

III. TOEIC Reading – Overview, Strategies, Practice

The Reading paper is composed of 100 multiple choice questions and is divided into the following 3 Parts:

Part 5 – Use of English – 30 questions

Part 6 – Use of English in Context – 16 questions

Part 7 – Reading Comprehension – 54 questions

On an average, candidates statistically perform about 60 points lower on the Reading component than they do on the Listening component and candidates who obtain more than 800 points on the TOEIC often have Reading scores around or greater than 400 points.

Therefore, it is absolutely essential to diligently prepare for the Reading component if you want to maximize your overall TOEIC score.

Test-taking Strategies

You should spend around 15 minutes on the Use of English questions in Part 5 and Part 6 (approximately 20 seconds per question). If you spend more time, you might not have enough time left to finish the 54 reading comprehension questions.

As the questions are not incrementally more difficult as you go along, it is crucial for you to manage your time so that you are able to finish the test within the 1 hour and 15 minutes.

Again, the only way to maximize your score, is to finish the test and to correctly respond to each question you are capable of answering correctly. Do not waste time on questions that are too difficult for you or answers you are not able to find in a text.

Lastly, trust your instinct. There are no “traps” on the TOEIC. If the answer “sounds” right to you, there is a good chance that it is the right answer. More often than not, when candidates change their initial answer, they had the right answer and end up choosing a wrong answer.

A. PART 5 – USE OF ENGLISH

In this part of the TOEIC, you will be required to choose the correct answer based on linguistic aspects:

- Grammatical Rules and Syntax (countable and uncountable nouns, tenses, quantifiers, comparisons, phrasal verbs, dependent prepositions, modal verbs, passive voice, conditionals, relative clauses...)

- Appropriate Word Choice – choose between words with similar meanings (e.g. the difference between greater, bigger, higher and larger; or part, piece, portion, ration...)
- Word Families – choose between the verb, past participle, noun, adjective, adverb of a particular word family (e.g. space, spaced, spacing, spacious)

This course will help you to identify which grammatical and/or linguistic points you need to improve on.

You will be given a series of 10 TOEIC-styled questions on a particular grammatical theme. You should complete the 10 questions in no more than 3 minutes and 20 seconds. If you make more than 2 errors in the series of 10 questions, you know you need to brush up on this particular grammatical point. You can then consult the additional resources provided to reinforce these aspects before you take the official TOEIC.

Word Choice

1. Two days before his business trip to China, Tony was worried because he _____ had not received his travel documents.
(A) yet
(B) still
(C) already
(D) just
2. It is widely acknowledged that Huntington International has been at the forefront of the shipbuilding industry _____ 2003.
(A) for
(B) in
(C) since
(D) ever
3. I have only been sitting at this desk for 20 minutes and I can _____ feel my back beginning to ache.
(A) just
(B) between
(C) later
(D) already
4. Despite not having _____ tools, the construction team was able to complete the project on time and under budget.
(A) enough
(B) all
(C) much
(D) too
5. The cruise ship had to turn back less than an hour after leaving port, as the storm was _____ severe the captain was concerned for the safety of the passengers and crew.
(A) such
(B) still
(C) so
(D) ever
6. Mike was _____ able to move the metal filing cabinet because it was full of large files and heavy books.
(A) just
(B) hardly
(C) almost
(D) already

7. Fortunately the problems that used to exist _____ Dr. Wilson and me have all been resolved, and we are now friends

- (A) among
- (B) along
- (C) between
- (D) over

8. Should we wait until _____ the award ceremony before we issue a statement to the press?

- (A) after
- (B) since
- (C) later
- (D) afterward

9. Do you remember how you felt the first time you _____ gave a presentation at a conference?

- (A) never
- (B) ever
- (C) yet
- (D) still

10. City officials last night called for a cap on the number of taxis in Brooklyn after complaints of _____ many taxis on the city's streets.

- (A) such
- (B) how
- (C) too
- (D) so

Corrections are in the Answer Key.
(Learn/ TOEIC Preparation Module/ 2.
Self-study Course Booklets/ Answer Key)

Modal Verbs

1. Mr. Chang _____ agreed to the deal without checking with the head office first.
(A) might have been
(B) did not have to
(C) had better not
(D) should not have
2. There's not much time left, so we _____ hurry if we want to complete the project as scheduled.
(A) had better
(B) might have
(C) must have
(D) have had to
3. The cables for the projector _____ be in the car because I have looked everywhere else.
(A) can
(B) must
(C) cannot
(D) should not
4. Vicky said I _____ to go to the monthly review meeting.
(A) did not have
(B) had not have
(C) could not have
(D) must not have
5. We _____ offer delivery times that we cannot guarantee to keep.
(A) should have
(B) should not have
(C) should not
(D) should
6. Sorry I'm late, but there was an accident so I _____ take a detour
(A) have to
(B) had to
(C) have had to
(D) did not have to
7. The sales figures for the last quarter were appalling, so the CEO _____ been disappointed
(A) was not to have
(B) must have
(C) had not to have
(D) did not have to
8. If you hurry, you _____ be able to catch the 5:15 train to Osaka.
(A) must
(B) can
(C) might
(D) have to
9. When we arrived at the convention, we found that we _____ not get in because nobody had remembered to bring our passes.
(A) would
(B) could
(C) should
(D) might
10. Mr. Burton called to say he _____ visit this afternoon to discuss the contract if he has time.
(A) must
(B) may
(C) had to
(D) won't

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Relative Clauses

1. All the technical staff _____ we employ are fully trained professionals.
(A) where
(B) who
(C) whose
(D) which
2. The processing factory, _____ we visited only last month, has temporarily shut down due to a mechanical fault.
(A) where
(B) what
(C) which
(D) whose
3. The shift supervisor _____ spoke to you is called Mr. Hughes.
(A) that
(B) which
(C) whose
(D) what
4. The customer _____ soup was cold was offered a discount of 10%.
(A) which
(B) who
(C) that
(D) whose
5. Nobody could remember the name of the restaurant _____ we had dined the previous evening.
(A) when
(B) what
(C) which
(D) where
6. The trainee with _____ you will be working is inexperienced, but very enthusiastic.
(A) that
(B) who
(C) whom
(D) whose
7. We were rather surprised to find the report _____ we received from the supplier was full of criticism.
(A) that
(B) where
(C) whose
(D) what
8. The accountant _____ figures you queried has replied by e-mail, giving a full explanation.
(A) who
(B) whom
(C) whose
(D) what
9. The investigators were surprised by _____ they found during the inspection.
(A) what
(B) that
(C) which
(D) where
10. The complex merger finally went through, _____ was a great relief to both companies.
(A) what
(B) which
(C) that
(D) where

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Conditionals

1. If there _____ an unforeseen delay, we will finish this project by the end of the month.
(A) will not be
(B) does not
(C) was not
(D) is not
2. I'm afraid we cannot agree to this proposal _____ the offer is substantially improved.
(A) if
(B) when
(C) unless
(D) even
3. According to the doctor, you will feel better within a week if you _____ this medication as prescribed.
(A) will take
(B) take
(C) had taken
(D) taking
4. Where _____ choose to go, if you could get a job in any city in the world?
(A) will you
(B) did you
(C) can you
(D) would you
5. If Keiji _____ to the tradeshow, he will not be able to attend the monthly meeting.
(A) goes
(B) had gone
(C) was going
(D) will go
6. Our insurance company _____ the damage done during the storm if we had renewed our policy on time.
(A) will cover
(B) are covering
(C) would have covered
(D) will be covering
7. If I _____ you, I would get as much experience in the hospitality industry as possible before opening my own hotel.
(A) am
(B) were
(C) will be
(D) would be
8. If we _____ enough money in advance, we would not have been able to expand the business when we needed to.
(A) have not saved
(B) did not save
(C) had not saved
(D) were not saving
9. If you see Mr. Hawkins this afternoon, _____ tell him about the new manufacturing project?
(A) will you
(B) do you
(C) might you
(D) are you
10. Nobody would have known about the leak in the supply room, if Dan _____ it by chance one day.
(A) had not discovered
(B) was not discovering
(C) does not discover
(D) could not discover

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Pronouns and Determiners

1. Josh is going to try to repair the window _____ rather than get a carpenter to do it.

- (A) him
- (B) himself
- (C) his
- (D) he

2. We had _____ own business for six years before we were bought out by a larger company.

- (A) our
- (B) ours
- (C) us
- (D) ourselves

3. Can I please take this opportunity to thank _____ of you for coming to this special celebration.

- (A) every
- (B) someone
- (C) any
- (D) all

4. There is _____ I would like to say to you privately, so see me in my office in 10 minutes.

- (A) anything
- (B) everything
- (C) something
- (D) nothing

5. It was a good thing that I was able to find a driving instructor to give me _____ lessons before I took the test.

- (A) little
- (B) any
- (C) few
- (D) a few

6. Brenda was very relieved when the doctor told her that _____ of her children had been injured in the car accident.

- (A) neither
- (B) either
- (C) both
- (D) any

7. After the fire at the manufacturing plant, the police interviewed _____ temporary employees who were working at the company.

- (A) every
- (B) each
- (C) all of
- (D) some

8. Ms. Howe decided to tell _____ boss she wanted to leave the company.

- (A) she
- (B) her
- (C) hers
- (D) herself

9. The plot of the movie was so complicated with so many twists that in the end I could not understand _____ of it.

- (A) none
- (B) any
- (C) neither
- (D) little

10. I'm sorry about the mix-up, but I cannot find that report you emailed _____, so I think I must have deleted it by mistake.

- (A) nowhere
- (B) anywhere
- (C) somewhere
- (D) everywhere

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Verb Forms and Tenses

1. Did you know that Tyso Chemicals _____ exhibiting at next year's trade fair in Seattle?
(A) will have
(B) is going to
(C) will be
(D) will
2. Which of your former coworkers _____ at the reunion last night?
(A) have you seen
(B) did you see
(C) were you seeing
(D) had you seen
3. The guys in the marketing department _____ later this afternoon to discuss how many flyers we need to get printed for the next bulk mailing.
(A) have met
(B) met
(C) are meeting
(D) have been meeting
4. As far as I know, Mr. Dupont _____ his office yet, so if you hurry you will be able to catch him before he goes.
(A) was not leaving
(B) did not leave
(C) has not left
(D) is not leaving
5. Gary _____ notes in the lecture when he started to feel sick and had to leave.
(A) will take
(B) takes
(C) took
(D) was taking
6. When do you think we _____ whether or not they want to accept our proposal?
(A) will hear
(B) are hearing
(C) hear
(D) have heard
7. The results of the inquiry showed that management _____ the decision to close the facility two months before informing the workers.
(A) has made
(B) had made
(C) was making
(D) had been making
8. When you visit Mr Usami's home, do not forget it is customary to take off your shoes before you _____ into the house
(A) go
(B) will go
(C) are going
(D) will be going
9. Although Encar _____ Japanese for long, she is already able to hold a conversation and can even read and write.
(A) does not learn
(B) is not learning
(C) has not been learning
(D) will learn
10. One month from now, Mr. Oakley _____ chairman for 25 years, so we're having a party in his honor to celebrate.
(A) will have been
(B) will be
(C) is going to be
(D) is being

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Passive Voice

1. Beginning next month, every laboratory worker in our research facility _____ required to wear an ID badge at work.
(A) Is being
(B) has been
(C) will be
(D) be
2. It seems that news of our plans to withdraw from the Asian market have _____ to the press by someone within the company.
(A) been leaking
(B) be leaked
(C) leaking
(D) been leaked
3. Does anyone remember when exactly this air conditioning system _____, because it is not working properly.
(A) was installed
(B) has been installed
(C) is being installed
(D) be installed
4. The new digital scanner has stopped working again, even though we only _____ a week ago.
(A) had been repaired
(B) had it repaired
(C) have been repairing it
(D) were repairing it
5. The latest report compiled by the overseas marketing division found that many errors of judgment _____ by senior management.
(A) had made
(B) be made
(C) we're making
(D) had been made
6. Did you remember to ask the architect what building materials the interior walls _____ made of?
(A) had
(B) were
(C) did
(D) be
7. The company's stock price has been significantly affected _____ the poor figures announced in today's emergency shareholder meeting.
(A) In
(B) with
(C) by
(D) from
8. Although they were done only a week ago, these windows already need _____ again because of all of the dust.
(A) cleaned
(B) cleaning
(C) to be clean
(D) have cleaned
9. Unfortunately, the company was forced to pay compensation for the expensive vase that was _____ during the company outing.
(A) disappeared
(B) broken
(C) collapsed
(D) fallen over
10. If you see any customers who look as if they are not _____ then it is your responsibility to go and ask them if they need any assistance.
(A) be served
(B) been served
(C) have been served
(D) being served

Dependent Prepositions

1. Scientists decided to conduct further experiments to increase their understanding _____ the drug's benefits.

- (A) on
- (B) in
- (C) to
- (D) of

2. The design of this line of jewelry is inspired _____ ancient artifacts found in the tombs of Egyptian Pharaohs.

- (A) in
- (B) by
- (C) for
- (D) at

3. We need someone we know we can count _____ to supervise our overseas operations.

- (A) with
- (B) to
- (C) on
- (D) for

4. Please make sure that you are all familiar _____ the location of the emergency exits in case there is a fire.

- (A) in
- (B) for
- (C) to
- (D) with

5. Kevin knew he had to voice reservations over the shortfall in the pension funds, regardless _____ the consequences to his career.

- (A) of
- (B) about
- (C) over
- (D) with

6. The preparation of the meal was very good, and everyone was impressed _____ the efficient yet unobtrusive service.

- (A) in
- (B) by
- (C) for
- (D) on

7. Mr. Saito warned us not to interfere _____ the negotiations, as matters were at a very delicate stage.

- (A) for
- (B) by
- (C) with
- (D) from

8. The full participation of all industrialized nations is absolutely essential _____ the success of the discussions on climate change.

- (A) at
- (B) to
- (C) with
- (D) by

9. We decided to take a somewhat unorthodox approach _____ the parking problem by forbidding employees from arriving by car.

- (A) with
- (B) to
- (C) for
- (D) by

10. The company is highly specialized _____ the field of chemical and biochemical fingerprint analysis.

- (A) in
- (B) for
- (C) at
- (D) over

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Transitional Words and Phrases

1. The ink cartridges for the new office printer are more expensive and _____ our printing costs are now higher.
(A) as
(B) due to
(C) consequently
(D) now that
2. _____ leasing to independent operators, we also have a large range of trucks and trailers for sale.
(A) In spite of
(B) Besides
(C) Moreover
(D) However
3. Mr Garcia is _____ in an important meeting with a client and will not be able to see you for another hour or so, I'm afraid.
(A) recently
(B) subsequently
(C) currently
(D) before long
4. The weather forecast for the week was terrible, but we _____ decided to go ahead with our planned trip to the beach.
(A) likewise
(B) even so
(C) nevertheless
(D) alternatively
5. _____ we appreciate all your hard work over recent months, we cannot unfortunately extend your contract beyond the end of July.
(A) While
(B) After all
(C) Despite
(D) Likewise
6. This seminar on group dynamics should start promptly at 9:00 o'clock, _____ all the participants have already arrived.
(A) unless
(B) since
(C) yet
(D) whether
7. You will be promoted to pay grade 7 at the end of the year, _____ you have fulfilled all the criteria and met your objectives.
(A) provided that
(B) whether
(C) also
(D) similarly
8. The chairman does not _____ address new trainees at the start of each year, but this time is an exception.
(A) especially
(B) ordinarily
(C) namely
(D) conversely
9. There are a few points in your estimate that I would like to query, _____ the distribution costs and delivery times.
(A) in particular
(B) as a rule
(C) in any case
(D) even so
10. Sean was worried about finding a parking place at the stadium, but _____ it was not a problem as the event was not very well attended.
(A) on the other hand
(B) as a result
(C) at last
(D) in the end

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Phrasal Verbs

1. The board decided to _____ its decision to close the plant, and instead announced an ambitious plan for expansion.

- (A) get back to
- (B) get along with
- (C) go back on
- (D) go out of

2. Production has increased nearly 8% since Sarah _____ the role of shift supervisor.

- (A) cut back
- (B) held up
- (C) took over
- (D) worked out

3. On completion of the survey, plans will be _____ for your approval before any work begins.

- (A) broken up
- (B) held up
- (C) called upon
- (D) drawn up

4. In order to _____ the power failure during the show, the entire audience was offered complimentary tickets for another performance.

- (A) make up for
- (B) put up with
- (C) come around to
- (D) drop out of

5. Why is it that when politicians make a bad decision they try to _____ it by blaming everyone around them?

- (A) get on with
- (B) get up to
- (C) get around to
- (D) get away with

6. As profits grew, the company was finally able to _____ its debt and move into the black.

- (A) put off
- (B) pay off
- (C) pack up
- (D) pass out

7. The schedule is very tight so we will have to _____ our responsibilities efficiently, which means on time and within budget.

- (A) carry out
- (B) bring out
- (C) get out
- (D) hand out

8. Redevelopment of the industrial site was delayed when property developers _____ strong objections from the local community.

- (A) looked out for
- (B) headed for
- (C) got out of
- (D) came up against

9. The new wind turbines will provide enough power for the entire factory, and should _____ our reliance on coal and gas.

- (A) run out of
- (B) do away with
- (C) go up against
- (D) stand up for

10. The team played well, but was _____ by a number of poor refereeing decisions toward the end of the game.

- (A) let down
- (B) taken up
- (C) built up
- (D) called off

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B. PART 6 – USE OF ENGLISH IN CONTEXT

Again, you should complete both parts 5 and 6 in approximately 15 minutes. You will need to read quickly and work efficiently to not waste precious time.

Part 6 consists in the same exercise as Part 5, but the grammatical, lexical, or syntactical questions are embedded in short documents with a bit more context (e.g. an e-mail, letter, extract from an article etc.)

In addition, there may be one question which includes a choice of 4 sentences which can be inserted into a particular location in the document. You must choose which sentence is the most logical given the information that is provided in the previous or following sentence(s).

For example, you will read:

New Head at Balmer Industries

Balmer Industries, one of the __132__ pharmaceutical companies in Switzerland, yesterday announced the appointment of Li Qiao as its newest CEO. The announcement __133__ nearly two months after Edon Durian, the current head of Balmer, made public that he will retire at the end of the year. __134__. Qiao is well known in the industry for successfully heading several small pharmaceutical companies. The job at Balmer will be the first position she has held at the helm of an international firm of this size. Qiao, __135__ currently resides in Basel, begins working in Zurich on November 28th.

132. (A) leading
(B) determined
(C) hopeful
(D) mutual
133. (A) come
(B) comes
(C) will come
(D) will have come
134. (A) The company is currently interviewing for the position.
(B) The new CEO will be announced in November.
(C) Balmer then plans to move its headquarters to Basel.
(D) Durian has led the company for seven years.
135. (A) whose
(B) her
(C) who
(D) herself

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PART 7 – READING COMPREHENSION

Part 7 of the TOEIC test assesses your ability to comprehend and locate information in written texts.

Content

In this final part of the TOEIC test, you will have 15 sets of either single or multiple passage texts to read and there will be between 2 and 5 questions for each set of documents. There are a total of 54 questions for this part of the test.

- 10 Single Passage Texts – Between 2-4 questions per document
- 2 – Dual Passage Texts – Between 2-4 questions per set of documents
- 3 – Triple Passage Texts – 5 questions per set of documents

The documents may be letters, e-mails, text messages, advertisements, notices, memorandums, price lists, invoices, articles etc.

Test-taking Strategies

If you spend 15-20 minutes on Parts 5 and 6, you will have 55-60 minutes to answer all 54 questions, which means you will have a little more than ONE minute per question.

For example, if a long text has 5 questions, you should be able to deal with the set of documents and answer the 5 questions in about 7-8 minutes.

You probably will not have the time to completely read and fully understand all the documents. Instead, you should:

1. Familiarize yourself with the document
 - a. Look at the title, what type of document is it?
 - b. Look at the date, when was it written?
 - c. Who wrote it, and who is it addressed to?
 - d. Read the first sentence of each paragraph.
2. Read the first question and scan the document from the beginning to end until you find the answer. Read the second question and then rescan the document from the beginning if you remember already seeing that information or continue reading from where you left off. The questions often are in the order the answers appear in the text.
3. Know where to look for information in documents. For example:
 - a. Why did Ms. Jones write this e-mail?
Probably located in the first sentence.
4. Be careful of words in capital letters. For example:
 - a. Where can the staff NOT park?
Where it is forbidden and not where it is allowed.

5. Information might change in multiple texts or you might be required to make simple calculations. For example,
- a. In one document it might mention that the price is \$50.00. However, in a later e-mail response, the sales representative might offer to give the client a 10% discount which means the price is now \$45.00. Or they might schedule a meeting for Wednesday at 9am and in another document mention that the meeting will take place “the day before” at the same time. So the meeting is actually now on Tuesday, not Wednesday.

Example: Single passage text

Eazy chairs is pleased to announce their annual sale!

- Three weeks of crazy deals and insane incentives to buy and super savings
- Markdowns 30% or more.
- Buy all your office furniture needs before prices go back up.

RUN, don't walk to Eazy chairs sale ends May 1st.

147. Which reduction will you NOT find in the sale?

- (A) 20% off
- (B) 30% off
- (C) 40% off
- (D) 50% off

148. What period does the sale cover?

- (A) The first three weeks of May
- (B) The last three weeks of April
- (C) The last two weeks of April and the 1st week of May
- (D) The last three weeks of April and the 1st week of May

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Example: Double Passage Texts

Questions 49-53 refer to the following schedule and e-mail

IT Department Training Day

Thursday 17th April

8:30 to 9:00	Welcome coffee and program for the day with IT department head	
9:00 to 10:45	Choosing the right software for your client	Jack Staub
coffee break		
11:00 to 12:30	Workshop understanding the client specifications	Allison Mumraz
lunch in staff canteen		
02:00-04:00	Workshop practical programming	Romano Vargas
04:00-05:00	Feedback and questions	Meg Cherwell

From: Meg Cherwell

To: IT department staff

Dear all,

As you know, our quarterly training day takes place tomorrow. There have however been a few modifications made to the schedule that was circulated recently.

The start of day coffee will still be hosted by myself as planned. It will however start 15 minutes later and the whole morning will be affected by this delay. Afternoon events will be back on schedule again after the end of lunch.

As Ramona Vargas wife has just given birth to their first child (congratulations, Romano!) Jack Staub will take on his workshop in addition to his own presentation.

Have a good evening and see you all tomorrow, bright and early!

Meg

149. Who is the head of the IT Department?

- (A) Jack Staub
- (B) Alison Mumoz
- (C) Romano Vargas
- (D) Meg Cherwell

152. Who will give the afternoon workshop?

- (A) Jack Staub
- (B) Alison Mumraz
- (C) Romano Vargas
- (D) Meg Cherwell

150. How many training days per year does the company provide?

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

153. In document 2, second paragraph, the expression "on schedule" is closest in meaning to:

- (A) delayed
- (B) scheduled
- (C) as planned
- (D) estimated

151. What activity will be shorter than planned?

- (A) Jack Staub's presentation
- (B) Lunch
- (C) The programming workshop
- (D) The Feedback session

Corrections are in the Answer Key.
(Learn/ TOEIC Preparation Module/ 2. Self-study Course Booklets/ Answer Key)

Example : Triple Passage Texts

- Hi. I'm Anita. How can I help you today?
- Hi, I was using my Brewster coffee machine and it stopped working.
- Can you tell me exactly what happened?
- I put the coffee in, then poured in the water. When I tried to turn it on, the light didn't come on.
- Did you check if the machine is plugged in?
- Yes, it is. And you put the coffee in before the water?
- Yes.
- Did you clean the filter? It needs cleaning out periodically.
- No, I didn't know you were supposed to do that. It doesn't say so in the manual.
- I'm sorry we had a batch which had the wrong instructions included. You must have bought one of those. If you can scan and send us a copy of your warranty by email, we will issue a full refund of your money.
- I prefer a replacement.
- If you send us a registered letter requesting a replacement, it is possible.
- OK, thanks for your help. My pleasure.

Brewster coffee maker manual

How to make a great cup of coffee.

- 1) place the correct amount of coffee in the recipient.
- 2) add the appropriate quantity of water. Do not exceed the red line
- 3) push the button.
- 4) wait 4 minutes and enjoy your great Cup of Brewster coffee!

Safety Instructions

To clean, wipe gently with a soft cloth.

Do not submerge in water. Do not use if cord is damaged. Do not attempt to open base. Use in a well-ventilated area.

Two-year warranty will automatically become void if these safety instructions are not followed.

******Stars**

I gave the Brewster aftersales service four stars out of five the after-sales service staff member who helped me was polite and efficient. She found a solution almost immediately. I took one star off simply because I found it strange that the company proposes a refund rather than a replacement. If you want a replacement for a faulty article, you have to specify that in a registered letter, which of course costs money. But I chose that option because I was very satisfied with the product. Still waiting for it to arrive.

154. What caused the problem?
- (A) The client put the water in first.
 - (B) The client put too much water in.
 - (C) The client didn't clean part of the machine.
 - (D) The client didn't plug in the machine.
155. Which of the following actions will not cancel the warranty?
- (A) Trying to open the machine.
 - (B) Using the machine when it's damaged.
 - (C) Using the machine in an enclosed space.
 - (D) Wiping the machine.
156. Why did the client give a less than perfect score?
- (A) The helpdesk staff member was rude.
 - (B) He didn't want to spend money.
 - (C) He was not happy with the coffee maker.
 - (D) He found the process too long.
157. What will probably happen next?
- (A) The client will receive a package.
 - (B) The client will receive a refund.
 - (C) The client will receive a registered letter.
 - (D) The client will scan a warranty card.
158. In the review, the word "faulty" is closest in meaning to:
- (A) guilty
 - (B) expensive
 - (C) defective
 - (D) undelivered

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