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 you're 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. Who is in charge of preparing the shipping documents?

(A) No, no one is going to be charged for it.
(B) Yes, our vice president was charged for it.
(C) Secretary of Shipping Department is.
.

PART 2

12. What is the purpose of office fire drills?

(A) Because it is mandatory..
(B) To ensure safe evacuation.
(C) Yes, it has an important purpose.

PART 2

13. Have you ever thought about working oversea?

(A) No one wants to work oversea.
(B) Yes, I have always wanted to work in Japan.
(C) That is why I want to work oversea.

PART 2

14. When was the security check done last time?

(A) I think it's recorded somewhere.
(B) Yes, that was compulsory.
(C) Because we were not told to carry it out.

PART 2

15. How are the shares of Dixon Petroleum performing?

(A) No, they have hit its lowest recently.
(B) Because little is known about the company.
(C) They have hit their lowest recently.

PART 2

16. Is it true your company is not going to have new employees at all this year?

(A) Yes, we are having only 20 this year.
(B) How could that be.
(C) No, that is not the reason why we did.

PART 2

17. What did you think about Jake's presentation?

(A) Because he got a very good remark from the president for it.
(B) He could have done it slightly better.
(C) Yes, he must be feeling very confident.

PART 2

18. Would you consider it seriously if I offer you a position at our Hong Kong branch?

(A) Yes, I would do so from time to time.
(B) How did you know that?
(C) By all means.

PART 2

19. Have you heard about the bankruptcy of UN Technology yet?

(A) I had known about it even before it did.
(B) Yes, I am planning to do so soon.
(C) No, I am not involved in the matter.

.

PART 2

20. Is anyone available for preparing the reference material for the meeting?

(A) I am happy to take it on.
(B) Yes, that will be very helpful.
(C) I’m sorry, I had a day off yesterday.
.

PART 2

21. What time is the boarding to JLL5607 starting?

(A) It is scheduled to take off at 17:30.
(B) It will be announced shortly.
(C) No, I didn't know it would be.

PART 2

22. What do you think about our new boss?

(A) That's because he is from a different field.
(B) Yes, I think he was a manager at our Mumbai branch.
(C) He looks sharp-minded and competent.
.

PART 2

23. Could you remind me when the manager is finished with the phone call?

(A) I am not sure but he will be visiting a branch soon.
(B) Yes, I was able to.
(C) Certainly I will.
.

PART 2

24. How is your new position at Personnel Department?

(A) Yes, that is true.
(B) I find it very demanding but it's also fulfilling.
(C) It was a wonderful experience.

PART 2

25. Did you manage to catch the last train yesterday?

(A) Yes, I did, I nearly missed it though.
(B) It was five to 12 midnight.
(C) Yes, they all did fortunately.
.

PART 2

26.Which line do you take to go to work, Victoria Line or Piccadilly Line?

(A) She normally uses Piccadilly Line.
(B) Yes, that is the line I use.
(C) I use none of them for commuting.

PART 2

27. How do you avoid patent violation?

(A) The problem has been solved.
(B) We have an in-house patent attorney.
(C) I would be pleased to do so.
.

PART 2

28. Why did you decide to quit the previous job?

(A) No, I didn’t know he did.
(B) Shall I ask her why?
(C) To pursue better promotional opportunities.
.

PART 2

29. Could you possibly send me a copy of the document, please?

(A) Certainly.
(B) No, I failed to do so.
(C) Don’t mention it.

PART 2

30. When are you flying to Jakarta?

(A) I am going to be on my own.
(B) As soon as the current batch of work is finished.
(C) You must wait until you are given permission.
.

PART 2

31. Why has boarding not started yet?

(A) Yes, it started fifteen minutes ago.
(B) Because I wanted to know.
(C) Due to a mechanical problem.

PART 2

32. What is the purpose of your proposal?

(A) It will be very effective.
(B) I wanted to improve the cost efficiency.
(C) The president is keen to adopt it.

PART 2

33. Have you thought about setting up your own business?

(A) Yes, I have heard about it.
(B) No, I don’t have enough funds.
(C) Because that has been my dream.

PART 2

34. What is the market's reaction to the new product?

(A) It is causing a sensation.
(B) Yes, it is so as far as I know.
(C) Because people like them.

PART 2

35. When is your passport expiring?

(A) It was issued in Japan.
(B) I don’t know what to do.
(C) In a couple of months.

PART 2

36. Is it true you were given a big bonus despite the recession?

(A) No, the bonus was very good.
(B) It depends on your ability.
(C) Yes, I’m quite pleased about it.

PART 2

37. How often do you travel abroad on business?

(A) I travel at least twice a month.
(B) Two weeks on average.
(C) Yes, I travel abroad very often.

PART 2

38. Do I need any qualification for the position?

(A) Not always, but it will be advantageous if you do.
(B) Because you are qualified as a senior SE.
(C) No, I don’t need any qualification.

PART 2

39. Can I borrow your calculator?

(A) My pleasure.
(B) I was pleased.
(C) You are always welcome.

PART 2

40. Who was involved in the illegal dealing?

(A) No, I've never heard about that.
(B) The vice president and some employees were.
(C) It is a kind of dealing forbidden by law.

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. What has the man decided to do?

(A) Take a course at a business college
(B) Teach at a business college
(C) Organize an evening course
(D) Study abroad

PART 3

42. Why has the man decided to do so ?

(A) He wants a degree in business
(B) His boss told him to
(C) He wants to be respected
(D) To gain some advanced business skills

PART 3

No43. What does the woman think about his decision?

(A) Aspiring
(B) Thoughtful
(C) Challenging
(D) Risky

PART 3

44. What is the woman asking the man to do?

(A) Proof-reading
(B) Counting copies
(C) Stapling copies
(D) Preparing color photocopies

PART 3

45. Why is she asking him for help?

(A) He is more capable than her
(B) He has nothing to do
(C) She is too busy with a visitor
(D) She is new to the office

PART 3

46. How does the man respond to her request?

(A) He has no time to do it
(B) He can do it a bit later
(C) She should do it by herself
(D) He can complete it straight away

PART 3

47. What is the woman thinking about doing?

(A) Looking for a new job oversea
(B) Stop working altogether
(C) Taking leave for some time
(D) Finding a new job for the man

PART 3

48. What does she think about her current position?

(A) It is not a good one.
(B) It is good but doesn't give her oversea opportunity.
(C) She wants to stay in it for good.
(D) It requires more skills than she has.

PART 3

49. What is the man's response to her idea?

(A) He wants her to change her mind.
(B) He is angry about her idea.
(C) He is indifferent to her idea.
(D) He is supportive of her idea.

PART 3

50. What is the woman asking the man?

(A) How he is feeling about his boss
(B) How is his current department performing
(C) How he is feeling about her current department
(D) How he is doing in his current department

PART 3

51. What is the man saying about his job?

(A) He needs to learn a lot but it is exciting.
(B) He enjoys it but not as much as he expected.
(C) He is not happy with it.
(D) He's just moved to it.

PART 3

52. What is he saying about his boss?

(A) A good person but not easy to work with.
(B) Not very clear-minded but fair to everyone.
(C) Very clear-minded but not a good person.
(D) Very clear-minded and a good person to work with.

PART 3

53. Why does the woman think the schedule of the meeting may have been changed?

(A) Someone hinted it might have.
(B) No one was there in the meeting room
(C) A different group was using the meeting room.
(D) Her instinct told her.

PART 3

54. How did the man learn about the change?

(A) He's been to Room B, too.
(B) It was announced on the notice board.
(C) Jamie told him by email.
(D) He asked Jamie by email.

PART 3

55. How has the meeting been changed?

(A) Cancelled
(B) Pended
(C) Postponed to 9am next day
(D) Postponed to 9pm the same day

PART 3

56. What does Rockstone Storage do?

(A) Leasing storage space
(B) Office removal service
(C) Office lettings
(D) Selling office supplies

PART 3

57. What does the woman need to know in serving him?

(A) Which company he belongs to
(B) What the documents are about
(C) The number of boxes he uses for the documents
(D) If the documents are insured

PART 3

58. How many boxes does the man have?

(A) Five
(B) Fifteen
(C) Fifty
(D) Fifty-five

PART 3

59. What is the man offering the woman to do?

(A) Explain to her how to use the PC
(B) Give advice on which PC to buy
(C) Try to sort out the problem with her PC
(D) Lend his PC to her

PART 3

60. What is the woman saying the problem is?

(A) Her PC freezes frequently.
(B) She's bought a wrong kind of PC
(C) Her PC is being affected by computer virus.
(D) She doesn't have enough knowledge for using a computer.

PART 3

61. What is the man going t o do if he can’t sort out the problem?

(A) Advise her to give up her PC
(B) Buy a new PC for her
(C) Ask his computer expert friend for help.
(D) Contact the manufacturer of the PC

PART 3

62. What is the most likely relationship between the man and the woman?

(A) Bank clerk and customer
(B) Carpenter and client
(C) Shop assistant and customer
(D) Property agent and tenant

PART 3

63. What is the problem the woman has?

(A) She wasted red wine
(B) She has made a burn mark on her carpet
(C) Her carpet has been flooded
(D) She has made red wine stain on her carpet

PART 3

64. What does the man think about the product he recommends?

(A) It may solve her problem
(B) It is not likely to solve the problem
(C) It will solve the problem easily
(D) He doesn’t know how much it works but worth trying.

PART 3

65. What are they talking about?

(A) PC monitor
(B) FAX machine
(C) Printer
(D) Notebook PC

PART 3

66. What does the man think the problem of the cheaper one?

(A) Cheap but the quality is not good enough
(B) It may be noisy
(C) There may not be any stock
(D) Performance may not be good

PART 3

67. Why is the man inclined to buy the more expensive one?]

(A) He likes the design
(B) He wants his office to be quiet
(C) She recommends it
(D) She doesn’t like the noisy one.

PART 3

68. What was the man’s presentation about?

(A) The products of his company
(B) His own books
(C) His own patents
(D) Recruitments

PART 3

69. How does the man think the presentation was?

(A) Moderately successful
(B) Not successful at all.
(C) Very successful
(D) He doesn't know

PART 3

70. Who has made appointment with him?

(A) A few companies
(B) Three companies
(C) Three individuals
(D) Three companies and a few individuals

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. What is the advertisement about?

(A) Discount vouchers

(B) New services

(C) Big sales

(D) New stores

PART 4

72. How long has Hewitt's been in the industry?

(A) Thirteen years

(B) Thirty-three years

(C) Thirty years.

(D) Thirty-five years

PART 4

73. What do you get if you spend over $200?

(A) Free home delivery service

(B) Paint voucher

(C) Free wood and metal cutting

(D) Further discount

PART 4

74. Who is Steve Gilbert?

(A) Cook

(B) Dietitian

(C) Anchorman

(D) Radio presenter

PART 4

75. What is Nancy Jones going to talk about in the program?

(A) How she has become famous

(B) What her children's eating habits are like

(C) What she thinks the keys to healthy eating

(D) How to economize on food

PART 4

76. What is she doing currently?

(A) She is writing the next series of her cookery books

(B) She is on weight-loss workshop tour

(C) She is on healthy cooking workshop tour

(D) She is giving lectures at a university

PART 4

77. In what situation is this speech most likely happening?

(A) At a talk show

(B) At a business school

(C) At a company meeting.

(D) At a university lecture.

PART 4

78. What does the speaker say about the company?

(A) It has been performing very well.

(B) Its performance has been at the bottom for many years.

(C) It hit the lowest fairly recently but is beginning to recover.

(D) It hit the lowest recently and it may get even worse eventually.

PART 4

79. What is the speaker going to talk about the company?

(A) Its performance in the past three years.

(B) What kind of strategies it is taking

(C) Rival companies performance in the past three years

(D) It is not specified.

PART 4

80. What is advertized here ?

(A) Business workshop

(B) Event organizers

(C) Sign advertisement

(D) Graphic design

PART 4

81. Which one of them doesn't the speaker do in his profession?

(A) Design and creation of posters and banners

(B) Electric and electronic signs

(C) Conventional sign boards

(D) Advertisements in newspapers

PART 4

82. How can you find our more about the company being advertized?

(A) By contacting the radio station.

(B) By visiting the companies' website or by phoning them.

(C) By actually looking at their sighns used in the town.

(D) By reading a brochure.

PART 4

83. What is the topics of the TV program?

(A) Increase of obese children

(B) Domestic child abuse

(C) Declining numeracy and literacy abilities.

(D) Increase of children with bad teeth.

PART 4

84. What has revealed the problem?

(A) Street interview.

(B) Questionnaire the TV program prepared

(C) A research institute's study

(D) National survey.

PART 4

85. What are the guest going to do?

(A) Discuss how to make a breakthrough

(B) Talk to children at the TV studio

(C) Lecture to the audience at the TV studio.

(D) Interview the audience at the TV studio.

PART 4

86. What does the announcement say is happening at the shopping center?

(A) Opening of some new shops

(B) Opening of a new car park

(C) Refurbishment work .

(D) Sales at some shops

PART 4

87. Where at the shopping center is that happening?

(A) A part of each floor

(B) A part of the second and the third floor and the car park.

(C) All of the car park.

(D) A part of the first and the third floor and the car park.

PART 4

88. When will the shopping center be back to normal?

(A) Next Sunday

(B) It is not known yet.

(C) In two months time

(D) At the end of the month

PART 4

89. What is the advertisement about?

(A) Pet trimming salon.

(B) Pet food.

(C) Insurance for pets.

(D) A veterinary clinic.

PART 4

90. What is the product used for?

(A) To protect them from natural disaster.

(B) For protecting pets health and dental problems

(C) For better looking fur.

(D) For train guard dogs.

PART 4

91. Where can you obtain detailed information ?

(A) In the leaflet about the product.

(B) From vets.

(C) From pet shops.

(D) From the website about the product.

PART 4

92. What is the news about?

(A) Closing of an old department

(B) A department store which is almost bankrupting.

(C) A department store opening a branch abroad

(D) A department store building which is almost collapsing.

PART 4

93. What was the department store used to be called?

(A) The biggest department store in the entire world.

(B) The biggest department store in the U.S.

(C) The biggest department store in Europe.

(D) The biggest department store in Asia.

PART 4

94. What is the spokesman to the department store saying?

(A) They have not given up and are intending to save themselves.

(B) They do not think they can survive the situation.

(C) They know there is some ways for them to recover.

(D) They think there is a sign that the departments may be recovering financially.

PART 4

95. What is the gathering for?

(A) For exchange opinions on politics

(B) For freshman orientation

(C) For improvement on presentation skill

(D) For a memorial service

PART 4

96. What does the speaker specialize in?

(A) Skills in speech and presentation

(B) Public psychology

(C) Phobia therapy

(D) Voice training

PART 4

97. How many days he is going to talk ?

(A) Five weeks.

(B) Five days

(C) Five hours

(D) Five months

PART 4

98. What is the announcement about?

(A) Lost properties

(B) Safety instructions

(C) Flight delay

(D) Final boarding call for a flight.

PART 4

99. When are the passengers going to hear the next announcement?

(A) in twenty minutes.

(B) in two minutes

(C) in one hour

(D) in two hours

PART 4

100. What are the passengers taking connecting flights are asked to do?

(A) To contact the information desk.
(B) To wait in the lounge.
(C) To take a different flight.
(D) To phone the air company.

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.To be a successful manager, one needs to have certain ------- to lead others.

(A) anticipation

(B) aptitude

(C) anecdote

(D) antithesis

102.The charity is committed ------- helping unemployed people find source of income.

(A) in

(B) with

(C) on

(D) to

103. Judging from the gorgeous prestige car he bought recently, his business must be – taking ------.

(A) off

(B) in

(C) up

(D) on

104. ------ market analysis is essential for business prosperity.

(A) Prominent

(B) Peculiar

(C) Precise

(D) Pompous

PART 5

105. The age you can ------- your state pension is going up.

(A) peruse

(B) claim

(C) confer

(D) dictate

106. The company is facing the biggest-ever budget ------- since it was founded.

(A) concept

(B) audit

(C) eligibility

(D) deficit

107. The president was accused ------- covering up the extensive corruption of the government.

(A) off

(B) of

(C) at

(D) with

108. Each team is responsible for carrying out the assignment ------- to them.

(A) allotted

(B) allotment

(C) allotting

(D) allot

PART 5

109. The government must take further ------ to boost the sluggish economy.
(A) account
(B) pride
(C) measures
(D) measurement

110. The subordinates are too afraid to ------ the dogmatic manager.
(A) take in
(B) look into
(C) speak against
(D) show up

111. Prepare an ------- plan in case the one we have now doesn't work.
(A) alternative
(B) oriented
(C) eminent
(D) incumbent

112. The disaster caused by the carelessness of the company angered the public -------.
(A) in common
(B) at large
(C) as usual
(D) on call

PART 5

113. In the next step of the procedure, you will be ------ to choose your credit card type.
(A) confronted
(B) edited
(C) controlled
(D) prompted

114. What the prime minister is saying completely ------ with the oath he has made.
(A) contradicts
(B) surrenders
(C) counterpoints
(D) denounces

115. Prudence and ------ are essential if you are considering running any kind of business.
(A) sightseeing
(B) preview
(C) foresight
(D) overview

116. A professor at a prominent university has been ------ as chairman of the governmental committee.
(A) pointed
(B) deluded
(C) coincided
(D) appointed

PART 5

117. His ability as a leader ------ that of any other people in the managerial positions at the company.
(A) compasses
(B) trespasses
(C) surpasses
(D) aggresses

118. His lack of ------ to work is due to the fact that he was materially spoilt as a child.
(A) mood
(B) motivation
(C) anticipation
(D) innovation

119. I don't think what the president is trying to do is ------ with the company motto, "Customer first".
(A) controversial
(B) efficient
(C) efficacy
(D) coherent

120. The employees ------ strike opposing the company's redundancy plan amid the recession.
(A) went out on
(B) looked out for
(C) came down to
(D) gave in to

PART 5

121. Jobs in security trading requires ----- in transaction of bonds, stocks currency and commodities.
(A) specifics
(B) expertise
(C) constituents
(D) treaties

122. Although he doesn't have any university degree, he is ----- a competent manager than the other managers.
(A) not as
(B) such
(C) little so
(D) no less

123. The president asked all his employees to join ------ in surviving the recession.
(A) forces
(B) focus
(C) form
(D) framework

124. The new graphics solution has brought about an ------ 3D graphics performance.
(A) unparallel
(B) unparallels
(C) unparalleled
(D) unparalleling

PART 5

125. Many young university graduates are ------ of the shrinking job market.
(A) apprehensive
(B) appreciating
(C) applicable
(D) apprehending

126. The contaminant spill is ------ unprecedented danger to the surrounding environment.
(A) waving
(B) posing
(C) concocting
(D) measuring

127. He regrets he would be better of ------ more seriously about acquiring qualifications.
(A) have he thought
(B) did he think
(C) he had thought
(D) had he thought

128. She has moved to NY to take ------ a managerial position at one of the major trading companies.
(A) off
(B) up
(C) in
(D) under

PART 5

129. You can easily ------ your money from one of your accounts to another through online banking service of your bank.
(A) exchange
(B) transfer
(C) remove
(D) replace

130. The company announced its plan to ------ human resource for future growth.
(A) turn out
(B) build in
(C) invest in
(D) work by

131. The passport control has ----- the security now that the terror threat has been raised to “sever”.
(A) fastened
(B) tied
(C) tightened
(D) knotted

132. I hope the economy will have been ----- by the time I graduate university.
(A) resemble
(B) appealing
(C) restored
(D) enquired

PART 5

133. The venture whose profit kept dropping for the three consecutive quarters is ------ of bankruptcy.
(A) on the verge
(B) at the sight
(C) in terms
(D) on account

134. Are you aware you are expected to hand ------ the entry form if you wish to go into the competition?
(A) out
(B) in
(C) before
(D) by

135. The politician announced his intention to ------ presidency.
(A) stand up
(B) run for
(C) come for
(D) take to

136. The police is investigating the man's possible ------ in the fraud case.
(A) inclusion
(B) conclusion
(C) devolvement
(D) involvement

PART 5

137. It is urgently required to identify the ------ to improve the efficiency of the process flow.
(A) bottleneck
(B) latch
(C) padlock
(D) bottle bank

138. I find my current position rather ------ but it gives me a sense of achievement.
(A) commanding
(B) demanding
(C) persuading
(D) ordering

139. One of the important things you must ------ mind when you take job interviews is to listen carefully to what the interviewer asks you.
(A) keep up
(B) tune in
(C) pin down
(D) bear in

140. After the very long discussion, the representatives have reached a .------ in planning joint environmental protection measures.
(A) agreement
(B) permission
(C) consensus
(D) compound

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.

Question 141 to 143 refers to the following email.

Subject: Affordable second house from £15,000
To: Jonathan Cook <J.Cook2@homewise.co.uk>,
From: Jonathan Cook <J.Cook2@homewise.co.uk>
Date: October 1, 2009

Affordable second house from £15,000 in South West England
– only for our valued customers*

*This email circular is sent to our valued customers who wish to receive information on our special offers by email.

Dear Customer

Thank you for showing your interest in our affordable property updates. I am pleased to inform you ------ the details of our exciting offers in South West England, one of the most popular region in UK.

141. (A) by
(B) to
(C) of
(D) for

Please find the information package attached, which includes:
Price List for properties ------ by location
Further details of each property with panoramic photos of rooms and gardens.
Mortgage advice and simulations.

142. (A) categorized
(B) separated
(C) named
(D) split

If you have any questions on the properties on offer, please click here to fill in the enquiry. ------, you could also email us (info@housewise.co.uk) or call us (0800 813 0320).

143. (A) Coincidentally
(B) Alternatively
(C) Preferably
(D) Admittedly

I look forward to hearing from you.
Regards,

Jonathan Cook
Market Development Department
Housewise Co., Ltd.

Question 144 to 146 refers to the following letter.

SOUTHERNGAS

January 24, 2008

Mr. Jake Holms
15 Apple Court
Victoria Lane
Manchester M11 56BH

Ref. No: 008506774

Thank you for switching to SOUTHERNPOWER. Your ------ to us has been completed and we have started gas supply to the address above.

144. (A) transfer
(B) transport
(C) action
(D) alternation

Please remember to quote the above customer reference number whenever you contact us to help us sort ------ your request as promptly as possible.

145. (A) of
(B) with
(C) by
(D) out

You can also find useful information in your personalized website www.southernpower.co.uk. Simply log in using your user ID and password you have reported us at the beginning of the procedure.

------ you have any enquiries regarding the transfer, please directly contact me at 0800 461 99853.

146. (A) Provided
(B) Suppose
(C) Should
(D) While

Thank you again for choosing us.

Yours sincerely

Stewart Young
Customer Service
Sales Department
0800 461 99853

Question 147 to 149 refers to the following notice

Hertfordshire Constabulary

Notice on Parking Regulation on Hill Road

Issued: 3 November, 2010

This notice is to inform users of Hill Road, Mersey End, of the new parking regulation applied along Hill Road, which ------ force on 1st December, 2010.

147. (A) goes out
(B) comes into
(C) came into
(D) takes out

Some of the current non-restricted zones along Hill Road will be changed to single yellow line zones where parking is ------ during the times of control (8am – 6pm).

148. (A) delayed
(B) impeded
(C) prohibited
(D) postponed

Charged parking spaces will be created by the end of November along Stoneway Road, Compton Lane and Hazel Way off Hill Road, which can be used all day up to 4 hours.

Should you have any enquires or objections ------ the above changes, please contact Herefordshire Constabulary at 0800 999 20001.

149. (A) concerning
(B) leading
(C) counting
(D) connecting

Chris Sommerfield
Traffic Control Section
Herefordshire Constabulary

Question 150 to 152 refers to the following letter.

North Gate Surgery
11-14 North Gate Road
Exeter
EX4 11OJ

Private and Confidential
Mr. Thomas Anderson
54 Pine Tree Crescent
Harbour Road
Exeter EX6 4PY

10 August, 2008

Dear Mr. Anderson

------ the conversation we had about your medical concern, I am writing to inform you that electrocardiography has now been arranged for you to take at General Hospital on 28th August at 2pm.

150. (A) Hearing
(B) Knowing
(C) Following
(D) Alternating

Please mention your national insurance number (668 953 1415) at the reception counter ------ arrival at the hospital.

151. (A) with
(B) by
(C) on
(D) of

Should you need to change the appointment date, please directly contact the hospital at 0800 977 46924 (Out Patient Counter).

If you have further advice on the visit or any other medical matters, please do not hesitate to contact us. Also please make ------ to give us your updated personal details whenever they change.

152. (A) true
(B) sure
(C) note
(D) account

Yours sincerely
Dr. Colin Steele
0800 115 96480

Question 153 to 156 refers to the following email.

Subject:: Your Order (Order No.: 000 1223 977)
To: Mrs. Judy Mitchell <jkmitch@inet.co.uk>
From: Holbein Furniture Company customerser@hfcnet.com
Date: 15 Nov, 2010 11:12:08

Dear Mrs. Mitchell

Thank you for your recent purchase order.

You order is now being processed and the items you have purchased will be dispatched within the next few days from our York branch.

Please take some time checking the order detail below and contact us (0800 954 87623) immediately if it is not correctly reflecting your order.
****
Tudor Rose Series - 1 sofa & 2 armchairs
1 Mahogany coffee table
Delivery address: 16 Canterbury Street
Hendon
London NW10 4JK
Payment method: Mrs. Judy K Mitchell
Visa card No. **** **** **** **07
****
We will shortly send you another email informing you of an estimated delivery date. You can also track your order using your order number (000 1223 977) in our website www.holbeinfurniturecompany.com.

Thank you again for your purchase.
Customer Service
customerser@hfcnet.com
www.holbeinfurniturecompany.com

153. What is this email about?
(A) failed delivery
(B) confirming a purchase order
(C) delayed order process
(D) invalid card details

154. What did the recipient of the email buy?
(A) One sofa and one coffee table
(B) One sofa, one armchairs and on coffee table
(C) Two armchairs and one coffee table
(D) One sofa, two armchairs and on coffee table

155. What does the recipient need to do if the order detail is not correct?
(A) Cancel the previous order online
(B) Email Customer Service immediately
(C) Phone Customer Service immediately
(D) Enter correct details from the website

156. What is the sender informing the recipient of soon?
(A) Exact dispatch date
(B) Estimated delivery date
(C) Exact delivery date
(D) Estimated delivery cost

Question 157 to 159 refers to the following advertisement in a local paper.

Stoneham Crier **15 Nov, 2010**

Part-time Office Assistants Urgently Wanted

The Lucky Gift Box
Parade Square Business Centre Block C-2
Commercial Lane,
Stoneham

The Lucky Gift Box is an online catalogue gift shop which sells rare gifts around the world.

We are currently expanding our office due to the growing demand for our gift goods. Therefore we need 3 office assistants very urgently.

We are looking for self-motivated sincere persons. Former office experience is welcome but not a criteria.

Office assistants' tasks:

- Sorting and storage of the old document s
- Photocopying
- Running errands – mostly to the post office or courier depots
- Minor office cleaning

Work hour: 3-4hours between 8am-5pm from Monday to Friday

Pay: £7.5/hour

Duration: 2 months to start with. May be extended accordingly.

Application: Call Grace Day at 0800 871 90021 for further details

Applicants to the positions are interviewed by our Personnel Manager.

Application will be closed as soon as the positions are filled.

Grace Day
Personnel Manager
The Lucky Gift Box

Delivery Center Open Hours Sun Closed
Mon – Fri 8am – 8pm 0800 221388
Sat 9am-1pm

157. Why dose the company need assistants?
(A) The company is moving.
(B) The company is merging with another company.
(C) The company is expanding the office.
(D) The company wants catalogue distributors.

158. What is the company not hoping from the future assistants?
(A) Filing documents
(B) Taking telephone calls from customers
(C) Making photocopies
(D) Simple office cleaning

159. When will the application end?
(A) As soon as the company finds three suitable persons.
(B) The company will announce when it ends.
(C) In two months from the announcement.
(D) When the company has three interviewees.

Question 160 to 162refers to the following alert note.

Century Bank

FRAUD ALERT

Dear Our Valued Customers

We periodically send this alert notice to you to heighten your awareness against bank frauds.Please follow the tips in this note to protect your accounts.

·When you receive an unexpected call/ email from someone identifying himself/herself as a member of Central Bank staff, be cautious if he/she asks for your personal details.

They probably already know who you are, but that doesn't always mean the caller /email sender is a credible person.

·If the caller/email sender asks for your complete security details (i.e. password, four digit card PIN and full security code), do not reply or do not follow their instruction.

Remember we never ask for your complete security details.

They may suggest they need your security details to avoid overdraft or even to protect your accounts from fraud!

Please also regularly check your account for any suspicious transactions and destroy all unwanted personal and financial papers.

Call us immediately if you detect any suspicious transactions. Our emergency line is open 24x7.

For more useful information about how to protect your accounts, please visit **www.centbank.com**.

160. What is purpose of the mail ?

(A) To inform customers of incidences of fraud.

(B) To let the customers know their account is under imminent danger.

(C) To urge customer to heighten awareness against fraud.

(D) To urge customers to change personal details to avoid fraud.

161. If someone asks a customer for his/her security details, what does that mean?

(A) The person is credible.

(B) The person is not from the bank and very likely a fraud.

(C) The person does so because the bank asked him/her.

(D) The person can offer better service to the customer.

162. What should a customer do if he/she notices suspicious transactions?

(A) Withdraw all the money from his/her account.

(B) He/she doesn't need to do anything.

(C) Go to his/her branch nest morning to report.

(D) Call the banks emergency line immediately.

Question 163 to 165 refers to the following notice.

City Star Coach

Our bus routes are changing temporarily

From March 25th ~ Nov 30th, 2010

This notice is to inform our customers of the changes to the bus routes we are currently operating. The changes are due to the major construction work planned for the area around the central station and the town hall which is beginning in April this year.

The details of the new routes are shown in the separate map. There is no change in fares (Single $2.1, Return $4)

While we take all necessary measures to secure the safety of our customers, we also ask you for feedback concerning the temporal changes. Please post your opinions at the enquiry form in our website www.citystar.com. Alternatively you could call us at 0800 230 121140.

Thank you very much for using us.

Jack Putt
City Bus Operation Manager

163. What is this notice about?
(A) Permanent change of the bus routes
(B) Cancellation of some bus routes
(C) Temporal changes of the bus routes
(D) Reasons for the major counstruction work in the city

164 How long will the construction work continue?
(A) About eight months.
(B) About six month
(C) About one year
(D) About eleven months

165. How does the bus company want customers to give them feedback?
(A) Through the enquiry form in the website or by phone calls
(B) By sending emails to the address shown in the website
(C) By visiting their office in the city
(D) By speaking to the bus drivers.

Question 166 to 168 refers to the following email.

Subject: RE:Secretarial course
To: louisehunt@dpp.com
From: jrtalyor@mttnet.com
Date: 15 Feb, 2009 10:02:18

Dear Ms. Hunt

Thank you for your recent enquiry about our secretarial introductory courses and request for our prospectus.I have attached to this email the electronic version of our prospectus, which explains all the courses of our business school and how they are organized.

Meanwhile, please let me explain the availability of the secretarial introductory courses starting in April. We have four secretarial introductory courses:

General Secretarial Introductory Module
Medical Secretarial Introductory Module
Legal Secretarial Introductory Module
Executive PA Introductory Module

Unfortunately, General Secretarial Introductory course is currently full but the other courses still have some spaces. If Secretarial Introductory is the one you are hoping to join, we could put you on a waiting list and let you know as soon as a space becomes available.

There are also secretarial skill courses such as Excel Course and Typing Course. You may want to consider them before you start a secretarial course.

Should you have any questions, please do not hesitate to contact me at jrtaylor@mttnet.com.

Hope you will find above information helpful. We are looking forward to hearing from you.

Yours sincerely
Jane R Taylor

166. What is this email for?
(A) Sending a prospectus and explaining the secretarial courses
(B) Informing that all the secretarial courses are full
(C) Sending a prospectus and explaining the IT training course
(D) Advertising newly started courses

167. Which course does Jane A Taylor say is full?
(A) Medical Secretarial Introductory course
(B) Legal Secretary Introductory course
(C) Executive PA Introductory course
(D) General Secretarial Introductory course

168. What could Jane A Taylor do if the recipient of the email is wishing to join the course which is full?
(A) She could put the recipient on the waiting list.
(B) She could make an extra space
(C) She could organize another General Secretary Introductory course
(D) She could introduce the recipient another business school

Question 169 & 171refers to the following advert.

Reynolds & Sons
Carpet , Curtain & Upholstery Cleaning Service
Established 1985

We are experienced, skilled and sincere cleaners for domestic and commercial clients.
We promise excellent service for lower price.
We are fully insured and provide free estimates.
Our service also includes:
·Stain proofing
· Ordor removal
·On-site curtain cleaning
·Oriental rug cleaning

Introduce your friend!
If your friend uses us, we offer you 5% discount.
(The offer applies from 5 Nov to 5 Dec, 2010)

Business hours
Mon-Sat: 9am-6pm
Call (211) 946 12934

169. How long has the cleaner been in business?
(A) About 15 years
(B) About 25 years
(C) About 30 years
(D) About 35 years

170. What is not included in their service?
(A) Stain repellent treatment
(B) Deodorizing treatment
(C) Cleaning curtains at client's home
(D) Oriental rug replacement

171. When does one get 5% discount?
(A) When he/she introduce a friend to the cleaner and the friend uses the cleaner
(B) When he/she introduce a friend to the cleaner
(C) When his/her friend happen to use the cleaner
(D) When he/ she introduce the cleaner to his/her friend.

Question 172 to 174 refers to the following advertisement.

Qualified Job Finder

Ruskin Social Care, Ltd.

Qualified Social Worker
Reference:00120034

Posted: 15 May, 2010

Job location: Hammersmith, London

Job role: Child protection

Employment Status: Full-time

Salary: £30,300 per annum + past experience and performance considered.

Job Description: You must be a qualified social worker with experience of working with children & family for more than 5 years.

This position has been newly created to reinforce our Child Welfare Section.

Candidates for the position should have knowledge of child development and family dynamics, knowledge and experience in social work intervention.

To apply or to inquire, click here to fill in the form.

172. The advertisement is for recruiting
(A) Qualified ITmanager
(B) Qualified accountant
(C) Qualified social worker
(D) Qualified market analyst

173. How much is the salary?
(A) £30,300 maximum per month
(B) £30,300 minimum per month
(C) £30,300 maximum per year
(D) £30,300 minimum per year

174. What is required of candidates for the position?
(A) Child-raising experience and family development and social work intervention
(B) Sports activities with children and family
(C) Child development, family dynamics and social work intervention
(D) Child development, family dynamics and political intervention

Question 175 to 177 refers to the following flyer.

ASCOT'S SUPERSTORE's
Biggest-ever Branch is
Opening at Habour Gate
On Sunday,3rd March, 2010
(Map overleaf)

Opening Sale
From Sunday,3rd ~Sunday,10th March

Hobour Gate branch incudes:

In-house Bakery, Organically-grown Vegetable Corner, Organic Food Products Corner, Quality Wine Cellar, Quality Cheese and Delicatessen counter, Fresh Fish & Meat, In-house Bakery

Toy Corner, Book & Magazine Corner, Stationery Corner,

Cosmetic Corner with Perfume Counter,

Chemist

Lady's Wear, Men's Wear, Children's Wear, Shoe Corner,

Ascot's Family Restaurant

And also..

Ascot's Sports Shop

Ascot's Home shop

Ascot's Garden Center

Ascot's Catalogue Corner

Ascot's Petrol Station

175. What is the flyer about?
(A) Extension of Harbour Gate branch
(B) Closing of a branch of Ascot's Superstore
(C) Opening of an Ascot's Superstore branch
(D) Opening of Ascot's superstore Town Gate branch

176. Where can you find the map?
(A) On a separate sheet
(B) On the other side of the flyer
(C) In Ascot's website
(D) At the customer desk of a Ascot's branch

177. What is not available from the new branch?
(A) Organic vegetables
(B) Children's Clothes
(C) Garden tools
(D) Quality Jewelry

Question 178 & 179 refers to the following web page.

Nicejob.com

Graphic Designer Wanted – Muse Design Studio
June 23, 2010, 10:08 GMT

Muse Design Studio was founded only three years ago but is already reputed as one of the best in Melbourne. Due to the increasing clients, we are now looking for new members to join us. Candidates should have at least three-year experience in digital visualization. We value skills such as Logo design, user interface and concept design and communication skills and, more than anything else, a great enthusiasm.

Salary:30,000 AUD pa + Mobile
Location: Melbourne
Employment type: Permanent
Closing date: July 7,2010

→ More info Apply

Back to previous entry Next entry

178. What does the company specialize in?
(A) Textile design
(B) IT solution
(C) Graphic design
(D) Financial solutions

179. Why does the company need the recruitment?
(A) They are creating a new branch.
(B) The company has lost some staff.
(C) The current staff is not capable enough.
(D) The number of their clients has increased.

Question 180 to 182 refers to the following book review.

13 October, 2008

My Stylish Restaurants

By George Hoffman

George Hoffman may be known more as a star chef in “George’s Gourmet Show” than an entrepreneur. It is true he has written several cookery books and introduced the concept of “stylish cooking” to ordinary domestic kitchens. However, his stylishness didn’t end up in our kitchens.

George opened his first restaurant “Riverside” in London five years ago, which instantly won the reputation as a “stylish restaurant”. Despite the financial crisis, his business simply boomed and he opened his second restaurant “Riverview” in London (again on the Thames) last year.

In “My Stylish Restaurants”, he explains how his “stylishness” appeals to his gastronomic audience, leading his business to a great success. Suitable if you are thinking about opening a restaurant.

180. What is the book about?
(A) How to cook stylish food
(B) Stylish kitchens
(C) How to find stylish restaurant
(D) How to run a stylish restaurant

181. . What is George Hoffman’s original job?
(A) Cook
(B) Restaurant owner
(C) TV presenter
(D) Writer

182. Who does the reviewer says the book is suitable for?
(A) Gastronomic people
(B) People who want to know how to cook
(C) People who want to be a restaurant owner
(D) People who want to find stylish restaurants

Question 183 to 187 refers to the following notice and the email.

We need your opinions

As you may be aware, there have been several issues raised about the way our canteen currently is, including the lighting, the table arrangement, ventilation, etc.

As a part of our effort t to keep a high standard of our facilities, we are drafting a plan to renovate the canteen. We are also reviewing the menu our caterer is currently offering.

Therefore, we would appreciate it if you could let us know how you would like our new canteen. Please do not hesitate and think your opinion many not be important as all your opinions are very important for us.

You could send me an email (acjohnson@inet.com) or directly speak to me at my office during the lunch break (but no phone calls please).

We hope to hear from you all and use your opinions for improvement of the canteen.

Thank you for your co-operation.

Alice Johnson
Canteen Manager

Subject: Our canteen
To: acjohnson@inet.com
From: ccooper@centraltec.com
Date: 5 June, 2010 11:34:18

Dear Alice

Thank you for asking our opinions about the canteen.

I think the current canteen isn't too bad but it's just old. If current wooden chairs and tables are changed to ones with lighter material and walls are painted in lighter colors, it will make the canteen look very different. Also, the ventilation system needs to be renewed, I think. It's not working efficiently and it gets rather stuffy when the canteen is busy.

Hope those will give you some idea for renovation planning.

Kind regards
Amy Watson

183. What is the notice for?
(A) Informing of canteen closure
(B) Warning on food poisoning
(C) Inviting opinions about canteen renovation
(D) Invitation for a new canteen

184. What does "draft" in the text mean?
(A) to improve
(B) to plan
(C) to request
(D) to think

185. How does the manager want to be contacted?
(A) By sending an email or calling her up during the lunch time
(B) By visiting her home on weekends
(C) By visiting her office after work
(D) By sending an email or visiting her office during the lunch time

186. What is the email about?
(A) Complaints against the canteen manager's plan
(B) Opinions on how the canteen could be improved
(C) Opinions on how the overall company facilities could be improved
(D) Complaints over the poor food

187. Why does the ventilation system need to be renewed?
(A) It is noisy.
(B) It discharges bad smell.
(C) It is not working at all.
(D) It is inefficient..

Question 188 to 191 refers to the following emails.

Subject: Appointment
To: dentalworld@upp.com
From: jhopkins@inet.com
October 16, 2010 11:45:21

Dear Hanna

I am sending this email concerning my appointment on Wednesday, October 18th at 4pm.

I am wondering if you could change my appointment time to some time later on the day. In fact, I had to fly this morning to attend an urgent meeting in Washington DC and I can only fly back to the city airport at 3pm on 18th. I am not likely to make it for the appointment.

I am very sorry I am causing you trouble but I would appreciate it if you could reply.

Kind regards
Joe Hopkins

Subject: RE: Appointment
To: jhopkins@inet.com
From: dentalworld@upp.com
October 16, 2010 15:56:20

Dear Joe

Thank you for your email letting us know of your situation. However, unfortunately, we are fully booked on November 18th and so cannot move your appointment within the day.

The next available slot is Friday, November 20th at 4pm. I will reserve the slot for you in case it works for you, but we can change it to a later day if it doesn't. So, please let us know what you think by email or by phone by 5pm tomorrow when our reception closes.

Looking forward to hearing from you.

Best regards
Hanna

188. What is the most likely relationship between Joe and Hanna?
(A) Husband and wife
(B) Business man and his secretary
(C) Dental patient and dental secretary
(D) Travel agent and customer

189. What is the problem with Joe?
(A) He can't come back in time for the appointment.
(B) He's forgotten the appointment time
(C) He has an urgent dental problem.
(D) He is not happy about the current appointment time.

190. What has Hanna done in response to Joe's email?
(A) She's refused to change the appointment.
(B) She's only cancelled his appointment.
(C) She's reserved a day later than November 20th.
(D) She's reserved November 20th in case it is convenient for him.

191. What is she asking him to do?
(A) To come back in time for November 18th.
(B) To come back in time for November 20th.
(C) To reply to her by 5pm on November 19th.
(D) To come back by 5pm November 19th.

Question 192 to 196 refers to the following notice letter and the email.

Gas Equipment Safety Check Notice

Mr. Theodore Holms
1A Cherry Court
Robertson Road
Notting Hill

5 July, 2010

Dear Mr. Holms

I am writing to remind you that the current Gas Safety Certificate of the above property expires at the end of this month.

We have arranged gas equipment check on 25 July at 11am. The gas boiler, the gas hobs and the gas heater in the living room will be checked.

Hope the arrangement is all right with you. However, if you find the arrangement inconvenient, please directly contact Pete Hammond (gas serviceman) at 0800 299 83746 for re-arrangement.

Best regards
Helen Tucker
McMillan Ltd.
ht07@mcmillan.com

Subject: Gas Certificate
To: ht07@mcmillant.com
From: TedH@btt.com
6 July, 2010 11:09:34

Dear Helen

Thank you for the notice for the gas safety check.

Unfortunately, I am going to be away on business from tomorrow for the rest of this month and no one else is there to attend the gas check. I have contacted Mr. Hammond and asked him to collect the spare key from you before carrying out the check on 25th July.

So, could you let him have the key so that he can do the job while I'm away?

Thank you for your cooperation.

Kind regards
Ted Holms

192. What kind of industry is Helen Tucker in?
(A) Gas appliance service
(B) Secretary
(C) Home insurance
(D) Property management

193. This letter is to notify the recipient of
(A) gas bill payment
(B) gas heater delivery
(C) gas safety check
(D) advertisement for gas heating

194. What should the recipient do if the arrangement Helen Tucker made is not convenient?
(A) Phone her
(B) Email her
(C) Make arrangement with another gas service person
(D) Contact the gas service person for re-arrangement.

195. Why is Ted Holms asking Helen Tucker to hand the spare key to the serviceman?
(A) Because he doesn't have any key
(B) Because he doesn't want to be at home when the serviceman is there.
(C) Because he will be away soon and no one will be at his home for the check
(D) Because he cannot guarantee he can be there for the gas check

196. What can be said about Ted Holms' status?
(A) The tenant of the property
(B) The owner of the property
(C) A subordinate of Helen Tucker
(D) A gas equipment repairer

Question 197 to 200 refers to the following letter.

10 April, 2010

Dear Mr. Keith Clerk

Thank you for using Rockford Express.

I have enclosed an invoice for your shipment which we collected from you on 3 April. Please take time checking the invoice details including the delivery address. Please make payment by 30 April, 2010, to our bank account shown on the invoice

If you have any questions or would like to report damage to any of the items in your shipment,, please contact the UK branch (the contact details are shown on the invoice)

Sincerely yours

Margaret Hays
Rockford Expressl
Sydney Branch
45 Hudson Way
INGLEBURN NSW 2515
Australia

INVOICE
Invoice No. LRR-45118
Issue Date: 8 April, 2010

Rockford Express
UK Branch
Heathrow 300
35 Millennium Road
Middlesex UB2 5TT
TEL: 020 6632 4577

Rockford Express
Sydney Branch
45 Hudson Way
INGLEBURN NSW 2515
Australia

Delivery destination: Mr. Keith Clerk
15 Maple Crescent,
Park Avenue
Southampton SO17 2KT

Description	Packages	Total weight	Contents	AUD
Air shipment	9	145,0KGS	Household goods	3500

Please remit to: Rockford Express (UK) LTD by 30 April, 2010

National Abbey Bank Plc
115 Holbourne
Middx

Swift Code: MBKLGB3P
Sort Code: 14-55-18
Account No: 08994378

197. Who wrote this letter?
(A) Air company
(B) Travel agency
(C) Removal company
(D) Bank

198. What is the letter for?
(A) Notifying of the shipment details
(B) Notifying of completed payment
(C) Warning on delayed payment
(D) Requesting payment for the shipping

199. Where should Mr. Clerk do if anything in the shipment is damaged?
(A) Contact his insurance company
(B) Contact Rockford Express in UK
(C) Contact Rockford Express in sydney
(D) Report to the police in UK

200. How should he pay for the shipment
(A) By bank transfer
(B) By sending a cheque
(C) By paying in cash
(D) By giving credit card details