

# TOEIC MARATHON 19



# 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 can I reach you if I have any questions?

A) Sure, that's no problem.

B) You can give me a call on my cell phone.

C) I don't think so.

12. Mr. Keeton has been gone for a long time, hasn't he?

A) At lunch time.

B) No, he has.

C) Only about an hour.



# PART 2

13. Would you like to study abroad?

- A) Yes, I like where I'm living now.
- B) No, studying is fun.
- C) Yes, I like to travel and see new things.

14. How will I receive my refund?

- A) Your account will be credited within 6-10 business days.
- B) Please wait here.
- C) Here is your credit card.

# PART 2

15. Have you been to Japan before?

- A) No, I go quite often actually.
- B) Actually, this is my first time.
- C) Yes, my first time will be next month.

16. Why don't we get something to eat before the movie?

- A) That's a good idea.
- B) Because we're both hungry.
- C) No, we don't.

# PART 2

17. You haven't sent that e-mail yet, have you?

A) Sure thing!

B) No, I just did it.

C) Oops, I just did.

18. Aren't you related to Mr. Fenton?

A) No, but he's my father.

B) Yes, I am, he's my uncle.

C) Thank you for asking, and you?

# PART 2

19. What did you learn at the morning meeting?

- A) It was mostly the same content from the last meeting.
- B) Yeah, I got there a few minutes late.
- C) Yes, I went to the meeting.

20. Good morning Mr. Johnson, how are you?

- A) Not too bad, and you?
- B) Thank you!
- C) How are you?

# PART 2

21. How many people are coming to the meeting?

- A) There were at least 20 people there.
- B) There should be at least 30.
- C) The meeting is next Friday afternoon.

22. Who will come and pick up the package?

- A) I'll have my secretary handle that.
- B) Sure, that won't be a problem.
- C) Yes, please.

# PART 2

23. You're the new salesman aren't you?

- A) No thanks, I really don't like sales.
- B) That's right, it's great to meet you!
- C) Not really, thanks for asking.

24. Is Mr. Carter in his office?

- A) No, he's away on business right now.
- B) Yes, I'll ask him to return there right away.
- C) No, I'm waiting for your call.

# PART 2

25. Is the store closed on Sundays?

A)Yes, no one will be there.

B)No, everyone takes a day off that day.

C)Yes, but you can still go in and buy things.

26. The new report looks fantastic, doesn't it?

A)Yes, Peter did a great job on it.

B)Not really, thanks for asking.

C)Yes, I agree with you, it doesn't look fantastic at all.

# PART 2

27. Where is the nearest bank?

- A) You should get some money.
- B) I brought my bicycle today.
- C) It's just around the corner.

28. Who typed up this agenda?

- A) I'm not sure.
- B) John is the new secretary.
- C) Just put it on my desk.



# PART 2

29. Have the yearly reports been submitted?

A)Yes, they'll be turned in next week.

B)No, my desk is already there.

C)Yes, we should hear back about them soon.

30. Have you read the conference notes?

A)Yes, I read them in the car on the way here.

B)No, but I read them just a minute ago.

C)Yes, I will be going to the conference.

# PART 2

31. Are you going to the sales meeting?

A) Probably, doesn't everyone have to attend?

B) Definitely, I just don't think I'll make it.

C) Yes, unless I can get there early.

32. Can you tell me where the nearest restaurant is?

A) Yes, I know the way to the restaurant.

B) It's a block and a half down, on the left.

C) Why don't you take a bus? It's not far.

# PART 2

33. How can I get an updated version of this report?

- A) Just submit a request to our marketing team.
- B) I wrote that report myself.
- C) Sure, I'll let you know.

34. How can I book the conference room?

- A) You can use our automated online booking system.
- B) Yes, I'll meet you there.
- C) The meeting should start at 12:30.

# PART 2

35. Do you mind if I borrow your pen?

A) Do you need to borrow my pen?

B) Yes, here you are.

C) Not at all.

36. Would you mind taking a seat for a few minutes?

A) Thanks, I'm looking for the office now.

B) No problem, where should I sit?

C) No thanks, I'm full.

# PART 2

37. Why did you speak to Mr. Smith?

A)I wanted to ask him about the latest budget cuts.

B)Yes, I did speak to Mr. Smith.

C)Not yet, but I will.

38. Where do you keep the empty binders?

A)You'll probably want to put that in an empty binder.

B)Yes, you can.

C)They're in a box under that desk.

# PART 2

39. Do you know of a place that does shoe repair?

- A) No, I'll give you the phone number.
- B) Yes, I recommend you go to this one.
- C) Yes, but they don't do shoe repair.

40. Did you reserve the room for our meeting?

- A) Yes, you can go in at any time after 3.
- B) No, I don't think I can make it to the meeting.
- C) Yes, but we don't have a room.

# 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. Why wasn't she able to attend the meeting?

- A) She was on a business trip.
- B) She was on vacation in Chicago.
- C) She was visiting her friends.
- D) She was sick.



# PART 3

42. What is the purpose of the conversation?

- A) To invite him to go on a business trip.
- B) To tell him about how her trip went.
- C) To request a some notes.
- D) To ask him about the meeting.

# PART 3

43. How does the man encourage the woman?

- A) She should try fishing.
- B) She did her best.
- C) She should take a vacation.
- D) Not to worry about just one client.

# PART 3

44. What is the conversation about?

- A) She left the checkbook at the bank.
- B) He's trying to find the checkbook.
- C) The water bill is late.
- D) He is upset about the checkbook.

# PART 3

45. What is likely the relationship of the two people?

- A) Friends
- B) Neighbors
- C) Husband and wife
- D) Coworkers

# PART 3

46. What does the woman tell him that he should do?

- A) Look for the checkbook quickly.
- B) Run down to the bank and pick it up.
- C) Hurry and pay the water bill.
- D) Help her to look for the checkbook.

# PART 3

47. What is this conversation about?

- A) The woman is trying to buy some computer speakers.
- B) The woman is trying to return a product that she purchased.
- C) The woman wants to complain about a problem.
- D) The woman wants to ask for some computer advice.

# PART 3

48. Where is this conversation taking place?

- A) Over the telephone.
- B) At a store.
- C) In an office building.
- D) Over the internet.

# PART 3

49. What does the man decide about the speakers?

- A) They are likely damaged.
- B) The woman likely doesn't understand how to use them.
- C) The woman needs to read the manual.
- D) The computer speakers should be refunded.



# PART 3

50. What is the conversation about?

- A) The woman is requesting a new copy machine.
- B) The woman needs help fixing the copy machine.
- C) The man wants to give her a new copy machine.
- D) The copy machine is out of paper.

# PART 3

51. What is likely the relationship of the man and woman?

- A) They work at the same company.
- B) No relationship.
- C) They are friends.
- D) They are neighbors.

# PART 3

52. What will the man do?

- A) Send someone to talk more with the woman.
- B) Send someone to get more details about the copy machine.
- C) Call the repair company.
- D) Send someone to fix it.

# PART 3

53. What is the purpose of the conversation?

- A) To confirm the status of an order.
- B) To purchase some knives.
- C) To demand a refund for some knives.
- D) To convince the store to ship some knives.

# PART 3

54. Where can she find the confirmation number?

- A) From their website.
- B) From an email she's received.
- C) From the man she's talking to.
- D) She hasn't got the number yet.

# PART 3

55. When will she get the order?

- A) She already received the order.
- B) After she gets another e-mail.
- C) Pretty soon, as they were just shipped.
- D) This morning.

# PART 3

56. What is the conversation about?

- A) Both of them are looking for a restaurant.
- B) Directions to an Italian restaurant.
- C) The man is recommending an Italian restaurant to the woman.
- D) How expensive the Italian restaurant is.

# PART 3

57. What is she supposed to do at the restaurant?

- A) Meet a friend of hers.
- B) Thank the man for the directions.
- C) Call her friend.
- D) Apologize to her friend for being late.



# PART 3

58. What does he think about the restaurant?

- A) He thinks that the food is ok.
- B) It's difficult to find it.
- C) They serve great pasta.
- D) It is a very expensive restaurant.

# PART 3

59. What is the conversation about?

- A) Terrible traffic on the highway.
- B) A murder on the road.
- C) How expensive the highway is.
- D) How dangerous driving is.

# PART 3

60. What surprised the man?

- A) The woman no longer could stand.
- B) The woman was an hour late.
- C) The fact that he arrived.
- D) The irresponsible highway system.

# PART 3

61. What does the man think they should do?

- A) Call the city hall.
- B) Send a letter.
- C) Nothing.
- D) Just try to avoid the bad traffic in the morning.

# PART 3

62. What is the conversation about?

- A) The budget for the project.
- B) Her progress on the project.
- C) The report she has already turned in.
- D) Tomorrow meeting.

# PART 3

63. What is the good news?

- A) The project might be done soon.
- B) The vendor can visit them soon.
- C) The project will cost less money than they thought.
- D) They can get some financial support from the vendor.

# PART 3

64. What does he want her to do?

- A) Turn in the budget for the project.
- B) Contact the vendor to get a better price.
- C) Update her employee status.
- D) Report how much the project has progressed.

# PART 3

65. Where is the conversation likely taking place?

- A) A post office.
- B) A customer center.
- C) Over the telephone.
- D) A security office.



# PART 3

66. What is the man's problem?

- A) He will travel for two weeks.
- B) The post office can't meet his request over the phone.
- C) The post office will be closed at 5pm.
- D) The post office doesn't have a good security system.

# PART 3

67. What is the man probably going to do next?

- A) Leave for the post office by 5pm.
- B) Set up the security system by before 5pm.
- C) Take a few minutes to get to the post office.
- D) Follow the required process at the post office by 5pm.

# PART 3

68. What is the conversation about?

- A) Frank.
- B) Julie's new job.
- C) Julie is surprised at the man's attitude.
- D) How little money Frank used to make.

# PART 3

69. What is amazing?

- A) Nothing especially.
- B) National newspaper's articles.
- C) The man's voice.
- D) Frank is working for a national newspaper.

# PART 3

70. What does Julie think about Frank?

- A) He always surprises her with his unexpected remarks.
- B) He has a great personality.
- C) He was always ambitious.
- D) She should get a promotion too.

# 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 speech about?

- A) The introduction of the museum tour.
- B) Introducing famous impressionist artists.
- C) Information about how long the tour is.
- D) Tips to take great pictures.

# PART 4

72. Which of the following is mentioned?

- A) The museum has great photographers.
- B) The museum is famous for its impressionist artists visits.
- C) The museum has membership in the International Art Exchange program.
- D) The museum is well known for its history.



# PART 4

73. What is prohibited in the museum?

- A) Taking pictures with flash.
- B) Using cameras.
- C) Talking.
- D) We don't know.

# PART 4

74. What is the message about?

- A) Linda wants to know if Mr. White is available .
- B) Mr. White is looking for a job.
- C) Charles wants to meet Linda.
- D) Linda wants to work for the company.

# PART 4

75. What kind of position is Linda interested in?

- A) Mr. White's assistant.
- B) The graphic design position.
- C) A part-time position since she's married.
- D) She's interested in Charles' position.

# PART 4

76. What is the woman going to do next?

- A) She will send her resume.
- B) She will call Mr. White again.
- C) She will wait to hear from the company.
- D) She will look for another position.

# PART 4

77. What is the speech about?

- A) A commentators view of the game.
- B) A pep talk by the coach.
- C) A post-game review.
- D) A pre-game strategy.

# PART 4

78. What kind of information is the coach giving to his team?

- A) He is disappointed in their performance.
- B) He is asking the team for advice.
- C) He is giving advice on things that they should do differently.
- D) He is deciding who will play for the team next season.

# PART 4

79. What changes does the coach make?

- A) Changes to their defensive strategy.
- B) Changes to their overall strategy.
- C) Changes to their ball-handling.
- D) Changes to the game ball.

# PART 4

80. What is the speech about?

- A) They couldn't make the client satisfied.
- B) Congratulatory speech for everyone's hard work.
- C) The speaker has just come back to work.
- D) The client was too demanding and team members couldn't do well.



# PART 4

81. What does the speaker say about Mark?

- A) He has been frustrated the whole time.
- B) He didn't work much at the beginning.
- C) He didn't contribute much.
- D) Mark was calm.

# PART 4

82. What will they need to do tomorrow?

- A) Keep working even harder on the project.
- B) They need to make the client happier.
- C) Work hard as usual.
- D) Kick back and relax.

# PART 4

83. What is this speech about?

- A) Ken has just arrived at the company and nervous .
- B) Ken is introducing himself.
- C) Ken is sharing information about the hiring process.
- D) How much Ken wants to become the vice president.

# PART 4

84. Which of the following is true?

- A) Ken has been working for Farret Ltd. and just became a vice president.
- B) Ken works as a professor a few days a week.
- C) Ken likes hearing new ideas.
- D) Ken worked in the industry when he was 15.

# PART 4

85. What does Ken want to do?

- A) He wants to teach the employees like he did as a college professor.
- B) He wants to find a good assistant.
- C) He wants the employees to show him that they have specialized skills for the company.
- D) He wants to grow the company.

# PART 4

86. What is the report about?

- A) A news update.
- B) Weather warnings they have now.
- C) A weather disaster.
- D) A weather report.

# PART 4

87. What does she do?

- A) She is a weather expert.
- B) She is a forecaster.
- C) She is a news narrator.
- D) She is an anchorman.

# PART 4

88. How does the temperature in Chicago compare to N.Y.?

- A) They have the same temperature.
- B) Chicago is colder than N.Y.
- C) The temperature in N.Y. is higher by about 5 degrees.
- D) The temperature in N.Y. is lower by about 10 degrees.



# PART 4

89. What is the radio program about?

- A) A fire downtown.
- B) An arsonist started a fire downtown.
- C) A traffic update due to the fire.
- D) A fire has been put out.

# PART 4

90. Which of the following is true?

- A) The fire burned the buildings around it.
- B) People in nearby businesses are working hard.
- C) There are many casualties.
- D) Fire crews are still arriving.

# PART 4

91. Which of the following is **NOT** true?

- A) Police have blocked off the area.
- B) The fire is believed to have been started by a discarded cigarette.
- C) The police have caught the person responsible for the fire.
- D) People are being treated for smoke inhalation.

# PART 4

92. Where is this message being given?

- A) On the television.
- B) In the newspaper.
- C) Over the phone.
- D) At the train office.

# PART 4

93. What is the message about?

- A) He has a complaint about the train that he was riding.
- B) He misplaced a personal item on the train.
- C) His briefcase was stolen on the train.
- D) He'd like to get the train company to send him some important documents.

# PART 4

94. What would he like the train company to do?

- A) Contact him as soon as possible.
- B) Mail him the briefcase.
- C) Offer him a reward for the briefcase.
- D) Return the documents immediately.

# PART 4

95. What is the main purpose of this message?

- A) Setting the agenda for an upcoming meeting.
- B) Changing the employee reward program.
- C) Scheduling a meeting for Friday.
- D) Changing the meeting time.

# PART 4

96. What problems does she feel might grow worse without intervention?

- A) The Lee account.
- B) The employee reward program.
- C) The parking situation.
- D) Employees overusing their sick days.



# PART 4

97. What action is she expecting next?

- A) An update at the meeting.
- B) A response to the message.
- C) An extensive list of changes.
- D) An answer to the parking problem.

# PART 4

98. What is the speech about?

- A) They have 20 new doctors.
- B) A new health center opening.
- C) People will have much-needed jobs.
- D) The nursing home is finally under construction.

# PART 4

99. What does the announcement say that the city was in need of.
- A) More doctors.
  - B) More residents.
  - C) More health care facilities.
  - D) More nursing homes.

# PART 4

100. What will they be working on next?

- A) Hiring even more doctors.
- B) A nursing home nearby.
- C) Building a full-scale hospital.
- D) A connected nursing home.

# 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. When the budget reports ----- ready, have them sent to my office.

- A) am
- B) is
- C) be
- D) are

102. It is ----- to go to New York by airplane than by car.

- A) fastest
- B) faster
- C) the faster
- D) fast

# PART 5

103. I'd like to ----- business summary by tomorrow afternoon.

- A) finalize
- B) finally
- C) final
- D) finality

104. No one was ----- that Mr. Johnson had been fired.

- A) await
- B) awaken
- C) awe
- D) aware

# PART 5

105. The report ----- all of our financial guidelines.

- A) is outlining
- B) outlines
- C) outline
- D) outlining

106. The visitor left his message ----- the receptionist's desk.

- A) on
- B) to
- C) until
- D) through



# PART 5

107. The meeting will be held ----- Tuesday.

- A) at
- B) on
- C) until
- D) from

108. A book explaining all about the revolution ----- kept in the library.

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

# PART 5

109. If your pizza is late, we will ----- your credit card.

- A) refunded
- B) have refunded
- C) will refund
- D) are refunding

110. The books have been ordered, ----- they have not arrived.

- A) or
- B) since
- C) but
- D) because

# PART 5

111. This copy machine has seldom been brought in for ----- .

- A) despair
- B) compares
- C) impairs
- D) repairs

112. The person ----- came in yesterday should call again today.

- A) who
- B) whom
- C) which
- D) whose

# PART 5

113. What ----- will the employee strike have on our production line?

- A) effect
- B) effective
- C) effectively
- D) effectiveness

114. The trash can is ----- his desk.

- A) among
- B) between
- C) under
- D) to

# PART 5

115. The insurance company promises ----- the oversight right away.

- A) will correct
- B) corrects
- C) to correct
- D) correcting

116. The CEO ----- about the bankruptcy before the shareholders did.

- A) known
- B) is knowing
- C) knew
- D) has known

# PART 5

117. Can we start the meeting ----- 2:30?

- A) on
- B) for
- C) at
- D) in

118. The office is located ----- the 31<sup>st</sup> floor.

- A) on
- B) at
- C) in
- D) over

# PART 5

119. The customer was not able to find the receipt ----- the warranty information.

- A) and
- B) or
- C) but
- D) though

120. The morning meeting has been changed from 8:30 ----- 9:00.

- A) from
- B) at
- C) to
- D) by

# PART 5

121. Children often like ----- games.

- A) repeat
- B) repetitive
- C) repetition
- D) repetitively

122. The agent must ----- your ticket before boarding the airplane.

- A) checked
- B) checking
- C) checks
- D) check



# PART 5

123. The 8:30 train ----- Chicago has been delayed.

- A) to
- B) in
- C) by
- D) at

124. ----- she left on the cruise, my boss asked me to manage the weekly meeting.

- A) For
- B) That
- C) And
- D) Before

# PART 5

125. The manager discovered that one employee had been ----- work early.

- A) left
- B) leaves
- C) leave
- D) leaving

126. Mr. Gutman ----- copy paper in large quantities.

- A) buy
- B) buying
- C) buys
- D) to buy

# PART 5

127. The conference staff ask that guests \_\_\_\_\_ register ----- the conference begins.

- A) while
- B) before
- C) nor
- D) and

128. Mr. Gonzales had his secretary ----- the customer to confirm the meeting time.

- A) calling
- B) calls
- C) call
- D) called

# PART 5

129. If you see something you'd like to buy, ----- me before the end of the day.

- A) calling
- B) will call
- C) called
- D) call

130. Please use the ----- envelope for your reply.

- A) enclosing
- B) is enclosed
- C) enclose
- D) enclosed

# PART 5

131. My aunt will be arriving ----- the house in fifteen minutes.

- A) at
- B) with
- C) into
- D) for

132. Our products are high quality ----- high value.

- A) but
- B) or
- C) and
- D) neither

# PART 5

133. My boyfriend has a ----- at a nice French restaurant for us.

- A) rumination
- B) reservation
- C) trepidation
- D) motivation

134. The fax machine ----- a loud noise if you don't pick up the phone in time.

- A) makes
- B) made
- C) make
- D) has made

# PART 5

135. My wife was very ----- when I got a promotion after only working at the company for 2 months.

- A) surprising
- B) surprise
- C) surprises
- D) surprised

136. New employees are expected to work at night ----- on weekends.

- A) nor
- B) and
- C) neither
- D) but

# PART 5

137. The plan, ----- will be put into effect tomorrow, should revolutionize this company.

- A) who
- B) which
- C) when
- D) it

138. Our directors expect advertising ----- next quarter.

- A) to ascend
- B) to increase
- C) to escalate
- D) to raise



# PART 5

139. This book is ----- the author's last one.

- A) confusing as
- B) as confusing
- C) as confusing as
- D) as confused as

140. I'm looking forward to meeting you ----- Thursday.

- A) from
- B) on
- C) to
- D) at

# 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.

## **Employee Handbook - Policies and Procedures**

### Introduction

This handbook was developed to provide you an information resource for ----- questions and concerns when working for the Company. If you have questions or concerns about what is discussed here, contact your manager or Human Resources.

141.

- A) collectible
- B) base
- C) ambitious
- D) common

The policies stated in this handbook are subject to change at any time at the ----- of the Company. From time to time, you may receive updated information regarding any changes in policy.

142.

- A) discretion
- B) discrimination
- C) discussion
- D) dispatch

The contents of this handbook are not intended to create a contract or agreement

----- the Company and you.

There are specific procedures for many of the general policies stated in the handbook. Your questions should be directed to your manager or to Human Resources.

143.

- A) but
- B) between
- C) which
- D) among

Question 144 to 146 refers to the following letter.

### **To Improve the Company's Security**

#### **❖ Workstation Tracking and Security**

One of the main principles is that the location of workstations should be \_\_\_\_ and recommended security measures implemented to limit the risk of loss or theft.

144.

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

1.1. An inventory of workstations \_\_\_\_ on the Company's network should be maintained.

145.

- A) based
- B) according
- C) used
- D) created

1.2. Transfer of a workstation to another location or to a different custodian should follow the procedures set out in the Company's management policy.

146.

- A) asset
- B) assembly
- C) assignment
- D) Assistant

Question 147 to 149 refers to the following email

To: Lifelong Insurance Company

From: lindasmith@email.com

Re: Policy Number: # A-1234-56-789 Cancellation

I am sending you this ----- notice to request cancellation of my insurance policy effective 8/31/2011. I would appreciate if you could send me written confirmation within 30 days that the ----- has been put into effect. Please refund the unused portion of my policy premium, and cease charging my bank account for payment of monthly premiums.

Thank you for your prompt ----- to this matter.

147.

- A) written
- B) writing
- C) wrote
- D) writes

148.

- A) continuation
- B) cancelling
- C) cancellation
- D) cancel

149.

- A) patience
- B) concerns
- C) notice
- D) attention

Question 150 to 152 refers to the following letter.

ABC Collections  
1122, Long Street  
Farraway, KY 02123  
1-800-123-8951

Dear Mr. Jones,

We ----- receiving your check #234 for \$315.78 as the final payment on account #1421. Thank you for remitting this overdue balance.

150.

- A) don't
- B) arrived
- C) acknowledge
- D) consider

Please take careful note of our continuing ----- to charge a 15% penalty on overdue accounts. If you have any questions regarding your account, our conditions of credit, or any of the services we offer, please call us toll-free at the 800 number shown above.

151.

- A) policy
- B) penalty
- C) principles
- D) parity

We look forward to ----- you again in the future.

152.

- A) selling
- B) borrowing
- C) serving
- D) writing

Sincerely,  
Bartholomew Haddox

# 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.

Question 153 to 156 refers to the following letter.

Gardner Corporation  
August 22, 2011

Dear Jason,

We extend our best wishes to you on your fifteenth anniversary of service with the Gardner Corporation. Throughout the years we have enjoyed your dedication and enthusiasm for your job.

To show our appreciation for your hard work, we invite you and your wife to attend the Gardner Corporation's annual awards banquet next month. You will receive your complimentary tickets in the mail.

The banquet will be held on September 16<sup>th</sup> at 6:30pm. Please let us know in advance if you will be unable to come for any reason. The banquet will be a special time for us to show our appreciate for your years of service.

We'd like this to be a very enjoyable evening, so we ask that people wear evening informal dress please.

We wish you continued success for many years to come.

Sincerely,  
Lydia Smith  
President and CEO

153. What is the purpose of this letter?

- A) Notice of acceptance as a new employee.
- B) To show appreciation for a great job.
- C) An invitation to a special dinner.
- D) Asking for planning information about an upcoming reception.

154. What has Jason done in order to deserve this praise?

- A) Worked at the company for 15 years.
- B) Shows dedication and enthusiasm for his job.
- C) Invited his wife to the banquet.
- D) Worked hard for 50 years.

155. What is the probable relationship between Lydia and Jason?

- A) Lydia and Jason are friends.
- B) Lydia owns the company that Jason works for.
- C) Lydia is Jason's immediate boss.
- D) Lydia and Jason are strangers.

156. What special instructions are also included in the invitation?

- A) To dress in nice clothing.
- B) To dress in casual clothing.
- C) To have an enjoyable evening.
- D) To have success for many years to come.



Question 157 to 160 refers to the following email.

From: Carl Bennet <cbennet@firm.com>  
To: Olivia Stackton <ostackton@firm.com>

Olivia,

Thanks for your input during last Thursday's unit meeting. As your overtime hours have increased, we too have come to realize the unreasonable scope of your present job description. After adding two website projects a month to your regular design workload, we have decided to hire an assistant manager to relieve you of several administrative tasks.

While this assistant will alleviate much of your burden, we still plan to increase the number of monthly website projects in your unit from 12 to 18. This increase, however, will occur only incrementally, and additional personnel will be assigned to your unit to help handle the load. Specifically, we plan to transfer two designers from Eric Lopez's unit to yours. You will be responsible for training them as part-time web designers over the next three months. If you can have them up to speed by May, we will then begin expanding to eighteen projects a month.

We will need your continued feedback during this transition phase and expect to consult with you frequently. Above all, we are eager to see your daily workload confined to a manageable number of hours. With an assistant, this should begin to happen immediately.

Sincerely,  
Carl Bennet

157. What is the main point of this email?

- A) Asking Olivia to work a bit harder.
- B) Letting Olivia know that she'll have help.
- C) Letting Olivia know that she's not performing to their expectations.
- D) Asking Olivia to train some employees.

158. What is this email in response to?

- A) Some additional staff wanted to join the web development team.
- B) Olivia probably said that she wanted to be transferred to a different division.
- C) Eric Lopez wanted to move some staff.
- D) Olivia probably mentioned at a meeting that she was overworked.

159. How does Carl plan to help Olivia?

- A) He plans to hire an assistant manager and two designers.
- B) He plans to transfer Olivia to another Eric Lopez's division.
- C) He plans to hire an assistant manager and transfer other helpers from another department.
- D) Carl will assist Olivia personally.

160. What is the overall goal of this change?

- A) To lesson the work and stress on Olivia.
- B) To help spread the work around.
- C) To get more work done in the office.
- D) To challenge Olivia.

Question 161 to 164 refers to the following letter.

June 12<sup>th</sup>, 2011

Dear Bob Cardigan,

In response to your request for additional information, I have completed the personal information form you sent and have enclosed a copy of my resume.

I have been Dr. Enrico Gonzales' executive medical secretary for the past two years. My responsibilities include transcribing medical records, billing insurance, making appointments, greeting patients, scheduling hospital tests, and handling correspondence.

I graduated from Arnos Business College in 1994 in the top 10 percent of my class and received "excellent" ratings in typing, office machines, dictation, and use of several word processing programs. I have also taken classes in technical writing and office management.

I enjoy our community's sports programs and currently coach a woman's basketball team. I look forward to meeting with you in person to discuss my qualifications.

Sincerely,  
Erik Freemont

161. What was this letter sent?

- A) Bob wanted to know more about Erik.
- B) Dr. Enrico Gonzales asked him to send it.
- C) Bob would like to apply for a job.
- D) Bob would like Erik to get him a job.

162. What is included along with the letter?

- A) His personal history.
- B) A transcribed medical record.
- C) His resume.
- D) An invitation to join the staff.

163. What position did Erik hold working with Enrico Gonzales?

- A) He transcribed medical records, billing insurance, making appointments, etc.
- B) He was a secretary.
- C) He was a doctor alongside Dr. Gonzales.
- D) He graduated from Arnos Business College.

164. What is Erik's expectation for future contact?

- A) Erik and Bob will talk about whether Erik will fit the job.
- B) Erik will be getting the job.
- C) Erik and Bob will talk with Dr. Gonzales about whether the job will be a good fit.
- D) Erik will request Arnos College's records.

Question 165 to 168 refers to the following advertisement.



When planning a vacation, it pays to do a little research. Happy Travel provides all the tools you need to plan the perfect vacation.

Happy Travel is the ultimate place to check out vacation packages. In addition, you can search and compare vacations using several different criteria.

If it's a cruise you're looking for, sail over to Happy Travel Cruises. We make it easy to search by destination, date, or cruise line. Or you can check out our regularly updated cruise specials.

With Happy Travel, you're sure to have a wonderful and inexpensive getaway.

Visit us today at [happyhappytravel.com](http://happyhappytravel.com)

165. What is this advertisement's goal?

- A) Get people to learn more about Happy Travel by visiting the website.
- B) Get people to go on vacation.
- C) To advertise specific cruise options.
- D) To talk about your perfect vacation.

166. Why is Happy Travel a good place to research vacation deals?

- A) They are inexpensive and reliable.
- B) They have many tools.
- C) They have cruises as well as vacations.
- D) They have many criteria you can use in your search.

167. Which of the following claims do they make?

- A) You have to pay to do research.
- B) Happy Travel has many tools.
- C) Happy Travel is the perfect place to learn about vacation packages.
- D) They have many cruise specials.

168. What type of organization is Happy Travel?

- A) A travel agent.
- B) A vacation planning and booking website.
- C) A travel agent and cruise booking agent.
- D) A research and review website.

Question 169 to 172 refers to the following letter.

June 5<sup>th</sup>, 2011  
10987 Rowan Street  
Boulder, CO 68734

Dear Mountain Lodge Guest,

During the month of March, we are offering three nights' lodging for the price of two.

This is our way of inviting you back to enjoy beautiful Mountain Lodge.

Imagine! This could be your chance to take that long weekend away from the kids. Spend Friday and Saturday at Mountain Lodge, and we'll throw in Thursday or Sunday night for free.

We know you'll enjoy the comforts of Mountain Lodge, our spacious, beautiful rooms with pine furniture, king-sized beds, and hot baths in every room. And don't forget our elegant restaurant that specializes in Rocky Mountain cuisine. Dance until midnight. Hike the incredible mountain trails that have made Mountain Lodge famous.

Call us soon for your reservation. 555-1239

Sincerely,  
Jane Miller  
Mountain Lodge Concierge

169. What is the purpose of this letter?

- A) Contact a previous guest about a special offer.
- B) Contact a first-time guest about a deal.
- C) Contact a current guest about a special offer.
- D) Contact a prospective guest about a deal.

170. What is the deal that they are offering?

- A) You can stay for three nights without paying.
- B) You can pay for two nights and get a third night free.
- C) You can stay longer than normally allowed.
- D) Thursdays or Sundays are free.

171. What type of clientele are they hoping will stay?

- A) Families with children.
- B) Couples for a romantic vacation.
- C) People that enjoy hiking.
- D) People that want a good deal.

172. What action do they hope the recipient will take?

- A) Send them a letter to let them know about deals.
- B) Call them to let them know when they'd like to stay.
- C) To dance until midnight and go hiking.
- D) To leave the kids at home.

Question 173 to 176 refers to the following letter.

April 10<sup>th</sup>, 2011

Dear Jason,

Our hiring committee has reviewed your resume and would like to meet with you in person. We are particularly interested in your law enforcement experience and want to discuss how you feel it might complement our plant security.

We are scheduling interviews with applicants for Thursday, May 2<sup>nd</sup>, from 1:00 to 5:00 p.m. If you are able to meet with us on that day, please call my secretary at 555-1235 to reserve a time. If Thursday is inconvenient, feel free to make other arrangements with her. All interviews will be held in the Bamboo conference room on the second floor of building D. We look forward to meeting with you.

Please bring with you a copy of your resume as well as a willingness to be a part of a team, and to be serious about security.

Sincerely,  
Robert Stottle  
Plant Security Chief

173. What is the purpose of this letter?

- A) Asking Jason to bring a copy of his resume.
- B) Inviting Jason to send his resume for an appointment.
- C) To tell Jason about some upcoming meetings.
- D) Letting Jason know that they would like to meet him

174. Why do they feel like Jason might be a good fit?

- A) He has a good resume.
- B) He seems like a team player.
- C) He has law enforcement experience.
- D) He is a security officer.

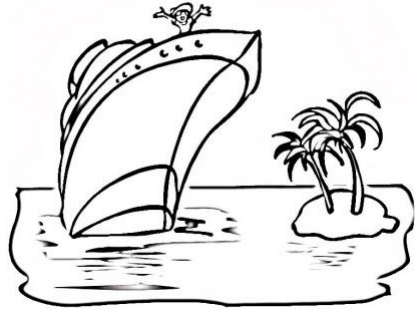
175. What should Jason do next if he's interested?

- A) Call Robert Stottle's secretary.
- B) Come between 1:00 and 5:00pm on May 2<sup>nd</sup>.
- C) Arrange an appointment with Mr. Stottle.
- D) Send a copy of his resume.

176. What should Jason do if Thursday doesn't work?

- A) He can come anytime between 1:00 and 5:00 on any day.
- B) He can talk with the secretary about another day.
- C) He can call Robert Stottle personally.
- D) He can come to the Bamboo conference room.

Question 177 to 180 refers to the following advertisement.



Anyone for a Caribbean cruise? The winner of our holiday sales contest will receive two tickets for a week-long Caribbean cruise aboard the Fancy Queen. It's simple. Whoever achieves the highest sales volume between December 1 and January 2 wins the cruise with all expenses paid.

As always, our major concern is with customer satisfaction, so for the purpose of this contest all merchandise returns that were purchased during this period will be deducted from contest records.

Even if you don't win the first prize, you may qualify for one of the several consolation prizes worth hundreds of dollars. Pick up detailed information on all prizes from the main reception desk.

177. What is the purpose of this advertisement?
- A) To advertise for a Caribbean cruise.
  - B) To encourage employees to get involved.
  - C) To introduce a sales contest.
  - D) To increase customer service.
178. How can an employee receive the cruise?
- A) Have the highest sales volume, after discounting returned items.
  - B) Have the highest customer satisfaction.
  - C) Pick up detailed information from the main reception desk.
  - D) Have the highest sales volume.
179. Besides sales volume, what else is important to the company?
- A) Making sure people are happy with their purchases.
  - B) Making sure the employees enjoy the cruise.
  - C) Making sure to deduct things from contest records.
  - D) Making the cruise all expenses paid.
180. The word *consolation* in the third paragraph is closest in meaning to:
- A) comfort
  - B) upset
  - C) surprise
  - D) reward

Question 181 to 185 refers to the following letters.

February 19<sup>th</sup>, 2011  
Diamond Corporation

Dear Brent,

We are pleased to welcome you as the newest member of the Diamond Corporation!

As we discussed in your interview, you will be the new sales manager, working under the direction of Brenda Campbell, the marketing director. On your first day Monday, March 1, I will introduce you to Brenda and the rest of the staff. You will also need to spend some time with the personnel director to fill out the necessary paperwork and sign up for the company benefits program. Please look over the enclosed Employee Handbook and become familiar with your benefit options. Marc can answer any questions you may have when you meet with him.

Also enclosed you will find a copy of your employment contract detailing the terms we discussed during your interview. Please review it carefully, and if you have any questions, call me immediately. If the contract meets with your approval, please sign it and return it in the enclosed envelope.

We are confident you will be an asset to the Diamond Corporation. Please don't hesitate to call if I can be of help, either now or after you begin your employment. We look forward to seeing you in a few weeks.

Sincerely,  
Cynthia Turner

181. What is the purpose of this letter?

- A) Letting Brent know that they received his resume.
- B) Congratulating Brent for a job well done.
- C) Letting Brent know which next steps to take in the hiring process.
- D) Asking Brent to look over some documents.

182. What new position will Brent be accepting?

- A) He will be the marketing director.
- B) He will be the sales manager.
- C) He will be one of the staff.
- D) He will be managing Brenda Campbell.

183. What things will Brent be doing on his first day?

- A) Filling out paperwork and meeting the staff.
- B) Answering any questions that come up.
- C) Finding a copy of his employment contract.
- D) Signing and returning his contract.

Question 181 to 185 refers to the following letters.

Dear Ms. Turner :

It was certainly wonderful news when I received your letter offering me the position as sales manager for the Diamond Corporation.

I am pleased to accept your offer at a salary of \$50,000 annually.

I understand that my starting date will be March 1 to enable me to finish a sales management course that will enhance my skills for the Diamond Corporation.

I also understand that I will receive full company pay and benefits during the 12-week training program and that I am considered probationary during that time.

Thank you again Ms. Turner for offering me this wonderful opportunity. What a delight it will be to work with you and the Diamond Corporation.

Sincerely,  
Brent Oakley

184. What action would they like Brent to take next?

- A) They would like him to sign and return the contract.
- B) They would like him to contact them immediately.
- C) They would like to see him come on March 1.
- D) They would like him to write a short acceptance speech.

185. When will the Brent's training period end?

- A) At the end of February
- B) At the end of March
- C) At the end of April
- D) At the end of May



Question 186 to 190 refers to the following letter and email.

May 17<sup>th</sup>, 2011  
Beth's Blooming Business

Dear Sarah,

Thank you for your order of three silk flower wreaths from Beth's Blooming Business. The wreaths should arrive within three days of your receiving this confirmation. You will find two wreaths with mauve hues and the third with copper tones, just as you specified. On the copper wreath, I took the liberty of replacing the background rhododendron with a variegated fern since the fern colors complemented the wreath much better.

If you are unsatisfied, alert me and I'll send you another one immediately. The total bill for all three wreaths is \$567.98. Payment in full is due within 30 days. Thank you for your patronage. I sincerely hope you are satisfied with the products. If you are interested in pieces of cloth with colors that complement your wreaths, I would be delighted to fill your order.

Sincerely,  
Beth Handy  
Beth's Blooming Business

From: Sarah Smith <sarasmith@email.com>  
To: Beth Handy <bethhandy@bloomingbusiness.com>  
Subject: The total bill

Dear Beth,

I've got the wreaths today and I'm very happy with them. However, the total price is different from what I heard from one of your employees, Cathy. She mentioned that the price would be applied to the spring end sale. I would like to confirm the total price. If not, I would like to return one of them. Thank you.

Sincerely,  
Sarah Smith

186. What is the purpose of this letter?

- A) Confirming an order and asking for payment.
- B) Describing the wreaths that were ordered.
- C) Asking Sarah to order three wreaths.
- D) Asking Sarah how the wreaths looked.

187. What is the relationship between the sender and receiver of this letter?

- A) The receiver is friends with the sender.
- B) The sender works for the receiver.
- C) The receiver works for the sender.
- D) The sender is a vendor that was hired.

188. What did Beth change about the order?

- A) She changed the background of the copper wreath.
- B) She removed one of the wreaths.
- C) She made two of the wreaths in mauve.
- D) She gave a discount.

189. What would Beth like Sarah to do next?

- A) Alert her and she'll send another one.
- B) Purchase pieces of cloth.
- C) Take the liberty of replacing things.
- D) Send the full payment for the wreaths.

190. What is the purpose of Sarah's email?

- A) To order another wreath.
- B) To complain about the colors.
- C) To check the total price.
- D) To return the wreaths.

Question 191 to 195 refers to the following information and email.

## ***Take Private Guitar Lessons***

Find Music is a full-service singing and music lesson provider in America, offering custom private Guitar lessons. Also, we help you with your music programs at school.

Our guitar teachers are certified instructors who provide music lessons for children and adults. All of our guitar teachers teach private guitar lessons for beginners, intermediate and advanced students. Our beginner guitar lessons are suitable for students of all ages. In addition, our guitar teachers teach private guitar lessons in your home or our private studios. Find a teacher near you and learn how to play guitar today!

### **Why choose Find Music?**

- ✓ Friendly and certified teachers
- ✓ Beginners are welcomed!
- ✓ Lessons from children to adults
- ✓ Helpful counselors to assist you
- ✓ Money back guarantee on your first lesson

**Need assistance? Email [findmusic@info.com](mailto:findmusic@info.com).**

From: markdickenson@email.com  
To: findmusic@info.com  
Subject: Guitar lessons

To whom it may concern,

I'm interested in taking private guitar lessons, but I don't have my own guitar. I'd like to ask you if you have a system that I can borrow a guitar from you before I officially start the lessons. If so, I'd like to know how much you charge for that. Thank you.

Sincerely,  
Mark Deckenson

191. What is the purpose of this advertisement?
- A) To recommend their guitar lessons.
  - B) To recommend their music school.
  - C) To look for experienced music teachers.
  - D) To introduce their teachers only to children.
192. Which is the following true about their teachers?
- A) Their teachers are experienced but not certified.
  - B) Their teachers give lessons only at their studios.
  - C) Their teachers provide lessons to any age.
  - D) Their teachers can teach other musical instruments.
193. Which of the following is not a reason people choose them?
- A) They have counselors.
  - B) Any ages are welcomed.
  - C) People can get money back if they don't like the first lessons.
  - D) Free lessons are available.
194. What people should do to take lessons?
- A) Visit their website.
  - B) Go to the nearest office.
  - C) Call their teachers.
  - D) Send an email.
195. What is Mark asking the company to do?
- A) To give him a discount for the first lesson.
  - B) To rent a guitar.
  - C) To find a teacher.
  - D) To cancel his lessons.

Question 196 to 200 refers to the following email.



# GreatGifts.com

Looking for mother's day gifts?  
Find gift ideas at GreatGift.com!

## Top Mother's Day Gift Ideas:

❖**Photo Related Gifts:** Various kinds of frames are available! What mom wouldn't want to see a picture of her loved ones in every room?

❖**Gifts for Every Stage of Motherhood:** Year after year, a Mom's role changes and so should the type of Mother's Day gift you select. While a personalized gift might be precious on her first Mother's Day, chances are by the fifth one, she'll be ready for something a little more indulgent. We have great gift ideas for Mom that are perfect for every stage of motherhood.

❖**Fabulous Experiences to Spoil Mom:** Give Mom the experience of a quality time with you! From Spa packages, to Pottery Classes to Skydiving.

### ❖**Gift by Prices:**

Under \$25  
\$25 - \$50  
\$50 - \$100  
\$100 - \$200

Free shipping for \$50 or more purchase! With \$100 or more purchase, you'll get 20% discount! Buy one get one free items are available, too. Go to GreatGifts.com now!

From: megwhite@email.com  
To: lucywhite@email.com  
Subject: Mother's day gift

Hi Lucy,  
Have you already bought a gift for Mother's Day? I found a site with great gifts. If each of us pay \$50 for a gift, we can buy a better gift and we can get 20% off our purchase. What do you think?

Meg

196. What is the purpose of this advertisement?

- A) To advertise their gifts for mother's day.
- B) To describe how important mother's day is.
- C) To give detail ideas how to celebrate mother's day.
- D) To inform people about their big sale for mother's day.

197. What item is not mentioned in the advertisement?

- A) Picture frames.
- B) Spa packages.
- C) Skydiving.
- D) Flowers.

198. How much should people spend for free shipping?

- A) Under \$20.
- B) \$30.
- C) \$40.
- D) \$50.

199. In order to get the 20% discount, what should people do?

- A) Make a purchase for \$50.
- B) Purchase for at least two items.
- C) Purchase \$100 or more.
- D) Get the special coupon online.

200. What does Meg want Lucy to do?

- A) Buy a Mother's Day gift for Meg.
- B) Pay \$50 or more for a Mother's Day gift.
- C) Spread the money to buy a Mother's Day gift.
- D) Find some great Mother's Day gift ideas.