

TOEIC MARATHON 20



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. What do you think about the new budget cuts?

- (A) I will talk to him soon.
- (B) I think they will make things difficult.
- (C) I think it's fine.

12. Are you going to be available on Saturday evening?

- (A) I think so, let me call you back.
- (B) I sure can.
- (C) You'll be visiting.

PART 2

13. Do you know where the meeting has been moved to?

- (A) Yes, I'm going to the meeting as well.
- (B) Sorry, I don't.
- (C) Yes, I'd be happy to do that.

14. When will I receive the new client list?

- (A) Please let me know as soon as you can.
- (B) I don't think you can.
- (C) I can send it to you this afternoon.

PART 2

15. Have you met my nephew yet?

- (A) Yes, my first time will be next month.
- (B) I'm looking forward to hearing about it.
- (C) I did actually, at the last company picnic.

16. Where would you like to sit?

- (A) We sat here last time.
- (B) How about in the back?
- (C) That's a good idea.

PART 2

17. Could you hold for just a minute?

- (A) I want to know your opinion.
- (B) Thank you.
- (C) No problem.

18. I need to return this, could you help me?

- (A) Thank you for asking, and you?
- (B) Sure, what can I do?
- (C) Thank you for shopping at our store.

PART 2

19. Is this your book?

- (A) Oh, I must have left it in the lunchroom.
- (B) Yes, I think I've seen it before somewhere.
- (C) No, but I bought it last week.

20. Isn't today your birthday?

- (A) Yes, my birthday is next June.
- (B) No, actually, my birthday is in September.
- (C) Happy birthday!

PART 2

21. How is your father doing?

- (A) I haven't heard anything lately to be honest.
- (B) Thank you. And yours?
- (C) He was doing well.

22. How many students are there in each class?

- (A) No more than 30.
- (B) I think it's good to have a lot of students in each class.
- (C) I like to have 20 students in each class.

PART 2

23. Where did you buy your jeans?

- (A) I don't really like shopping.
- (B) Yes, it's a good idea to do some shopping.
- (C) At that new store in the main street.

24. Weren't you supposed to be on vacation today?

- (A) I had to come to check on a client.
- (B) No, my vacation ends tomorrow.
- (C) Sure, thanks for asking!

PART 2

25. Is it still raining?

- (A) Hold on a minute, I'll go check.
- (B) No, but it will stop this afternoon.
- (C) Let's go outside!

26. Who are you waiting for?

- (A) I don't know the way.
- (B) My brother, we're supposed to meet here for coffee.
- (C) Just 30 minutes.

PART 2

27. When did she arrive?

- (A) By bus.
- (B) Shortly before the morning session.
- (C) In my room.

28. How long have you worked for Jim?

- (A) I work on the weekends.
- (B) Only for a few weeks.
- (C) Jim is my boss.

PART 2

29. Where did you park your car?

- (A) In the employee lot, is that OK?
- (B) In the back room.
- (C) There's a park right around the corner from here.

30. What should I do next?

- (A) You were the first one here.
- (B) Why don't you take a break?
- (C) Sure, that's a good idea.

PART 2

31. How large is your office?

- (A) It's about 2 feet long.
- (B) We have over 30 employees.
- (C) It's as big as a car.

32. Where would you like to go for lunch?

- (A) I always eat at about 12:30.
- (B) Let's go to the Indian restaurant.
- (C) Sure, I'll go with you.

PART 2

33. Why are you late?

- (A) I just got here.
- (B) I'll call you later.
- (C) My alarm clock didn't go off.

34. Did I miss anything?

- (A) Not really, they're just reviewing last weeks meeting notes.
- (B) I missed you too.
- (C) No, he got a hit.

PART 2

35. Why isn't the water working?

- (A) We have lots of water in the back.
- (B) The water company shut it off because of the earthquake.
- (C) That's no problem, let's go swimming.

36. You've booked your flight already, haven't you?

- (A) To Toronto, yes.
- (B) Yes, I've read it already.
- (C) No, I did it yesterday.

PART 2

37. Are you still going to the bank after lunch?

- (A) Yes, I'd like that, thank you.
- (B) Sure, would you cash a check for me?
- (C) Yeah, that's my plan. Do you need anything?

38. Which book is yours?

- (A) I'll have to take another look at the notes.
- (B) Mine is the one on the right.
- (C) We'll need to book the room for tomorrow night.

PART 2

39. Have you heard the good news?

- (A) No, what's up?
- (B) Yes, it's tragic.
- (C) No, but I've already heard it from three people.

40. I don't like the color of the bathroom walls, do you?

- (A) I don't like bathrooms either.
- (B) I think she's right.
- (C) Hmm, It wouldn't be hard to repaint them.

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 did the husband think about the letter when his wife asked at first?

- (A) He was concerned.
- (B) He hadn't read the letter yet.
- (C) He was excited about it.
- (D) It sounded interesting.

PART 3

42. What was the purpose of the letter?

- (A) To invite them to invest in a second house.
- (B) To take out a second mortgage on their home.
- (C) To ask him to work for their company.
- (D) To ask him to respond to their letter.

PART 3

43. How does the man feel about the letter after hearing his wife's explanation?
- (A) Interested but cautious.
 - (B) Very interested.
 - (C) He wants to do it right away.
 - (D) He thinks it's a waste of time.

PART 3

44. What is the relationship between the two people?

- (A) They are two students who just met.
- (B) They are close friends.
- (C) They are both engineering students.
- (D) They are both in Mr. Zalany's class.

PART 3

45. How does the woman feel about her new classes?

- (A) She doesn't like her new teacher.
- (B) They are easier than her old classes.
- (C) They are harder than her old classes.
- (D) They are better than her old classes.

PART 3

46. What does the man say about Mr. Zalany?

- (A) He's an easy teacher.
- (B) He's a difficult teacher.
- (C) He's a fun teacher.
- (D) He's a considerate teacher.

PART 3

47. What is this conversation about?

- (A) The woman is trying to become an internet customer.
- (B) The woman is trying to get a discount on her internet.
- (C) The woman is trying to get her internet fixed.
- (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 is the probable outcome of the call?

- (A) The woman will file a complaint.
- (B) The woman will receive a discount on her internet.
- (C) The woman won't receive a discount on her internet.
- (D) They'll extend the promotion.

PART 3

50. What will Todd be doing this weekend?

- (A) Going to a movie and dinner with the woman.
- (B) Going to a movie with the woman.
- (C) Going out for a hamburger.
- (D) Going and seeing a movie.

PART 3

51. How did Todd's plans change?

- (A) Before, he was going to eat alone.
- (B) Before, he had a date.
- (C) Now, he has a friend to go to the movie with.
- (D) Now he can eat in a group.

PART 3

52. Where do they plan to meet?

- (A) At Todd's house.
- (B) At the woman's house.
- (C) At the movie theatre.
- (D) At the restaurant.

PART 3

53. What is the probable relationship between Tim and Jan?

- (A) Husband and wife
- (B) Neighbors
- (C) Brother and sister
- (D) Mother and son

PART 3

54. What does Jan invite Tim to do?

- (A) Go on a walk with her.
- (B) Go on a walk with her friends.
- (C) Go play tennis with her friends.
- (D) Go to the gym with her.

PART 3

55. Will Tim be able to play on Wednesday?

- (A) No, he'll be at the gym.
- (B) Yes, he'll be free that night.
- (C) No, he goes walking that day.
- (D) Yes, he'll go after he goes walking.

PART 3

56. What is the conversation about?

- (A) He is encouraging her to cancel the sales conference.
- (B) He would like her to register him for the conference.
- (C) He is reminding her to register for the conference.
- (D) He is asking about how to register for the conference.

PART 3

57. Which of the following is true?

- (A) She wasn't sure when the deadline was.
- (B) She saw her name on the list.
- (C) She finished her application, but there was a problem.
- (D) The deadline is coming up soon.

PART 3

58. What will the woman do about her application?

- (A) She'll do it as soon as possible.
- (B) She'll do it later.
- (C) She'll do it when she gets a chance.
- (D) She's not going to do it.

PART 3

59. What is the conversation about?

- (A) About Kim's trip to the Bahamas.
- (B) About Kim's vacation.
- (C) About how expensive vacations are.
- (D) About how relaxing vacations are.

PART 3

60. What did Kim do on her vacation?

- (A) She booked the tickets.
- (B) She went to the Bahamas alone.
- (C) She stayed at home.
- (D) She and her husband went to the Bahamas.

PART 3

61. How does Kim feel about her vacation?

- (A) The Bahamas were very relaxing.
- (B) It was nice to have relaxation time.
- (C) She didn't take a vacation.
- (D) She missed coming to work.

PART 3

62. What is the conversation about?

- (A) Linda's upcoming baby.
- (B) Linda just had her baby.
- (C) Linda and her husband are trying to have a baby.
- (D) Linda and her husband are unable to have a baby.

PART 3

63. Why might the man be surprised?

- (A) The baby will be a girl.
- (B) The baby is already 5 months old.
- (C) The due date isn't as soon as he thought.
- (D) Linda already had the baby.

PART 3

64. What did Linda and her husband decide to do?

- (A) Name the baby after the man.
- (B) Not decide on a name for the baby.
- (C) Not tell coworkers when the due date is.
- (D) Not to try and determine the sex of the baby.

PART 3

65. What is the conversation about?

- (A) How bad the woman's allergies have gotten.
- (B) How much she likes a TV show.
- (C) How his wife has bad allergies.
- (D) How they make different kinds of medicine.

PART 3

66. What does the man recommend for her problem?

- (A) To take a new allergy medicine.
- (B) To watch a new TV show.
- (C) To talk with his wife.
- (D) To go to the supermarket.

PART 3

67. What is the woman's problem?

- (A) She has very bad allergies.
- (B) Thinking about the TV show makes her cry.
- (C) She can't watch her TV show.
- (D) She can't find a good allergy medicine.

PART 3

68. What is the conversation about?

- (A) Cara and her new job.
- (B) How he needs to sit down more.
- (C) How expensive the electric bill was.
- (D) How he needs to get a raise.

PART 3

69. What is different about the electric bill compared to the previous month?
- (A) It's higher than the previous month.
 - (B) It's lower than the previous month.
 - (C) It's about the same as the previous month.
 - (D) They haven't received it yet.

PART 3

70. Why is Cara less surprised than her husband?

- (A) She likes spending money more than him.
- (B) The electric company warned them that the bill would be higher.
- (C) She works for the electric company.
- (D) The electric bill is always high.

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) A teacher introducing herself.
- (B) A teacher talking to another teacher about her class.
- (C) A class asking questions about the teacher.
- (D) A speech about the history of Australia.

PART 4

72. Why does the teacher particularly enjoy the material?

- (A) Her brother is a teacher in Australia.
- (B) Her brother and his wife live in Australia.
- (C) She's always loved Australia.
- (D) She wants to visit Australia.

PART 4

73. Which of the following is true?

- (A) She's brought her own lesson plan.
- (B) She's working from the primary teacher's plan.
- (C) She's going to talk about herself.
- (D) She's going to talk about Australia.

PART 4

74. What is the speech about?

- (A) The company is offering Tina a Vice Principal position.
- (B) They are offering Tina a promotion.
- (C) They are offering Tina a demotion.
- (D) They are telling Tina that they have been happy with her work.

PART 4

75. What skill of Tina does the company find valuable?

- (A) She is a great worker.
- (B) She is good with children.
- (C) She is a team player.
- (D) She is very honest.

PART 4

76. What does the speaker encourage Tina to do?

- (A) Take the position.
- (B) Consider taking the position.
- (C) Turn down the position.
- (D) Find another position.

PART 4

77. What is the speech about?

- (A) Asking people to buy snacks.
- (B) Telling people about California history.
- (C) Giving people instructions on what to do when they arrive.
- (D) Asking people to clean up after themselves on the ferry.

PART 4

78. What should people do immediately upon arriving?

- (A) Exit the ferry in the opposite direction.
- (B) Exit the ferry to the right.
- (C) Buy snacks in the gift shop.
- (D) Take photos with the tour guide.

PART 4

79. What request does Keith make of his passengers?

- (A) Be ready to leave in 15 minutes.
- (B) Buy gifts at the gift shop.
- (C) Use the rest room.
- (D) Take photos with the tour guide.

PART 4

80. What is unique about this theater?

- (A) They serve drinks to the actors.
- (B) The actors eat dinner with the guests.
- (C) They serve a full course dinner during the production.
- (D) They serve drinks after the show.

PART 4

81. When will the show begin?

- (A) In the next 5 minutes.
- (B) In about 45 minutes.
- (C) After dinner is served.
- (D) As dinner is being served.

PART 4

82. What does the speaker ask the theater patrons to do?

- (A) Decide what they would like to order quickly if possible.
- (B) Don't eat or drink during the show.
- (C) Ask questions to your waiter.
- (D) Order many different things.

PART 4

83. Which of the following is true?

- (A) There is no one in the office right now.
- (B) They are open 6 days a week.
- (C) You can call anytime, 24 hours a day.
- (D) You can check their website Monday through Fridays during office hours only.

PART 4

84. Which of the following are users not able to do at the website?

- (A) Chat with a representative any time.
- (B) Book tickets and reservations.
- (C) Check an existing reservation.
- (D) Ask for a representative to call you.

PART 4

85. In what situation is it OK to call the emergency number?

- (A) If someone is sick, or there is a health emergency.
- (B) There's an emergency related to a booking you've made.
- (C) If you're unable to contact a representative.
- (D) If you'd like to talk to a representative right away.

PART 4

86. What is the speech about?

- (A) Talking about the history of the show.
- (B) Explaining the rules in detail.
- (C) Talking about the prizes on the show.
- (D) Introducing a new contestant.

PART 4

87. What does the contestant do?

- (A) She is a psychologist.
- (B) She is a student.
- (C) She is a TV show host.
- (D) She is a tennis player.

PART 4

88. Who decides which of the men is the best fit for the date?

- (A) The TV show host.
- (B) The audience.
- (C) The women themselves.
- (D) The men.

PART 4

89. Who is the announcement directed at?

- (A) People who give presentations.
- (B) People that want more energy.
- (C) People with upset bosses.
- (D) People that like vitamins.

PART 4

90. How should people take Herbiwake?

- (A) Straight from the package.
- (B) Mix it with cold water.
- (C) Mix it with warm water.
- (D) Take it before bed.

PART 4

91. Where can you purchase Herbiwake?

- (A) At several gas stations in the area.
- (B) On their website.
- (C) By calling their toll free number.
- (D) At any grocery store.

PART 4

92. Where is this announcement being given?

- (A) In an airport.
- (B) In a train.
- (C) On a bus.
- (D) On an airplane.

PART 4

93. What is the message about?

- (A) Asking everyone to fasten their seatbelts because of turbulence.
- (B) Reminding passengers to listen to the announcements.
- (C) Giving various announcements about the plan.
- (D) Asking passengers to assist with a flight problem.

PART 4

94. What does the announcement say about the use of masks?

- (A) Help your child with their mask.
- (B) The masks will arrive soon.
- (C) Don't use your mask unless you need to.
- (D) Put your own mask on first.

PART 4

95. Who is most likely giving this message.

- (A) A tour guide.
- (B) The city mayor.
- (C) A flight attendant.
- (D) A coach.

PART 4

96. Who is the intended audience?

- (A) Business people
- (B) Newspaper reporters
- (C) Tourists
- (D) Students

PART 4

97. What will they be doing in the historical district?

- (A) Seeing famous buildings.
- (B) Visiting the city jail.
- (C) Learning about the town's history.
- (D) Having lunch.

PART 4

98. Why is the speaker calling?

- (A) To ask questions about an advertisement that he saw.
- (B) He's soliciting donations.
- (C) He wants to introduce himself.
- (D) He wants to sell his camera.

PART 4

99. What will the listener most likely do?

- (A) Send Jim an email.
- (B) Ask for more information.
- (C) Buy a different camera.
- (D) Return the phone call.

PART 4

100. Why is Jim interested in the camera?

- (A) He wants to get a camera for his son.
- (B) He wants to get into photography.
- (C) He's trying to sell his camera and wants to check the prices.
- (D) He wants to insert his advertisement in the paper.

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. If your father ----- going to be late, please have him call ahead of time.

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

102. My brother was very ----- when he got promoted to a management position.

- (A) exciting
- (B) excite
- (C) excited
- (D) excites

PART 5

103. She was disappointed when the vase that she ordered was damaged when it ----- .

- (A) was delivered
- (B) were delivered
- (C) has delivered
- (D) was delivering

104. The last flight for Tokyo ----- at 7:00pm.

- (A) departing
- (B) departs
- (C) depart
- (D) to depart

PART 5

105. If Ms. Green ----- the station at 2:25, she will arrive on time.

- (A) is leaving
- (B) leaving
- (C) leaves
- (D) did leave

106. He can speak English and French, ----- not German.

- (A) and
- (B) but
- (C) or
- (D) so

PART 5

107. ----- of the meeting, he missed several important phone calls.

- (A) Because
- (B) In spite of
- (C) During
- (D) Although

108. I put a copy of the financial report ----- your desk.

- (A) through
- (B) out
- (C) up
- (D) on

PART 5

109. ----- is the key to running a financially viable business.

- (A) Organization
- (B) Organize
- (C) Organizer
- (D) Organized

110. The company CEO ----- to New York for a lunch meeting.

- (A) fly
- (B) flew
- (C) going
- (D) go

PART 5

111. Because it was busy, the manager suggested that new part-time employees ----- hired.

- (A) do
- (B) be
- (C) have
- (D) are

112. ----- going home, the secretary finished typing up the notes for the day.

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

PART 5

113. After the first group had come to the front, the second group ----- .

- (A) comes
- (B) come
- (C) came
- (D) coming

114. I haven't heard from her by mail ----- by email.

- (A) and
- (B) or
- (C) nor
- (D) but

PART 5

115. With gas prices ----- than ever, this is a great time to go on a vacation.

- (A) low
- (B) lower
- (C) lowest
- (D) lowly

116. Under ----- circumstances are visitors allowed entrance into the science labs.

- (A) any
- (B) no
- (C) none
- (D) all

PART 5

117. The conference room is only about 5 minutes ----- the main office.

- (A) next to
- (B) along with
- (C) away from
- (D) far from

118. Though it was more a circumstance of unfortunate events than fault, the prime minister ----- full responsibility.

- (A) resumed
- (B) consumed
- (C) assumed
- (D) presumed

PART 5

119. When she left the restaurant, she accidentally left her bag -----
the table.

- (A) in
- (B) through
- (C) on
- (D) without

120. Ms. Hannaby is the person ----- balances the accounting books.

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

PART 5

121. Mr. Dawson prepared the speech, ----- the company president gave the presentation.

- (A) during
- (B) and
- (C) if
- (D) or

122. Even though it didn't seem to have any effect, the doctor recommended that she ----- the treatment.

- (A) continue
- (B) continued
- (C) is continuing
- (D) has continued

PART 5

123. Hardly ----- of the computers arrived without some kind of defect.

- (A) few
- (B) any
- (C) none
- (D) some

124. The fact that she let me take her out to dinner was ----- because I was a friend of her sister.

- (A) almost
- (B) most
- (C) mostly
- (D) much

PART 5

125. ----- hiring the new Human Resources director, company morale has been at an all-time high.

- (A) as
- (B) before
- (C) since
- (D) while

126. The business deal fell ----- after it was discovered that one of the companies had filed for bankruptcy.

- (A) through
- (B) down
- (C) out
- (D) over

PART 5

127. Because of the hurricane, attendance at the conference was -----
lower than expected.

- (A) mainly
- (B) highly
- (C) significantly
- (D) well

128. Please note that because of his busy schedule, neither Mr. Jones -----
his secretary is available for comment at this time.

- (A) or
- (B) nor
- (C) either
- (D) and

PART 5

129. Though the company is pleased, they are unable to account -----
the sudden increase in profits.

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

130. ----- gas prices have made many products more expensive.

- (A) risen
- (B) rising
- (C) raised
- (D) raise

PART 5

131. The CEO got his secretary ----- during her vacation in order to finish the project.

- (A) to work
- (B) was working
- (C) workable
- (D) worked

132. Please write your name ----- address on the line.

- (A) but
- (B) the
- (C) and
- (D) neither

PART 5

133. Putting oil in the car keeps the engine running ----- .

- (A) smoothing
- (B) smoothness
- (C) smoothed
- (D) smoothly

134. I asked my secretary to make ----- with Mr. Smith for Tuesday.

- (A) an appointment
- (B) a meeting
- (C) an errand
- (D) a time

PART 5

135. Mr. Brady recorded the data, but Mrs. Fennessy was responsible for ----- it.

- (A) organize
- (B) organization
- (C) organizing
- (D) organized

136. The main difference ----- the two of them is their opposing views on religion.

- (A) before
- (B) with
- (C) between
- (D) among

PART 5

137. We won't be able to ship the order card number. ----- you update your credit

- (A) because
- (B) that
- (C) until
- (D) when

138. The shuttle bus will leave promptly ----- 6:45.

- (A) before
- (B) until
- (C) to
- (D) at

PART 5

139. If it's OK with you, I'd like to ask you for some ----- before the meeting.

- (A) advise
- (B) adverse
- (C) advice
- (D) adversity

140. The thief ----- the building when the police caught him.

- (A) was breaking into
- (B) broke into
- (C) were breaking into
- (D) breaks into

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.

Dear Mr. Kennedy,

Thank you for pointing out the 141.----- in your February electricity bill. We sent someone out to double-check the meter reading and you were perfectly right.

141. (A) err (B) complaint (C) error (D) compliment

The first reading was 142.----- . The amount you should have been billed was \$134.87. Please send your check for that amount along with the original bill.

142. (A) incorrect (B) collect (C) read (D) considered

There is no need to explain the ----- in our records have already been corrected.

143. (A) representing (B) record (C) balance (D) discrepancy

I apologize for the inconvenience our error has caused you. If you have any further questions, please don't hesitate to call our office at your convenience. The number is 500-555-1238.

Sincerely,
Claude Harrison
Customer Service Representative
ABC Electric Company

Question 144 to 146 refers to the following letter.

To: All Employees

From: Doug Hennessy, CEO

Subject: Please welcome Ryan Harding, our new Vice President

I am happy to announce that Hennessy International has a new Vice President of Marketing, Ryan Harding. Ryan is a 20 year 144.----- in the industry and will make an impressive 145. ----- to our management team.

144. (A) old (B) experience (C) practice (D) veteran

145. (A) subtraction (B) addition (C) multiplication (D) division

We'll be hosting a reception in conference room A at 4:30 so that you'll all have a chance to meet him 146.----- . Please take a few minutes to stop by and say hello.

146. (A) remotely (B) personally (C) relatively (D) eventually

Sincerely,

Doug Hennessy

Question 147 to 149 refers to the following email

To: jim_bellows@email.com

From: kevincarter@abccompany.com

Dear Jim,

Thank you so much for the beautiful plant that you had
147.----- to my office. Unfortunately, I had to ask the
delivery boy to return it because we are not allowed to148.
----- gifts from clients. I sincerely 149.----- the gesture
and look forward to our continued association.

Sincerely,
Kevin Carter

147. (A) delivered (B) in (C) removed (D) gave

148. (A) except (B) accept (C) give (D) remove

149. (A) appreciated (B) applied (C) approved (D) abhorred

Question 150 to 152 refers to the following letter.

Dear Jacob,

This morning, regretfully, I received your letter of intent to resign from your 150.----- as administrative assistant.

150. (A) person (B) ability (C) position (D) intent

I accept your resignation and appreciate your giving me 151.-----
- notice in time to find a competent replacement.

151. (A) lack of (B) sufficient (C) too much (D) not enough

In addition to having an exceptional attendance record, an excellent work ethic, and an enviable talent to write well, you have been a loyal friend. Finding someone to 152.----- will be no easy task. Nevertheless, I wish you all the best in your future endeavors. You deserve it.

152. (A) fire (B) replace (C) fill your purse (D) fill your shoes

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 information.

Thank you for purchasing an Eepon printer. This section will help you solve some common problems that you might encounter:

Solving problems with your e7000 Eepon 5-in-one Printer.

Check the messages on the display screen to diagnose the cause of most problems. Press the **Main** button, if necessary, then press < or > to select **Troubleshooting Central**. Press up or down to see all the help topics. You can also check the basic troubleshooting suggestions (Beginning on page 73) or see the on-screen *Eepon Information Center* for more detailed help.

Checking for Software Updates

It's a good idea to check periodically Eepon's support website for free updates to your e7000 5-in-one software. Open your on-screen *Eepon Information Center* and select **Download the latest software**, or visit our website at www.eepon.com/support.

If the following trouble-shooting section doesn't solve your particular problem, you are welcome to call Eepon's Technical Support hotline. First, however, we recommend visiting our website for internet support. Our website can assist you with solving most of the common problems, should you need more detailed instructions than the manual is able to provide.

153. What is the purpose of this information?
- (A) Giving advice on where you can find printer information.
 - (B) To give information on where to buy a printer.
 - (C) Introducing general information on solving printer problems.
 - (D) Giving exhaustive information on solving printer problems.
154. What is the first piece of advice that they give?
- (A) Contact them for more information.
 - (B) Solve some common problems.
 - (C) Download the latest software.
 - (D) Check your display screen for messages.
155. How do they suggest updating your software.
- (A) Install the software from your CD.
 - (B) Use the Eepon Information Center.
 - (C) Download it by calling support.
 - (D) Press the update button on your printer.
156. What should users do if they still can't solve the problems?
- (A) Visit the website.
 - (B) Read the documentation carefully.
 - (C) Visit the headquarters and talk to support.
 - (D) Download the user manual.

Question 157 to 160 refers to the following letter.

Super Suction Vacuum Specialists

Dear Sandra Carlton,

Congratulations on the purchase of your new home. Last month I had the opportunity to sell a vacuum to your friend Eleanor. Because your new house has beautiful, new carpet throughout, she mentioned that you might also consider a new vacuum. We all know the best way to keep carpets looking new is frequent vacuuming with a quality machine.

Our vacuum is used in the finest hotels and has more suction power than any competitor's. It comes with a five-year replacement part guarantee and includes carefully designed tools to help you clean those most difficult places. But, you can't buy our vacuum in a store. Won't you call today at 555-5641 to schedule an appointment for me to show you our latest model?

Your friend Eleanor not only loves her new vacuum, she also appreciates our easy finance plan. She says her carpets have never looked better!

Sincerely,
Frank Stanley

157. What is the main purpose of this letter?
- (A) Congratulating Sandra on her new house.
 - (B) Asking Sandra to recommend a vacuum cleaner.
 - (C) Asking Sandra to consider buying a vacuum.
 - (D) Telling Sandra that Eleanor recommends that she buy a vacuum cleaner.
158. Why is Frank contacting Sandra?
- (A) Eleanor recommended her to him.
 - (B) Frank is on good terms with Sandra's friend.
 - (C) He saw her carpets and thought she might want a vacuum.
 - (D) Because she bought a new house.
159. Which of the following does the letter not claim?
- (A) It comes with a 5-year replacement part guarantee.
 - (B) It has more suction power than any competitors.
 - (C) It has tools to clean difficult-to-reach places.
 - (D) It's used in all the hotels.
160. Why does the letter claim that Sandra should buy the vacuum from his company?
- (A) Only their company has the latest models.
 - (B) You can't buy them anywhere else.
 - (C) Because they're less expensive.
 - (D) Because it will keep the carpets in perfect condition.

Question 161 to 164 refers to the following letter.

April 16th, 2012

Arkansas Education Association Conference

8129 Freeport Street

Little Rock, AR 81247

Dear Jeffery Smith,

I would like to personally thank you for your presentation to the Kansas Education Association Conference in October. Judging from the comments of those who attended, the conference was very successful. Most of the credit goes to you and the others who gave such interesting presentations.

We hope that you will want to be involved in our conference next year. We will send you a call-for-presenters form as we get closer to next year's convention. We were pleased to have your participation in this outstanding conference, and we thank you for your valuable contribution.

On a related note, I wondered if you might be available for a book signing. I know that your latest book is growing in popularity, especially among our conference attendees. If you would consider coming by late next month, please give me a call or send me an email.

Sincerely,
Franklin Jones

161. What is the purpose of this letter?

- (A) Thanking Jeffery for helping and asking him to be involved in the future.
- (B) Asking Jeffery to sign some books.
- (C) Thanking Jeffery for judging a contest.
- (D) Thanking Jeffery for being involved.

162. What is the relationship between sender and receiver?

- (A) Jeffery has done some work for Franklin.
- (B) A teacher and a student.
- (C) Franklin and Jeffery are long-time friends.
- (D) Franklin and Jeffery haven't met.

163. What does Franklin say about Jeffery's presentation?

- (A) It wasn't as good as it could have been.
- (B) The attendees were highly approving.
- (C) Attendance was high.
- (D) He was a valid participant.

164. What final request does Franklin make?

- (A) Asking him if the book is getting popular.
- (B) Asking him to come back next month.
- (C) Asking Jeffery to send him a signed book.
- (D) Asking if Jeffery would come back for a signing.

Question 165 to 168 refers to the following letter.

August 17th, 2011

Dear Paul Cummings,

Thank you so much for sending us your letter of appreciation. We are happy that *Pretty Pink Floral* could help your daughter's wedding. We always try to go the extra mile so that our customers will want to use our services again in the future.

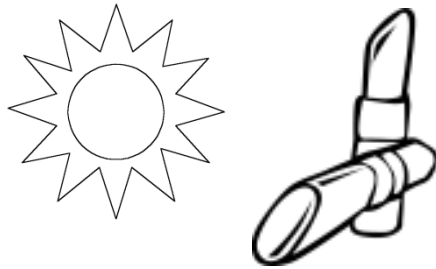
Sometimes, when we receive a nice letter like yours, we ask for permission to use parts of it in our advertising. We would appreciate your allowing us to quote your letter as part of our upcoming advertising campaign. It is through customers like you that others learn about our business. If you can agree, please read, sign, and return the enclosed release. You can call me with any questions at 555-6721.

Thank you for your cooperation. We look forward to hearing from you.

Sincerely,
Sally Gaffer
Pretty Pink Floral

165. What is the purpose of this letter?
- (A) Asking Paul for permission to use him to advertise.
 - (B) Asking Paul to send a letter for advertisement.
 - (C) Thanking Paul for sending a letter.
 - (D) Asking permission to use Paul's letter of appreciation for their advertisement.
166. What is the relationship between the sender and the receiver of this letter?
- (A) Pretty Pink Floral advertised for Paul's daughter's wedding.
 - (B) Paul used Pretty Pink Floral's services.
 - (C) Pretty Pink Floral hosted Paul's daughter's wedding.
 - (D) Pretty Pink Floral was in Paul's daughter's wedding.
167. When would they like to use Paul's letter?
- (A) In some of their advertising soon.
 - (B) In some of their previous advertising.
 - (C) In some of their website advertising.
 - (D) In their ceremony hall.
168. What would they like Paul to do next?
- (A) Give them a call.
 - (B) Sign and send a release.
 - (C) Agree with their release.
 - (D) Learn more about their business.

Question 169 to 172 refers to the following advertisement.



Your skin is your oldest friend. It's been with you since you gasped your first breath, through the carefree days of sun worship, and all the exhaust-filled streets of the world. It's time to give your friend a break. And we're here to lend a hand.

With a Gloss30, our new Sunblock Stick for Lip and Eye, we have your sensitive and delicate skin covered. Gloss30 is a perfect--and compact--complement to your beach bag. And if you need a new tote for all your sun essentials, you're in luck. For a limited time, if you buy Gloss30, you will receive the handy and classy Gloss Sun Bag. Hit the beach in style with your new tote--equipped with your must-have Gloss30.

Act within the next 2 days and also receive a special gift! Bring a friend and you'll each receive one!

169. What is the goal of this advertisement?
- (A) Outlining the challenges of their new product.
 - (B) Discussing the virtues of their new product.
 - (C) Describing bonuses for their new product.
 - (D) Describing downfalls associated with their product.
170. What does the advertisement say about your skin?
- (A) Your skin is important and needs care.
 - (B) Your skin is your best friend.
 - (C) You should be careful not to damage your skin with exhaust.
 - (D) Sun worship is dangerous.
171. What is special about Gloss30?
- (A) It's for any part of your skin.
 - (B) It's for sensitive parts of your skin.
 - (C) You can put it in your eyes.
 - (D) It has all of your essentials.
172. What specials are they offering?
- (A) If you buy now, you'll receive a small version in addition to the normal size.
 - (B) You will receive Gloss30 sunglasses.
 - (C) You can bring a friend and receive one for free.
 - (D) If you buy now, you'll receive a bag and another gift.

Question 173 to 176 refers to the following email.

To: keithjacobs@asldesign.com
From: kevinhearth@jackdaws.com

Subject: Outdoor Exposition

Dear Keith,

Jackdaws is holding its annual Outdoors Exposition, which showcases the goods and services available to outdoors enthusiasts in Carryville. As a part of the program we are featuring several noted athletes and outdoors personalities. We would be honored if you would present a slideshow of your experiences in the Andes Mountains on the evening of May 14. The event takes place in Hillbill Park, and the Park Theater people have graciously lent their space for slideshows and workshops.

I have seen your excellent slideshow and narration before, so I know we could add little in the way of equipment or service. We are prepared to offer what I understand is your usual fee, \$200. It would be very helpful if we could have your answer by April 1, so that we may print posters and prepare other print ads. We are very hopeful that you will be able to join us. Your presentation would make an excellent addition to the Exposition.

Sincerely,
Kevin Hearth
Jackdaws Marketing Director

173. What is the purpose of this email?

- (A) Offering to hire Keith to give a presentation.
- (B) Asking Keith to go to the Andes.
- (C) Asking Keith to donate his time.
- (D) Offering Keith a position in Jackdaws.

174. Why does Kevin feel that Keith might be good?

- (A) He just has a good feeling about Keith.
- (B) He is willing to work for just \$200.
- (C) He will be printing posters.
- (D) He has seen the slideshow and narration before.

175. What is the goal of the Outdoors Exposition?

- (A) To allow companies to show and talk about their outdoor products.
- (B) To have several athletes.
- (C) To advertise on behalf of nature.
- (D) To show excellent slideshows.

176. What would they like Keith to do next?

- (A) They would like him to print posters.
- (B) Reply by April 1st.
- (C) Prepare his slide show.
- (D) Visit the Andes Mountains.

Question 177 to 180 refers to the following letter.

July 17th, 2011

Dear Sarah Keller,

Give your newborn the very best care. Stinkless Diaper Service can deliver quality cloth diapers to your home on a weekly or bi-weekly basis.

Studies show that cloth diapers are better for your child's sensitive skin. Disposable diapers, on the other hand, can be rough and chafing. And, you can have the peace of mind that you won't be contaminating the environment with more waste.

Stinkless Diaper Service will pick up your dirty diapers in our diaper pails as we deliver clean diapers. For just slightly more than disposables, you will have a healthy alternative...and you won't have to be carrying big diaper boxes home from the grocery store.

We give a week's supply of diapers free as an introductory offer. Call today. 555-8974.

Sincerely,
Cindy South
Stinkless Diaper Service

177. What is the purpose of this letter?

- (A) To explain the differences in diapers.
- (B) To explain the advantages of disposables.
- (C) To encourage the use of diaper responsible for your environment.
- (D) To encourage Sarah to use the service.

178. Why does the letter claim that cloth diapers are better than disposable?

- (A) They are lower in cost.
- (B) They are more expensive.
- (C) They're better for a baby's skin.
- (D) They provide more waste for the environment.

179. What does the letter say about the price of cloth diapers?

- (A) They are cheaper than disposable diapers.
- (B) They are more expensive than disposable.
- (C) They are about the same price.
- (D) They are a healthy alternative.

180. What special deal are they offering at this time?

- (A) A weeks worth of diapers.
- (B) A free life-time supply of diapers.
- (C) A weeks supply of disposable diapers.
- (D) Seven cloth diapers.

Question 181 to 185 refers to the following information.

INSTRUCTIONS

Servings 4 containers

Need:

6 cups of water

4 tablespoons of margarine

¼ cups of milk

1. Boil water and stir in Macaroni. Then, boil 7 to 8 minutes or until macaroni gets tender. Stir occasionally.
2. Drain. Don't rinse. Return to pan.
3. Add margarine, milk and cheese mix. Mix well.

Light Prep:

Prepare as instructed above, using 2 tsp. of unsalted butter and ¼ cups of fat free milk.

Visit our site for great macaroni cheese recipes!

BEST WHEN USED BY: 27 JUL 2011

Bacon & Leek Macaroni Cheese

Rate: ★★★★★ 27 reviews

- ❖ My kids loved it. They were upset because I did not prepare more for another day.
- ❖ It was really easy to make and fantastic. I doubled the recipe and then froze half of it. You just have to defrost and bake for an easy weeknight dinner!
- ❖ When I made it I didn't have milk, so I used water instead. I sprinkled breadcrumbs on as a topping. The flavor of the leek is amazing! I would recommend this recipe to anyone!

181. What is the purpose of this information?
- (A) To give cooking instructions.
 - (B) To tell how healthy the product is.
 - (C) To tell consumers how easy to prepare the product.
 - (D) To give nutrition fact information.
182. How many people can share one box of the product?
- (A) 6 people.
 - (B) 5 people.
 - (C) 4 people.
 - (D) Not mentioned.
183. Which of the following is true about the preparation?
- (A) You need to rinse the macaroni.
 - (B) You have to use fat free milk.
 - (C) You need to wait without doing anything until the macaroni gets tender.
 - (D) You need to mix it well at the last.
184. When is the deadline to consume the product?
- (A) Not mentioned.
 - (B) May 27th, 2011.
 - (C) June 27th, 2011.
 - (D) July 27th, 2011.
185. Which of the following is not true about the Bacon & Leek Macaroni Cheese recipe?
- (A) It has been given a rating of 4 stars.
 - (B) 27 people recommended.
 - (C) It's easy to make.
 - (D) Milk can be replaced with water.

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

November 18th, 2011

Dear Jackson Construction Company,

We are currently accepting bids for replacing the rail fence that borders three sides of the Carter property. The job will include dismantling the present fence, cleaning the area, and hauling away the debris. We want to build a new five-foot high cedar fence in its place.

Attached to this letter is a detailed sketch of the property. We will secure all formal approvals in advance, so your estimate need not include city building clearances.

If you are interested in bidding, we would appreciate your quotation on or before 3:00 p.m. Friday, March 15. Send or deliver your bid to Carter Realty, 1452 Central Street, Estelea, Arizona 19328. We hope to hear from you soon.

Sincerely,
Dan Umbridge
Carter Realty

To: danumbridge@carterreality.com
From: adamjones@jacksonconstruction.com
Subject: The bidding

Dear Mr. Umbridge,
Thank you for writing to us about the bids. We'd like to take part in the bidding. I sent a copy of our bid in the mail. I am looking forward to the opportunity to work together on this project. Please don't hesitate to call me personally if you have any questions about our bid.

Sincerely,
Adam Jones
Jackson Construction Company

186. What is the purpose of this letter?

- (A) To ask for an approval for construction.
- (B) To ask the construction company to replace the rail fence on their property.
- (C) To ask the construction company to name a price at which they would be willing to do the job.
- (D) To ask for advice on how to do the construction.

187. What is the relationship between Jackson Construction Company and Carter Realty?

- (A) Jackson is asking Carter for a job.
- (B) Carter is asking Jackson to name an amount of money.
- (C) Carter works for Jackson.
- (D) Jackson works for Carter.

188. Which of the following does the job not include?

- (A) Cleaning the area around the fence.
- (B) Hauling away the debris.
- (C) Taking down the current fence.
- (D) Sketching a detailed map of the property.

189. What will Jackson likely do next?

- (A) Call Carter to find out the details.
- (B) Ask Carter to send him a detailed sketch.
- (C) Send Carter a bid for the job.
- (D) Tell Carter that they'll take the job.

190. What is the mail from Jackson Construction Company for?

- (A) A response letting them know that they sent a bid.
- (B) A reminder email.
- (C) A receiving confirmation email.
- (D) An email to show their appreciation.

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

Dear friend,

Are you ready to learn a simple system that Master Marketers use to sell millions of dollars in products and services by mail order?

As you read about Master Mail Order Marketing System you will understand how the Masters can create entirely new businesses almost overnight and make them profitable immediately. It's so easy I don't understand why more people haven't caught on.

Imagine creating a business that literally runs itself while you are on vacation. If you think that is fantasy you will be surprised when we show you real examples. It's not a fantasy. It is very real, and people who understand the simple concepts are doing it all around you right now. In one case a retired Florida couple sent a mailing and pulled in over \$7,000 in orders the first week.

Order Master Mail Order Marketing System today and find out just how easy it can be to make money by mail order. You won't get bogged down in hundreds of pages of filler information. This report is very short. You'll understand the concept in 20 minutes and be able to get started the same day you order Master Mail Order Marketing System.

Sincerely,
Peter Blithe
Master Mail Order Marketing System

To: peterblithe@mastermailorder.com
From: jeffwhite@email.com
Subject: Master Order Marketing System

Dear Peter Blithe,

Thank for the information about the system you're selling. I run my own business and I'm interested in your system. However, it sounds too good to be true. I want to try it before the purchase. Would you send me a demo CD? Thank you.

Sincerely,
Jeff White

191. What is the purpose of this letter?

- (A) To get the reader to buy their product.
- (B) To educate the reader on marketing.
- (C) To encourage the reader to learn about marketing.
- (D) To invite the reader to try the product for free.

192. What is the probable relationship between the writer and the recipient(s) of this letter?

- (A) Peter is sending the letter to his friend.
- (B) Peter hasn't met the recipient.
- (C) The recipient works for peter.
- (D) Peter works for the recipient.

193. What promises does the letter make?

- (A) That you can make lots of money easily.
- (B) That you'll make over \$7,000 a week.
- (C) That you'll be able to retired in Florida.
- (D) That you'll be a master of business.

194. What does the letter say about the report?

- (A) That it's got hundreds of pages.
- (B) That it has a lot of filler information.
- (C) That you'll need to order the system.
- (D) That it's short and easy to understand.

195. What does Jeff think about the system?

- (A) It's practical.
- (B) It's profitable.
- (C) It's suspicious.
- (D) It's a great system.

Question 196 to 200 refers to the following letter and email.

To: ALL STAFF
From: oward@wardcomputers.com
Subject: Ward Computers and it's future

Several employees have come to the personnel office to ask about the future of Ward Computers. Just to set the record straight, Ward is not closing its doors. While the last two years have seen losses, we are committed to finding a way to continue to do business in Charlton. As you may have heard, the merger with a neighboring corporation fell through in the last stages of negotiation. While the merger is no longer an option, we are exploring other promising avenues to keep Ward viable and to keep these jobs in Charlton. We appreciate the loyalty you have shown to Ward Computers, and we will keep you informed of further developments.

Sincerely,
Oscar Ward

To: oscarward@wardcomputers.com
From: edchung@wardcomputers.com
Subject: Working environment

Dear Mr. Ward,

One of the reasons why some employments asked about the future of Ward Computers is that several skilled employees in the System Development Department got laid off. Because that department is an integral part of this company, I think a lot of people feel threatened. I'd like to do what I can to help stem the concern that some of our employees are feeling. Let me know what I can do to support your leadership, and the company itself.

Sincerely,
Ed Chung
Vice President of Sales

196. What is the relationship between the writer and the recipient(s) of this email?

- (A) The writer is their employee.
- (B) The writer is their boss.
- (C) The writer is the multimedia coordinator.
- (D) The writer is a concerned friend.

197. What is the purpose of this email?

- (A) To put his employees at ease.
- (B) To ask for more details on the issue.
- (C) To give merger details.
- (D) To ask for more loyalty.

198. What are employees fearful of?

- (A) That the company will merge with another.
- (B) That computers are sinking in popularity.
- (C) That they will lay off some employees.
- (D) That their company will close.

199. How does Oscar try to allay their fears?

- (A) He says that the company isn't closing.
- (B) He says that the last two years have seen losses.
- (C) He says that the merger fell through in the last stages of negotiation.
- (D) He says that he appreciates the loyalty the employees have shown.

200. What is Ed asking for?

- (A) For the company to hire some new staff.
- (B) For ways that he can help.
- (C) For ways that he can take leadership.
- (D) For ideas for sales.