

# TOEIC (R) Mock Test



LISTENING TEST

READING TEST



# General Direction

This test is designed to measure your English language ability.

The test is divided into two sections: Listening and Reading.

You must mark all of your answers on the answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your new answer.



# LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

# PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Example:

A B C D



1.



2.



3.



4.



5.



6.



7.





8.



9.



10.



# PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

## Example

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director

(B) It's the first room on the right

(C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

# PART 2

11. How many people are coming to the conference?

- A) There were 70 people there.
- B) I don't think she is coming.
- C) At least 150 people.

12. Do you think the boss will take us out for lunch today?

- A) I had a hamburger and fries.
- B) He's probably too busy today.
- C) I didn't take the bus.



## PART 2

13. Did you have to wait very long?

- A) No more than an hour.
- B) I hate long line-ups.
- C) I've gained twenty pounds.

14. What did the supervisor have for dinner?

- A) I think he ordered the pasta.
- B) He told me to type the report.
- C) At six p.m. in the dining hall.

# PART 2

15. Aren't you supposed to be at the staff meeting?

- A) Yes, it's in the conference room.
- B) No, I have to finish writing this article.
- C) Down the hall, third door on the right.

16. Why did Mr. Walters move his desk?

- A) He wanted a better view.
- B) Yes, he just got a new one.
- C) He moved it to another room down the hall.



# PART 2

17. What is your new manager like?

- A) He prefers beer.
- B) She's tough but fair.
- C) She's tall and slim.

18. How is your project coming along?

- A) It came yesterday.
- B) Fine thanks, and you?
- C) I'm struggling with it.





## PART 2

19. Could you please re-send the fax?

A) No, I wouldn't.

B) I don't know.

C) Yes, in just a minute.

20. Where do I sign the contract?

A) On the bottom line.

B) Any time you're ready.

C) By the door.

# PART 2

21. Is that a new computer, or your old one?

- A) New computers are very fast.
- B) It's the one I've always had.
- C) My old computer was expensive.

22. How much are we in debt?

- A) In three hours
- B) About 30,000 dollars
- C) In a million years

# PART 2

23. Where's the letterhead stationery kept?

- A) At the corner drugstore
- B) After the meeting
- C) In the bottom drawer

24. When are you going to finish this project?

- A) I don't know.
- B) I know.
- C) When we're done.



# PART 2

25. How are you going to Boston?

- A) I'm taking the train.
- B) I leave on Saturday.
- C) I'm going on vacation.

26. When have things been better?

- A) We are getting better and better.
- B) He's much worse than yesterday.
- C) As far as I know, they never have.

# PART 2

27. What time is the movie supposed to start?

- A) Sometimes.
- B) A quarter hour.
- C) In 10 minutes

28. Did the courier deliver any parcels this morning?

- A) Not that I am aware of.
- B) There was a partial reply, but that's all.
- C) Perhaps you should check again.

## PART 2

29. Have you ever had any training in computers?

- A) Yes, I have some basic skills in that area.
- B) No, I'm not a trainer.
- C) I would like to sell mine.

30. Why is there no dial-tone on this telephone?

- A) You can call him later.
- B) You have to dial nine to place a call outside the office.
- C) He wants you to telephone him at noon.

# PART 2

31. Why aren't you answering your phone?

- A) I don't want to be disturbed.
- B) No, I didn't answer it.
- C) I did ask her to phone.

32. We couldn't skip the meeting, could we?

- A) No, we could.
- B) Sure we couldn't.
- C) I'm afraid not; it's mandatory.

# PART 2

33. Hey, who's been using my computer?

- A) He hasn't used it.
- B) Tom was using it.
- C) I'm going to need it.

34. Did Frank Williams get in touch with you?

- A) He did. Just a few minutes ago.
- B) No, I haven't touched him yet.
- C) Yes, he didn't get in touch.



# PART 2

35. Can you call headquarters and confirm this information?

- A) Sure. I'll call them.
- B) No, I couldn't call.
- C) They can't right now.

36. She'll be back tomorrow, won't she?

- A) Yes, she won't be.
- B) Yes, I think she will.
- C) Yes, she went back.

# PART 2

37. How tall is your office building?

- A) Fifty-three years.
- B) Forty-six 46 stories.
- C) It's near the museum.

38. What's the matter with the air conditioning?

- A) He's not mad, just a bit upset.
- B) Yes, my hair needs conditioning.
- C) The control switch is broken.

# PART 2

39. How come I wasn't told about the plan?

- A) Oh. I thought you were.
- B) I did told you about it.
- C) Wasn't you out of town?

40. Did you get my message?

- A) No, I didn't.
- B) No, I haven't.
- C) No, I couldn't.

# PART 3

## Directions:

You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), or (D) on your answer sheet. The conversations will be spoken only one time and will not be printed in your text book.



# PART 3

41. Where is the conversation taking place?

- A) In an airport.
- B) At an office.
- C) At a restaurant.
- D) At a store.



# PART 3

42. When did they eat?

- A) Today.
- B) Yesterday.
- C) Tonight.
- D) Last night.



# PART 3

43. What does 'let me pick up the tab' means?

- A) I will pay the bill.
- B) I will pick up the table.
- C) I will pick up the tabloid PC.
- D) Tab is short for Dutch.



# PART 3

44. What does the company need?

- A) Bella will do customer service.
- B) Kristy can work for Bella in a few days.
- C) A temporary worker is needed in a few days.
- D) Kristy will do customized work for Bella





# PART 3

45. Did Bella say about her absence?

- A) Yes, she did.
- B) No, she didn't.
- C) Few days.
- D) Kristy knows.



# PART 3

46. Will Kristy cover the customer service now?

- A) Yes, she will do for ever.
- B) No, she won't.
- C) I hope so.
- D) Yes, for a few days.



# PART 3

47. What does the man mean?

- A) The electronics show is busiest for 5 days.
- B) Saturday and Sunday are the only exhibition days.
- C) Saturday and Sunday have the largest crowds of people.
- D) The exhibition is not interesting.



# PART 3

48. How long is the exhibition?

- A) For 5 days.
- B) From Monday to Sunday.
- C) One week.
- D) Saturday and Sunday.



# PART 3

49. Is the exhibition closed on Monday and Tuesday?

- A) Yes, it is.
- B) Only on Monday.
- C) Only on Tuesday.
- D) Not sure, depends when it starts.



# PART 3

50. What is the situation?

- A) The computer isn't working properly.
- B) The screen isn't working properly.
- C) The computer is repeating lots of numbers.
- D) She is a computer expert.



# PART 3

51. What does the women see on the screen?

- A) Many abbreviations.
- B) Many numbers.
- C) The screen is blank.
- D) Many abbreviations and numbers.



# PART 3

52. Can she press abbreviations and numbers?

- A) She can press anything.
- B) She can press only numbers.
- C) She can press only abbreviations.
- D) She can press nothing.





# PART 3

53. Why is the sales manager late for production meeting?

- A) He has been in his office for 20 minutes.
- B) He has been in a 20-minute meeting.
- C) He has been active in a sales meeting.
- D) The salesman is in a production meeting.



# PART 3

54. What meeting is the sales manager attending now?

- A) He is attending production meeting.
- B) No meeting.
- C) Sales meeting.
- D) Both sales and production meetings.



# PART 3

55. Which meeting he is late for 20 minutes?

- A) Sales meeting.
- B) Both sales and production.
- C) Late for office.
- D) Production meeting



# PART 3

56. What are the man and woman mainly discussing?

- A) A vacation
- B) A budget
- C) A company policy
- D) A conference



# PART 3

57. How is the woman traveling?

- A) By plane
- B) By bus
- C) By taxi
- D) By car



# PART 3

58. Why aren't the man and woman going together?

- A) The woman needs to arrive earlier.
- B) The man has to work overtime.
- C) The woman dislikes air travel.
- D) The man has to go to the bank first.



# PART 3

59. What does the man have to do today?

- A) Visit his lawyer
- B) Get a massage
- C) Go to the doctor
- D) Make an appointment



## PART 3

60. What can be inferred from the conversation?

- A) The woman is the man's receptionist.
- B) The lawyer works in the same building.
- C) The woman has no deadlines today.
- D) The man and woman have a meeting this afternoon.





# PART 3

61. What does the woman offer to do for the man?

- A) Answer his phone
- B) Call his lawyer
- C) Pick up the newspaper
- D) Take notes at the meeting



# PART 3

62. What problem does the man have?

- A) He is injured.
- B) He lost his keys.
- C) He needs directions.
- D) He is broke.



# PART 3

63. Where does the man want to go?

- A) To the museum
- B) To 72nd Street
- C) To the library
- D) To the store



# PART 3

64. What should the man do at 72nd Street?

- A) Park his car
- B) Turn right
- C) Go straight
- D) Turn left



# PART 3

65. What does the man want to do?

- A) Get a refund
- B) Find flight information
- C) Buy an airline ticket
- D) Greet a visitor



# PART 3

66. What position does the woman hold?

- A) Pilot
- B) Salesperson
- C) Flight attendant
- D) Waitress



# PART 3

67. What will the man probably do next?

- A) Buy a ticket for the non-stop flight
- B) Buy a ticket for the layover flight
- C) Make a telephone call
- D) Change his mind and go home



# PART 3

68. What are the speakers mainly discussing?

- A) Dropped calls
- B) Cell-phone companies
- C) Long distance
- D) Types of phones





# PART 3

69. What problem does the man have?

- A) He dropped his phone
- B) He paid too much money
- C) His call got cut off
- D) His minutes were limited



# PART 3

70. How does the woman suggest solving the problem?

- A) By getting unlimited minutes
- B) By considering a new cell-phone carrier
- C) By buying a new cell phone
- D) By redialing a phone number

## PART 4

Directions:

You will hear some short talks given by a single speaker. You will be asked to response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will be spoken only one time and will not be printed in your text book.



# PART 4

71. Where would you hear this type of talk?

- A) On a telephone
- B) At a bus station
- C) At an airport
- D) On television



# PART 4

72. Who should visit the website?

- A) Staff members of Top Reservations
- B) People looking for fight details
- C) Callers looking for staff members
- D) Callers looking for special schedules

# PART 4

73. What is the fastest way to get connected to a representative?

- A) Hang up and call again
- B) Wait patiently
- C) Call back later
- D) Call a different number



# PART 4

74. Who is the intended audience?

- A) Magazine employees
- B) The general public
- C) Magazine subscribers
- D) Newspaper advertisers



# PART 4

75. Who most likely is the speaker?

- A) Customer
- B) Writers
- C) Photographer
- D) Publisher





# PART 4

76. What will begin next week?

- A) A new website
- B) A new TV program
- C) A magazine
- D) A recession



# PART 4

77. What is the main purpose of the announcement?

- A) To detail ticket-price information
- B) To guide people to the correct door
- C) To welcome new rail passengers
- D) To explain about boarding passes



# PART 4

78. What should listeners do once they have tickets?

- A) Check in all their bags and luggage
- B) Change them for boarding passes
- C) Go to the red kiosk next to door 29
- D) Board the train through door 5



# PART 4

79. What is scheduled to happen at 10:15?

- A) Boarding will begin
- B) Tickets go on sale
- C) The train will depart
- D) The train will arrive



# PART 4

80. Who is the message for?

- A) Tony White
- B) Marie Conner
- C) Peter Mark
- D) Tomas Baker



# PART 4

81. What is the main purpose of the message?

- A) To propose a new meeting topic
- B) To explain a meeting cancellation
- C) To reschedule an appointment
- D) To change a meeting location



# PART 4

82. What will the listener probably do next?

- A) Cancel Monday's meeting
- B) Return the phone call
- C) E-mail Marie Conner
- D) Take a long vacation



# PART 4

83. What is being advertised?

- A) Heart medication
- B) Instant coffee
- C) A soda beverage
- D) Energy tablets





# PART 4

84. What does the speaker claim about PB Gold?

- A) It works for six hours
- B) It is a new type of drug.
- C) It will leave you tired.
- D) It will make you stronger.



# PART 4

85. Where can people buy PB Gold?

- A) In drugstores
- B) Only online
- C) In supermarkets
- D) At hospital



# PART 4

86. Who is most probably speaking?

- A) A hotel manager
- B) A chef
- C) A sales person
- D) A waitress



# PART 4

87. What is the main purpose of the speech?

- A) To sell lobster with stuffed prawns
- B) To give information about dining options
- C) To persuade customers to drink
- D) To answer customer questions about prime rib



# PART 4

88. What will the speaker probably do next?

- A) Start cooking a T-bone steak
- B) Take these customers' order
- C) Go and help other customers
- D) Drink a regular cocktail



# PART 4

89. What is the main purpose of the talk?

- A) To introduce a product
- B) To secure testimonials
- C) To launch a business
- D) To summarize progress



# PART 4

90. Which product is the speaker discussing?

- A) Sporting-goods shops
- B) Swimming eyewear
- C) Diving suits
- D) Gold medals



# PART 4

91. What will the speaker probably talk about next?

- A) How much goggles should cost
- B) Where goggles will be made
- C) The price of handouts
- D) What colors goggles will be





# PART 4

92. Who is the intended audience for this announcement?

- A) Airline customers
- B) Train travelers
- C) Bus riders
- D) Car commuters



# PART 4

93. Where would the announcement most likely be heard?

- A) At a train station
- B) In a bus depot
- C) On the radio
- D) In an airport waiting area



# PART 4

94. What does the speaker suggest listeners do?

- A) Miss connecting flights
- B) Get more information
- C) Call customer service
- D) Fly Midwestern Airlines



# PART 4

95. Where is this announcement probably taking place?

- A) At a hospital
- B) At a community college
- C) At a high school
- D) At a university



# PART 4

96. What problem does the speaker mention?

- A) Free parking in the main lot
- B) Special handicapped spaces
- C) An illegally parked car
- D) No parking in fire zones



# PART 4

97. What is the main purpose of the announcement?

- A) To welcome visitors
- B) To issue a warning
- C) To dictate policy
- D) To explain fire zones



# PART 4

98. Where would this announcement most likely be heard?

- A) At a costume party
- B) In a supermarket
- C) At a garage sale
- D) In a discount clothing store



# PART 4

99. Who is the intended audience?

- A) Current shoppers
- B) Young children
- C) New customers
- D) Business persons





# PART 4

100. What will happen if listeners find a red tag?

- A) They will win a prize
- B) They will get a two-for-one deal
- C) They will get an extra discount
- D) They will get 45 percent off

# READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

## PART 5

**Directions:** A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence.

Then mark the letter (A), (B), (C), or (D) on your answer sheet.

# PART 5

101. \_\_\_\_\_ it was a national holiday, the doctor performed the emergency operation on the cancer patient.

- A) Although
- B) Even
- C) Despite
- D) Because

102. We have to figure out \_\_\_\_\_ the next area president will be.

- (A) who
- (B) who's
- (C) whose
- (D) whom

# PART 5

103. I couldn't believe how \_\_\_\_\_ Jack solved that complicated problem.

- (A) haste
- (B) quickly
- (C) speedy
- (D) swift

104. Please don't forget to include \_\_\_\_\_ on your resume.

- (A) all informations
- (B) all the information
- (C) your all information
- (D) the all pieces of information

# PART 5

105. I think all managers must help \_\_\_\_\_ subordinate develop his or her capabilities.

- (A) each
- (B) every of their
- (C) an every
- (D) each one of the

106. Mr. Kim must have called it a day, \_\_\_\_\_ I saw him leaving his office to the parking.

- (A) because
- (B) despite
- (C) until
- (D) so

# PART 5

107. During my university years, I would often stay up all night \_\_\_\_\_ educational issues with my roommate.

- (A) debating
- (B) discuss
- (C) being debated
- (D) discussing about

108. I would rather \_\_\_\_\_ to the dance party tonight.

- (A) not go
- (B) to not go
- (C) not going
- (D) not to go

# PART 5

109. I have been learning Chinese in the hope that my boss will \_\_\_\_\_ me to transfer to the new branch in China.

- (A) let
- (B) allow
- (C) make
- (D) give

110. Your prompt \_\_\_\_\_ to our proposal would be highly appreciated.

- (A) respond
- (B) responded
- (C) to respond
- (D) response

# PART 5

111. \_\_\_\_\_ our opinion, it would be better to send them by home delivery.

- (A) For
- (B) In
- (C) To
- (D) As

112. He must have fooled my wife into thinking that she \_\_\_\_\_ my sister-in-law.

- (A) be
- (B) is
- (C) been
- (D) was



# PART 5

113. The human brain has two halves and \_\_\_\_\_ thin layers of membrane.

- (A) is covered with
- (B) covers
- (C) are covered by
- (D) cover

114. Unless the weather \_\_\_\_\_ soon, we'll never get to the top of the mountain.

- (A) has improved
- (B) would improve
- (C) improves
- (D) improved

# PART 5

115. Even though \_\_\_\_\_ was very enthusiastic about the project, it proved to be a great success.

- (A) neither the loan bank nor the company
- (B) either the loan bank and the company
- (C) both the loan bank and the company
- (D) not only the loan bank but the company

116. She was \_\_\_\_\_ capable worker that we did not want to see her leave.

- (A) such a
- (B) such
- (C) a very
- (D) so

# PART 5

117. We are in receipt of a check \_\_\_\_\_ by the Bank of Hong Kong.

- (A) having issued
- (B) to issue
- (C) issued
- (D) issuing

118. My dentist always stresses the importance of getting my teeth \_\_\_\_\_ regularly.

- (A) to be cleaned
- (B) cleaning
- (C) to clean
- (D) cleaned

# PART 5

119. Walking in single line behind their teacher as she crossed the street  
\_\_\_\_\_ several nursery school students.

- (A) were
- (B) are
- (C) is
- (D) has been

120. A Paris-bound passenger train derailed March 13 in northern France,  
killing over 80 people and seriously \_\_\_\_\_ 100.

- (A) injured
- (B) injuring
- (C) to injure
- (D) being injured

# PART 5

121. The person who is taking the meeting minutes will be seated \_\_\_\_\_ the president.

- A) from
- B) by
- C) next
- D) along

122. The staff \_\_\_\_\_ about the ending before the announcement was made public.

- A) know
- B) known
- C) have known
- D) knew

# PART 5

123. He \_\_\_\_\_ the wrestling match, but I don't know because I wasn't there.

- (A) may well win
- (B) may not have win
- (C) may not well have won
- (D) may well have won

124. When you have finished the novel, \_\_\_\_\_ put it back on the shelf.

- (A) never miss to
- (B) don't avoid to
- (C) don't fail to
- (D) please fail not to

# PART 5

125. From the top of the Tokyo Tower \_\_\_\_\_ the whole city of Tokyo.

- (A) can see
- (B) can have seen
- (C) can be seeing
- (D) can be seen

126. Despite having five years of experience in marketing research, Mr. Brown hadn't used a SPSS statistics tool \_\_\_\_\_.

- A) before
- B) advanced
- C) previous
- D) last year

# PART 5

127. If we don't sell all our bonds now, we \_\_\_\_\_ lose everything.

- (A) are
- (B) will
- (C) did
- (D) would

128. His wife was \_\_\_\_\_ to his plans for divorce.

- (A) knowledge
- (B) scheming
- (C) secret
- (D) oblivious



# PART 5

129. The human resource department thinks that benefit program introduced recently is the most \_\_\_\_\_ cause of the change in the attitudes of workers.

- (A) alike
- (B) likelihood
- (C) unlike
- (D) likely

130. All new staffs are required to attend \_\_\_\_\_ management course.

- (A) three-months
- (B) three-month's
- (C) a three-months
- (D) a three-month

# PART 5

131. I don't think employees are working \_\_\_\_\_ to finish on schedule.

- (A) enough fast
- (B) very fast enough
- (C) quite enough fast
- (D) fast enough

132. Some herbs can cause serious side effects, including severe liver damage, \_\_\_\_\_ taken in the wrong combinations or in the wrong amounts.

- (A) though
- (B) if
- (C) during
- (D) they are

# PART 5

133. Those \_\_\_\_\_ looking clouds mean a typhoon is coming.

- (A) ominous
- (B) mysterious
- (C) menace
- (D) trouble

134. \_\_\_\_\_ she desired to lead a peaceful and tranquil life, she could certainly have done so.

- (A) If
- (B) Were
- (C) Had
- (D) Has

# PART 5

135. Some of the points need \_\_\_\_\_ before we submit the budget for approval.

- (A) clarifying
- (B) clarify
- (C) be clarified
- (D) being clarified

136. Last Monday, five of our trucks were returned in an \_\_\_\_\_ condition.

- (A) absolutely wretched
- (B) absolutely wretchedly
- (C) absolute wretchedly
- (D) absolutely wretchedily

## PART 5

137. A man in a long black overcoat \_\_\_\_\_ me of my wallet.

- (A) robbed
- (B) stole
- (C) attacked
- (D) asked

138. \_\_\_\_\_ the old man survived such a terrible accident is a mystery to all of us.

- (A) As
- (B) Though
- (C) How
- (D) Therefore

# PART 5

139. When it comes to the internal settings, this restaurant is not \_\_\_\_\_ as the one we went to last week.

- (A) so better
- (B) as good
- (C) more better
- (D) such the best

140. My friend and I won't \_\_\_\_\_ forget that day in March.

- (A) no more
- (B) never
- (C) hardly
- (D) ever

# PART 6

Directions:

Read the texts on the following pages. A word or phrase is missing in some of the sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following letter

Office Stationery  
2 Main St, Toronto, Canada  
Tel: (322) 288-1555  
August 21st, 2010--  
Dear Ms. Jenny:  
Holiday Sale

Seasons Greetings. As a \_\_\_\_\_ customer, we wanted you to be among the first to know about our upcoming holiday sale. All craft paper, specialty printer paper, and decorative envelopes will be reduced by 40% for the month of August.

141. (A) valued  
(B) value  
(C) valid  
(D) Validated

As per tradition at Office Stationery, we will be having a New Year draw. This year the grand prize is a 3-night stay for two at the Holiday Inn \_\_\_\_\_ Toronto Island. The winner will receive a free double occupancy stay in the penthouse suite as well as a free dinner on the moonlit patio.

142. (A) through  
(B) over  
(C) on  
(D) at

The right preposition is 'on' with places like street, island or mountain, etc. Money from ticket sales will be \_\_\_\_\_ to The Family Foundation, a local organization that provides food and clothing to those who need it most this Christmas.

143. (A) purchased  
(B) collected  
(C) funded  
(D) donated

**We look forward to seeing you this Christmas season.**  
**Yours truly,**  
**Andra Johnson**



Questions 144-146 refer to the following letter

### **DISCOUNT SHOE STORE**

TO: Sales Staff  
FROM: Management M.N.  
DATE: July 19th, 2010--  
SUBJECT: FLYER MISPRINT

Please be aware that there was a misprint in an advertisement for our store in this week's local free press. The ad states that on Sunday all men's formal footwear is on for 45% percent off rather \_\_\_\_\_ 15% off.

144. (A) than  
(B) that  
(C) then  
(D) they're

If customers come in and ask about this sale, please \_\_\_\_\_ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into our store. The coupon can be given out even if the customer decides not to purchase any shoes.

145. (A) analyze  
(B) agree  
(C) categorize  
(D) apologize

Please call a manager to the sales floor \_\_\_\_\_ you encounter any customers who have the ad with them and demand to receive the 45% discount. These cases will be handled on an individual basis.

146. (A) because  
(B) if  
(C) whether  
(D) before

Thank you.  
M.N.

Questions 147-150 refer to the following letter

Ms. Monica Johnson  
253 Queen Street  
Sydney  
Australia

Dear Ms. Johnson:

I am \_ \_ \_ \_ to confirm our offer of part-time employment at Worldwide Enterprises,  
in your role.

147. (A) pleasure  
(B) pleasing  
(C) pleasant  
(D) pleased

as research assistant, you will report to Dr. Tom Brown, who will keep you informed  
of your specific duties and projects. Because you will be working with confidential  
information, you will be expected to \_ \_ \_ \_ the enclosed employee code-of-  
ethics agreement.

148. (A) advise  
(B) follow  
(C) imagine  
(D) require

**CONTINUED TO THE NEXT PAGE**

Questions 147-150 refer to the following letter

## CONTINUED FROM THE PREVIOUS PAGE

As we discussed, you will be paid twice a month \_ \_ \_ \_ the company's normal payroll schedule. As

149.           (A) accords  
              (B) accordance with  
              (C) according to  
              (D) according

an hourly employee working fewer than twenty hours per week, you will not be \_ \_ \_ \_ to receive

150.           (A) eligible  
              (B) liberal  
              (C) tolerable  
              (D) expressed

paid holidays, paid time off for illness or vacation, or other employee benefits. Your employment status will be reviewed in six months.

If you have any questions, please feel free to contact me. Otherwise, please sign and return one copy of this letter. You may keep the second copy for your files. We look forward to working with you.

Sincerely.

Tom Brown  
Enclosures

Questions 151-152 refer to the following letter

To: All Employees  
From: Sarah Conner  
Date: August 24  
Re: Performance bonus

Dear Employees,

As you know, the past year was a great success for us. To reward you for your excellent performance, the Board of Directors has approved a bonus for all employees. This bonus will be \_\_\_\_\_ in your next paycheck.

151. (A) included  
(B) joined  
(C) composed  
(D) involved

\_\_\_\_\_, we are now calculating wage increases for the upcoming year. Each employee's performance

152. (A) Instead  
(B) Otherwise  
(C) Beforehand  
(D) In addition

will be examined carefully as we determine the appropriate increase.

Thank you again for making last year such a success!

Sincerely,  
Sarah Conner  
Human Resources

# PART 7

Directions:

In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153 to 156 refer to the following memo.

To: Supervisors  
From: Tony Brown, Human Resource Manager  
Sub: Probation periods

As of March 1st all new employees will be subject to a 2 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 2 months have expired. After the two months have been completed, please contact your employees and inform them that their probationary period has ended. The HR department will contact you by email 2 days in advance to remind you of the date. Thank you for your cooperation.

153. What is the main purpose of this memo?

- (A) To inform all employees of a new expiration date.
- (B) To put staff members on probation.
- (C) To inform supervisors of a change in policy.
- (D) To introduce the HR department

154. When does the change come into effect?

- (A) On March 1st
- (B) In 2 days.
- (C) In 2 months.
- (D). Today.

Questions 155-157 refer to the following advertisement.

**FREE  
SUNGLASSES  
AND CASE**

Purchase a 12 month subscription to Foreign Travel and receive a free pair of Sunnies Sunglasses with your very own soft leather case.\* To get your free Sunnies follow these 3 easy steps.

1. Purchase a copy of Foreign Travel, New York's #1 Travel magazine.
2. Fill out the application card (found in the center of the magazine)
3. Mail the card and \$32. 95 US to the address provided

\*This is a limited time offer only. Application and funds must be received no later than Oct 21st 2009. Canadian residents should add \$5 US for shipping. Offer not available for residents outside of North America.

155. What is this advertisement for?

- (A) A summer trip.
- (B) A travel company.
- (C) A free magazine.
- (D) A special deal.

156. How much do the sunglasses cost?

- (A) They cost \$1.
- (B) They are free with a subscription.
- (C) They cost \$5 Canadian.
- (D) They cost \$32. 95 US.

157. Who cannot benefit from this special deal?

- (A) Canadians.
- (B) US residents.
- (C) North Americans.
- (D) UK residents.

Questions 158 to 159 refer to the following advertisement.

## **ATTENTION ART LOVERS**

Golden Height Gallery is holding a  
**PUBLIC SALE**

in the Grand Ballroom at the Hotel  
Hilton

125 George Street, Brisbane

Come and see our range of exquisite  
pieces.

Original oils \* Watercolors \* Tapestries  
\* Crafts

**Saturday, June 5**

**9:30 A.M. – 5:00 P.M.**

For descriptions and pictures of select  
items

visit our Web site at

<http://www.goldenheight.com/market>.

158. What is the purpose of the notice?

- (A) To publicize a photography exhibition
- (B) To advertise the opening of a hotel
- (C) To offer a discount on painting lessons
- (D) To announce a sale of artwork

159. According to the notice, what can  
people do online?

- (A) View some pieces of art
- (B) Order tickets to an event
- (C) Register for art classes
- (D) Purchase selected items



Questions 153 to 156 refer to the following memo.

August 20  
Jenny Brown  
25 King Street  
Cambridge

Dear Ms. Brown:

I have received your letter of August 7 concerning your recent visit to our restaurant in Cambridge. I am very sorry that you did not have an enjoyable experience. I agree that you should not have had to wait over twenty minutes for a table when you had made a reservation in advance. Please know that this was an exclusive incident and that our customers usually remark on the promptness of our staff.

In an attempt to remedy this unfortunate situation, I am sending you a complimentary voucher for use at any of our restaurants. I encourage you to try us again and experience our award-winning cuisine. If there is any way in which I can be of further assistance, please do not hesitate to contact me by telephone or mail.

Sincerely,

Simon Jackson  
Director  
Guest Relations, London

160. Why did Simon Jackson write to Jenny Brown?

- (A) To thank her for visiting a restaurant
- (B) To inquire about her dining experience
- (C) To apologize for poor service
- (D) To invite her to an awards dinner

161. In the letter, the word “reservation” in paragraph 1, line 5, is closest in meaning to

- (A) appointment
- (B) supply
- (C) doubt
- (D) hesitation

**QUESTIONS CONTINUED  
TO THE NEXT PAGE**

Questions 153 to 156 refer to the following memo.

August 20  
Jenny Brown  
25 King Street  
Cambridge

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I have received your letter of August 7 concerning your recent visit to our restaurant in Cambridge. I am very sorry that you did not have an enjoyable experience. I agree that you should not have had to wait over twenty minutes for a table when you had made a reservation in advance. Please know that this was an exclusive incident and that our customers usually remark on the promptness of our staff.

In an attempt to remedy this unfortunate situation, I am sending you a complimentary voucher for use at any of our restaurants. I encourage you to try us again and experience our award-winning cuisine. If there is any way in which I can be of further assistance, please do not hesitate to contact me by telephone or mail.

Sincerely,

Simon Jackson  
Director  
Guest Relations, London

## QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

162. What is Simon Jackson offering?  
(A) A refund on a previous purchase  
(B) Special assistance in ordering a product  
(C) Replacement of a damaged product  
(D) A discount on a future purchase

163. Where does Simon Jackson most likely work?  
(A) In Manchester  
(B) In Cambridge  
(C) In Birmingham  
(D) In London

Questions 153 to 156 refer to the following memo.

**Italian Food at its Finest...The Venezia**

Under New Ownership  
Open 7 Days, 11 A.M.–11 P.M.

**Coupon \$3 off**

Any order over \$15 with this coupon.  
Not valid with other offers.  
Offer good until May 31.

**Coupon 50% off**

Buy 1 meal, get 2nd one 50% off with this coupon.  
Not valid with other offers.  
Offer good until May 31.

**Coupon FREE**

1 liter of cola with delivery with this coupon.  
Not valid with other offers.  
Offer good until May 31.

164. What is the purpose of this advertisement?

- (A) To attract more customers
- (B) To advertise a business for sale
- (C) To encourage diners to eat early
- (D) To announce a change in business hours

165. What will customers receive if they spend more than \$15?

- (A) A liter of cola
- (B) 50% off their next purchase
- (C) A \$3 discount on their bill
- (D) Free delivery service

166. What will happen after May 31?

- (A) A new owner will take over the business.
- (B) The business will close.
- (C) Prices will be further reduced.
- (D) The coupons will expire.

Questions 153 to 156 refer to the following memo.

The new economy has created great business opportunities as well as great losses. Most traditional organizations have accepted, in theory at least, that they must make major changes. Even large new companies recognize that they need to manage the changes associated with rapid entrepreneurial growth. Despite some individual successes, however, this remains difficult, and few companies manage the process as well as they would like. About 80 percent of all change initiatives fail.

The reason for most of these failures is that in their rush to change their organizations. To improve the odds of success, it is imperative that executives understand the nature and process of corporate change much better. Most companies use a mix of both hard and soft change strategies. Hard change results in drastic layoffs, downsizing, and restructuring. Soft change is based on internal organizational changes and the gradual development of a new corporate culture through individual and organization learning.

167. What is the article mainly about?
- (A) Corporate marketing plans
  - (B) How companies try to adapt to new conditions
  - (C) Ways for companies to increase profits
  - (D) New developments in technology

168. The word “manage” in paragraph 1, line 5, is closest in meaning to
- (A) handle
  - (B) attract
  - (C) correct
  - (D) regulate

**QUESTIONS CONTINUED  
TO THE NEXT PAGE**

Questions 153 to 156 refer to the following memo.

The new economy has created great business opportunities as well as great losses. Most traditional organizations have accepted, in theory at least, that they must make major changes. Even large new companies recognize that they need to manage the changes associated with rapid entrepreneurial growth. Despite some individual successes, however, this remains difficult, and few companies manage the process as well as they would like. About 80 percent of all change initiatives fail.

The reason for most of these failures is that in their rush to change their organizations. To improve the odds of success, it is imperative that executives understand the nature and process of corporate change much better. Most companies use a mix of both hard and soft change strategies. Hard change results in drastic layoffs, downsizing, and restructuring. Soft change is based on internal organizational changes and the gradual development of a new corporate culture through individual and organization learning.

## QUESTIONS CONTINUED FROM THE PREVIOUS PAGE

169. According to the article, why do so many attempts to change fail?

- (A) Soft change and hard change are different.
- (B) The best methods are often not clear
- (C) Executives are interested only in profits.
- (D) Employees usually resist change.

170. What is soft change based on?

- (A) Financial markets
- (B) Reductions in company size
- (C) Relocating businesses
- (D) Changes in the corporate culture

Question 171-172 refer to the following notices

## A Night To Remember

### New Year Day Salsa Dance

Listen and Dance to the Latin sounds of 'the Jiggers' Cavort and sing from 8 'til 1!

Prizes for the best costumes

Wear 'green' and get a free green drink\* of your choice.

Tickets at the Town Ticket Center  
253-5896 or online at: [www.abc.com](http://www.abc.com)

\$9 single \$16 double

\*alcohol not served to minors

171. What kind of event is being staged?

- (A) salsa dance
- (B) ticket purchase
- (C) Latin music concert
- (D) pub singalong

172. What are two of the activities that a ticket purchaser can do at the dance?()

- A) drink and eat
- B) drink and dance
- C) party and dance
- (D) eat and dance

Question 173-174 refer to the following notices

The Museum of Technology is a "hands-on" museum, designed for people to experience science at work.

Visitors are encouraged to use, test, and handle the objects on display.

Special demonstrations are scheduled for the first and second Fridays of each month at 13:30. Open Tuesday - Friday 12:00 - 16:30, Saturday 10:00 - 17:30, and Sunday 11:00 - 16:30.

173. When during the month can visitors see special demonstrations?

- (A) Every weekend
- (B) One afternoon a week
- (C) The first two Fridays
- (D) Every other Wednesday

174. What is not mentioned?

- (A) They are not open on Monday
- (B) It is designed for experiencing science
- (C) Visitors are prohibited to touch objects
- (D) They are open until 17:30 the latest.

Question 175-176 refer to the following notices

Welcome Ms. Jackson to the Star Plaza Hotel.

We hope you have a pleasant stay. Please present this card when enjoying our restaurant, coffee shop and sporting facilities, and when signing charges to your room account.

Check out Date: 10th March  
Room No. 256 Desk Clerk: P. Daniel

175. When did the guest receive this card?

- (A) When making a room reservation
- (B) When paying the bill
- (C) When ordering a meal at the restaurant
- (D) When checking into the hotel

176. Who issued this card to the guest?

- (A) The hotel manager
- (B) Ms. Jackson
- (C) P. Daniel
- (D) The restaurant cashier



Question 177-179 refer to the following notices

## **NOTICE**

If you are unable to work because of an extended illness or injury that is not work-related, you may be entitled to receive weekly benefits from your employer or the firm's insurance company.

To claim benefits, you must file a claim form within twenty days of the first day of your disability.

Before filing the claim, you must ask your doctor to fill in the "Doctor's Statement" on the claim form, stating the period of disability.

177. To whom is this notice addressed?

- (A) Employers
- (B) Employees
- (C) Doctors
- (D) Government officials

178. When must the claim form be filed?

- (A) Within 20 days of the start of disability
- (B) On the thirtieth of the month
- (C) On the first day of disability
- (D) On the first day of the month

179. What must be done before the claim can be submitted?

- (A) The "Doctor's Statement" must be completed
- (B) The form must be duplicated.
- (C) The Ministry of Social Welfare must be contacted.
- (D) The employee's company must be notified.

Questions 180-182 refer to the following notices

Good morning, and welcome to the new mid-town-rail station. If you need to buy tickets for the mid-town-rail train, use the automated ticket machines located just inside the main doorway, or go to one of the booths on the left side of the main lobby. There are rail route maps and information about the mid-town-rail system at the kiosks on both the main and lower floors. There are wheelchair-accessible ramps next to the stairs, and an elevator along the rear wall. Trains will arrive and depart every 10 minutes, so if you miss your first train, don't worry. There is free coffee, hot chocolate and donuts today on the upper level for your enjoyment. At 2 o'clock, there will be a ribbon-cutting ceremony with Mayor Tom Brown outside the front doors, to celebrate the grand-opening of this station. We hope you will enjoy your mid-town-rail experience. If you need any assistance, look for one of the workers wearing a yellow jacket. They'll be happy to answer your questions and help guide you. You can also learn more about the new city rail system and this station online at [www.citymidtown.com](http://www.citymidtown.com). Thank you for choosing Metro down-town rail.

180. What is the main purpose of the announcement?
- (A) To promote coffee and donuts
  - (B) To assist disabled passengers
  - (C) To introduce Mayor Brown
  - (D) To give information to the commuter
181. What should listeners do if they need help?
- (A) Look for workers in yellow jackets
  - (B) Ask someone on the blue line
  - (C) Wait for the mayor to arrive
  - (D) Go downstairs to a special kiosk
182. Where does the speaker tell listeners to get more information?
- (A) At a booth on the left side of the main lobby
  - (B) At a special division of City Hall
  - (C) At the kiosk or city-rail website
  - (D) On the upper level just inside the main doorway

Question 183-185 refer to the following notices

Toronto is one of the largest cities in Canada. It is located in the province of Ontario. A special feature of Toronto is the downtown area covering about twelve square kilometers where many shops and buildings are located underground. There are five major shopping centers and a convention center with hotels. A subway and underground passageways connect these buildings with each other and the streets above. The temperature fluctuates widely from summer to winter by as much as 45 degrees Celsius within a year. This underground area has also helped to keep business in the city center instead of moving out to the suburbs, which is happening in many other cities. We think that makes Toronto a special place.

183. What is the talk mainly about?
- (A) The design of the city of Toronto
  - (B) The population of Canada
  - (C) The size of the shopping centers
  - (D) The province of Ontario
184. What does the speaker say about the weather in Toronto?
- (A) It is milder than in the rest of Ontario.
  - (B) It attracts many visitors.
  - (C) It is difficult to forecast accurately.
  - (D) Its temperatures vary greatly
185. How is Toronto different from other cities?
- (A) Construction costs are lower in the city center area.
  - (B) Businesses have remained in the city center.
  - (C) More tourists have come to visit recently.
  - (D) More people live within the city limits than in the suburbs.

Question 186188 refer to the following notices

This is Jim Johnson with Travel Talk. It's summer and it's vacation time. For some people this means long hours in the car and on the highway. Here are some tips to help you stay safe while on the road. First, the Do's. If you're traveling with more than one driver, try to switch drivers occasionally so that you don't spend too much time behind the wheel. Remember to stop frequently and take a break. Make sure you know the signs of drowsiness: missing road signs, difficulty focusing, and yawning. Now the Don'ts. Don't count on distractions such as the radio or an open window to keep you awake. And even though a cup of coffee might give you a lift, remember that the effects of caffeine wear off after a short time. Finally, don't drive between midnight and morning. Tune in again tomorrow when we'll talk about vacation destinations that both adults and children will enjoy.

186. What is the main topic of the talk?
- (A) Driving safety
  - (B) Purchasing a car
  - (C) Driving in heavy traffic
  - (D) Traffic conditions
187. What does the speaker suggest that drivers do?
- (A) Open a window
  - (B) Avoid drinks with caffeine
  - (C) Take frequent breaks
  - (D) Change cars
188. What will tomorrow's talk be about?
- (A) Saving money
  - (B) Family vacations
  - (C) Getting a good night's sleep
  - (D) Reducing stress

Questions 189-191 refer to the following notices

Ladies and gentleman, welcome to this afternoon's performance of "A Midsummer Night's Dream," part of our "Shakespeare in the Park" summer drama series. There will be four acts, with a 30-minute intermission. If you don't have a program, they're available for free at either of the booths at the side of the stage. During the show, we ask that you remain seated on the grass or in lawn chairs, and please keep children behind the yellow rope lining the front of the stage. If your little one needs to use the restroom, it would be a good idea to take them now. Restrooms are located in the fenced area to the right of the stage. When the curtain drops to signal the start of the action, please turn off all your cell phones and pagers, and be considerate of your neighbors. Thank you for coming, and we hope you enjoy it!

189. What is the main purpose of the announcement?
- (A) To promote ticket sales
  - (B) To introduce a speaker
  - (C) To change a schedule
  - (D) To provide information
190. What type of performance is going to take place?
- (A) A concert
  - (B) A play
  - (C) A dance
  - (D) A game
191. What does the speaker ask listeners to do?
- (A) Buy a program
  - (B) Call their neighbors
  - (C) Silence their laptops
  - (D) Act considerately

Question 192-195 refer to the following e-mail and letter.

To: "The Shoe Store" <inquiries@shoestore.com>  
Cc:  
From: "John Brown" <abconstruction@bcg.com>  
Subject: Customer Complaint

To Whom it May Concern,

I recently purchased a few pairs of boots from your company for my crew. Though my men were initially satisfied with the boots, the soles began to fall apart on them after just ten weeks. This was extremely surprising considering they came with a five year warranty. The boots are unsafe to wear because my men are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,

John Brown  
John Brown, Foreman, AB Construction

**2<sup>ND</sup> PASSAGE ON THE NEXT PAGE**

192. Which company was unsatisfied?

- (A) Jack Richard's company.
- (B) The Shoe Store.
- (C) The sole company.
- (D) AB Construction

193. How many people are on John Brown's crew?

- (A) Four.
- (B) Five.
- (C) Six.
- (D) Twelve.

**QUESTIONS CONTINUED TO  
THE NEXT PAGE**

Question 192-195 refer to the following e-mail and letter.

## 1<sup>ST</sup> PASSAGE ON THE PREVIOUS PAGE

The Shoe Store  
42 King Rd.  
Scotland  
To,  
John Brown  
AB Construction  
London, England  
March 23rd, 2007

Dear Mr. Brown,  
Thank you for your e-mail concerning the poor quality of our rubber soled black workboots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your crew. Along with six new pairs of workboots for your crew (we included one extra pair), we have enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. To date we have had no complaints about these workboots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please return the boots and spray for a full refund. Thank you for supporting The Shoe Store.

Sincerely,  
Jack Richard, President

194. What is the spray used for?
- (A) To protect the boots from water.
  - (B) To protect the floors from soles.
  - (C) To protect the soles from heat.
  - (D) To protect the boots from rubber.

195. What should John Brown do if he remains unsatisfied?
- (A) Request a refund.
  - (B) Call the President.
  - (C) Mail another letter.
  - (D) Return just the spray.

QUESTIONS  
CONTINUED FROM  
THE PREVIOUS  
PAGE

Question 196 to 200 refer to the following notices

**Best Software Company  
meeting with  
Power Systems, Inc.  
December 20**

Power Systems attendees:

Tom Brown  
Chom Tai

Best Software attendees:

Ujjwal Ahmed  
Yusra Singh  
Peter Daniel

AGENDA

Ujjwal Ahmed

Introductions

Tom Brown

Review objectives

Yusra Singh

Power Systems: project overview  
and development schedule

Peter Daniel

Optimum product overview

Yusra Singh

- Core software functions
- Software platform requirements

Ujjwal Ahmed

Optimum training and consulting  
Technology questions and answers  
Next steps

196. Why was the meeting held?

- (A) To talk about hiring costs
- (B) To discuss work on a project
- (C) To train software users
- (D) To review a contract

197. Who would probably be the best person at Best to answer technology questions?

- (A) Yusra Singh
- (B) Chom Tai
- (C) Ujjwal Ahmed
- (D) Tom Brown

198. What is the main purpose of Mr. Ahmed's e-mail to Mr. Brown?

- (A) To request a meeting with the engineering department
- (B) To introduce Peter Daniel
- (C) To explain how Best has adapted its software
- (D) To follow up on a meeting with Power Systems

[2<sup>ND</sup> PASSAGE ON THE NEXT PAGE](#)

[QUESTIONS CONTINUED TO THE NEXT PAGE](#)



Question 196 to 200 refer to the following notices

## 1<sup>ST</sup> PASSAGE ON THE PREVIOUS PAGE

To: Tom Brown  
From: Ujjwal Ahmed, Best Software Company  
Subject: Yesterday's meeting

Dear Mr. Brown,  
Thank you for taking the time to get together with us yesterday. Everyone on our team felt that it was a productive meeting. We have a better understanding of your project's needs now, and we've started looking at ways to adapt our software to meet your requirements.

While the basic function of the software is well suited to the project overall, as discussed, we will explore ways to adapt it to the needs of the different departments at Advantage that will be using it. This will incur some additional cost, as we indicated—we'll provide details about that at our next meeting, once our engineers have assessed the changes that will need to be made. I've asked Peter Daniel to prepare a document for you that indicates when the Training and Consulting Department could start providing services to you. He'll send this information to you directly—since you've worked with him in the past, it seems the most efficient way to go.

As agreed, let's set up a meeting for the week of January 20 by which time our engineers will be able to outline their approaches to your departmental needs, and we'll have the information we need to put together a contract.

In the meantime, please feel free to contact me if you have any questions.

Regards,  
Ujjwal

199. What service will Peter Daniel's department provide?

- (A) Publicity
- (B) Legal advice
- (C) Training and consulting
- (D) Changes to the software

200. What will happen in the week of January 20?

- (A) Best and Power Systems will meet again.
- (B) Peter Daniel will make a presentation.
- (C) A contract will be signed.
- (D) Training in the new software will occur.

QUESTIONS CONTINUED FROM THE PREVIOUS PAGE