar with how comparatives and superlatives are formed.

3 Tactic practice

Use the tactics you have practiced to answer the following questions.

Questions 1–3 refer to the following article.

High among the many triumphs of man's courage and spirit is Walter Drake's and Olivier Vogel's climb to the summit of Mount Everest without

1. (A) amazement
(B) amazing
(C) amazingly
(D) amazed

oxygen tanks in 1967.

Although several attempts to climb Everest without additional oxygen had been made in the past, none had been successful. Drake and Vogel began moving cautiously up the south ridge towards the summit, which they reached after a grueling climb at 10:30. They lingered on the summit and then began

2. (A) highly
(B) shortly
(C) briefly
(D) quickly

the tiring climb down the mountain. They said it was the test of

3. (A) great
(B) greater
(C) greatest
(D) greatly

endurance they had ever experienced.

B Mini-test

Now apply the *Test tactics* at the actual test speed with questions 1–12.



Recommended Time: 9 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30–45 seconds on each item. If you don't know the answer, guess and move on.

Questions 1–3 refer to the following article.

Classic Film Archive Coming Soon

National Pictures has recently announced the re-release of some of the most famous films of the 1930s and 1940s, including Corsini's *Roma Viva Roma*, the original 1937 version of *The Angry Man*, and the classic *Drums Along The Zambezi*. These are some of the most respected and talked-about films of the days of talking pictures.

1. (A) early
(B) final
(C) happy
(D) long

National Pictures reported that the original prints have been re-mastered and restored to modern digital standards by experienced film

2. (A) care
(B) careful
(C) carefully
(D) caring

technicians to maintain the charm and flavor of the original prints. More information on these, and other films from National Pictures, can be found on their Web site, along with screen shots and ordering details. To access the complete of restored films, and order your own set, log on to

3. (A) costs
(B) sample
(C) movie
(D) catalog

www.nationalclassics.com today.

unit
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Questions 4–6 refer to the following letter.

Dear Mr. Phanom,

Thank you very much for your interest in becoming a dealer for our "Iron Duke" mountain bike. As you are probably aware, this is our latest model, and is by far the we have ever built.

4. (A) strong
(B) stronger
(C) strongest
(D) strongly

We believe it is this proven durability, along with its stylish design, that has allowed it to quickly gain such popularity the cycling community.

5. (A) within
(B) into
(C) about
(D) of

In answer to your question regarding how the Iron Duke has done in Asia, I can tell you that all of our retail partners there have reported that this year's sales of the model have been In fact, some of our dealers managed to sell their

6. (A) impressive
(B) worrying
(C) disappointing
(D) encouraged

entire stock in the first month after delivery.

I am including a full dealer reference package. Please don't hesitate to contact me if you have any further questions or would like to place an order.

Yours sincerely,

Wallace Minkly

Wallace Minkly
Asia Sales Representative
Avenger Cycle

GO ON TO THE NEXT PAGE

Questions 7–9 refer to the following letter.

Dear Oleg,

I am writing to let you know that on July 17 we are going to be having a party to celebrate the launch of our new GX99 line of mobile phones. This held

7. (A) is
(B) had been
(C) was
(D) will be

in the Ambassador Room in the Dolton Grand hotel.

If you are free on this evening I would be very happy if you could join us. Your help in promoting the GX50 series was invaluable and we expect that with your input, the new line will be even successful than last year.

8. (A) extra
(B) very
(C) more
(D) most

I really hope you will be able to make the party as I expect that it will be an impressive one. In case, I will give you a call next week to set up

9. (A) no
(B) any
(C) every
(D) some

a meeting to finalize the designs for the January campaign.

Best regards and talk to you soon,

Miles

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Questions 10–12 refer to the following letter.

Dear Barnaby,

I have just returned from my visit to the Taiwan office and I must say I am impressed with the local marketing team. They are all very motivated and about the

10. (A) enthusiasm
(B) enthusiast
(C) enthusiastic
(D) enthusiastically

new line of evening wear from our Paris collection.

One issue did arise regarding the details of sales plan. I think we may want to move more on the introduction than we had originally planned.

11. (A) quick
(B) quickly
(C) quicker
(D) quickness

We have information that our largest competitor has also gone with a darker and more conservative pattern this year. I am worried that this will make both product lines seem very

12. (A) modern
(B) expensive
(C) innovative
(D) similar

We know they generally debut their line in May. As our image is based upon setting trends and being unique, I think we should push our release date up to March. Please consider this option and let's discuss it more fully when we meet on Monday.

Mikako

GO ON TO THE NEXT PAGE

C Grammar practice

Adjectives and adverbs

A Look at the gaps in the sentences below and decide whether they require an adjective or adverb. Then select the best word of the correct type from the list on the right.

1. John has had the best sales record for the last 5 years.
2. The print shop downstairs is quite expensive, but it is certainly
3. Swiss watches are famous for their timekeeping.
4. The manager displayed the trophy his branch had won for having the best sales record.
5. That company is famous for finding solutions to difficult problems.
6. All new staff are told not to make personal phone calls using the company line.

- a specifically
- b precise
- c consistently
- d proudly
- e innovative
- f convenient

B Choose four adjectives or adverbs from the list in activity A and use them to write new sentences. Then test your classmates to see if they can choose the right words.

Comparative and Superlative forms

A Change the words to the correct form (if necessary) in order to complete the sentences.

1. Diamonds are much than rubies. (expensive)
2. Many countries would like to have the building in the world. (tall)
3. The new apartment wasn't as as the advertisement had claimed. (big)
4. The summit of Mt Everest is the place on earth. (high)
5. That company was for its low prices than for the quality of its products. (famous)
6. Many people believe that a pound of lead is than a pound of feathers. (heavy)

B Write four more sentences about yourself, your family, or your country. Compare your sentences with your classmates.

Go to word list and quiz page 179.

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A

Test tip

The context of the passage can give clues to vocabulary meaning

Read the sentences around the target word to try to guess the meaning.

Test tip

These questions sometimes use challenging vocabulary

If you don't know all of the words, ignore the ones you do know that don't answer the question. This will increase your chances of a successful guess.

Reading Test Part 7

Reading Comprehension

Unit 14

Focus: Using context to answer vocabulary questions Using what you have learnt to help infer meaning

In Unit 7 we looked at answering specific information questions. In this unit we will look at the type of questions you should answer next – vocabulary, main idea and inference.

1 Test tactic: Use context to answer vocabulary questions

A Look at vocabulary question 1 below. Find the word in the passage and cross it out. Brainstorm other words that might fit in the sentence and discuss your ideas with a partner.

1. The word "constitute" in paragraph 2, line 2, is closest in meaning to ...

If there is a medical reason for the request, it must be received prior to the mid-point of the program. Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned.
Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.
Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

B Look at the answer choices and choose the one that seems closest to your idea.

- (A) begin
- (B) signify
- (C) remove
- (D) understand

If you aren't familiar with some of the words and can't see an obvious answer, ignore any incorrect words you do know and make a guess with the remaining choices. Read the sentence (silently) with each remaining choice and choose the one that "sounds" the best.

C Do the same for the following question.

The word "process" in paragraph 3, line 2, is closest in meaning to

- (A) examine
- (B) replace
- (C) handle
- (D) maintain

Test tip

Answering the easier questions first gives you information

Answering the specific information and vocabulary questions first should help you to answer the main idea or inference questions. If not, skim the passage to confirm the most likely answer choice.

2 Test tactic: Use what you have learnt to infer meaning

A Underline the key words in the answer choices. Choice (A) is done for you.

2. What is this notice mainly about?

- (A) The costs of summer college programs
- (B) The way to obtain refunds for unattended courses
- (C) Details of payment for summer programs
- (D) Common reasons for withdrawal from college courses

Follow up: Compare your choices with a partner.

B Now answer the question above. You should already have enough understanding of the passage to make a choice (it is the same passage you used with specific information questions in Unit 7). If you still aren't sure, skim the passage and choose the one that seems closest to the overall meaning.

Summer program refund policy

The effective date of the withdrawal/cancellation is the date the withdrawal notice is received by the center, regardless of the date the participant stopped attending the class.

Withdrawal requests from all registered courses must be made before the second class is held. If the request is received 5 business days prior to the first class, the amount refunded will be the full amount, less the refund administration fee (\$25.00). If the request is received after the first class, but before the second class, the amount refunded will be the full amount, less the cost of the first class and less the administration fee (\$25.00). From the second lesson onwards, no refunds/credits will be issued.

If there is a medical reason for the request, a doctor's note must be received prior to the mid-point of the program. Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned. Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.

Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

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Test tip

In inference questions the answers will not be stated directly in the passage

The correct option will relate to or paraphrase ideas from the text. Look for words or ideas in the passage related to the things noted in each answer choice.

C Write the letter of the answer choice in the appropriate column in the chart on page 76. Choice (A) is done for you.

3. Where might you see this notice?

- (A) A student alumni magazine
- (B) An insurance policy
- (C) A medical journal
- (D) A community services bulletin

			A
Things that are insured and things that aren't covered	Profile of a famous doctor	Upcoming courses, services, or events	Profiles of famous ex-students
Monthly payments	Research on diseases	Details of costs and schedules for community services	Fund-raising information
The insurance company name	Descriptions of new medical techniques	Available facilities	Information on student admission
Policy number/date	Ads for health services		Upcoming special events at the university

3 Tactic practice

Use the tactics you have practiced to answer the following questions. Remember to start with the easiest questions and then go to the more difficult ones. Then answer them as quickly as you can.

Tactics checklist

- ☒ Use context to answer vocabulary questions.
- ☒ Use what you've learnt to answer main idea questions.
- ☒ In inference questions, look for words or ideas in the passage related to the things noted in each answer choice.

1. What is the purpose of this letter?
 - (A) To thank someone for a meeting held last week
 - (B) To confirm the launch dates for a product line
 - (C) To request information on future marketing strategies
 - (D) To describe the ingredients in a skin care product
2. What can be inferred about the New Health product line?
 - (A) It is aimed at women.
 - (B) It will be expensive.
 - (C) It will sell well.
 - (D) It relates to skin care.
3. The word "anticipated" in paragraph 1, line 2 is closest in meaning to
 - (A) expected
 - (B) promised
 - (C) required
 - (D) awaited

Questions 1–3 refer to the following letter.

Roger,

It was a great pleasure to speak with you on the phone last week regarding our new product line that we will be introducing next year in Europe. Unfortunately, at that time, I was unable to confirm the anticipated launch date for the New Health line and the expected level of marketing support this product will receive.

I am now able to confirm that the launch date for our new range in our non-U.S. markets will be April 1. Prior to this date we will be launching a major marketing campaign for our new products which will include the placing of two-page spreads in leading health and fashion magazines, and TV advertisements. We are expecting to shortly confirm a well-known international model as the face for the campaign.

I will be coming to London early next month and I was wondering if we could meet to discuss our products and pricing strategies in more detail? I will be able to supply you with more information about not only the New Health line, but also the other facial and body moisturizing products that we offer.

I look forward to meeting you and discussing this sales opportunity with you further.

Regards,
Lewis

B

Mini-test

Now apply what you have learnt at the actual test speed with questions 1–10.



Recommended Time: 12 minutes (or less)

Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–2 refer to the following memo.

Memorandum

To: Sales Department Staff
From: P.B. Anderson, Office Administrator
Subject: Garbage disposal

We received a complaint last Wednesday about improper garbage disposal by your department. Despite the recent guidelines, several bags of garbage were found in black plastic bags. We would therefore like to remind you of the following:

- Transparent garbage bags should be used for all garbage.
- Burnable and non-burnable items should be separated as previously advised.
- All garbage must be taken out before 6 P.M. on Tuesday and Friday evenings. If garbage is not out by this time, the collection will be missed.
- All glass and metal waste should be placed in the separate receptacle near the rear gate for pickup on Monday morning before noon.

1. What is the main purpose of this memo?
 - (A) To describe how to dispose of metal and glass
 - (B) To outline procedures for burnable waste
 - (C) To reinforce waste disposal guidelines
 - (D) To remind staff of the collection schedule
2. What have the sales staff failed to do?
 - (A) Use specific garbage bags
 - (B) Separate the garbage
 - (C) Place metal waste in the correct receptacle
 - (D) Take out the garbage at the correct time

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Questions 3–5 refer to the following advertisement.

New Muscles Gym opening in Collingwood

Muscles Gym is the place for serious fitness, with over 50 multi-purpose gyms nationwide. We are pleased to announce that a new Muscles Gym is set to open in January next to Main Street Station. This new Muscles Gym features a fully stocked workout gym including free weights, machines and a range of cardiovascular equipment. There is also an exercise studio, which will offer a comprehensive program of dance, aerobic and martial arts classes. Membership in the Main Street branch also allows full use of the pool and aquatics programs in either the Central or Lansdowne branches.

We are now open for membership applications, so please visit us, take a tour of our wonderful facilities and see how we can truly add power to your dreams!

- Monthly membership rates from as little as \$60
- Family packages available from \$100
- 20% discount for group membership (min. of 4 members)
- Many other membership rates and packages
- Sign up by December 31 and get a 10% discount and complimentary locker

Membership inquiries:

Reception open 12–6 P.M. weekdays, 9 A.M. – 6 P.M. Sat/Sun

3. What is the main purpose of this advertisement?
 - (A) To announce the opening of a new gym
 - (B) To give details of group membership rates
 - (C) To notify the public of an equipment sale
 - (D) To describe the available facilities in Lansdowne
4. What do people who join before the end of the year get?
 - (A) A \$60 membership rate
 - (B) A 20% discount
 - (C) A free locker
 - (D) Special passes for family members
5. What is suggested in the advertisement?
 - (A) People may sign up from 9–6 all week.
 - (B) Joining will be more expensive after the new year.
 - (C) Children are not able to use this gym.
 - (D) The Main Street branch gym is convenient for swimmers.

GO ON TO THE NEXT PAGE

Questions 6–9 refer to the following notice.

Notice to all guests of the Glenvale Inn

The management of the Glenvale Inn would like to apologize to all its guests for any inconvenience caused by our remodeling efforts. We assure you that the greatest efforts are being made to ensure all public spaces are kept immaculately clean, that all guests are provided with courteous professionalism, and that noise is kept to a minimum.

During the remodeling, we are also offering all guests 10% off their bill and 10% off their next stay as well, when the remodeling is complete.

Our new and improved facilities

- A 24-hour coffee bar in the lobby with a menu that will feature all your favorite specialty beverages as well as home-made baked goods.
- An expanded exercise room with spa and sauna will be available to melt away any chill you get on the slopes, plus personal trainers on hand for workouts or lessons in skiing or snowboarding.
- A massage salon will relieve any aches from your exercise in our gym or on the mountain.
- 20 log cabins, each complete with antique furnishings and bay windows overlooking the scenic valley and the main hotel building, will provide a little extra privacy but with all the amenities of one of our suites.

Once again, the management thanks you for your patronage and patience.

6. Why is the management apologizing?
- (A) There has been a lack of professionalism.
(B) The exercise room is too small.
(C) Some construction is underway.
(D) Guests are being overbilled.
7. What is being offered to current guests because of the problem?
- (A) A discount on their stay
(B) Personal training
(C) Free coffee
(D) A massage
8. The word “feature” in paragraph 3, line 1 is closest in meaning to
- (A) make
(B) include
(C) highlight
(D) introduce
9. What is stated about the log cabins?
- (A) They have a good view of the area.
(B) They have ultra-modern furniture.
(C) They are not as well equipped as the suites.
(D) They are connected to the main hotel.

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Questions 10–12 refer to the following job advertisement and letter.

Global Architecture Associates Business Development Director

The person filling this position will develop the company's development plan and oversee the expansion of the business. Candidates should be able to demonstrate a background in successful business planning.

JOB DESCRIPTION

Responsible for managing external contracts and relationships with local businesses and the local government offices. Responsible for tracking and evaluating the success of contracts and services.

QUALIFICATIONS, TRAINING and EXPERIENCE

A degree in business management. Minimum of five years relevant experience, preferably managing a multi-functional team. Excellent sales, negotiation and interpersonal skills are key requirements of the job. Strong numerical and analytical ability and a solid grasp of computer spreadsheet applications are essential. Personnel management required. Good communication skills are essential, both written and verbal. Must be willing to travel.

Send cover letter and résumé to:

Marko Cerise
Human Relations Manager
Global Architecture Associates

Dear Mr Cerise,

I read your job advertisement in *Professional Monthly* and believe that I am well suited to fill the position.

For the past 6 years I have been working as the regional promotions manager for a national chain of stationery stores. In this position, I was responsible for overseeing a team of six promotions and marketing staff. It was my responsibility to plan the sales events and promotional campaigns, and produce evaluation reports on the impact of each campaign. The position entailed regular visits to each of the nine branches in the area, so I am used to spending a significant part of my working week on the road.

A big part of the job was interacting with both senior management and individual store managers to ensure that new product lines were appropriately supported and within budget targets. I have found working in this position to be very rewarding but I feel I am ready for a change of horizons and look forward to facing new challenges.

In respect to my current position, I would be willing to start within one month of receiving a job offer.

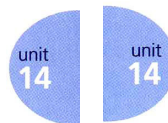
For further employment and educational details please see the accompanying résumé.

Sincerely,

Jennifer Dankert
Jennifer Dankert

GO ON TO THE NEXT PAGE

10. What kind of work is advertised?
 (A) Human resources
 (B) Architecture
 (C) Management
 (D) Marketing
11. In the letter, the word "impact" in paragraph 2, line 4, is closest in meaning to
 (A) effect
 (B) collision
 (C) force
 (D) problem
12. What requirement stated in the advertisement does Ms. Dankert NOT address?
 (A) Budget management experience
 (B) Experience with promotional events
 (C) Knowledge of computer software
 (D) Supervisory skills



C Reading in action

Role play

You bought a watch (a Seimex Accuron) a month ago. Yesterday, after swimming, you realized your watch wasn't working. You noticed there was some water inside the face. The watch is clearly labeled as "water-resistant" and is almost brand new!

Read the warranty below. Then answer the questions with a partner.

- How long is the warranty good for?
- What two things may the company do if it is broken?
- What situations does the warranty not cover?
- What should you do if you want to make a warranty claim?

SEIMEX INTERNATIONAL WARRANTY

Your SEIMEX watch is warranted against manufacturing defects by Seimex Corporation for a period of ONE YEAR from the original purchase date. Please note that Seimex may, at its option, repair your watch or replace it with an identical or similar model.

IMPORTANT — PLEASE NOTE THAT THIS WARRANTY DOES NOT COVER DEFECTS OR DAMAGE TO YOUR WATCH:

- if the watch was not originally purchased from an authorized Seimex retailer.
- from repair services not performed by Seimex.
- from accidents, or use for purposes outside of those specified in the user's manual.

Report all warranty claims to your local authorized SEIMEX dealer for prompt service.

Task

With your partner, write a complaint letter (or complete the model on the next page) to the local Seimex dealer where you bought the watch. Include the following details:

- Tell them when you bought the watch (note the model).
- Explain what happened.
- Point out that
 - the watch hasn't been bumped or dropped
 - it is supposed to be water-resistant
 - there must be a problem with the watch
- Since it is still under warranty, find out how soon they can repair or replace the watch.

Culture note

When making complaints, try not to sound rude or personal, e.g. *You must fix the problem you caused ...*

It is better to say, *I really think this problem is covered by the guarantee, so it's only fair you should fix it.*

To whom it may concern,

I am writing to complain about a Seimex _____ watch I purchased
_____ in your shop. I was quite happy with it until yesterday,
after a swim, _____ and
_____ inside the face.

During the time I have owned it, it hasn't been _____ and since it is
clearly labeled as water-resistant there is obviously a _____
_____.

Since it is still under warranty I would like to _____
_____.

I look forward to hearing from you soon.

Yours sincerely,

D Further study

Using your completed letter, write two Part 7 type questions (at least one should be a vocabulary, main idea or inference question) to test a partner in the next lesson.

Go to word list and quiz page 179.

15

Listening Test Part 1

Photographs

Unit 15

A

Focus: Listening carefully to every detail

Most incorrect choices in this part will use some correct subject, verb and object words and some wrong ones. This unit will help you to pick out and eliminate incorrect answer choices.

Test tip

Listen for SVO words

Most TOEIC Part 1 questions follow a subject, verb or subject, verb, object pattern (SVO). Listen carefully for SVO words and compare the words you hear to what is in the picture.

1 Language building: Listen for subject/verb/object words

A Look at the list of possible subjects/objects and verbs and make up sentences about each of the pictures with a partner.

1



2



Possible subjects/objects used

man train suit
baker newspaper oven
bread

Possible verbs used

standing sitting reading
making baking wearing
putting

B Listen to four correct sentences about these pictures. Listen carefully to the subjects/objects and verbs, and after each one pause the audio and tell your partner the words you heard. Decide together which picture you think the sentence matches.

Follow up: Write one new sentence for each picture. You may use different words. Test your partners to pick out the SVO words and choose the correct picture.

Test tip

Listen for wrong main subject, verb and object

Some distractors use correct key words, and incorrect ones. If you hear an incorrect one you can immediately ignore that answer choice.

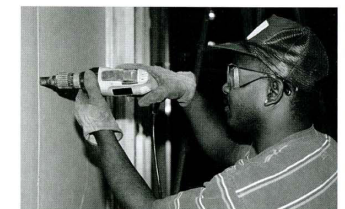
2 Test tactic: Be careful of subject/verb/object problems

A For the following sentences underline the incorrect words and say how you could correct them.



1. The woman is carrying the baby.

2. The shopping cart is empty.



3. The man is carrying a drill.

4. The man is holding some gloves.

B Now write two correct sentences about each of the following pictures. Underline the subjects, verbs and objects.

Example: The man is sitting on the ground.

1



2



unit
15

unit
15

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

A forest grows valley.
The man is standing wall.

3



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
(B) ☐ Correct ☐ Maybe correct ☐ Wrong
(C) ☐ Correct ☐ Maybe correct ☐ Wrong
(D) ☐ Correct ☐ Maybe correct ☐ Wrong

Follow up: Now compare your answers with your partner, explaining your reasons, and what you remember hearing.

Understanding natural English



C You will hear four sentences about each picture. After each sentence, stop the audio and tell a partner the SVO words you heard, then mark below whether you think the sentence is Correct or Wrong.

1

- (A) ☐ Correct ☐ Wrong
(B) ☐ Correct ☐ Wrong
(C) ☐ Correct ☐ Wrong
(D) ☐ Correct ☐ Wrong

2

- (A) ☐ Correct ☐ Wrong
(B) ☐ Correct ☐ Wrong
(C) ☐ Correct ☐ Wrong
(D) ☐ Correct ☐ Wrong

Follow up: Compare with your partner the sentences you first made and the correct sentence.

3 Tactic practice

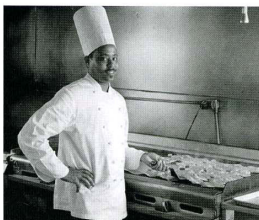
Use the tactics you have practiced for the next three photographs. You will have one minute to a) brainstorm vocabulary and b) predict possible statements with a partner. Then listen to and echo (silently) the answer choices, and after you hear each, mark whether you think it is correct, maybe correct, or wrong.

1



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
(B) ☐ Correct ☐ Maybe correct ☐ Wrong
(C) ☐ Correct ☐ Maybe correct ☐ Wrong
(D) ☐ Correct ☐ Maybe correct ☐ Wrong

2



- (A) ☐ Correct ☐ Maybe correct ☐ Wrong
(B) ☐ Correct ☐ Maybe correct ☐ Wrong
(C) ☐ Correct ☐ Maybe correct ☐ Wrong
(D) ☐ Correct ☐ Maybe correct ☐ Wrong

Tactics checklist

- ☒ Listen for SVO words.
☒ Listen for wrong subjects, verbs and objects.

B

Mini-test

Now practice what you have learnt at the actual test speed with questions 1–6.

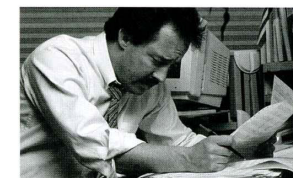


Use any time available to skim the first pictures before the listening starts. After that you will have exactly 5 seconds between each question to mark your answer and focus on the next picture.

1



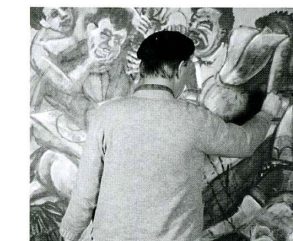
2



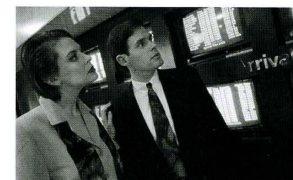
3



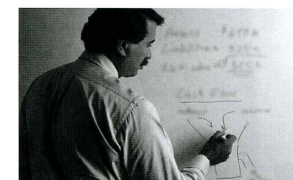
4



5



6



1	A	B	C	D
2	A	B	C	D
3	A	B	C	D
4	A	B	C	D
5	A	B	C	D
6	A	B	C	D

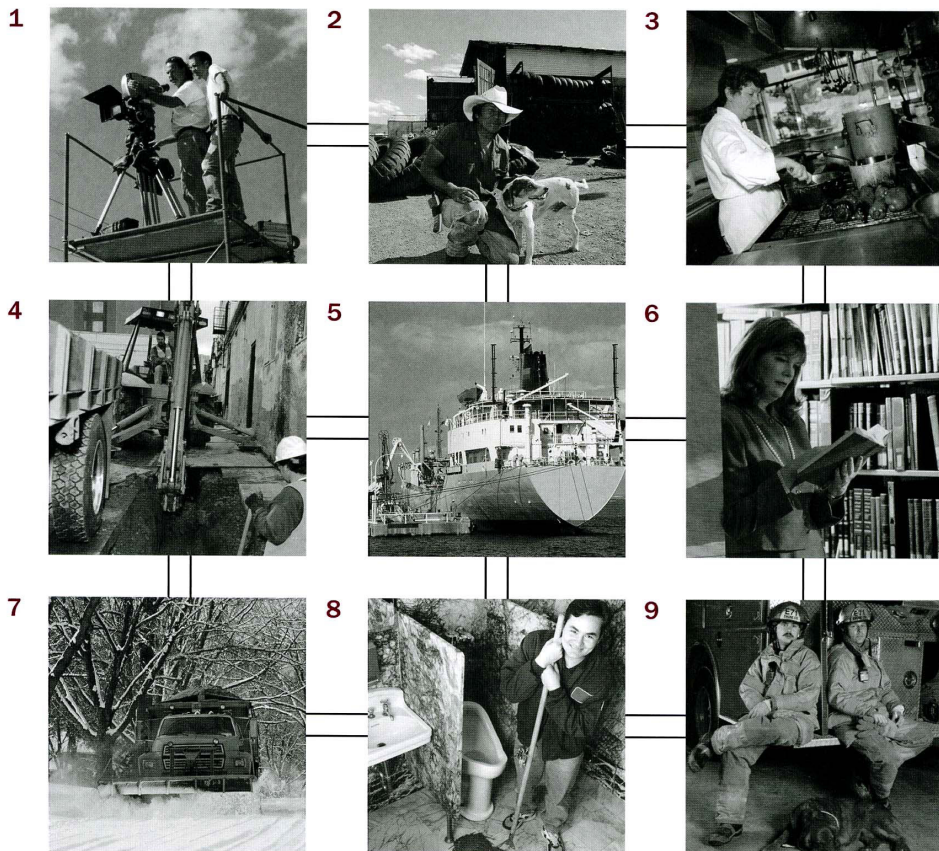
C Learn by doing: Three in a row game

To win this game you must make a line of three pictures in a row.

Choose a picture and say the number. Your partner will read a sentence and you must say if it is correct or wrong (and explain why). If you are right, you get the square. Take turns until you have a winner.

Student A: Look at Activity file 15a on page 164.

Student B: Look at Activity file 15b on page 167.



D Further study

Choose two pictures from C above, and write Part 1 type statements (one correct answer, three that are close but wrong) to test on your classmates in the next lesson. The incorrect answers should include some correct SVO words and at least one wrong one.

Go to word list and quiz page 180.

16

Listening Test Part 2

Question-Response

A

Focus: Becoming familiar with time and location structures

Questions about time and location are common in the TOEIC test. This unit will familiarize you with the types of questions and answer choices you will see in this part of the test.

Test tip

Answers to time and location questions often use common marker words

Being familiar with the prepositions and other words common to these answers will help you choose the correct answer.

unit 16

Test tip

The correct answer may use very short or indefinite answers

Listen for these and decide what kind of question they could answer.

1 Language building: Be familiar with time and location marker words

A The table below contains sentences that answer different time and location questions. Common marker words are shown in **bold**.

Match each answer to the correct question type. The first one is done for you.

1 Where/Directions?	b We will be finished in February .
	b It's at Eastern State University, on the 3rd floor.
	c She's been working here for several months.
	d Down the hall, turn left and it's just across from the cafeteria.
2 How long?	e The package was delivered about an hour ago .
	f They've been in the meeting since 6:00.
	g To Florida, as usual.
3 When?	h I've had it about a month.
	i On Tuesday July 7th , at 1:00.
	j It's in the refrigerator, behind the vegetables.

B Some questions do not have obvious time or location marker words. Write in the space whether the answer is for "Where/Directions", "How long", or "When" questions. The first one is done for you.

1 Where / Directions?	Berlin.
2	It could take all night.
3	Sorry, I'm not from around here.
4	Bermuda again. I can't wait!
5	It hasn't arrived yet.

Test tip

Learn to identify questions about location

Usually they involve the word *where*, but other words can also be used when asking for directions to a place.

C Now listen to four answer choices, and for each one mark whether it is a "Where/Directions", "When" or "How long" question. After the recording, compare your answers with a partner.

- | | | |
|---|--------------------------------|------------------------------------|
| 1. ☐ Where/Directions? | ☐ When? | ☐ How long? |
| 2. ☐ Where/Directions? | ☐ When? | ☐ How long? |
| 3. ☐ Where/Directions? | ☐ When? | ☐ How long? |
| 4. ☐ Where/Directions? | ☐ When? | ☐ How long? |

Test tip

"Where" questions can sometimes have a "Directions" answer
Listen carefully for this.

Test tip

Learn to identify "When" questions
Usually "When" questions involve the phrases
How long ...?, or
When ...?, or
What time ...?

Tactics checklist

- ☒ Listen for location questions, decide the type and listen for the appropriate answer.
- ☒ Listen for marker words in time questions.

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.
..... A4 paper kept?
..... taxi coming?

2 Test tactic: Identify and answer time and location questions

- A For each question below, mark whether it is a "Where", "Directions", "When" or "How long" question. The first one is done for you.
- Excuse me. Where are the stairs?
☒ Where?
☒ Directions?
☐ When?
☐ How long?
 - When did they cancel the order?
☐ Where?
☐ Directions?
☐ When?
☐ How long?
 - How long did you have to wait?
☐ Where?
☐ Directions?
☐ When?
☐ How long?
 - Do you know where my keys are?
☐ Where?
☐ Directions?
☐ When?
☐ How long?
 - Do you know of a good cleaner near here?
☐ Where?
☐ Directions?
☐ When?
☐ How long?
- (A) Go out this door and walk around the corner.
(B) They're away on business.
(C) It's not polite to stare.
- (A) Back in March, I think.
(B) Yes, they were ordered to do it.
(C) I really think we have to cancel it.
- (A) Yes, it is very long.
(B) I was waiting for it on Tuesday.
(C) Not as long as I expected.
- (A) Yes, it's the wrong key.
(B) In the drawer, as usual.
(C) They went out.
- (A) I think it's not so clean.
(B) I prefer a different cleaner.
(C) There's one on Bank Street.

- B Now listen and choose the best answers for each question. Be careful of the distractors noted in activity 1.

Follow up: Compare your answers with a partner.

3 Tactic practice

Use the tactics you have practiced for the next five questions.

1	(A)	(B)	(C)
2	(A)	(B)	(C)
3	(A)	(B)	(C)
4	(A)	(B)	(C)
5	(A)	(B)	(C)

Follow up: Discuss with a partner which answers you chose and why.

- Understanding natural English

unit
16

unit
16

B Mini-test

Now apply the *Test tactics* at the actual test speed with questions 1–12.



You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

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

C Learn by doing: Time and location questions

- A Look at the model conversation below. Use the words on the right to complete the conversation.

A: Where do you live, Ken?
B: Right now
A: Oh yeah? How long have you lived there?
B: Oh, I moved there
A: Really? Where did you live before?
B:

I lived in Georgetown with my family just after university
I'm living in Hamilton for about 5 years

- B Now make a similar conversation with a partner, using the questionnaire below. Add some more questions of your own.

Interview your partner

Where do you live?
How long have you lived there?
Where did you live before?
How long does it take you to come to class?

Where do you think is the best place to eat around here?
If you could take a holiday anywhere in this country, where would you go?
How long would you like to stay there?
What time of year do you think would be best to go?
What other country would you most like to visit?

How long have you been studying for the TOEIC test?
When do you think you will be able to get the score you want?

D Further study

Think of a famous person and write two "Where", two "When", and two "How long" questions you could ask them. Then write the answers you think they would give. In the next class read the answers you wrote to see if your partner can guess the questions you asked and the famous person you chose.

Go to word list and quiz page 181.

A

Focus: Using vocabulary clues to infer meaning

The answers for many of the questions in this part of the test are not stated directly. You will have to listen carefully and use your knowledge of related vocabulary and context to choose many of the answers.

Test tip

Sometimes the answers are not stated directly in the passage

Before the listening, think of other words related to the answer choices and listen to infer the general meaning.

1 Language building: Brainstorm vocabulary for locations, activities and occupations

A For each of the following, choose the words on the right that best relate to each answer choice, then add two more words for each answer choice. The first word is done for you.

1. Where is the man?

(A) At a hotel		room
(B) At a car rental agency		track
(C) At a train station	rail	bed
(D) At a sports event		stadium
		fans
		car
		license

Follow up: Compare your list with a partner. Then think of another common place and brainstorm three related words. Say your words to your partner and see if they can guess the location.

2. What is the first man doing?

(A) Making a hotel reservation		table
(B) Getting married		bride
(C) Borrowing a book from the library		room
(D) Making a restaurant reservation		dinner
		library card
		vacancies
		novel
		dress

Follow up: Compare your list with your partner. Then think of another common activity and brainstorm three related words. Say your words to your partner and see if they can guess the activity.

3. What is the man's job?

(A) A delivery man		deposit
(B) A musician		truck
(C) A banker		discount
(D) A salesman		concert
		withdrawal
		order
		recording
		package

Follow up: Compare your list with your partner. Then think of another common job and brainstorm three related words. Say your words to your partner and see if they can guess the job.

B Now listen to the three conversations and choose the correct answer to each question. After each one, circle the word(s) on the lists in A that helped you find the answer.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

2 Test tactic: Identify inference markers

Look at the three common inference questions in **bold**. Read the conversation below, choose the correct answer and underline the words in the tapescript that tell you it is correct.

1. What can be said about the weather?

- (A) It is raining.
- (B) It is warmer than Arizona.
- (C) It has no effect on transportation.
- (D) It is sunny.

2. Where most likely are the speakers?

- (A) They are in a restaurant.
- (B) They are waiting at a bus stop.
- (C) They are at work.
- (D) They are in a taxi.

3. What is implied about the woman?

- (A) She often walks to work.
- (B) She used to live in another city.
- (C) She dislikes her job.
- (D) She is often late.

Tapescript

M: Hi, Brenda. It's really pouring today, isn't it? My bus was late because of the weather.

W: Oh no. I don't have an umbrella, and I have to walk across town to deliver some documents before lunch.

M: Well, you'd better take a taxi. It's supposed to stay like this all day.

W: It's not going to be easy to find one today. I really miss living in Arizona on days like this!

Follow up: Compare the words that you have underlined with a partner and discuss your answers.

Test tip

Some questions clearly ask you to infer things about the situation

Look for common inference markers: What can be said/implied/inferred ...? and listen for related information in the recording.

Tactics checklist

- ☑ Think of other words related to the answer choices before listening.
- ☑ Look for common inference markers and listen for related information.

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

That's what we were expect.
You've always work overseas.

3 Tactic practice

Use the tactics you have practiced for the next six questions. Before each passage begins, use the time to a) predict the context and b) think of other ways to say the answer choices with a partner.

1. Where are the speakers?
(A) In a library
(B) In a book store
(C) In a music store
(D) In a gift shop
2. What is the woman doing?
(A) Recording a CD
(B) Looking for a present
(C) Taking an order
(D) Paying for something
3. What does the man imply?
(A) The item is in stock.
(B) The item will arrive very soon.
(C) The item is extremely rare.
(D) The item is popular.
4. What are the speakers doing?
(A) Watching the news
(B) Going overseas
(C) Looking at a job ad
(D) Planning a holiday
5. What can be inferred about the speakers' relationship?
(A) They have known each other for a time.
(B) They have just met.
(C) They work together.
(D) They live together.
6. What does the man imply?
(A) He is desperate to work overseas.
(B) He wants to go on holiday.
(C) He has enough money to live for a while.
(D) He would like to get a new place.

1 (A) (B) (C) (D)	4 (A) (B) (C) (D)
2 (A) (B) (C) (D)	5 (A) (B) (C) (D)
3 (A) (B) (C) (D)	6 (A) (B) (C) (D)

Understanding natural English

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.

Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

1. What has the man heard about Kingston?
(A) It is an interesting place.
(B) It is very sunny there.
(C) It is usually crowded.
(D) It has many festivals.
2. What does the woman say about her trip?
(A) It was relaxing.
(B) It was more expensive than she had anticipated.
(C) It was exciting.
(D) It was different from what she had expected.
3. Where was the woman's hotel located?
(A) Next to the airport
(B) In the carnival area
(C) Outside of the town
(D) Near the beach
4. Where does the conversation probably take place?
(A) In a bank
(B) In a department store
(C) In a restaurant
(D) In a doctor's office

5. What is the problem?
(A) The man misunderstands a sign.
(B) A bill has been calculated incorrectly.
(C) The man cannot pay the bill.
(D) The sale has not started yet.
6. Until what time was the offer available?
(A) 1:15
(B) 1:30
(C) 2:00
(D) 2:30
7. What are the speakers mainly discussing?
(A) A sports team
(B) A business meeting
(C) A group project
(D) A building design
8. What is scheduled to happen on Thursday?
(A) A new project will begin.
(B) An important game will be played.
(C) A team will make a presentation.
(D) A report will be sent out.
9. What is the man's concern?
(A) His team will not finish on time.
(B) He does not understand an assignment.
(C) His team cannot work on other projects.
(D) He disagrees with his team members.
10. Who most likely is the man?
(A) A truck driver
(B) A gardener
(C) A repairperson
(D) A car salesperson
11. How much time does the man probably need?
(A) One hour
(B) Two hours
(C) Two and a half hours
(D) More than three hours
12. Where are the speakers?
(A) At a factory
(B) At a garage
(C) At a gardening store
(D) At a home

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

C Learn by doing

Student A: Look at Activity file 17a on page 163.

Student B: Look at Activity file 17b on page 165.

Take turns to read one of the sentences from your file to your partner. They must say the job, location OR activity from the lists that best matches the sentence.

Jobs	Locations	Activities
office worker	restaurant	buying clothes
shoe salesman	art museum	talking about a movie
teacher	supermarket	changing an appointment
train conductor	sports club	asking for directions

Follow up: Now choose a job, location or activity and make up your own sentences to test your partner.

D Further study

Think of a common job, location and an activity and write a short conversation. In the next class read your conversation and see if the other students can guess the job, location and activity you chose.

Go to word list and quiz page 182.

A

Focus: Becoming familiar with re-statements
Being aware of questions involving numbers
and quantities

Numbers and quantities are a commonly tested feature in the TOEIC test. The tactics in this section will help you to pick out the correct answers when dealing with Part 4 and other listening parts of the test.

Test tip

The correct answer choice often uses different words from what you will hear. Be aware of this and listen for meaning, not just the key words.

Test tip

Specific information questions sometimes appear in the same order they appear in the listening. Focus on the questions in order. When you hear the answer, mark it and move on immediately.

Test tip

Be careful of questions involving number and quantity. Read the question and carefully note what it is asking, then quickly read the answer choices. When you hear one of the numbers in the listening decide whether it answers the question or not.

1 Language building: Re-statements of key vocabulary

- A Look at the three questions with just the correct answer choice. Circle the words in the tapescript which repeat the same or a similar meaning to the words in the answer choice.

- Where is the announcement made?
(A) **At an annual convention**
- Which of the following is NOT true about Dr. Abrahams?
(B) **He has fewer than three qualifications.**
- What will Dr. Abrahams do tomorrow?
(C) **Take part in a seminar**

Tapescript

Our final speaker today was also our guest presenter at last year's conference. Dr. Harel Abrahams is perhaps best known for his best-selling work "Meeting Business Challenges", but his area of expertise extends far beyond the topics dealt with in that book.

A graduate of Yale University, with three graduate degrees to his name, he is the current chair of Economics at McGuire University, and we are delighted that he has agreed to speak to us once more. As well as today's lecture, Dr. Abrahams has kindly agreed to join tomorrow's round-table discussion, which I am sure you will all be keen to attend.

So, without further ado, to speak on "Small Companies and Macro Economics", let me present Dr. Harel Abrahams.

- B Now listen to three sets of sentences and mark the answer choice that is closest in meaning.

- Part of the shipment was damaged. ☐ A ☐ B ☐ C
- They started the job a month ago. ☐ A ☐ B ☐ C
- Mr. Holmes has been a huge help to the team. ☐ A ☐ B ☐ C

Follow up: Compare your answers with a partner.

2 Test tactic: Choosing the correct number/quantity answer

- A Underline the key words in the question below, then quickly read the answer choices.

- How many boats will join the event?
(A) 14 (B) 17 (C) 35 (D) 70

Test tip

Be careful of sound distractors in numbers ending in -teen or -ty. Example: 13 sounds like 30.

- B Scan the following tapescript for the numbers in 1 A–D on page 95. When you find one, decide if it answers the question or not. Remember, the words in the question and the tapescript may be different even if the meaning is the same.

Tapescript

The Jamestown boat race starts Saturday afternoon at 14 hundred hours, that's 2 P.M., of course. With 70 racing boats competing this year for 3500 dollars in prizes, this is sure to be one of the sailing events of the season. Spectators should try ...

- C Underline the key words in the question below. Now listen to the rest of the tapescript and choose the best answer.

- How many salvaged items are on display?
(A) 19
(B) 90
(C) 150
(D) 200

Tactics checklist

- ☒ Listen for words with the same meaning as the answer choices.
- ☒ Listen for numbers noted in the answer choices and decide if these answer the question or not.
- ☒ Be careful of similar-sounding number sound distractors, e.g. 13/30.
- ☒ Expect information questions to come in the same order they appear in the answer choices.

3 Tactic practice

Use the tactics you have practiced for the next three questions. Before the start of each question a) predict the content and b) where possible, think of other ways to say the key words or phrases.

- How many people are requested to attend the conference?
(A) One
(B) Two
(C) Three
(D) Four
- How long does the conference last?
(A) A couple of hours
(B) One afternoon
(C) All day Saturday
(D) Two days
- How much time off can volunteers expect?
(A) About an hour
(B) About four hours
(C) A day
(D) Two days

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

**Understanding natural English**

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

I won't be able to make both conference.
She's top designers.

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.

 Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

1. What type of movie is *Indigo Heart*?
(A) A romance
(B) A comedy
(C) A mystery
(D) A drama
2. Which movie features Deborah Legg?
(A) *Monterrey*
(B) *Long Vacation*
(C) *Phantom Knight*
(D) *Indigo Heart*
3. According to the announcement, how can someone reserve a ticket?
(A) By using an online service
(B) By calling the ticket office
(C) By stopping by the theater in advance
(D) By sending an e-mail
4. What does Elvira Kaur do?
(A) She is a fashion designer.
(B) She decorates houses.
(C) She is a student.
(D) She writes books.
5. What happened to Ms. Kaur in September?
(A) She graduated from college.
(B) She joined the company.
(C) She was promoted.
(D) She won an award.
6. What is the topic of Ms. Kaur's talk?
(A) Her fashion designs
(B) Next year's sales target
(C) Her academic background
(D) Plans for her group
7. Where is this announcement most likely taking place?
(A) In a university library
(B) At a department store counter
(C) In a company meeting room
(D) In a restaurant dining room
8. What comes in six colors?
(A) The spring catalog
(B) The Clam Case
(C) The Mini-Steamer
(D) The Kitchen Friend
9. What is stated about the Mini-Steamer?
(A) It is intended for travelers.
(B) It is waterproof.
(C) It is popular with students.
(D) It is useful in the kitchen.
10. What is being sold?
(A) Exercise equipment
(B) A training video
(C) A fitness club
(D) An exercise book
11. What is special about this product?
(A) It adjusts easily.
(B) It is expensive.
(C) It can be moved quickly.
(D) It fits in a small space.
12. What are customers offered if they place an order now?
(A) An instruction manual
(B) Free delivery
(C) A video
(D) A discount

unit
18

unit
18

C Learn by doing: Introducing people

- A Look at the speech below describing Bill Gates. With a partner write down the questions you would need to ask to get the information that is underlined in the text.

Examples

Bill Gates – *May I have your name, please?*

famous for being the head of the computer company Microsoft – *What are you famous for?*

Today I would like to give you some background on Bill Gates. Although he is quite famous for being the head of the computer company Microsoft, that is not what I am going to talk about today.

Born on Oct. 28, 1955, Bill grew up in Seattle, Washington with his two sisters. His father, William H. Gates II, was a Seattle attorney while his late mother, Mary Gates, was a schoolteacher.

In 1973, Gates entered Harvard University, where he developed a computer operating system. This interest in computers continues to this day.

Apart from computers Bill enjoys reading, and playing golf and bridge.

- B Interview your partner using the questions you wrote. Note their answers and make a similar speech, then write two or three questions about it.

Follow up: Test another group of students with your speech and questions.

D Further study

Write a similar short biography about someone in your family or a famous person. Write two questions and answer choices to test your classmates in the next lesson.

Go to word list and quiz page 182.

A

Focus: Improving your knowledge of suffixes and prefixes

Knowledge of suffixes and prefixes can help you guess the meaning of unfamiliar words. This unit will familiarize you with some of the most common suffix and prefix forms.

unit
19unit
19**Test tip**

Learning common suffixes can help you to identify nouns and verbs

Questions that require you to select an appropriate noun or verb form are common in the TOEIC test. Learning to recognize noun and verb suffixes will help you to choose the right one.

1 Test tactic: Noun and verb suffixes

- A** The words below feature some of the most common suffixes used with nouns and verbs. For each word decide whether it is a noun or a verb.

cooperation	☐ N ☐ V	simplify	☐ N ☐ V	security	☐ N ☐ V
criticize	☐ N ☐ V	quickness	☐ N ☐ V	widen	☐ N ☐ V
partnership	☐ N ☐ V	activate	☐ N ☐ V	assistance	☐ N ☐ V
department	☐ N ☐ V	celebration	☐ N ☐ V	realize	☐ N ☐ V

- B** Now look at the list of suffixes and mark whether each is a noun or verb suffix.

-tion/-sion	☐ noun ☐ verb	-ise/-ize	☐ noun ☐ verb
-en	☐ noun ☐ verb	-ity	☐ noun ☐ verb
-ness	☐ noun ☐ verb	-ate	☐ noun ☐ verb
-(i)fy	☐ noun ☐ verb	-ment	☐ noun ☐ verb
-ship	☐ noun ☐ verb	-ance/-ence	☐ noun ☐ verb

- C** For each sentence below, first decide if it requires a noun or verb, then choose the best word of the correct type to fill in the blank.

investigation	identify	elevate	repetitiveness	criticize
document	internship	renovate	dependence	soften

- The stockholders have called for a(n) to find out where the money went.
- Newspapers are starting to the prime minister's actions.
- Doing a(n) is a good way for students to get work experience.
- Miller Manufacturing's on one supplier caused serious problems when that company went bankrupt.
- A consultant was hired to the company's main weaknesses and suggest solutions.
- Bill realized he had forgotten to bring a key to the meeting.
- The company spent millions to its main office in order to impress its customers.
- The sculptor intended to the statue by placing it on a pedestal so that people could see it more easily.
- Many people dislike the of working on a factory assembly line.
- Cyclists often use special pads to the seat for long-distance rides.

Test tip

Being able to guess the meaning of unknown words is important for all parts of the test. Learning common prefixes can help you guess the meaning of words you don't know.

2 Test tactic: Use prefixes to help decide the best answer

- A** Look at the list of some of the most common prefixes below. Match the prefix to the meaning on the right. The first one is done for you.

1. dis-un-non-im-/in-/ir-/il-	discomfort (n), discontinue (v) unable (adj), unfasten (v) non-fiction (adj), non-political (adj) inconvenient (adj), illegal (adj)
2. co-	co-founder (n), cooperate (v)
3. sub-	submarine (n), subsection (n)
4. inter-	interaction (n), international (adj)
5. re-	re-organization (n), review (v/n)
6. over-	overwork (v), overpriced (adj)
7. mis-	mislead (v), misunderstanding (n)

- ☐ a badly or wrongly
- ☒ b not
- ☐ c between
- ☐ d joint or together
- ☐ e again or back
- ☐ f below, under
- ☐ g too much

- B** Now use your understanding of prefixes to help you choose the best word to complete each sentence.

- The company's bid was rejected because the quality of their work was
- Jake Thomson and Phil Greene the project, each looking after one team.
- There is a(n) in each room to allow all the staff to communicate easily, even between different floors.
- A plumber was called to the blockage from the pipe.
- After I returned from the shop, I realized I had for my new radio.
- The woman thought she had the clerk when he told her the price of the room.
- He didn't pay his phone bill so they came to his line.
- The glass was so fragile that it broke even before we had a chance to it.
- I often get very if there is heavy traffic when I am in a hurry.
- Since the gift had been bought on sale it was

- a misheard
- b disconnect
- c unwrap
- d impatient
- e co-supervise
- f overpaid
- g remove
- h non-refundable
- i intercom
- j sub-standard

Tactics checklist

- ☒ Learning common prefixes can help you guess the meaning of words you don't know.
- ☒ Learning common suffixes can help you to identify nouns and verbs.

3 Tactic practice

Use the tactics you have practiced to answer the following questions.

- The two presidents maintained a close despite their rival businesses.
(A) friendly
(B) friend
(C) friendship
(D) friends
- Efforts were made to train track width across Europe in the late twentieth century.
(A) standard
(B) standards
(C) standardization
(D) standardize
- The program seems easy to use, but the interface needs to be
(A) simplified
(B) simply
(C) simplest
(D) simplification
- The machine could become dangerous if it is
(A) circumscribed
(B) restrung
(C) dismantled
(D) mishandled
- He transferred from the parent company to one of its smaller
(A) partnerships
(B) subsidiaries
(C) conglomerates
(D) multinationals
- To resolve their differences, they employed an to deal with the two sides.
(A) investigation
(B) intermediary
(C) assistance
(D) advice

unit
19

unit
19

B

Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 6 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30 seconds on each item. If you don't know the answer, guess and move on.

- The addition of steel girders was designed to the roof support beams.
(A) strong
(B) strongly
(C) strength
(D) strengthen
- Disagreements over the of the design eventually led to a court case.
(A) own
(B) ownership
(C) owning
(D) owned
- It is essential to fully on the operation of the machinery in order to avoid accidents.
(A) concentration
(B) concentrating
(C) concentrate
(D) concentrates
- He was known in the business for his attitude and astute business sense.
(A) positive
(B) internal
(C) preventative
(D) artificial

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- The public's to the advertising campaign was very encouraging.
(A) reaction
(B) suggestion
(C) interjection
(D) submission
- Visitors to this part of the facilities must show proper
(A) identity
(B) identify
(C) identification
(D) identifying
- Plans to the highway from four to six lanes were blocked by the local government.
(A) wide
(B) width
(C) widely
(D) widen
- The meeting will have to be to a later date.
(A) arranged
(B) rescheduled
(C) planned
(D) prepared
- Your free six-month to *Word Of The Day* includes online definitions and pronunciation clues.
(A) prescription
(B) subscription
(C) designation
(D) participation
- Smart travelers research the prices of local hotels to ensure that they do not when traveling abroad.
(A) pay
(B) repay
(C) underpay
(D) overpay
- Gift giving is considered standard amongst hosts, and guests should feel no to return the favor.
(A) oblige
(B) obliged
(C) obliges
(D) obligation
- Tax is available for those earning less than the statutory minimum who have dependents.
(A) refund
(B) relief
(C) identification
(D) awareness

C Vocabulary practice

Use the following words to complete the crossword puzzle below. Two have been done for you.

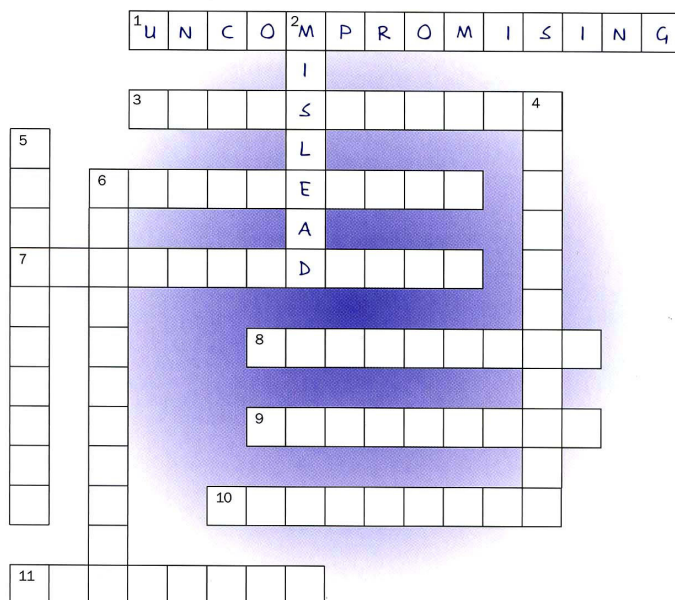
devastate	interaction	overstocked	illiteracy
impatient	m islead	u ncompromising	discontinue
criticize	obligation	renovate	intermediary

Across

- Showing no willingness to reduce their demands or back down
- Having too much of a product or item
- An inability to read and write
- Somebody who carries messages to try to bring about agreement
- To seriously damage or destroy
- Upset or annoyed at having to wait
- To complain about something you think is wrong
- To make something like new again

Down

- To cause somebody to have a false opinion or belief
- To stop doing something
- Something that must be done because of legal or moral duty
- Activity taking place between two or more people or things



Go to word list and quiz page 183.

20

Reading Test Part 6

Text Completion

Unit 20

A

Focus: Using clues in the question to help you choose the correct verb form: future, perfect

This unit will help you become familiar with the way that future and perfect forms are used and how they may appear in the TOEIC test.

Test tip

The sentence gives clues to the correct future form

Look for future time markers like *next*, *tomorrow*, *upcoming*, etc., to indicate that a future form may be required.

1 Language building: Ways of talking about the future

- A Look at some common ways of talking about the future forms shown in the examples below.

will/be going to – plus base verb form

Examples

Are you going to work on Saturday?

They are going to buy the parts in Australia.

Do you think they will accept the offer?

They will not attend the presentation tomorrow.

Present continuous – *am/is/are* plus verb + *-ing*

Examples

I'm meeting the chairman at 3:00.

Mr. Bell is not coming to Paris next week.

Are they bringing the documents?

- B Complete the sentences using the correct form of the verb.

- Will they (send) us the agenda?
- I am (discuss) the contract with them at the upcoming meeting.
- I am going to (see) him at next May's sales meeting.
- I promise that I will (send) the invoices to you by the end of the week.
- He is not (take) the samples to the customer.
- Why aren't they going to (meet) the schedule?

Follow up: Now write two sentences about yourself: one sentence using *will/going to* and one sentence using the present continuous. You could write about a job, studies, holidays, travel, or other plans. Compare your sentences with a partner.

Test tip

The sentence gives clues to the correct perfect form

Look for time markers like *how long, ever, since*, etc., to indicate that a perfect form may be required.

2 Test tactic: Look for clues to help you choose the correct perfect form

A Look at the forms shown in the examples below.

Perfect simple (present/past)

– *has/have/had* + past participle

Examples

Have you ever worked in Asia?

She hasn't seen the new outlines yet.

He had already solved the problem by the time I arrived.

Perfect continuous (present/past)

– *has/have/had been* + verb + *-ing*

Examples

They have been discussing the plans for more than three hours.

He had not been paying the sales staff for several months prior to the closure.

B Choose the correct form of the verb to complete the sentences.

1. How long have you by your present company?
(a) been employed
(b) being employed
(c) employed
(d) be employed
2. Bill has been in Belgium since 1994.
(a) worked
(b) works
(c) working
(d) work
3. The interviewer had already been for an hour when she arrived.
(a) wait
(b) waits
(c) waited
(d) waiting
4. We had not a chance to meet the new director before the conference.
(a) having
(b) have
(c) had
(d) been having

Follow up: Now write two sentences about yourself: one sentence using the perfect simple and one sentence using the perfect continuous. Compare your sentences with a partner.

Tactics checklist

- ✓ Watch for word clues of future forms.
- ✓ Watch for word clues of perfect forms.
- ✓ Read the other sentences in the text to help you to find out when the action happens.

3 Tactic practice

Use the tactics you have practiced to complete the following. For each answer underline the words that helped you and compare your answer with a partner.

Questions 1–3 refer to the following letter.

Dear Mr. Blackburn,

I am writing about the position in the accounting department that we spoke about last month. As you know I to work for a year before returning to school

1. (A) was planned
(B) had been planning
(C) will plan
(D) had been planned

to finish my masters course.

Since we spoke, my situation has changed. I am now to start my course

2. (A) intend
(B) intended
(C) have intended
(D) intending

this coming September, which means that unfortunately I will have to refuse your offer of a job for the coming year.

I hope this will not cause you any inconvenience. I would like to take this opportunity to thank you for your support in the past two years. Without your help I would not able to gain such valuable experience in accounting.

3. (A) be
(B) been
(C) have been
(D) being

Thank you again for your offer and all your help.

Sincerely,

Brad Jenkins

B

Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 9 minutes (or less)
Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30–45 seconds on each item. If you don't know the answer, guess and move on.

Questions 1–3 refer to the following article.

Problems at Beeton Steel

Beeton Steel Company announced today that they will be their

1. (A) close
(B) closed
(C) have closed
(D) closing

Milltown plant at the end of this year. John Leighton, a spokesman for Beeton, reported that costs at the facility had been rising for some time and that attempts to increase profitability and reduce costs

2. (A) had failed
(B) will fail
(C) fails
(D) could have failed

Union officials have expressed concern for the workers employed at the facility. Up to 2,000 employees could lose their jobs the company changes

3. (A) after
(B) when
(C) unless
(D) if

its decision.

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Questions 4–6 refer to the following article.

The classical music event of the season!

Fans of classical music are in for a rare treat in December. The famed Dusseldorf Chamber Orchestra a one-night performance of Handel's *Xerxes* at

4. (A) has given
(B) gave
(C) will be giving
(D) gives

the Rondel Theatre.

The DCO is touring North America from October until the New Year, and we are very lucky that they a stop in our city.

5. (A) make
(B) to make
(C) have made
(D) will make

This is likely to be the last tour for famed conductor Vasily Krampfstein, as he has announced his retirement, be sure not to miss this

6. (A) but
(B) however
(C) as
(D) so

once-in-a-lifetime opportunity.

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Questions 7–9 refer to the following memo.

Memorandum

To: Pollville PAWS subscribers
From: Alice Dodds, PAWS President
Subject: PAWS Fundraiser

The Pollville Animal Welfare Society would like to inform you about an annual fundraising dinner in Pollville next month. For over 25 years PAWS, protected, and provided a home for thousands of animals

7. (A) had been rescuing
(B) rescues
(C) will rescue
(D) has rescued

in distress in Pollville and surrounding Duxham county.

Through this event we are hoping to raise \$4500 to provide a new roof for new animal shelter and to build a new fence around the livestock yard.

8. (A) my
(B) our
(C) your
(D) her

The dinner held in the Pollville Community Hall.

9. (A) will be
(B) was
(C) has been
(D) had been

The tickets are \$25 and may be purchased in all local stores from next Monday.

Questions 10–12 refer to the following memo.

Memorandum

2:30 P.M. Workshop on Elementary Bookkeeping

Due to unforeseen circumstances the presenter of this workshop is unable to attend the conference today. Therefore please note that the workshop

10. (A) rescheduled
(B) will reschedule
(C) has been rescheduled
(D) will have been rescheduled

Instead, it taking place on Wednesday morning at 10:45 in room G11.

11. (A) will be
(B) has been
(C) had
(D) was

This information will be posted on the notice boards in the foyer.

12. (A) then
(B) nevertheless
(C) however
(D) also

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20

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C Grammar practice

Match each sentence beginning on the left with the most appropriate ending on the right. The first one is done for you.

- | | |
|---|--|
| 1. The annual conference has been ... | ☐ ... ask for increased taxes on foreign livestock imports. |
| 2. The famed musician announced that he is ... | ☐ ... we hope it will be delivered by Monday. |
| 3. The agricultural board announced that they will ... | ☐ ... will change the cargo invoices and send them to us next week. |
| 4. Although Kenji had read the word before, he had ... | ☐ ... going to refuse the multi-million dollar recording contract. |
| 5. The shipment has been delayed but ... | ☐ ... going to leave all her money to worthy charities. |
| 6. I spoke to the shipping agent and he said he ... | ☐ ... we will not be able to complete the project. |
| 7. The accountant's report shows that unless we reduce expenses ... | ☒ ... canceled this year due to lack of funding. |
| 8. The wealthy businesswoman decided that she was ... | ☐ ... never heard it pronounced. |

Follow up: Now make three true statements about your future to a partner.

Examples

After this lesson I am going to have lunch.

Next summer I'll fly to Florida for a vacation.

Further study

D

True or false

- A Make three sentences about the most interesting things you have done. Two should be true, one should be false.

Examples

I have tried scuba diving.

I have ridden an elephant.

I have slept in the Sahara desert.

Tell a partner and see if they can guess which one is false!

- B Now make three sentences (two true, one false) about things you plan to do in the future and play the same game.

Go to word list and quiz page 184.

21

A

Reading Test Part 7

Reading Comprehension

Unit 21

Focus: Learning how to answer "NOT" questions, and questions with names, numbers, dates or times

Both "NOT" questions and questions that focus on names, numbers, dates, and times require you to first pick out the key words in the question, then skim the passage to find the correct answer. This unit familiarizes you with this type of question.

Test tip

Leave "NOT" questions to last. Answering the other questions may help you to answer "NOT" questions or to know where in the passage to find the answer.

Test tip

For "NOT" questions, use what you've learnt doing the easier questions. Doing the other questions should help you to answer these questions. If not, skim the passage to confirm the most likely answer choice. To simulate this, task C uses a text that was also used in Units 7 and 14.

1 Test tactic: Pick out key ideas, eliminate incorrect answers in turn

- A Underline the key words in the question and each answer choice. The question is done for you.

1. Which of the following is NOT true about the refund policy?

- (A) You must return your pool pass if you want a refund.
- (B) Cancellations will be accepted for medical reasons.
- (C) Credit card customers will not receive refund checks.
- (D) You must inform your instructor when leaving the course.

- B If you know the answer (based upon the questions you answered about this text in Units 7 and 14), mark it and move on. If not, cross out the letter of any of the answer choices above that you feel are wrong.

- C For each of the remaining answer choices, skim the text below to find words with the same meaning. Eliminate all these options and choose the remaining answer.

Summer program refund policy

The effective date of the withdrawal/cancellation is the date the withdrawal notice is received by the center, regardless of the date the participant stopped attending the class.

Withdrawal requests from all registered courses must be made before the second class is held. If the request is received 5 business days prior to the first class, the amount refunded will be the full amount, less the refund administration fee (\$25.00). If the request is received after the first class, but before the second class, the amount refunded will be the full amount, less the cost of the first class and less the administration fee (\$25.00). From the second lesson onwards, no refunds/credits will be issued.

If there is a medical reason for the request, a doctor's note must be received prior to the mid-point of the program. Refunds for sports and fitness programs will NOT be processed until ALL gym and pool passes have been returned.

Please note that advising an instructor or not attending a program will not constitute a notice of withdrawal.

Cash/check remittances will be refunded by check. Please allow our office 4 to 6 weeks to process your refund. Credit card refunds will go back on the original card.

Test tip

Eliminate incorrect answer choices and choose what's left. Ignore options with similar meanings in the passage (you need to find the one that is NOT true). The option you can't find is the correct answer.

- D For each of the following, choose the option which does NOT have the same meaning as the original phrase.

- | | |
|---|---|
| 1. Pets are not allowed in this establishment | a Animals prohibited from entry
b No dogs or cats allowed
c Owners are responsible for their pets' behavior |
| 2. No refunds for opened goods | a Goods must be returned in a sealed condition
b All products come with an unconditional money-back guarantee
c Exchange only, on unopened products |
| 3. Discounts for seniors | a Flat price all ages
b Senior citizens get special rates
c Reduced prices for older people |

2 Test tactic: Name, number, date, and time questions

- A Underline the key words in the question.

1. At what time will Dr. Lee catch a plane?
- (A) 11:30 A.M. (C) 8:30 P.M.
(B) 3:00 P.M. (D) 9:00 P.M.

- B Scan the passage to find the first answer choice. Decide if it refers to the same event or a different one. Continue until you have found the correct answer.

From: mmcppeg@gltech.research.com
To: jholmes@gltech.com
Date: Feb 17
Subject: Dr. Lee's visit

John, here is the outline for Dr. Lee's visit.

You will meet Dr. Lee at the airport on Monday night at 8:30 and drive him to the hotel. The next day Tuesday, just after breakfast, we will bring him to the senior staff meeting, which is set for 11:30. We aim to have the conference call with the Zurich laboratories from 3:00, but we may have to reschedule it if the Swiss team are delayed.

Wednesday will be taken up with touring the plant and the research building. That should leave Dr. Lee enough time to interview the team leaders on Thursday before his flight back to Singapore at 9:00 on Friday evening.

Time is very tight on this visit and it is important that things go smoothly. Please ensure that all arrangements are made at your end.

Malcolm

- C Use the same tactics for the question below.

2. When is Dr. Lee scheduled to have a conference call?
- (A) On Monday night
(B) On Tuesday morning
(C) On Tuesday afternoon
(D) On Friday afternoon

Follow up: Confirm your answers with a partner.

Tactics checklist

- ☒ Leave "NOT" questions to last.
- ☒ Use what you've learnt doing the easier questions.
- ☒ Eliminate incorrect answers and choose what's left.

3 Tactic practice: Name, number, date, time and "NOT" questions

Use the tactics you have practiced to answer questions 1–3.

Questions 1–3 refer to the following e-mail.

From: Alison Lockwood <ali_cat@inmail.com>
To: susan77@yourmail.com
Date: 29 May 20—, 3:30 P.M.
Subject: Julia's Party

Hi Susan,

Just a quick note to remind you we really need to organize Julia's party as soon as possible. Her birthday is on 10 June, but she's not working that day so I thought we could have it on her first day back, 11 June. This might be a good day to have it as everyone in the section is working an early shift that day. That means they will finish at 5 P.M. so there should be plenty of time to get to the restaurant for a 6:30 start ... what do you think?

I've already spoken to the manager about it all. He says it's fine, but just needs to get the numbers by Friday so he can organize the food. I think we should book for around 12–15 people ... is that OK?

Let me know what you think,

Ali

1. What is NOT true?
- (A) The party will be held in a restaurant.
(B) Alison is writing to Susan about a party.
(C) A party is being planned.
(D) Between 10 and 15 people are expected.
2. At what time will the party start?
- (A) 12:15 P.M.
(B) 3:31 P.M.
(C) 5:00 P.M.
(D) 6:30 P.M.
3. When will the party be held?
- (A) On May 29
(B) On June 10
(C) On June 11
(D) On December 15

B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–10.



Recommended Time: 12 minutes (or less)

Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–3 refer to the following memo.

Memorandum

To: All staff
From: Dave Perrett
Re: Trip to Breakout Adventure Center

As promised, here's the revised schedule for next week's activities. I've spoken to the staff at the center and they've agreed that the changes can be made at no cost. See you all bright and early on Monday morning in the staff parking lot. (Please be there by 8:00 A.M. as the bus will depart promptly at 8:15.)

Date	Time	Activity	Place
Mon May 16	Noon 7:00 P.M.	Arrival Barbecue	Center Beach
Tue May 17	All Day	Hiking	Holden Forest
Wed May 18	A.M. P.M.	Canoeing Surfing/Wind surfing	Axe Lake Axe Lake
Thu May 19	All Day 9:00 P.M.	Mountain Biking 'Music Night'	Center/Axe Valley Center
Fri May 20	All Day	Mountain Climbing OR Paragliding* Barbecue	Center/Axe Valley Stratton Hill Beach

* There is a maximum of 12 people for this activity, so sign up early.

1. What is NOT stated in the memo?
 - (A) Canoeing will take place after hiking.
 - (B) Water sports will be held at Axe Lake.
 - (C) Both barbecues are at the beach.
 - (D) Participants can go paragliding and mountain climbing.
2. What time is the bus scheduled to leave on Monday?
 - (A) At 8:00 A.M.
 - (B) At 8:15 A.M.
 - (C) At 7:00 P.M.
 - (D) At 8:30 P.M.
3. Where will the staff be on Monday evening?
 - (A) In the parking lot
 - (B) At the center
 - (C) On the bus
 - (D) At the beach

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Questions 4–6 refer to the following letter.

S-Com Ltd.
 PO Box 10
 Western Avenue
 Aylesbury

To whom it may concern:

I am delighted to provide a letter of reference for Jason McCarthy, who worked as a graphic designer for this firm for eighteen months. I worked with Jason for twelve months, and was his project supervisor for eight months. Although Jason came to us straight out of college, his potential was quickly noticed and within six months he was transferred to the marketing department, where he produced work of a consistently high standard. In his time here he was able to make significant improvements in his computer skills and, although this is not his strongest point, he worked hard to develop in this area.

During his time at S-Com, Jason maintained an exemplary attendance record and was always punctual, often arriving early for work in order to better prepare himself. He completed work on or ahead of schedule and was consistently a leader in group projects. We are very sorry to lose him here at S-Com, but I am more than confident that he will be able to adapt quickly to a new work environment.

Please don't hesitate to contact me if you have any further questions.

Yours faithfully,

Alan Knight

Alan Knight
 Marketing Manager
 S-Com Ltd.

4. Why did Alan Knight write this letter?
 - (A) To assist Jason McCarthy in applying to graduate school
 - (B) To justify giving Jason McCarthy a pay raise
 - (C) To assist Jason McCarthy in finding another job
 - (D) To encourage Jason McCarthy to improve his computer skills
5. How long did Jason work in the marketing department?
 - (A) For 6 months
 - (B) For 8 months
 - (C) For 12 months
 - (D) For 18 months
6. How is Jason described in the letter?
 - (A) Overconfident
 - (B) Reliable
 - (C) Uncooperative
 - (D) Experienced

Questions 7–9 refer to the following information.

Nagamori Department Store's Countdown to the Holidays!

Only 2 days to go
to place your order and get
SPECIAL FREE DELIVERY*
for delivery by June 24

It's almost your last chance to place your holiday gift orders and ensure free city-wide delivery* by June 24. Don't miss out on this great deal, and avoid leaving loved ones disappointed by submitting your order before 5 P.M. on Friday June 16.

Orders placed after this time and before 3 P.M. on Thursday June 22 will still be guaranteed to arrive by June 24 using our standard delivery option. This remains at our year-round low price of \$7 per item (to anywhere in the city – regular rates apply outside of the Townsburg Metropolitan area).

Don't forget to wrap it: If you are short of time, go to our Gift Wrapping corner on this floor for a number of great options (at just \$5.95 per item) and put a personalized message on your complimentary card.

* Free delivery applies to gifts delivered to addresses within the Metropolitan area only and to orders of \$10 or more. For all other delivery rates (including international), please ask the staff at our Delivery Service on the ground floor of this store.

7. Where does this information most likely appear?
- (A) On a Web site
 - (B) In a newspaper
 - (C) In a store
 - (D) In an employee manual
8. How much does it cost to have an item gift wrapped?
- (A) \$3.00
 - (B) \$5.95
 - (C) \$7
 - (D) \$10
9. What is NOT stated about the special free delivery?
- (A) Orders must be placed before June 24.
 - (B) Delivery must be to locations within the city.
 - (C) Items must cost ten dollars or more.
 - (D) Items must be gift-wrapped within the store.

unit
21

unit
21

GO ON TO THE NEXT PAGE

Questions 10–12 refer to the following application form and letter.

Mountain Printers, Inc.

CHARITABLE CONTRIBUTION APPLICATION FORM

Instructions: Please complete the form and submit to Mountain Printers, Inc., Corporate Communications Dept, 159 N. Parkway, Mississauga, Ontario L5S 1N9 by mail, or fax to (905) 555-7234.

1. PROJECT TITLE: Center for Volunteers
2. LEGAL NAME OF ORGANIZATION: Southern Ontario City Helpers Group
3. TAX ID NUMBER: Under application
4. CONTACT: David Ison, Funding Coordinator
5. CONTRIBUTION REQUESTED: Office printer

Please answer the following questions.

A. What will be accomplished with the requested contribution(s)?

Use of a printer for our Peel County Office will allow us to print information handouts, maintain client records, and produce business correspondence to assist volunteer projects in the region.

B. Summarize the proposed activities. (Attach additional information as required.)

We organize an outreach program that solicits local community volunteers to assist a variety of local organizations.

C. How will the organization and the constituency you serve benefit from the contribution(s)?

We lack basic office supplies to maintain our records and correspondence with local companies and volunteers. A printer would allow us to minimize our costs.

Please attach the following information:

A brief summary of the organization: history, mission, major programs, other contributors, and highlights of your significant achievements. Please include financial information with explanations as required.

David Ison, Funding Coordinator
City Helpers Group
Georgetown, Ontario, CANADA
L7G 4S7

Dear Mr. Ison:

In response to your donation request, we at Mountain Printers are pleased to offer you a laser printer. This donation is part of our community service project in which we make donations to non-profit organizations in regions where we operate. It is our hope that this printer will assist City Helpers Group in continuing to organize volunteers and support for the community. Technical support may be obtained through our company Web site, www.mountain-printers.com/techsupport.

Before taking delivery of the printer, however, we would like you to send us the information from item number 3 on the application form. We require this information for our accounting records and will ship the printer immediately we receive your response.

Thank you for your work, and best wishes to your organization.

Beatrice Petrenko
Beatrice Petrenko

Public Relations Officer
Mountain Printers
Enclosures

10. What does the City Helpers Group provide to the community?
- (A) Printing services
 - (B) Package delivery
 - (C) Technical assistance
 - (D) Volunteer workers
11. What does Mountain Printers require from City Helpers before they will ship the printer?
- (A) A tax ID number
 - (B) An application form
 - (C) Accounting records
 - (D) Client records
12. How should technical problems with the printer be addressed?
- (A) In person
 - (B) Over the phone
 - (C) Through the Internet
 - (D) By mail

unit
21

unit
21



Reading in action: Names, numbers, dates and times

The text below is a brochure for upcoming events in Bakerstown.

Student A look at the top three events (1 Jan–1 April)

Student B look at the bottom three events (3 April–10 June)

Choose:

Two names Two numbers Two times/dates

Then make questions for each to test your partner.

Examples

A: *Who should I call to get information on the Winter Carnival?*

B: *Sally Jameson.*

B: *What time is the Fiesta Days re-enactment?*

A: *It's at 2:30.*

A: *How much does the JazzFest cost?*

B: *It's free.*

Upcoming events in Bakerstown

- **Polar Bear Dip, 1 January:** The Bakerstown Polar Bear Club hosts this popular, annual splash-around in the icy York river from 9:00 A.M. Afterwards, everyone joins in the local New Year's Day tradition of warming up with home made bean and bacon soup, good music and beverages. Tickets \$15 on the day. Call Burton Henderson at 555-8611.
- **Winter Carnival, 6–21 February:** One of the county's original festivals and parades, this year with 75 floats, as well as various contests and culinary festivals. Call Sally Jameson at 555-1234.
- **Festival on the Green, 31 March–1 April:** Festivities at this year's event will include a fine arts show and craft fair, dog show, musical performances, sporting events, over 25 local food vendors, a children's fair and more. FREE and open to the public. Open from 8:30 A.M.–10:00 A.M. Call Billy Madison at 555-3000.
- **Bakerstown JazzFest, 3–9 April:** Bakerstown historic Seville Square hosts this event filled with great jazz music performed by local and national talents. Over 16 hours of great music! Free admission. Call Monica Bell at 555-8382.
- **23rd Annual Bakerstown Salmon Toss, 28–30 April:** This is the twenty-third year in a row for the wacky annual tournament where participants compete in an actual (frozen) salmon toss. Open from 10 A.M. but fish tossing starts from 1:00 P.M. Live music, food, and drinks accompany this weekend. Admission (plus 1 fish) \$35. Call 555-6838 and talk to Bob Plunkton.
- **Fiesta Days Celebration and Boat Parade, 1–10 June:** The 56th annual Fiesta Days Celebration starts with a light-hearted re-enactment of the founding of the city by English explorer Francis Baker, who first landed in Bakerstown in 1779. Immediately following is an evening of outdoor musical entertainment. Re-enactment from 2:30 P.M., but the park is open all day. Free admission. Call Herman Frost at 555-6512.



Further study

Write three more questions about things in the text, and for each one write three answer choices. One answer choice should be correct and two should be in the text but incorrect. Test your classmates in the next lesson.

Go to word list and quiz page 185.

A

Focus: Listening for the correct prepositions
Being aware of similar sounding words

Some questions in this section test your understanding of position and direction. Being familiar with the words used to describe where things are and where they are going will help you score well on this part of the test.

unit
22unit
22**Test tip**

Listen for prepositions
Many TOEIC test Part 1 statements talk about the position of people or objects in the picture.
Listen carefully for wrong prepositions in these pictures.

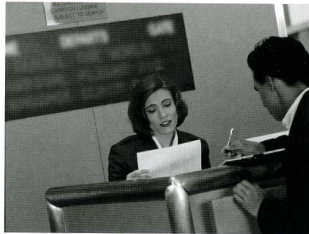
1 Language building: Listen for prepositions of position and motion

A Look at Pictures 1 and 2, then read the sentences below. Work with your partner and decide which picture is being described, and if the sentence is TRUE or FALSE.

- The woman is on the counter.
- The paper is next to the keyboard.
- The computer is behind the woman.
- The phone is in front of the woman.
- The man is next to the board.
- The keyboard is on the desk.

B Work with a partner and use the vocabulary below to make as many sentences as possible about the pictures.

1



2



3



4

**Possible prepositions used**

on	next to
in front of	through
behind	along
between	

Possible nouns used

phone	computer
platform	board
counter	woman/man
walkway	train

C Look at the following two pictures and the four sentences below. Use prepositions from the box on page 121 to complete the sentences.

1



2



- The couple are standing the house.
- The young girl is riding her father.
- The man is the woman.
- They are riding the street.

Test tip

Be careful of similar sounds
If you hear a word that sounds similar to a word you can see or imagine in the picture, it may be a distractor.

2 Test tactic: Beware of similar sounding words

A Incorrect answers may include words that sound similar to key words you can see in the picture. Look at the two sentences below each picture (one correct and one incorrect) and underline any key words that sound similar.

1



The man is pointing at something.
The man is painting something.

2



The people are setting the table.
The people are sitting around the table.

3



The ship is in the harbor.
The sheep is near the water.

4



The woman is walking along the street.
The woman is working long hours.

- B** Look at the following two pictures and write two correct sentences about each one. Underline any prepositions you use.

Example: The woman is cycling through the city.

1



2



unit
22

unit
22



- C** Listen to four statements about each picture. After each statement, pause the audio and tell your partner (a) any prepositions you heard and (b) any words that sound similar to words you can see in the picture. Then tick if you think the sentence is correct or wrong.

(A) ☐ Correct ☐ Wrong

(A) ☐ Correct ☐ Wrong

(B) ☐ Correct ☐ Wrong

(B) ☐ Correct ☐ Wrong

(C) ☐ Correct ☐ Wrong

(C) ☐ Correct ☐ Wrong

(D) ☐ Correct ☐ Wrong

(D) ☐ Correct ☐ Wrong

Follow up: Compare the sentences you first made and the correct sentence with your partner.

Tactics checklist

- ☒ Listen for wrong prepositions.
- ☒ Be careful of similar sounds.

Understanding natural English

English has many words that sound similar. Note the similar words said in each pair below.

He for hours.
He for hours.

The is in the water.
The is near the water.

The man the food.
The man the food.

1



(A) ☐ Correct ☐ Maybe correct ☐ Wrong

(B) ☐ Correct ☐ Maybe correct ☐ Wrong

(C) ☐ Correct ☐ Maybe correct ☐ Wrong

(D) ☐ Correct ☐ Maybe correct ☐ Wrong

2



(A) ☐ Correct ☐ Maybe correct ☐ Wrong

(B) ☐ Correct ☐ Maybe correct ☐ Wrong

(C) ☐ Correct ☐ Maybe correct ☐ Wrong

(D) ☐ Correct ☐ Maybe correct ☐ Wrong

3



(A) ☐ Correct ☐ Maybe correct ☐ Wrong

(B) ☐ Correct ☐ Maybe correct ☐ Wrong

(C) ☐ Correct ☐ Maybe correct ☐ Wrong

(D) ☐ Correct ☐ Maybe correct ☐ Wrong

Follow up: Now compare your answers with your partner, explaining your reasons, and what you remember hearing.



Understanding natural English

B Mini-test

Now apply the Test tactics at the actual test speed with questions 1–8.



Use any time available to skim the first pictures before the listening starts. After that you will have exactly 5 seconds between each question to mark your answer and focus on the next picture.

1



2



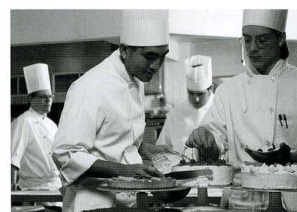
3



4



5



6



7



8



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

C Learn by doing: Right or wrong!

In this game you will take turns reading statements about the pictures below and on page 126.

Student A: Look at Activity file 22a on page 166. You will ask your partner questions about Set A.

Student B: Look at Activity file 22b on page 168. You will ask your partner questions about Set B.

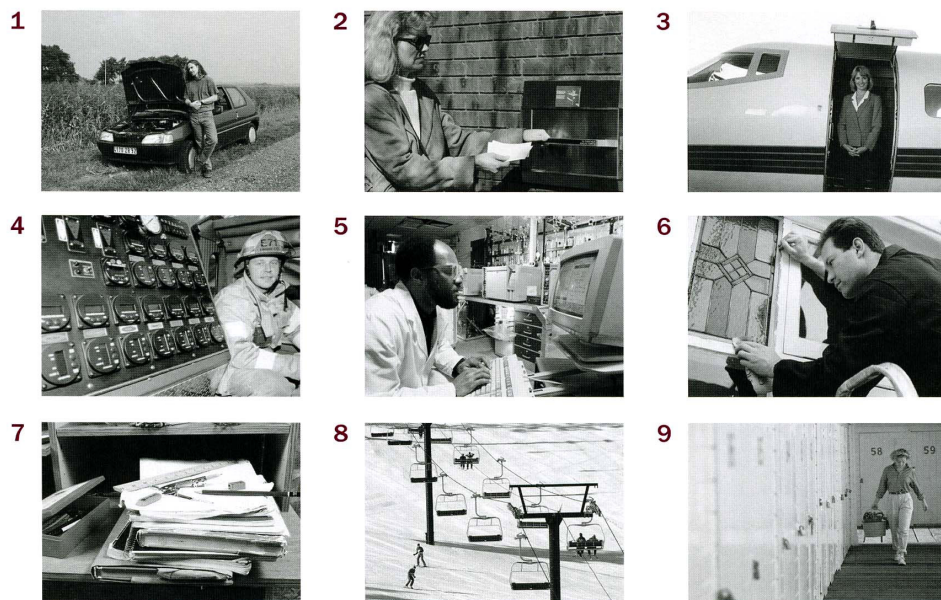
Choose one picture from your set, tell your partner the number, then read one of the two statements about it.

For each picture, your partner has the chance to win up to three points:

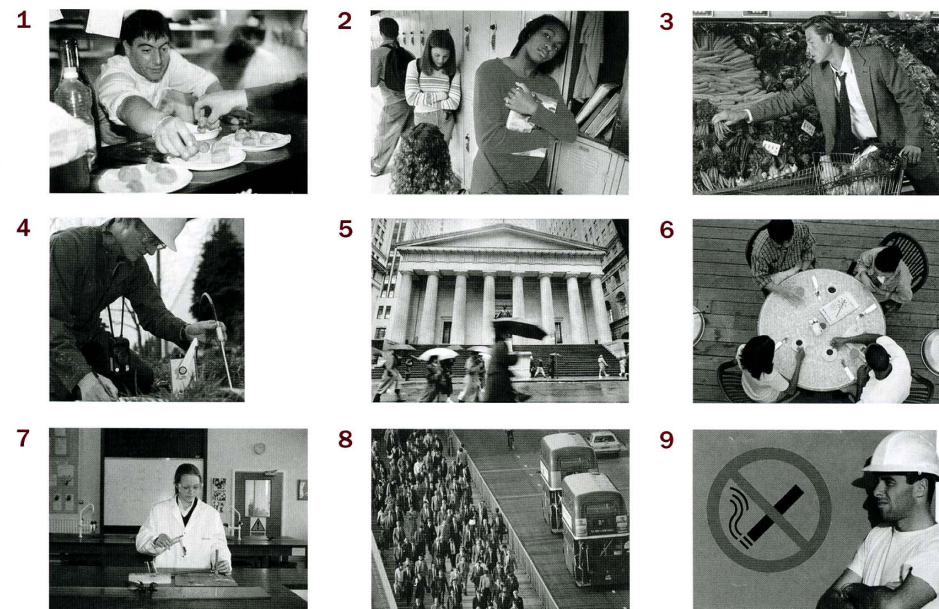
One Point	if they can say if the statement is right or wrong
One Point	if they can say why the distractor is wrong (WRONG PREPOSITION or SIMILAR SOUND)
One Point	if they can spot (and say!) the wrong prepositions or similar sounds

The winner is the person with the most points at the end of the game.

Set A



Set B



D Further study

Choose a word group from the list a–d. Look up any words you aren't sure of in a dictionary.

Write two sentences using at least two of the words, **plus one preposition**, then choose one of the sentences and make a simple drawing of it.

In your next lesson, show your partner the drawing, read your two sentences and see if they can identify the correct sentence!

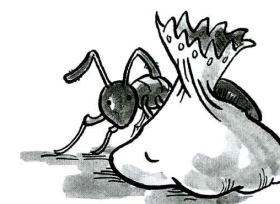
- a) bag/big/bug b) tree/tree/flea c) boy/bay/toy d) pig/peg/big

Example:

The bug is in the big bag.

The big bug is behind the bag.

Go to word list and quiz page 186.



A

Focus: Becoming familiar with language used in offers, requests and opinions

Offers, requests and opinions are common in this part of the TOEIC test. This unit will familiarize you with the types of questions and answers choices you will see in this section.

Test tip

Social interaction, including offers, requests and opinions, is a common feature of Part 2

Be aware of the language commonly used in these situations.

1 Language building: Become familiar with language for offers, requests and opinions

A Match each question on the left with the two best responses on the right. The first one is done for you. The words commonly used in each category are in **bold**.

Offers

- | | |
|---|--|
| 1. Would you like some help with those? | a Actually , it's already done. |
| c, e | b No , I've already eaten. |
| | c Yeah , could you take this box? |
| 2. Do you need (any) help with setting up the room? | d A cup of tea would be lovely . |
| | e No , that's alright . They aren't as heavy as they look. |
| 3. Can/May I get you anything? | f That would be great . Let's start with the tables. |

Requests

- | | |
|---|--|
| 4. Could/Can you tell me how to use this machine? | g Actually , I'm a bit cold. |
| | h I'm afraid it's not mine. |
| 5. Would you mind if I opened the window? | i Certainly , it's pretty easy. |
| | j Sure , give it back after class. |
| 6. May/Can/Could I borrow your pen for a moment? | k I'm sorry , I haven't been trained on it yet. |
| | l No , go ahead . |

Opinions

- | | |
|---|---|
| 7. How was Mr. Smitt's presentation? | m I don't think we'll find a lower one. |
| | n Frankly , our sales staff isn't motivated. |
| 8. What's your opinion of their price quote? | o To tell the truth , it seemed a bit long. |
| | p I'd say we need to lower our prices. |
| 9. What would you say is our greatest weakness? | q Good . He really is an amusing speaker. |
| | r It seems a bit high to me. |

Test tip

Common distractors for this section include use of the same word/similar sounds or incorrect meaning

Noticing these types of wrong answer can help you to choose the correct one.

Test tip

Repeat each question and answer choice silently after you hear it

This will help you to remember and compare the meanings.

Tactics checklist

☒ Listen for vocabulary common to offers, requests and opinions.

☒ Listen for and eliminate common types of distractors.

☒ Repeat each question and answer choice silently after you hear it.

B Now write one possible answer for each of the following questions.

- Would you care for a slice of pie?
- Can you tell Ms. Jackson that her parcel has arrived?
- What do you think of your new boss?

2 Test tactic: Identify correct/incorrect offer, request and opinion answers

For the question below, choose the correct answer. Tell your partner why the other choices were wrong: because they have the same/similar sounding word or because the meaning is incorrect.

- | | |
|---|--|
| 1. Is there anything I can do to help with the project? | a Yes, they finished the project. |
| | b No, that's fine. It's already taken care of. |
| | c We could have done it last week. |
| 2. Do you have a calculator I could borrow? | a Yes, I will call you later. |
| | b I remember you borrowed it last week. |
| | c Sorry, I left mine at home. |
| 3. How was your test? | a You have to pass the test to get a license. |
| | b On Wednesday. |
| | c Harder than I expected. |

Follow up: Now listen to two more questions followed by three answer choices. After each answer choice, pause the audio and repeat what you heard. If it is correct, circle the letter. If not, mark the distractor type(s).

- | | |
|---|--|
| 1. (A) ☐ same word/similar sound | ☐ incorrect meaning |
| (B) ☐ same word/similar sound | ☐ incorrect meaning |
| (C) ☐ same word/similar sound | ☐ incorrect meaning |
| 2. (A) ☐ same word/similar sound | ☐ incorrect meaning |
| (B) ☐ same word/similar sound | ☐ incorrect meaning |
| (C) ☐ same word/similar sound | ☐ incorrect meaning |

3 Tactic practice

Use the tactics you have practiced for the next five questions. Pause the audio after each one to allow you to repeat each question and answer choice to your partner.

1	(A) (B) (C)	4	(A) (B) (C)
2	(A) (B) (C)	5	(A) (B) (C)
3	(A) (B) (C)		

Follow up: After each question you will have one minute to discuss with your partner which answer you chose and why.

Understanding natural English

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... carry these books for me?

..... mind showing Kim the supply room?

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.



You will have 5 seconds at the end of each item to make your choice. You must then be ready to listen to the next question.

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

C Learn by doing: Offers, requests and opinions

Look at the model conversations below. Practice them with a partner. Then make similar conversations by replacing the words in bold with the words below.

Offers	Requests	Opinions
A: Would you like me to call you a taxi? B: No , It's not far. Thanks.	C: Can I reserve a table for 8:00? D: Sorry , we are fully booked for this evening.	E: What do you think about the changes to the retirement plan ? F: I'm sure a lot of people will be upset .
... open the door for you?	... I borrow 10 dollars till pay day?	... the new sales manager?
... help you with your homework?	... you give me a hand with this table?	... your new apartment?
... lend you some money?	... you work late this Wednesday?	... our chances of getting the contract?
No, thanks. That would be great. Yes, please. I'd appreciate it.	Yes, (of course). Sure. (I'd be glad to). I'm afraid/sorry, (I can't).	(He) seems (friendly). It's great. I'm really pleased. Frankly, I think we have an excellent chance./I don't think we will.

Follow up: Make more offer, request and opinion conversations, using your own ideas and words from the unit.

D Further study

Think of one offer, request and opinion you have used or heard recently and write them out in English. In the next lesson, say them to your partner, who should respond appropriately.

Go to word list and quiz page 186.

24

Listening Test Part 3

Conversations

A

Focus: Becoming familiar with polite ways of saying "no" Listening carefully to the first exchange

Being familiar with the language and organization common to negative responses can help you to choose the correct answer. It is important to understand the first exchange, as this probably contains the answer to the first question.

Test tip

Conversations involving saying 'no' sometimes appear in the TOEIC test. Learn to identify denial and refusal phrases and listen carefully to the information that follows them. This information is often the focus of one of the questions.

1 Language building: Become familiar with the vocabulary of denial and refusal

A Match each question on the left to the best response on the right. The common words and phrases used for denial and refusal are in **bold**. The first one is done for you.

- | | |
|---|--|
| 1. Jane, would you like to join us for drinks tonight? e | a We used to , but we stopped doing it last year. |
| 2. Could you fix this radio for me? | b No , I'm sure they wouldn't allow it. The building owner doesn't like animals. |
| 3. We are going skiing this weekend. Can you and Mary come along? | c We can , but I would prefer to put it off till tomorrow. I have a lot of other work. |
| 4. Are we still having the sales meeting after lunch? | d I'm afraid we can only service Tri-sonic units, madam. |
| 5. Is it OK to keep a cat in this building? | e I'd love to , but I'm afraid I have to pick up my sister. |
| 6. Do you accept personal checks? | f I don't think we'll be able to make it. My brother's family is coming on Saturday. |

B Look at the questions and correct answer choices for the six dialogs above. Write the number of the question/response above that best matches each question and answer below. The first one is done for you.

1	Why won't the woman go out with her friends?	She has a previous commitment.
	What does the man suggest?	Postponing the meeting
	Why can't the woman get service?	Her radio is the wrong brand.
	What are the speakers discussing?	The store's payment policy
	How does the owner feel about pets?	He strongly dislikes them.
	What is the man planning for the weekend?	He is entertaining relatives.

 C Now listen to three conversations and answer the following questions.

- Why can't Eric do what the man asks?
 - He has to meet a client.
 - He needs to prepare some other papers.
 - He is leaving the office shortly.
 - He will be in a meeting until this evening.

2. How is the man planning on getting to the station?
 - (A) He will take the train.
 - (B) He will go by bicycle.
 - (C) Daphne will drive him.
 - (D) He will jog.
3. What does the woman say about the man's request?
 - (A) The shirts cannot be cleaned and pressed on time.
 - (B) The jacket can be repaired today.
 - (C) The shirts will need to be repaired.
 - (D) The jacket needs to be sent to another location.

Test tip

Most Part 3 conversations start with a question or request

Listen carefully to what the first speaker says, and to the response, as they may relate to the first question.

2 Test tactic: Understanding the first exchange

- A Match the Part 3 question on the left to the first speaker's question/request on the right. The first one is done for you.

- | | |
|--|---|
| 1. What advice does the man's friend give about trading in his car? b | a "Mr. Green, I was wondering if it was OK if I took next Friday off." |
| 2. What kind of summer vacation is the man considering? | b "Do you think I should get a new car? It seems to cost me more money in repairs each year." |
| 3. What experience does the man have? | c "I see you are applying for the sales clerk's job. Do you have any experience in sales?" |
| 4. How does Mr. Green feel about his request? | d "What are you doing for your vacation this year, Dario?" |

- B Now listen to the conversations from which the responses (a–d) above are taken. After each one, pause the audio and repeat as much as you can of the second speaker's response. Then choose the answer choice below that best matches the response you heard.

- (A) The second speaker thinks the time is not good.
- (B) The second speaker says the man may be able to save money over time.
- (C) The second speaker says he has done some work in retail sales.
- (D) The second speaker says he isn't sure yet.

Tactics checklist

- ☒ Listen for denial/refusal statements and the information that follows them.

3 Tactic practice

Before you listen to each conversation, take a few minutes to a) predict the context and b) think of other ways to say the answer choices.

- | | |
|---|--|
| 1. What does the first man want to do? <ol style="list-style-type: none"> (A) Buy a house (B) Rent somewhere to live (C) Go to the beach (D) Decorate his bedroom | 3. What does the second man offer to do? <ol style="list-style-type: none"> (A) Show him the bedroom (B) Give him a discount (C) Show him a different place (D) Take him to the beach |
| 2. What is the problem? <ol style="list-style-type: none"> (A) The beach is too far away. (B) There are no suitable places left. (C) The price is too high. (D) The advertisement gave the wrong information. | 4. What is Jim's problem? <ol style="list-style-type: none"> (A) He hardly knows Bob. (B) He only has a little money. (C) He wants to lend some money. (D) He does not have any money. |

1	A	B	C	D
2	A	B	C	D
3	A	B	C	D
4	A	B	C	D
5	A	B	C	D
6	A	B	C	D

5. What does Bob do about the situation?
 - (A) He will help Jim.
 - (B) He suggests asking someone else.
 - (C) He gives Jim a few dollars.
 - (D) He offers to share his lunch.
6. What does Bob finally decide?
 - (A) He will try to find the wallet.
 - (B) He will have lunch at home.
 - (C) He will not speak to Darryl.
 - (D) He will pay for Jim's lunch.

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

The meals were I've had in many restaurants.
We'll notify you we locate your suitcase.

B Mini-test

Now practice what you have learnt at the actual test speed with questions 1–12.

Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one conversation, immediately start previewing the questions for the next conversation.

- | | |
|--|---|
| 1. What does the woman ask the man to do? <ol style="list-style-type: none"> (A) Meet with a customer (B) Give her a ride (C) Pick up a client (D) Help her move | 5. What does the man say about his experience? <ol style="list-style-type: none"> (A) He was disappointed in the food. (B) He enjoyed the extra services. (C) The seating was uncomfortable. (D) The price was reasonable. |
| 2. At about what time does the woman need help? <ol style="list-style-type: none"> (A) At 8:30 (B) At 9:00 (C) At 10:00 (D) At 11:00 | 6. What did the man especially like? <ol style="list-style-type: none"> (A) The quick service (B) The clean room (C) The wide aisles (D) The tasty meals |
| 3. What does the man plan to do tomorrow? <ol style="list-style-type: none"> (A) Meet a friend for breakfast (B) Drive to the airport (C) Keep an appointment (D) Arrive at work early | 7. Where does this conversation most probably take place? <ol style="list-style-type: none"> (A) At a clothing store (B) In an appliance store (C) At a dry cleaner's (D) In a repair shop |
| 4. What does the woman want? <ol style="list-style-type: none"> (A) Transportation to the airport (B) An opinion of an airline (C) Accommodation in New York (D) A recommendation for a restaurant | 8. What is the problem? <ol style="list-style-type: none"> (A) The store does not allow exchanges. (B) Some merchandise does not work properly. (C) A customer cannot locate some merchandise. (D) The price of a product is not indicated. |

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

9. What must the customer provide?
 (A) The time and date a problem occurred
 (B) A credit card number
 (C) A receipt from a transaction
 (D) A telephone number
10. Where does the conversation probably take place?
 (A) In a travel agency
 (B) At a hotel
 (C) In a train station
 (D) At an airport
11. What is the woman's problem?
 (A) Her luggage has not arrived.
 (B) She missed a connection.
 (C) She cannot find her passport.
 (D) Her purse is missing.
12. What does the man suggest?
 (A) Calling her office
 (B) Replacing some documents
 (C) Notifying a sales representative
 (D) Providing contact information

C Learn by doing: Refusing

Practice the following conversations involving a refusal. Then make new conversations by replacing the words in **bold** with the words in the boxes below.

- A: A group of us are going **bowling** on **Tuesday night**. Would you care to join us?
 B: I really would, but unfortunately I have a **tennis lesson**.
 A: Oh, too bad. Maybe another time then?
 B: Yes, for sure. Thanks for the offer.
- C: Excuse me. Can I **park my car here**?
 D: No, I'm afraid not. **This is a no parking zone**.
 C: Oh, do you know of anywhere around here I can **park**?
 D: Sorry, I'm afraid I don't.

for Greek food/Wednesday night/to pick up my sister from school

to a movie/Sunday afternoon/to go to a wedding

to have a barbecue/Saturday/to work

cash a check in this shop/We don't accept checks/cash one

leave my bags here/We can't be responsible/leave them

use US dollars here/We only take local money/change money

Follow up: Now make another conversation with a refusal using your own ideas.

D Further study

Choose two of the conversations with refusals you made in activity C, write out the dialogs, and write two questions to test your classmates in the next lesson.

Go to word list and quiz page 187.

25

A

Listening Test Part 4

Talks

Unit 25

Focus: Becoming familiar with re-statements involving “how” and “why” questions
 Being aware of same word distractors

Brainstorming vocabulary related to the answer choices can help you identify information in the talk that restates the answer choices. Be careful of answer choices that use the same words as the recording, as these may be distractors.

Test tip

Brainstorming related words

Before you listen to the talk, try to look at the answer choices, and think of other ways the answer choice might be said.

1 Language building: Brainstorming related words

Underline the word from the list of related words on the right that does NOT match any of the words in the answer choices. The first one has been done for you.

1. How has the change affected business?
 (A) It has decreased by 50%. *fallen, double, dropped, half, slumped*
 (B) The number of potential customers has gone up. *possible, clients, manager, increased*
 (C) There has been no change. *stable, increased, the same, constant*
2. Why might guests need to dial 9?
 (A) To contact the concierge *hotel staff, speak to, call, chef*
 (B) To arrange their flight transfers *pay, transit, sort out, organize*
 (C) To place a direct call *ring, telephone, luggage, make*

Follow up: Now think of a word with a similar meaning for all the underlined words.
 Example: double → 200%

Test tip

Listen for related words and restatements

The correct answer to a “how” or “why” question is sometimes a restatement of the wording in the recording. Listen for words with a similar meaning to one of the answer choices.

2 Test tactic: Listen for related words and restatements

- A Underline the key words in the following questions and answer choices. Then read the tapescript on page 135 and choose the best answers.
1. Why must attendees wear their identification tags?
 (A) So that people can see their names
 (B) To get into the presentations
 (C) Because presentations are starting shortly
2. How can attendees find out about the presenters?
 (A) By looking at the schedule they were given earlier
 (B) By checking with the conference organizers
 (C) By checking the information on their telephones
3. Why do attendees have to use silent mode?
 (A) To ensure safety
 (B) To disturb the presentations
 (C) To avoid bothering the participants

Test tip

Be careful of same word distractors

If you see the same word in an answer choice as you heard in the recording, think carefully if it is related to the meaning of the question before making your choice.

Tapescript

The conference organizers would like to remind attendees that identification tags must be worn at all times, in order to gain entry to the lecture halls. The presentations will be starting shortly, but before that, there are a couple of other announcements to make. Firstly, I would like to remind all conference guests to read the presentation timetable, which includes the names of all the presenters. Secondly, I have to ask all guests to ensure their mobile telephones are on silent mode, so as not to disturb any presentations. OK. That's enough of me, I'll hand you over to your first presenter.

- B** Skim the questions and answer choices below and note key words. As you listen, circle any "same words" you hear, then decide if the answer is correct, maybe correct or wrong.
- Why should customers choose Seymour suits?

(A) They use high quality cloth but are reasonably priced.	(A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) They are expensive but good quality.	(B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) They are 25% warmer.	(C) ☐ Correct ☐ Maybe Correct ☐ Wrong
 - How can customers tell if their suit is a genuine Seymour suit?

(A) It is made of cheaper materials.	(A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) There is a special inner layer.	(B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) It will keep them warm in winter.	(C) ☐ Correct ☐ Maybe Correct ☐ Wrong
 - Why should customers hurry to buy the suits?

(A) It is winter.	(A) ☐ Correct ☐ Maybe Correct ☐ Wrong
(B) The suits create a good first impression.	(B) ☐ Correct ☐ Maybe Correct ☐ Wrong
(C) There are limited quantities.	(C) ☐ Correct ☐ Maybe Correct ☐ Wrong

Follow up: Compare your answers with your partner, explaining your reasons, and what you remember hearing.

unit
25

unit
25

Tactics checklist

- ☒ Read the answer choices and brainstorm related words.
- ☒ Listen for related words.
- ☒ Be careful of answers containing words you hear in the recording.

3 Tactic practice

Use the tactics you have practiced for the next two talks. You will have one minute to a) skim the question and answer choices and identify key words and b) brainstorm related words. Then listen to the talks, and select the best answer choices.

- | | | | | | | | | | | | | | | | | | |
|--|-----------------------------------|-----------------------------|--|-------------------------------------|---------------------|------------------------------------|------------------------------------|----------------------|--|-----------------------------------|---------------------------------------|---|--|---|------------------|---------------------------------|--------------------------------------|
| <ol style="list-style-type: none"> Why should Mr. Heinrich go to the information counter? <table border="0"> <tr><td>(A) To collect his unattended bag</td></tr> <tr><td>(B) To make an announcement</td></tr> <tr><td>(C) To retrieve an important travel document</td></tr> <tr><td>(D) To report an unattended package</td></tr> </table> Who is told to go to gate number 12? <table border="0"> <tr><td>(A) Mr. G. Heinrich</td></tr> <tr><td>(B) Passengers traveling to Moscow</td></tr> <tr><td>(C) Passengers traveling to Berlin</td></tr> <tr><td>(D) Airport security</td></tr> </table> | (A) To collect his unattended bag | (B) To make an announcement | (C) To retrieve an important travel document | (D) To report an unattended package | (A) Mr. G. Heinrich | (B) Passengers traveling to Moscow | (C) Passengers traveling to Berlin | (D) Airport security | <ol style="list-style-type: none"> Why should passengers going to Moscow hurry? <table border="0"> <tr><td>(A) Their flight will leave soon.</td></tr> <tr><td>(B) They must collect their packages.</td></tr> <tr><td>(C) The duty free shop is about to close.</td></tr> <tr><td>(D) They must collect their boarding passes.</td></tr> </table> How can guests purchase razors or toothbrushes? <table border="0"> <tr><td>(A) By placing a call to the hotel front desk</td></tr> <tr><td>(B) By dialing 2</td></tr> <tr><td>(C) By visiting the housekeeper</td></tr> <tr><td>(D) By using a coin-operated machine</td></tr> </table> | (A) Their flight will leave soon. | (B) They must collect their packages. | (C) The duty free shop is about to close. | (D) They must collect their boarding passes. | (A) By placing a call to the hotel front desk | (B) By dialing 2 | (C) By visiting the housekeeper | (D) By using a coin-operated machine |
| (A) To collect his unattended bag | | | | | | | | | | | | | | | | | |
| (B) To make an announcement | | | | | | | | | | | | | | | | | |
| (C) To retrieve an important travel document | | | | | | | | | | | | | | | | | |
| (D) To report an unattended package | | | | | | | | | | | | | | | | | |
| (A) Mr. G. Heinrich | | | | | | | | | | | | | | | | | |
| (B) Passengers traveling to Moscow | | | | | | | | | | | | | | | | | |
| (C) Passengers traveling to Berlin | | | | | | | | | | | | | | | | | |
| (D) Airport security | | | | | | | | | | | | | | | | | |
| (A) Their flight will leave soon. | | | | | | | | | | | | | | | | | |
| (B) They must collect their packages. | | | | | | | | | | | | | | | | | |
| (C) The duty free shop is about to close. | | | | | | | | | | | | | | | | | |
| (D) They must collect their boarding passes. | | | | | | | | | | | | | | | | | |
| (A) By placing a call to the hotel front desk | | | | | | | | | | | | | | | | | |
| (B) By dialing 2 | | | | | | | | | | | | | | | | | |
| (C) By visiting the housekeeper | | | | | | | | | | | | | | | | | |
| (D) By using a coin-operated machine | | | | | | | | | | | | | | | | | |

Understanding natural English

In natural spoken English, sounds are sometimes changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

The train was delayed by
They first charged only 10

- How can outside calls be made?

(A) By dialing 1
(B) By contacting the concierge
(C) By dialing the number, followed by 9
(D) By dialing 9 first, then the number

1	(A) (B) (C) (D)	4	(A) (B) (C) (D)
2	(A) (B) (C) (D)	5	(A) (B) (C) (D)
3	(A) (B) (C) (D)	6	(A) (B) (C) (D)

Follow up: Now compare your answers with your partner, explaining your reasons, and what you remember hearing.

Understanding natural English

B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Use any time available to skim the questions and answer choices before the first listening starts. When you finish answering the questions about one talk, immediately start previewing the questions for the next talk.

- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------------|-------------------------|------------------|-------------------|--------------------------------|------------------------------|--------------------------------|------------------------------|--------------|--------------|----------------|----------------|-------------------------|---------------------------|----------------------------|----------------------------|---|---------------------------------|------------------------|-----------------------------|----------------------------|----------------|----------------|----------------|----------------|---------------------------|------------------------------|-----------------------------|-------------------------------------|-------------------|-------------------|------------------------|------------------------|-------------------------------------|-------------------------------|--|----------------------------|
| <ol style="list-style-type: none"> Who is probably making this announcement? <table border="0"> <tr><td>(A) A history teacher</td></tr> <tr><td>(B) A company executive</td></tr> <tr><td>(C) A tour guide</td></tr> <tr><td>(D) Samuel Weller</td></tr> </table> What is suggested about the candy? <table border="0"> <tr><td>(A) It is named after a child.</td></tr> <tr><td>(B) It is a healthy dessert.</td></tr> <tr><td>(C) It is no longer available.</td></tr> <tr><td>(D) It is difficult to make.</td></tr> </table> What was the original price of a box of candy? <table border="0"> <tr><td>(A) 10 cents</td></tr> <tr><td>(B) 25 cents</td></tr> <tr><td>(C) 10 dollars</td></tr> <tr><td>(D) 45 dollars</td></tr> </table> What change in weather is expected in the north? <table border="0"> <tr><td>(A) It will get warmer.</td></tr> <tr><td>(B) It will become sunny.</td></tr> <tr><td>(C) It will begin to rain.</td></tr> <tr><td>(D) It will snow a little.</td></tr> </table> | (A) A history teacher | (B) A company executive | (C) A tour guide | (D) Samuel Weller | (A) It is named after a child. | (B) It is a healthy dessert. | (C) It is no longer available. | (D) It is difficult to make. | (A) 10 cents | (B) 25 cents | (C) 10 dollars | (D) 45 dollars | (A) It will get warmer. | (B) It will become sunny. | (C) It will begin to rain. | (D) It will snow a little. | <ol style="list-style-type: none"> Why might guests visit the housekeeper on the first floor? <table border="0"> <tr><td>(A) To get their clothes washed</td></tr> <tr><td>(B) To make an inquiry</td></tr> <tr><td>(C) To make an outside call</td></tr> <tr><td>(D) To purchase toiletries</td></tr> </table> What temperature is predicted during the day? <table border="0"> <tr><td>(A) 28 degrees</td></tr> <tr><td>(B) 33 degrees</td></tr> <tr><td>(C) 38 degrees</td></tr> <tr><td>(D) 40 degrees</td></tr> </table> Why should drivers be careful tonight? <table border="0"> <tr><td>(A) The roads may be icy.</td></tr> <tr><td>(B) There will be heavy fog.</td></tr> <tr><td>(C) It will get dark early.</td></tr> <tr><td>(D) The roads will be very crowded.</td></tr> </table> Where is the announcement probably being made? <table border="0"> <tr><td>(A) At an airport</td></tr> <tr><td>(B) At a bus stop</td></tr> <tr><td>(C) At a train station</td></tr> <tr><td>(D) At a travel agency</td></tr> </table> Why was there a delay? <table border="0"> <tr><td>(A) There was a mechanical problem.</td></tr> <tr><td>(B) There was a power outage.</td></tr> <tr><td>(C) There was a great deal of traffic.</td></tr> <tr><td>(D) There was bad weather.</td></tr> </table> | (A) To get their clothes washed | (B) To make an inquiry | (C) To make an outside call | (D) To purchase toiletries | (A) 28 degrees | (B) 33 degrees | (C) 38 degrees | (D) 40 degrees | (A) The roads may be icy. | (B) There will be heavy fog. | (C) It will get dark early. | (D) The roads will be very crowded. | (A) At an airport | (B) At a bus stop | (C) At a train station | (D) At a travel agency | (A) There was a mechanical problem. | (B) There was a power outage. | (C) There was a great deal of traffic. | (D) There was bad weather. |
| (A) A history teacher | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) A company executive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) A tour guide | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) Samuel Weller | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) It is named after a child. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) It is a healthy dessert. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) It is no longer available. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) It is difficult to make. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) 10 cents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) 25 cents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) 10 dollars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) 45 dollars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) It will get warmer. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) It will become sunny. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) It will begin to rain. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) It will snow a little. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) To get their clothes washed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) To make an inquiry | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) To make an outside call | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) To purchase toiletries | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) 28 degrees | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) 33 degrees | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) 38 degrees | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) 40 degrees | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) The roads may be icy. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) There will be heavy fog. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) It will get dark early. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) The roads will be very crowded. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) At an airport | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) At a bus stop | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) At a train station | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) At a travel agency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (A) There was a mechanical problem. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (B) There was a power outage. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (C) There was a great deal of traffic. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (D) There was bad weather. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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

9. What does the speaker recommend?
- (A) Buying food and drink before departure
(B) Finding a different mode of transportation
(C) Reserving a seat
(D) Delaying the trip
10. Why was the first presentation delayed?
- (A) The previous speaker took too much time.
(B) There were technical difficulties.
(C) There were announcements.
(D) People had a lot of questions.
11. How might people know the next speaker?
- (A) He is a political leader in his country.
(B) He is a well-known film producer.
(C) He introduced a product to south-east Asia.
(D) He attended the previous conference.
12. What is the topic of the next presentation?
- (A) The opening of a new factory
(B) Political changes in Seoul
(C) Developments in production technology
(D) Competition among semi-conductor producers

C Learn by doing: Question my answer

Student A: Look at Activity file 25a "Why" questions on page 164.

Student B: Look at Activity file 25b "How" questions on page 167.

- A** With your partner check you understand the questions below. Then read out one of the answers for your Activity file. Your partner must read out the matching question to get one point. If they don't choose the correct question, you get a chance to steal the point by guessing the correct question. When all the answers are read out, the player with the highest score is the winner.

"Why" questions

- Why is the manager concerned about sales?
- Why are travelers advised to avoid the region?
- Why is there a delay in releasing the new product?
- Why did the visit have to be rearranged?
- Why did the President miss the opening address?

- B** Think of a possible true answer for the following questions. Take turns to read out an answer. Your partner must guess the question.

Why are you taking this course?
How do you usually come to class?

"How" questions

- How can guests arrange transport to the airport?
- How is the new product different from the old model?
- How will the weather be at the weekend?
- How does the manager feel about the delay?
- How can travelers find out about friends or family in the area?

How are you different from your father?
Why do you want to improve your English?

D Further study

Look at the "why" and "how" questions in activity C above. Write one more possible answer for each question.

Go to word list and quiz page 188.

26

A

unit
26

Test tip

Decide whether the missing word is a subject or an object. Often the sentence in the test will feature both a subject and one or more objects. Decide whether the blank is replacing a subject or an object and choose the correct pronoun.

Test tip

Often the answer choices will have both possessive adjectives (e.g. *my*) and pronouns (e.g. *mine*). Look at the sentence to decide whether the blank is modifying a noun (possessive adjective) or replacing it (possessive pronoun).

Grammar note

Possessive adjectives are generally found next to the noun. Sometimes, though, there may be another adjective before the noun.

Reading Test Part 5

Incomplete Sentences

Unit 26

Focus: Improving your knowledge of pronouns

Use of pronouns is tested in Part 5. Being aware of how they are used can help you improve your score.

1 Language building: Subject/object personal pronouns

- A** For each of the following sentences decide whether the missing word is a subject (S) or object (O). The first one has been done for you.

- Ms. Smithers will attend the function, but her sister will not be coming with ☒ O
- The president gave a presentation while took extensive notes. ☐
- I bought my wife a watch but she told me didn't fit properly. ☐
- When Jack arrived at the meeting, the other members were already waiting for ☐
- The letter from Mr. Bilty's bank requested that verify some personal details. ☐
- The members were upset that dinner hadn't been arranged for ☐

- B** Choose the best pronoun from the list below to complete each of the sentences above. The first one has been done for you.

Subject Pronouns

- ☐ I
☐ you
☐ we
☐ they

- ☐ he
☐ she
☐ it

Object Pronouns

- ☐ me
☐ you
☐ us
☐ them
- ☐ him
☒ her
☐ it

- C** For each of the following sentences decide whether the missing word is a possessive pronoun (P) or a possessive adjective (A). The first one has been done for you.

- I would like to confirm that responsibility for the decision was alone. ☒ P
- Ms. Evans was given a gift to commemorate years of service. ☐
- Once you sign the contract, the property will be to do with as you like. ☐
- The men have agreed to sell half of the business. ☐
- I believe your shop is responsible for the damage to car. ☐
- Tom Baxter started the program last year, so all the credit should be ☐

- D** Choose the best pronoun from the list below to complete each of the sentences above. The first one has been done for you.

Possessive Pronouns

- ☒ mine
☐ yours
☐ ours
☐ theirs
- ☐ his
☐ hers
☐ its
(not common)

Possessive Adjectives

- ☐ my
☐ your
☐ our
☐ their
- ☐ his
☐ her
☐ its

Follow up: Compare choices with your partner, then make one or two similar sentences with the pronouns/adjectives you didn't use.

Test tip

Be aware of indefinite pronoun use tested in the TOEIC test

Below are some common indefinite pronoun uses tested in the TOEIC test.

Some(-one/-body/-where): used for sentences with a positive meaning

No(-one/-body/-where): used to give a negative meaning to a positive sentence

Any(-one/-body/-where): often used for questions and sentences with a negative meaning

All, any, both, few, many, more, other, several, some: used as plural

Every, each, either, -one: used as singular

Tactics checklist

- ☒ For personal pronouns decide whether the blank requires a subject or object pronoun.
- ☒ For possessives decide whether the blank is modifying a noun or replacing it.
- ☒ Watch for the common uses of indefinite pronouns.

2 Test tactic: Indefinite pronouns

Use the Test tip on this page to help you choose the answer choice that best matches each sentence below. The first one is done for you.

1. <u>A</u> of the things that local people make would be in high demand on the open market.	(A) Some (B) Another (C) Anybody (D) Nobody
2. told me that I had to submit the request three weeks in advance.	
3. I can't think of else we could find a better location for the new branch.	(A) either (B) somebody (C) anywhere (D) both
4. John isn't riding his motorcycle because of its tires are flat.	
5. Please send of your receipts to the payroll section for speedy repayment.	(A) all (B) every (C) any (D) many
6. The failed project has left us without working capital for the coming quarter.	

3 Tactic practice

Use the tactics you have practiced to answer the following questions.

- Please do not hesitate to contact us if there is else I can do to assist.
(A) anything
(B) anybody
(C) anywhere
(D) anyway
- Ms. Bell has agreed to let us use the report prepared.
(A) her
(B) she
(C) hers
(D) herself
- Our client is dissatisfied with the severance package offered to
(A) he
(B) himself
(C) his
(D) him
- I'm afraid we do not have option but to complain to the union.
(A) any
(B) each
(C) some
(D) a lot
- Jane and her new assistant attended the conference and were amazed at the huge turnout.
(A) either
(B) each
(C) both
(D) any
- Unfortunately we cannot include in the list of presenters.
(A) they
(B) their
(C) them
(D) themselves

unit
26

unit
26

B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 6 minutes (or less)

Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30 seconds on each item. If you don't know the answer, guess and move on.

- Ms. Janus was not sure that there was we could have done to win the account.
(A) everyone
(B) everything
(C) anything
(D) anyone
- The director was very to your ideas for revising our sales approach.
(A) receiving
(B) received
(C) reception
(D) receptive
- In this situation I feel we must acknowledge shared responsibility.
(A) I
(B) my
(C) us
(D) our
- The convention center is the office but on the other side of the river.
(A) between
(B) against
(C) along
(D) near
- If your car is not fixed by the weekend you can borrow to pick up your mother.
(A) mine
(B) any
(C) some
(D) other
- Bickertons has put in bids for several construction contracts as part of its urban renewal plan.
(A) valuably
(B) values
(C) value
(D) valuable
- Our agents have informed us that of the containers were damaged in transit.
(A) one
(B) several
(C) any
(D) much
- Our new line of women's fashions has proven to be a top seller.
(A) its
(B) hers
(C) herself
(D) itself
- of the management staff realized the amount of time and effort that had gone into the job.
(A) Every
(B) Any
(C) Few
(D) Someone
- In my opinion, of the candidates is particularly suitable for the position.
(A) neither
(B) both
(C) all
(D) either
- No group meetings are unless special circumstances call for on-site evaluations of ongoing projects.
(A) necessitate
(B) necessarily
(C) necessity
(D) necessary
- The results show that the decision to promote was entirely appropriate.
(A) you
(B) your
(C) yourself
(D) yours

C Grammar practice

- A** Pronouns allow us to talk without having to repeat the same words over and over again. Look at the story of Goldilocks and the three bears. Choose pronouns from the box below to replace the words in brackets to make the story sound better.

it his someone they she my her their

The story of her (Goldilocks) and them (the three bears)

Once upon a time, there was a little girl named Goldilocks. One day (Goldilocks) (1) went for a walk in the forest. After a while (Goldilocks) (2) came upon a house. The door was open so (Goldilocks) (3) went in.

On the kitchen table, there were three bowls of porridge. Goldilocks was hungry, so (Goldilocks) (4) tasted the porridge from the first bowl.

"(This porridge) (5) 's too hot!" (Goldilocks) (6) exclaimed.

So, (Goldilocks) (7) tasted the porridge from the second bowl.

"(This porridge) (8) 's too cold," (Goldilocks) (9) said.

So, (Goldilocks) (10) tasted the last bowl of porridge.

"Ahhh, this porridge is just right," (Goldilocks) (11) said happily and ate (the porridge) (12) all up.

Goldilocks was very tired, so (Goldilocks) (13) went to the bedroom. (Goldilocks) (14) lay in the first bed, but (the bed) (15) was too hard. Then she lay in the second bed, but (the bed) (16) was too soft. Then (Goldilocks) (17) lay down in the third bed and (the bed) (18) was just right, so (Goldilocks) (19) fell asleep.

Soon the three bears came home.

"(An unknown person) (20) 's been eating (Papa bear's) (21) porridge," growled the Papa bear.

Then Mama bear saw that (an unknown person) (22) had been eating (Mama bear's) (23) porridge too.

Suddenly Baby bear noticed that (an unknown person) (24) had been eating (Baby bear's) (25) porridge too. "And (the unknown person or persons) (26) ate (Baby bear's porridge) (27) all up!"

(The bears) (28) decided to look around (the bear's) (29) house some more and when (the bears) (30) got upstairs to the bedroom, Papa bear growled, "(An unknown person) (31) 's been sleeping in (Papa bear's) (32) bed."

"(An unknown person) (33) 's been sleeping in (Mama bear's) (34) bed, too" said the Mama bear.

"(An unknown person) (35) 's been sleeping in (Baby bear's) (36) bed and (a female person) (37) 's still there!" exclaimed Baby bear.

Just then, Goldilocks woke up and saw the three bears. (Goldilocks) (38) screamed, "Help!" and ...

- B** How do you think it ends? Finish the story, using pronouns correctly. In the next lesson share your story with your classmates. How was your ending different from theirs?

Go to word list and quiz page 188.

unit
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unit
27

27

A

Reading Test Part 6

Text Completion

Unit
27

Focus: Choosing the correct word: prepositions and conjunctions

Prepositions and conjunctions are common features of English writing. Understanding the ways they are used can help you choose the correct answer.

Test tip

Become familiar with how prepositions are used

Prepositions are tested in Parts 5 and 6. Familiarize yourself with the ways they are commonly used to help you eliminate wrong answers quickly.

1 Language building: Understanding prepositions

English uses many prepositions to indicate time, location, movement/direction and place.

Time

- A** Choose the correct prepositions from the box on the right to complete the text. The first one has been done for you.

Mr. Sanchez will be arriving on Monday the 25th (1) 5 o'clock. This will be his first visit here (2) April last year, so he hasn't seen our new factory (3) more than nine months. We are keen to show him the new production line, which opened (4) June, so we'll take him there (5) the 27th.

at
in
on
at
for
since

Follow up: Now discuss with your partner how to complete the following statements about time prepositions.

- is used for times of the day.
- is used for days and dates.
- is used for months, years, and seasons.
- is used for periods of time.
- is used to refer to a point in time in the past.

Position

- B** Three common prepositions of place are *in*, *on* and *at*. Familiarize yourself with some common patterns of usage for these words.

in	on	at
She is in the living room. She is in her office. She works in Manhattan.	They are on the desk. They are on the bus. I found them on the floor.	He is at the bank. He is at work. Meet me at the corner of 11th and Broadway.

Follow up: Ask and answer the following "where" questions with your partner. Be careful which preposition you choose in your answer.

- Where do you usually leave your keys?
Where do you usually meet your friends?
Where do you spend most of your time?
Where do you study English?

Direction

- C Choose the correct prepositions from the box on the right to complete the text. The first one has been done for you.

I walk my house at 8 o'clock, get (1) my car, and drive (2) a parking lot, which is about five minutes on foot from my office. After parking, I walk (3) a short pedestrian street and then (4) the corner. From there I can see my office (5) the street. The traffic is always busy, but there is a tunnel that I generally walk (6) to get to the other side.

out of
along
through
around
to
into
across

Follow up: Now describe your journey from your home/office to where you are now.

unit
27

unit
27

Test tip

Compare two halves of a sentence

For questions testing conjunctions, compare the two halves of the sentence and consider their relationship. Use this information to help you choose the correct conjunction.

2 Test tactic: Understanding conjunctions

- A Conjunctions are used to join two parts of a sentence together and express their relationship. If the answer choices are conjunctions, look at the two halves of the sentence before and after the conjunction to help you choose the correct word. Choose the appropriate conjunction from the box below to complete the following sentences.

and nor but or because

1. We decided not to buy the parts the cost was too high.
2. He passed the first interview failed the second interview.
3. Workers can apply now wait until a position becomes available.
4. The restaurant is famous for its delicious food its friendly staff.
5. Neither the price the quality of service meet our requirements.

- B Other conjunctions occur in natural pairs. Learn to recognize these patterns to help you identify the correct choices quickly. Study the list on the left for thirty seconds. Then answer the questions on the right as quickly as possible.

both ... and
not only ... but also
either ... or
neither ... nor
whether ... or

1. We have the service to suit you, you want to travel in luxury or are on a tight budget.
(A) not only
(B) whether
(C) both
2. Entering the building requires not only a keycard, a fingerprint scan.
(A) but also
(B) or
(C) and
3. We will have to take the bus or get a taxi in order to reach the office in time.
(A) neither
(B) both
(C) either

Tactics checklist

- ☒ Eliminate wrong prepositions quickly.
- ☒ Compare the two parts of a sentence to choose conjunctions.

3 Tactic practice

Use the tactics you have practiced to answer the following questions. Read the questions, and quickly eliminate any definitely wrong answers before choosing the correct answer choice.

Questions 1–3 refer to the following letter.

Dear Mr. Anderson,

I am writing in response to your letter, which was sent us on

1. (A) to
(B) with
(C) of
(D) from

September 17th, inquiring about the availability of replacement parts for the CX232 fan heater.

Unfortunately, our principal parts supplier, HX Industries, has been experiencing difficulties at one of their main manufacturing plants, this has caused a

2. (A) but
(B) and
(C) because
(D) whether

delay in the delivery of replacement parts. This means that we will not have parts the 16th of this month.

3. (A) in
(B) across
(C) since
(D) until

The parts you require will be sent to you as soon as we receive them.

Thank you for your continued custom.

Yours sincerely,

Hamilton S. Williams

Hamilton S. Williams

CEO Fantech

B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 9 minutes (or less)
Try using the 2-pass method to help you make the most of the time available. Try to spend no more than about 30–45 seconds on each item. If you don't know the answer, guess and move on.

Questions 1–3 refer to the following article.

The Tei Kai region is famous for its towering mountains to the north, and its desert plains to the south. Long known as a dry and barren region, it has undergone a transformation the last fifty years.

1. (A) while
(B) since
(C) at
(D) in

During this time, visitors a major change in the landscape.

2. (A) will see
(B) have seen
(C) had seen
(D) see

The construction of the Wan Hei dam enabled engineers to channel the waters of the Gang River for agricultural purposes. The result has been a narrow but expanding corridor of greenery spreading the once barren land. There has also been

3. (A) through
(B) out
(C) between
(D) without

a subsequent rise in the population and wealth of the region.

unit
27

unit
27

Questions 4–6 refer to the following message.

A major goal in the coming year is to maximize the effectiveness of our recruiting decisions. Managers should use the following guidelines they begin

4. (A) since
(B) during
(C) through
(D) before

the recruitment process. First, have a clear job description. This should form a checklist of requirements needed by the people we wish to bring

5. (A) for
(B) at
(C) into
(D) with

the company.

Second, consider all possible sources of recruits, including applicants for previous positions who were qualified, but not selected.

Use telephone interviews to make decisions on which applicants to consider further.

Lastly, following these simple guidelines can improve hiring procedures

6. (A) neither
(B) both
(C) also
(D) either

for us and for our potential employees.

GO ON TO THE NEXT PAGE

Questions 7–9 refer to the following memo.

Dear Arnault,

I am writing to let you know about the agenda for your visit to QMG
March 27.

7. (A) on
(B) at
(C) since
(D) by

We have arranged for you to be met the airport and taken to your hotel.

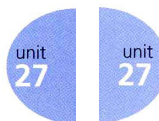
8. (A) into
(B) through
(C) at
(D) on

In the morning we plan to show you around the factory and the new production line.
Jim Tavarey would like to have a meeting with you in the afternoon. We will arrange a
time for this you leave.

9. (A) while
(B) since
(C) before
(D) after

I look forward to meeting you and hope you have a pleasant flight.

Hank



Questions 10–12 refer to the following letter.

Dear Mr. Lewis,

It was very nice to speak to you last week. As we discussed, I met with
the other members of the team and we have agreed to set the date for
the banquet for April 26. We the sunshine lounge in the

10. (A) rent
(B) will rent
(C) rented
(D) had rented

Grand Hotel.

..... is this venue very reasonable in cost, it is also one of the few

11. (A) Even
(B) Therefore
(C) While
(D) Not only

that is still likely to be available at this late date. I have asked one of
our staff to call the hotel and make the booking as soon as possible.

I have also spoken with the senior members of our marketing group
about your visit and was able to confirm that they will be available to
meet you the day after the banquet.

12. (A) for
(B) to
(C) with
(D) by

Please let me know if you have any further requests for your visit.

Yours sincerely,

Eric Quinn

Eric Quinn
Eastern Region Manager.

GO ON TO THE NEXT PAGE

C Grammar practice

Read the following email and fill the gaps with either prepositions or conjunctions from the boxes on the left. Be careful – there are two extra words in each box. Compare your choices with a partner in the next lesson.

From: Paul McCawley
To: Hernando Gonzales
Re: Your trip to Dallas
Sent: Monday, February 11

Dear Mr. Gonzales,

We are very much looking forward to meeting you next week. We are all excited to hear about your proposals (1) the solar electric generator at the developers' conference (2) the 25th. (3) I believe this is your first trip (4) Dallas, I will be sending my assistant, Colin, to meet you (5) the airport.

I understand your flight is due to arrive (6) around 4:30 P.M. It should take (7) 30 minutes to get (8) customs and immigration, so I have asked Colin to meet you (9) the arrivals gate by 5:00.

We have arranged your hotel and evening meal, (10) you can relax when you arrive. Don't feel that you need to bring a tuxedo (11) other formal wear. We'll take you to a restaurant (12) the corner from the office, where you can get a taste of the real Dallas.

If you have any questions (13) you leave, please do not hesitate to contact me.

Paul McCawley

Go to word list and quiz page 189.

on in
for at
to by
as

at about
outside around
before through

so next to
or around
because before

unit
27

unit
28

28

Reading Test Part 7

Reading Comprehension

Unit 28

A

Focus: Learning how to answer questions dealing with charts, tables, forms and double passages

Questions involving charts, tables and forms, and questions involving double passages, require a slightly different approach. This unit focuses on dealing with these question types.

Test tip

Understand parts of charts, tables and forms

This will help you quickly identify the parts of the passage/chart/table where the information you need can be found.

Test tip

Skim the questions and passage to find information quickly
This will help you identify which part of the text is referred to. Then compare the answer choices to that part of the chart, table or form.

1 Test tactic: Dealing with charts, tables and forms

A Below is a list of features which may be found in questions that contain charts, tables or forms. Match the features (A–F) with the section of the e-mail or the table (1–6) that it best describes. The first one (A) has been done for you.

- A. Background information related to the chart/table/form or the people who use it
- B. Details of how information in the chart/table/form is meant to be used
- C. Information about who the text is from or intended for
- D. Details/facts/numbers/dates/names
- E. Extra details that indicate changes/differences to the information in the chart/table/form
- F. The main focus of the chart/table/form

1. ☐

From: gordon_billings@effron.com
To: andrew_fisk@effron.com
Date: Feb 11
Subject: March visit

2. ☒ A

Dear Andrew,

During my visit next month, I would like to discuss some of the different approaches to improving sales that were discussed at last month's sales conference. I would appreciate if you would set aside the whole day on 3 March

3. ☐

so that I can meet with you and your sales staff. I am including the most recent sales figures for last year for you to review before my visit.

See you next month,

Gordon

4. ☐

Sales of Effron Vehicles 2005

	Jan – Mar	Apr – Jun	Jul – Aug	Sep – Dec	Total Sales
Excelsior	756	598	899	465*	2718
Avenger	1024	1245	995	1523	4787
Townstar	3484	4756	6498	3156	17894
Pucchino	4735	4986	6512	4720	20953

6. ☐

* model discontinued in November

Test tip

Be careful of the "small print"

Charts, tables and forms may include notes or extra information at the bottom. Check this before choosing an answer to avoid making unnecessary mistakes.

Test tip

Watch for connected information between texts

In each double passage there will be at least one question that will require you to look at both texts and connect the information.

Test tip

Double passage questions

For questions on double passages, it is important to read both passages before you answer.

B Now answer the following as quickly as you can.

- What does the chart show?
(A) The number of vehicles sold by one manufacturer
(B) Sales figures for four years
- Who sent this e-mail?
(A) Andrew Fisk
(B) Gordon Billings
- Which model sold the greatest number overall?
(A) Avenger
(B) Pucchino
- Which was the most successful period for sales of the Pucchino?
(A) July–August
(B) January–March
- What happened in January?
(A) There was a sales conference.
(B) The Excelsior model was discontinued.
- How many Excelsiors were sold in December?
(A) 465
(B) 0

Follow up: Compare your answers with your partner.

2 Test tactic: Locate information in double text questions

A Look at the questions below and quickly identify (by checking the appropriate box) where on page 152 you should look to find the answer.

- How did Kelvin Adams find out about the apartment? ☐ Ad ☐ E-mail ☐ Both
- What feature probably attracted Kelvin to this apartment? ☐ Ad ☐ E-mail ☐ Both
- How many rooms are there in the apartment? ☐ Ad ☐ E-mail ☐ Both
- What does Kelvin request? ☐ Ad ☐ E-mail ☐ Both
- Which of the following is likely to be a problem? ☐ Ad ☐ E-mail ☐ Both

- Where did Kelvin Adams see the ad?
(A) On the Internet
(B) In the newspaper
(C) In a shop
- What feature probably attracted Kelvin to this apartment?
(A) The central heating
(B) The price
(C) The location
- How many rooms are there in the apartment?
(A) 2
(B) 5
(C) 6
- What does Kelvin request?
(A) Directions to the apartment
(B) Pictures of the apartment
(C) An appointment in March
- Which of the following is likely to be a problem?
(A) The availability date
(B) The policy on pets
(C) The apartment size

Follow up: Compare your ideas with your partner.

B Now, look at the answer choices and choose the best answer.

Questions 1–5 on page 151 refer to the following advertisement and e-mail.

Apartment for rent

- Modern downtown studio apartment located 10 minutes from shops and public transportation
 - 2 bedrooms, kitchen, living/dining room, bathroom, balcony
 - Centrally heated (gas)
 - Suit young couple or professional
 - Part furnishing can be arranged
 - Rent \$985 per month plus utilities
 - Deposit + 1 month's rent in advance
 - No pets
 - Available mid-March
- Contact Karim Patel 555 2345
Email: karim98@s_mail.com

To: karim98@s_mail.com

Cc:

From: Kelvin Adams (kelheart2@s_mail.com)

Dear Mr. Patel

I saw your advertisement in the local newspaper. I'm very interested in the apartment for my family. We are currently living in Westside, but are looking to move closer to the town center, by the end of February so this apartment would be ideal. I was hoping to be able to arrange a visit sometime next week. Monday would be the best day for us, if this is convenient for you.

In the ad, you mentioned that the place could be part-furnished. We have a small amount of furniture ourselves, but probably not enough for a two-bedroom place. Could you possibly tell us what inventory is likely to be included with the apartment?

I would also really appreciate it if you could possibly send us a couple of pictures of the bedroom and living/dining room, as well as some directions as to how to get there. Thank you very much in advance.

Yours

Kelvin Adams

3 Tactic practice: Charts, tables, forms and double texts

Use the tactics you have learnt to answer the questions below. After each item, confirm with your partner the clues that told you the correct answer.

Consumer's Friend magazine

We do the research, so you don't have to!

In our efforts to keep consumers informed, we continue to look hard at product and pricing trends throughout the region.

This month's report focuses on a year-long pricing study of the 4 largest supermarket chains in the Greater Altonville area. For this study we surveyed 2 main food staples, eggs and bread, in each chain over a full year. Surveys on individual products showed little quality difference between each of the four stores. The main difference was the price, as shown in our comparison chart below.

Questions 1–3 refer to the following chart.

Tactics checklist

- ☒ Check what different parts of the chart, table or form refer to.
- ☒ Skim questions to identify where to look for answers.
- ☒ Be careful of the "small print".
- ☒ Watch for connected information between texts.
- ☒ Read both passages before you answer.

Price comparisons of major supermarkets

April	Eggs (dozen)	Bread (sliced medium loaf)
Floor Mart	\$1.25	\$0.95
5-9 Stores	\$1.29	\$1.15
Leavinson's	\$1.35	\$1.35
VFG	\$1.20	\$0.90*

August	Eggs (dozen)	Bread (sliced medium loaf)
Floor Mart	\$1.26	\$1.05
5-9 Stores	\$1.35	\$1.15
Leavinson's	\$1.39	\$1.45
VFG	\$1.25	\$0.95

December	Eggs (dozen)	Bread (sliced medium loaf)
Floor Mart	\$1.26	\$1.10
5-9 Stores	\$1.40	\$1.20
Leavinson's	\$1.45	\$1.40
VFG	\$1.30	\$1.10

* This food item was introduced in October.

1. Who are the intended readers of this report?
(A) Reporters
(B) Store owners
(C) Researchers
(D) Shoppers
2. Which company sold the cheapest bread in the first four months?
(A) Floor Mart
(B) 5–9 Stores
(C) Leavinson's
(D) VFG
3. What happened to the price of eggs at Floor Mart throughout the year?
(A) It stayed largely unchanged.
(B) It dropped slightly.
(C) It rose dramatically.
(D) It matched their competitors.

unit
28

unit
28

Questions 4–8 refer to the following advertisement and letter.

Suntours Holidays

Experience the welcoming culture of the Greek islands. Suntours Holidays offers you a once-in-a-lifetime opportunity to visit the unspoiled island of Kefalonia. Stay at the recently renovated Casa Stanoupolos Hotel, just five minutes from the beautiful blue waters of the Aegean. Each room has a balcony with a view of the beach, and a private bathroom. The hotel has two pools and a jacuzzi, as well as its own highly-rated restaurant, where you can enjoy some of the island's more traditional meals. You can also visit one of the local villages, where life continues much as it has for the past few hundred years.

Holidays include all flights and transfers, as well as a choice of one of two exciting tours: either a two-hour boat trip to nearby Turkey, or a chance to snorkel in the pristine waters of the local undersea national park. Call (415) 555 4873 for more information on this fascinating vacation opportunity.

132B, West Bayside
San Francisco, CA 94105
24 August

Dear Sir,

I am writing to complain about a recent trip I took with Suntours. I originally signed up for a two week trip to the island of Kefalonia, as advertised in *Newsmonth* magazine, and was looking forward to enjoying the holiday. Unfortunately, I felt that a number of things spoiled the holiday for me. Firstly, I was led to believe that all rooms in the hotel had a balcony with a view of the beach. However, my room not only did not have a balcony, but it faced away from the sea. Secondly, only one of the hotel's pools was open, the other was still under construction, and the promised jacuzzi was not there at all. The hotel's restaurant was excellent, but it was closed two nights a week, meaning that my family had to walk about 30 minutes into the nearest town to eat, as there was no evening bus service. Finally, we took the tour to Turkey, but could not leave the boat, as nobody told us we had to arrange visas in advance. Had we known, we could have chosen the other option.

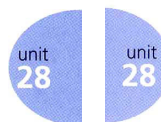
I feel very disappointed about the trip, and would appreciate some compensation.

Yours truly,

Dave Clayman

Dave Clayman

4. How far is the hotel from the beach?
 - (A) 5 minutes
 - (B) 30 minutes
 - (C) 1 hour
 - (D) 2 hours
5. What is advertised as part of the package?
 - (A) A suite of rooms
 - (B) A private beach
 - (C) A chance to visit a second country
 - (D) A chance to visit historic ruins
6. How does Mr. Clayman feel about the hotel?
 - (A) He is unhappy there was nowhere to swim.
 - (B) He is angry his balcony was too small.
 - (C) He did not like the size of the Jacuzzi.
 - (D) He feels the advertisement misrepresented the hotel.
7. What was Mr. Clayman NOT disappointed about?
 - (A) The view from his window
 - (B) The quality of the food
 - (C) The tour to Turkey
 - (D) The lack of a bus service
8. Which option does Mr. Clayman wish he had chosen?
 - (A) The visit to the local villages
 - (B) The trip to Turkey
 - (C) The snorkeling tour
 - (D) The visit to Kefalonia



B Mini-test

Now apply what you have learnt at the actual test speed with questions 1–12.



Recommended Time: 12 minutes (or less)

Try to spend no more than about 60 seconds on each item; if you don't know the answer, guess and move on. If you have time at the end review any answers you weren't sure about.

Questions 1–2 refer to the following bill.

La Traviata Restaurant		
Cole Road, Baton Rouge, LA		
Spaghetti with Meat Sauce		\$14.95
Seafood Spaghetti		\$15.95
Pizza with Italian Sausage		\$16.95
Pizza with Mushrooms and Pineapple		\$18.95
Sparkling Mineral Water	2 @ \$03.50 =	\$07.00
Tropical Fruit Punch – house carafe	2 @ \$12.85 =	\$25.70
Desserts		
Ice Cream		\$03.99
Cheesecake	2 @ \$05.99 =	\$11.98
Fruit Salad		\$04.50
Coffee	4 @ \$04.95 =	\$19.80
Sub Total		\$139.77
Tax @ 12.5%		\$17.47
Total		\$157.24
Service not included		

1. What can be inferred from this bill?
 - (A) Spaghetti is more expensive than pizza.
 - (B) Three of the customers drank mineral water.
 - (C) Four people ate a meal.
 - (D) Only two of the guests had dessert.
2. What single menu item on the bill is the most expensive?
 - (A) Spaghetti with Meat Sauce
 - (B) Coffee
 - (C) Tropical Fruit Punch
 - (D) Pizza with Mushrooms and Pineapple

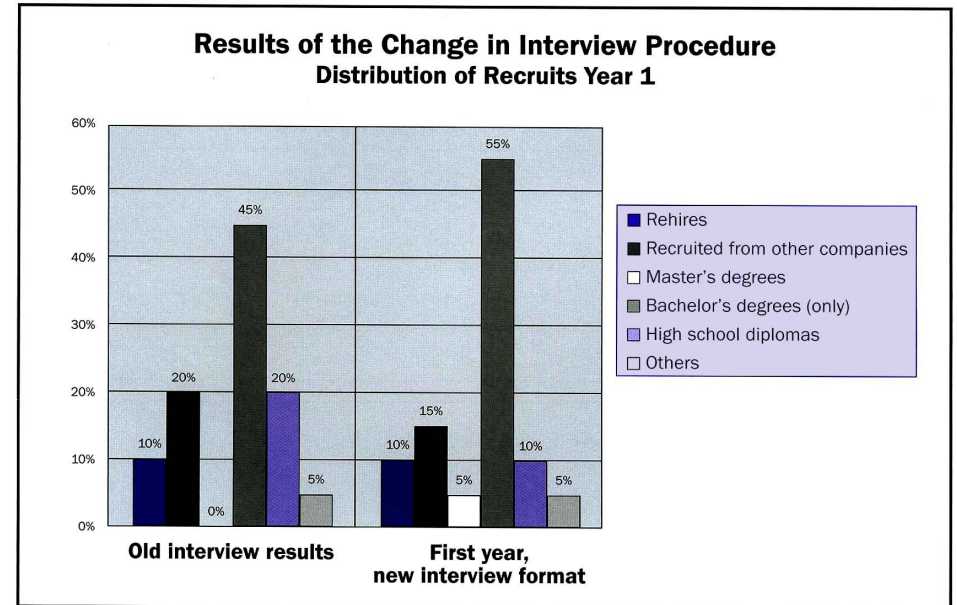
Questions 3–4 refer to the following form.

Holiday Booking Form							
Mr/Mrs/Ms	Given name	Surname	Dep. Date	From	To	Class	Holiday insurance
Mr	Sam	Fletcher	April 25	London	Barbados	Economy	(Y) / N
Mrs	Ana	Fletcher	April 25	London	Barbados	Economy	(Y) / N
							Y / N
							Y / N
							Y / N
Hotel	Room type	No. of rooms	No. of nights	Meals (Full/Half/BnB)	Check in	Check out	
Montego Bay	Twin	1	9	Full	April 26	May 5	
Special Requests balcony, private bath		Contact details: Address: 3, Victor Louis Avenue, Lyon Tel: (+33 47) 555 1566 Email: sam_fletcher@apex.com					
For office use only	Booking agent: Jim Ng	Package code:	A	1	2	3	C

3. What kind of room do the guests wish to stay in?
- (A) A double room with a balcony
(B) A twin room with a shared bathroom
(C) A twin room with a balcony
(D) A double room with a private bathroom
4. What is the name of the agent who booked the tour?
- (A) Sam Fletcher
(B) Jim Ng
(C) Ana Fletcher
(D) Victor Louis

Questions 5–7 refer to the following report and chart.

The results in the chart below show that, as predicted, the new interview procedure has shown a significant increase in the level of education of our new recruits, at no additional cost. As we refine the procedure it is expected that this positive trend will become even more pronounced over the coming years.



5. What does the writer note about the changes?
- (A) They need to be refined.
(B) They will be expensive to implement.
(C) They meet expectations.
(D) They are insignificant.
6. Which group provided the fewest new employees over both years?
- (A) Candidates with Master's degrees
(B) Recruits from other companies
(C) Candidates who have only completed high school
(D) Former employees
7. What is NOT indicated in the chart?
- (A) The percentage of university graduate recruits increased.
(B) The percentage of rehires remained constant.
(C) The percentage of recruits from other companies dropped.
(D) In the old interview results most recruits were high school graduates.

GO ON TO THE NEXT PAGE

Questions 8–12 refer to the following memo and e-mail.

MEMORANDUM

To: All members of the sales department

Re: Year-end party

From: Annette Derringer

Date: November 26

This is just a quick note to let you all know the arrangements for next week's year-end party. As you know, the party will be held at the Green Vale Country Club, which we have reserved between 7:30 P.M. and 10:00 P.M. on the evening of December 21st. I've received replies from almost all of you confirming attendance, but if you haven't let me know yet, please do so in the next day or two. Tickets for all employees have been covered by the company.

The Green Vale management have asked me to explain one or two things to those of you who have not been there before. Basically, there is sufficient parking space for only 100 vehicles, so they would like to ask those of you planning to drive, to try to car-pool as much as possible. Also, the number of lockers available is limited, so guests should try to keep belongings to a minimum.

Thanks in advance,

Annette

To: Annette Derringer aderringer@belway.com

From: Kyle Berwick

Date: Nov 28

Subject: Year-end party

Annette,

This is to let you know that I will be able to attend the year-end party at the Green Vale Country Club on the 21st although I don't think I will be able to arrive before 8:30. I was wondering if it would also be possible to bring a couple of guests? I know it is a bit of a last minute request, but my brother and his wife are planning to visit us at that time, and I know they'd love to see the Green Vale. If it is not a problem, then can you let me know how much I should pay for their tickets? Also, assuming this is OK, I was planning to drive down in a single car, to reduce the need for parking and also to allow us to keep our belongings in the car.

I have a couple of days off before the party but I'll be in my office until the 17th, so could you get back to me before then?

Thanks a lot,

Kyle

8. What is the main purpose of the memorandum?
 - (A) To explain the arrangements for a special event
 - (B) To encourage people to travel by car
 - (C) To ask for help arranging a party
 - (D) To thank people for attending the party
9. Why does Kyle Berwick write to Annette Derringer?
 - (A) To ask the price of movie tickets
 - (B) To explain why he cannot come
 - (C) To request directions to a hotel
 - (D) To ask if he may bring guests to the party
10. Which of Kyle's points is NOT mentioned in the memo?
 - (A) Payment for extra guests
 - (B) Storage of personal items
 - (C) Parking restrictions
 - (D) Timing for the evening
11. What information does Kyle require?
 - (A) The date of the party
 - (B) The location of the Green Vale Country Club
 - (C) The price of additional tickets
 - (D) The name of the organizer
12. By when does Kyle ask Annette to contact him?
 - (A) By November 26
 - (B) By November 28
 - (C) By December 17
 - (D) By December 21

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28



Reading in action

A Read the following advertisements, then discuss the questions below.

Position Available

High-level secretary required for firm located in central Los Angeles. Applicants should have good communication skills, reasonable computer skills and be able to type 80 words per minute.

Ability to speak French and Spanish an advantage.

3–5 years of experience with at least 2 years as secretary to top management a must.

Applicants should be prepared to work with high-level contacts while maintaining a calm and pleasant attitude.

Send résumé and cover letter together with two references to RTS International, Box 1244, Los Angeles, CA.

Secretarial position available in March

This job involves working for an independent film producer based in Los Angeles. You should be enthusiastic and knowledgeable about the movie business.

Minimum 2 years of experience required, secretarial skills, word processing, etc.

Send résumé and cover letter to Fanfilms, Box 1553, Los Angeles, CA

1. What kind of jobs are being advertised?
2. How much experience is required?
3. What special skills are needed?
4. What are the differences between the two jobs being offered?

- B Now read the following reply to the first advertisement on page 160. Does this person fit the position?

RTS International
Box 1244
Los Angeles CA

Dear Mr. Williams:

I am writing in reply to your advertisement for a secretarial position, which I saw advertised in the *Gazette* on Monday.

After my graduation from secretarial school, I worked for a number of local companies for around four years, and developed my secretarial skills. I can type at 100 wpm, and I speak good Spanish, as well as basic French, which I am keen to improve. For the last two years I have been the personal assistant of the president of Shop-on, an Internet shopping company. I enjoy my work, but am looking for more of a challenge. I'm sure your company can provide me with that challenge.

I look forward to hearing from you.

Yours sincerely,

Miriam Masters
Miriam Masters

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- C Complete the following cover letter for a person applying for the second job, using the words in the box below. Be careful: two of the expressions are not required.

secretarial duties
have been responsible
my enthusiasm for the job
very excited to hear

a secretary
good at word processing
very good typist

would like to
my knowledge of
I am writing in reply

Fanfilms
Box 1553
Los Angeles CA

Dear Sir or Madam:

(1) to your advertisement in *Movie Weekly*. I was (2) about the position.

I have been working as (3) for the past three years, during which time I (4) for writing letters, answering the telephone and other (5)

I am (6) and have some experience with simple spreadsheets. I am also bilingual in English and Spanish.

I feel that (7) , coupled with (8) the movie industry, make me an ideal candidate for this job. I look forward to hearing from you.

Yours faithfully,

Consuela Peruzzi
Consuela Peruzzi

D Further study

Find a job ad or other advertisement in an English magazine or newspaper, and think of two or three questions to test your classmates. Write a response to the advertisement. Use your imagination.

Go to word list and quiz page 189.