

CONTENTS

| | |
|--|-----|
| Introduction | vi |
| Guide to the TOEIC® Test | vi |
| About this Course | vii |
| Listening Comprehension | 1 |
| Part 1: Photographs | 2 |
| Part 2: Question-Response | 24 |
| Part 3: Short Conversations | 49 |
| Part 4: Short Talks | 91 |
| Listening Comprehension Test | 123 |
| Reading | 135 |
| Grammar | 137 |
| Vocabulary | 153 |
| Part 5: Incomplete Sentences | 168 |
| Part 6: Text Completion | 181 |
| Part 7: Reading Comprehension | 196 |
| Reading Test | 280 |
| Appendices | 309 |
| Answer Sheets and Score Conversion Chart | 310 |
| Essential Vocabulary | 314 |
| Understanding Spoken English | 319 |
| Tips on Taking the TOEIC Test | 323 |
| Practice Tests | 327 |
| Practice Test 1 | 328 |
| Practice Test 2 | 368 |

Scope and Sequence

Listening Comprehension

| | | |
|---|--|-------|
| Part 1 | Photographs | |
| Try It Out 3 Improve Your Performance 7 | Similar-sounding Words 8 Partially True Statements 10 Incorrect Interpretations 12 | ▶▶▶▶▶ |
| Steps to Success 14 Strategy Review and Tips 20 Review Test 21 | | |
| Part 2 | Question-Response | |
| Try It Out 25 Improve Your Performance 26 | Question Types 27 Words with Multiple Meanings 38 Similar-sounding Words 39 Homophones 40 | ▶▶▶▶▶ |
| Steps to Success 41 Strategy Review and Tips 47 Review Test 48 | | |
| Part 3 | Short Conversations | |
| Try It Out 51 Improve Your Performance 56 | Key Skills 57 Topics 58, People 60 Activities 62, Locations 64 Times, Reasons, and Feelings 68 Requests/Offer, Advice, and Opinions 72 Understanding Inference and Implied Meaning 75 Conversations Including a Graphic 77 | ▶▶▶▶▶ |
| Steps to Success 80 Strategy Review and Tips 86 Review Test 87 | | |
| Part 4 | Short Talks | |
| Try It Out 92 Improve Your Performance 96 | Key Skills 97 Business Talks 98 Recorded Announcements 101 Advertisements 104 Public Announcements 107 News, Weather, and Traffic Reports 110 | ▶▶▶▶▶ |
| Steps to Success 113 Strategy Review and Tips 119 Review Test 120 | | |
| Listening Comprehension Test | 123 | |

Reading

Grammar and Vocabulary Part 5 and Part 6

Grammar 137


Word Choice 138
Modal Verbs 140
Relative Clauses 142
Conditionals 144
Pronouns and Determiners 146
Verb Forms and Tenses 148
Passives 150

Vocabulary 153

Word Forms 154
Words with Similar Meanings 156
Word Choice 158
Dependent Prepositions 160
Words that Look Alike 162
Transitional Words and Phrases 164
Phrasal Verbs 166


Part 5 Incomplete Sentences

Try It Out 169
Improve Your Performance
Steps to Success 171
Strategy Review and Tips 177
Review Test 178

 Grammar and Vocabulary


Part 6 Text Completion

Try It Out 182
Improve Your Performance
Steps to Success 185
Strategy Review and Tips 191
Review Test 192

 Grammar and Vocabulary

Part 7 Reading Comprehension

Try It Out 197
Improve Your Performance 210

 Key Skills 211
E-mails and Memos 212
Letters and Faxes 217
Notices 222
Advertisements 227
Articles 232
Double Passages 238
Triple Passages 246

Steps to Success 254
Strategy Review and Tips 260
Review Test 261

Reading Test 280

This part of the TOEIC® test consists of six black-and-white photographs. You will hear four short statements describing each photograph. You must choose the statement that best describes what you see. The statements are spoken only once, and are not written in your test book. There is a short pause between each question, but there are no pauses between the statements you hear that describe each photograph.

Most photographs involve one or more people, but some are pictures of a scene or an object. The statements are short and tend to use simple grammatical structures. Statements often relate to the general context and the more obvious features of the photograph, but some statements focus on smaller details or things in the background.

QUICK CHECK

How many photographs are there in this part of the TOEIC test?

How many statements are there for each photograph?

Is there a pause between statements?

How many times do you hear each statement?

As well as photographs of people, what other types of photographs are there?

What do most of the statements tend to focus on?

TRY IT OUT

1 Directions

For each question, you will hear four statements about a photograph. Listen and select the one statement: (A), (B), (C), or (D), that best describes the picture. Then mark your answer. You will hear the statements only once.

Look at the photograph and listen to the four statements.

EXAMPLE



[F-Am]

- (A) The people are examining their documentation.
- (B) The scientists are carrying equipment into a laboratory.
- (C) The woman is wearing safety glasses on her head.
- (D) The man is standing close to a large microphone.

(A) (B) ● (D)

The best description of the picture is statement (C), “The woman is wearing safety glasses on her head.” You should mark answer choice (C).

Answer choice (A) is partly true. The people are examining something, but it is not documentation. Answer choice (B) incorrectly interprets the situation. We can see some equipment, and they might be scientists in a laboratory, but they are not carrying the equipment into the room. Answer choice (D) uses a word that sounds similar to something you can see in the photograph. The man is standing close to a *microscope*, not a *microphone*.

REMEMBER

On the actual test, you will hear but NOT see the four answer choices.

Partially True Statements

Statements that describe photographs sometimes include just *one* piece of incorrect information. The key word or phrase that is incorrect is often the subject, a verb, an adjective, or a noun. For example, a photograph shows a woman holding a large suitcase, but the statement you hear says:

- The man is holding a suitcase. (Incorrect subject. The photograph shows a *woman*.)
- The woman is opening a suitcase. (Incorrect verb. The woman is *holding* a suitcase.)
- The woman is holding a small suitcase. (Incorrect adjective. The suitcase is *large*.)
- The woman is holding a vase. (Incorrect noun. She is holding a *suitcase*. Note that “vase” sounds a little like “case” in American English.)

Occasionally, a statement may include a preposition that incorrectly describes the location of an object. For example, a photograph shows a suitcase on a chair, but the statement you hear says “There’s a suitcase under the chair.” The preposition is incorrect.

Exercise A 7 Look at this photograph. You will hear six statements. Listen carefully to make sure that the key words you hear accurately describe the photograph. Check (✓) *True* or *False* for each statement.

EXAMPLE

You hear: 1. There are two cushions on the floor.
This is false. The cushions are on the *bed*.

- 1. True False
- 2. True False
- 3. True False
- 4. True False
- 5. True False
- 6. True False



Exercise B 8 Look at this photograph. You will hear six statements. Listen carefully to make sure that the key words you hear accurately describe the photograph. Check (✓) *True* or *False* for each statement.

EXAMPLE

You hear: 1. The man is sitting on the desk.
This is false. He is sitting *at* the desk.

- 1. True False
- 2. True False
- 3. True False
- 4. True False
- 5. True False
- 6. True False





STEP 1 Preview the photograph. Quickly answer these questions.

Where is this?

What is happening?

Who can you see?

What is their relationship?

How do you think they feel?

STEP 2 Look more closely at the photograph. Add some words and phrases to the list below.

Objects: *flipchart, notepads*

Actions: *sitting on chairs*

Positions: *a bottle is on the table*

STEP 3 **15** Listen to four statements about the photograph. As you listen, eliminate any statements you are sure are incorrect.

(A) eliminate consider

(B) eliminate consider

(C) eliminate consider

(D) eliminate consider

STEP 4 Select the one statement that best describes what you see in the photograph.

Mark your answer. (A) (B) (C) (D)

This part of the TOEIC® test consists of 25 short questions or statements, each followed by three responses. You must listen and choose the most appropriate response. The questions or statements are spoken only once, and are not written in your test book. There is a short pause between each item, but there are no pauses between the responses you hear that follow each question or statement.

This part of the test is a “pure” listening challenge, because there are no photographs to look at or answer choices to preview. Everything is contained on the audio.

QUICK CHECK

- How many items are in this part of the TOEIC test?
- Do all the items start with a question?
- How many responses are there for each item?
- How many times do you hear each item?
- When is there a short pause?
- Why is this part called a “pure” listening challenge?

Yes/No Questions

Exercise A 32 Listen to each question and choose the correct response: (A), (B), or (C).

- (A) No, this one is fine.
(B) Is someone sitting below?
(C) This seat is free.
- (A) I'll do it tomorrow.
(B) It doesn't suit me.
(C) They checked it already.
- (A) Yes, it was very brief, wasn't it?
(B) The screen looks OK to me.
(C) It's on that chair in the corner.
- (A) No, he's coming from Spain.
(B) I think that's what he said.
(C) He's been driving the whole day.
- (A) I can't wait to go there.
(B) It should leave on time.
(C) Yes, most of our trade is with France.
- (A) A cup of tea would be good.
(B) I think the food is fantastic.
(C) Is that really the way you feel?
- (A) I'll be able to help you later.
(B) My hat's over there.
(C) I think I can manage.
- (A) She's not as tall as you.
(B) Sure. I'll get on it right away.
(C) I don't know what that's called.

Exercise B 33 Read each question and think of some possible responses. Then listen and choose the correct response: (A), (B), or (C).

- Did you hear the alarm go off? (A) (B) (C)
- Can you recommend a good restaurant near here? (A) (B) (C)
- Are you going to hire more staff? (A) (B) (C)
- Have they finished repairing the roof yet? (A) (B) (C)
- Would you like me to make a reservation? (A) (B) (C)
- Does Mr. Chang want to take a tour of the city? (A) (B) (C)
- Has the health inspector checked the new kitchens yet? (A) (B) (C)
- Is the factory now running at full production? (A) (B) (C)

MINI TEST Yes/No Questions

34 You will hear ten Yes/No questions. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)
- (A) (B) (C)

Score /10

This part of the TOEIC® test consists of thirteen short conversations. Each conversation has three questions, and there are four answer choices for each question. You must choose the correct answer from the four choices. You can read the questions and the answer choices, but not the conversations. You will hear each conversation only once.

The conversations cover a range of formal and informal business situations. Most conversations are between two people, and involve three or four “turns”, with each person speaking once or (usually) twice.

NOTE

- Some conversations have more exchanges between the speakers. Rather than three or four “turns”, these conversations can have up to seven or eight “turns”, which can be of varying lengths.
- Conversations include more colloquial language, and features of connected speech such as linking (e.g., “want to” spoken as “wanna”).
- One conversation is between three speakers.
- Occasionally, a question will require you to make inferences based on expressions or phrases you hear. These questions involving implied meaning test your knowledge of context and vocabulary function.
For example, *What does the woman mean when she says, “I can’t believe it!”?*
- Three conversations include a graphic (e.g., a chart, label, or map). For one question, the information you need will be in the graphic. You need to relate the information you see to what you hear in the conversation.
For example, if the graphic is a simple menu, the question may be: *Look at the graphic. How much does the woman need to pay?* You will not hear the amount, but the woman may say *“I’ll have the chicken”* and the price of the chicken dish is given on the menu.
- After each conversation, you will hear the three questions. There is a pause of eight seconds between each question.

68 **EXAMPLE 4 – a conversation including a graphic**

This example shows a conversation including a graphic. Notice Question 2, which requires you to relate the information you see in the graphic to what you hear in the conversation

[M-Br] Excuse me. This machine won't accept my credit card. Do you know how it works?

[F-Am] No, sorry. I paid with cash. Don't you have enough change?

[M-Br] No. I've been here all day. I didn't realize parking was so expensive.
How am I going to drive out of here before it gets dark?

[F-Am] Don't worry. There's a guy in the kiosk by the exit barrier.

Why don't you go and check with him? He should be able to help you.

[M-Br] OK, thanks. I'll do that.

| Lakeshore East | |
|----------------|---------|
| 0–1 Hours | \$2.00 |
| 1–2 Hours | \$4.00 |
| 3–4 Hours | \$6.00 |
| 4–5 Hours | \$9.00 |
| 5–24 Hours | \$16.00 |

1. Why is the man concerned?

- (A) His credit card has expired.
- (B) **He does not have enough cash.**
- (C) His car has broken down.
- (D) There is nowhere to park.

The woman asks *Don't you have enough change* and the man replies *No*.

2. Look at the graphic. How much does the man need to pay?

- (A) \$4
- (B) \$6
- (C) \$9
- (D) **\$16**

The man says *I've been here all day*, and adds that he is anxious to get out *before it gets dark*. We can deduce his car has been there over 5 hours.

3. What does the woman recommend the man do?

- (A) **Speak to an attendant**
- (B) Pay with a check
- (C) Open the barrier
- (D) Make a complaint

The woman mentions *a guy in the kiosk*, and suggests the man *go and check with him*.

REMEMBER

On the actual test, you will hear but NOT see each conversation.

IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 3 of the TOEIC® test.

These are the exercises you will cover:

Key Skills

listening for main ideas; listening for details; making inferences

Topics

identifying the subject of conversations

People

identifying who is speaking; determining occupations and relationships

Activities

listening for actions in progress, actions in the past, future plans, and suggestions

Locations

identifying where conversations take place and where the speakers work; listening for positions of people and things

Times, Reasons, and Feelings

listening for times, days, and dates; listening for causes, explanations, and identifying purpose; inferring how the speakers feel

Requests/Offers, Advice, and Opinions

listening for requests and offers; listening for advice; listening for opinions

Understanding Inference and Implied Meaning

identifying what a speaker means when this is not stated directly

Conversations Including a Graphic

relating what you hear with information you can see in a simple graphic (e.g., a chart, a label, etc.)

MINI TEST Times, Reasons, and Feelings

76 Practice listening to identify times, reasons, and feelings. Listen to these conversations and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. Why does the woman have to give a presentation?
(A) She needs to announce a sale.
(B) She recently took over a new position.
(C) She works in construction.
(D) She has returned from a vacation.
2. How does Stacey feel about the production meeting?
(A) Excited
(B) Upset
(C) Disappointed
(D) Nervous
3. What time will the meeting end?
(A) In a few minutes
(B) At noon
(C) Around 1:00 P.M.
(D) Before 2:30 P.M.

-
4. Why does the woman want to talk to Mrs. Franklin?
(A) To discuss a project
(B) To pass on a message
(C) To report on a tour
(D) To resign from the company
 5. Why is Mrs. Franklin not available?
(A) She is taking another call.
(B) She is away on vacation.
(C) She is out of the office.
(D) She is in a meeting.
 6. When is the woman advised to call back?
(A) In the morning
(B) At lunchtime
(C) Later that afternoon
(D) The following day

1. (A) (B) (C) (D)

2. (A) (B) (C) (D)

3. (A) (B) (C) (D)

4. (A) (B) (C) (D)

5. (A) (B) (C) (D)

6. (A) (B) (C) (D)

MINI TEST Conversations Including a Graphic

81 Practice listening for conversations that include a graphic. Listen to these conversations and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. Who is the man talking to?

- (A) A tour guide
- (B) A security guard
- (C) A flight attendant
- (D) An airline representative

| Flight | Destination |
|--------|-------------|
| AF65 | Paris |
| BA501 | Manchester |
| JAL34 | Tokyo |
| SU234 | Moscow |

2. Look at the graphic. Which flight is the man going to take?

- (A) AF65
- (B) BA501
- (C) JAL34
- (D) SU234

3. What will the man probably do next?

- (A) Pass through Security Control
- (B) Check the time
- (C) Board the aircraft
- (D) Change his travel plans

4. Who most likely is the man?

- (A) A senior executive
- (B) A business owner
- (C) A personal assistant
- (D) A regular customer

Key Contacts

Joseph Garner, AK Inc.
Helen Ford, AstraPharma
Inga Wright, Bartrams
Neil Withers, ELG Engineering

5. What does the woman imply about Carrington's?

- (A) It is near her office.
- (B) The food is good.
- (C) She often eats there.
- (D) It is very popular.

6. Look at the graphic. Who will the woman meet on Wednesday?

- (A) Joseph Garner
- (B) Helen Ford
- (C) Inga Wright
- (D) Neil Withers

1. (A) (B) (C) (D)

3. (A) (B) (C) (D)

5. (A) (B) (C) (D)

2. (A) (B) (C) (D)

4. (A) (B) (C) (D)

6. (A) (B) (C) (D)

Review Test

87 Directions: You will hear thirteen conversations. For each conversation, read the three questions and the four answer choices that follow each question. Select the most appropriate answer: (A), (B), (C), or (D). Then mark your answer. You will hear each conversation only once.

1. Where does this conversation take place?
(A) At a travel agency
(B) At an airport
(C) At a department store
(D) At a shipping company
 2. What does the woman plan to do?
(A) Start her own business
(B) Move to Shanghai
(C) Do some shopping
(D) Make an appointment
 3. What can be implied about the woman?
(A) She is bored with her routine.
(B) She is worried about the time.
(C) She cannot finish her work.
(D) She cannot find her bag.
-
4. Where do the speakers probably work?
(A) At a factory
(B) At a store
(C) At a library
(D) At a restaurant
 5. What is the man concerned about?
(A) The amount of lost income
(B) The cost of the construction work
(C) The number of tourists
(D) The weather conditions
 6. What does the woman recommend that the man do?
(A) Buy more equipment
(B) Postpone their plans
(C) Advertise in the press
(D) Visit more regularly
-
7. What are the speakers discussing?
(A) An exam
(B) A sales presentation
(C) A training event
(D) An exercise class
 8. What does the man find surprising?
(A) That the woman enjoyed herself
(B) That the cost was so high
(C) That so many people attended
(D) That the time passed so quickly
 9. What does the woman say the man should do?
(A) Leave work early
(B) Take the same course
(C) Try to relax more
(D) Sign some documents
-
10. What are the speakers discussing?
(A) A presentation
(B) A workshop
(C) An exhibition
(D) A trade convention
 11. What do the speakers plan to do?
(A) Take a day off work
(B) Visit a museum
(C) Open a store
(D) Attend a conference
 12. What does the woman suggest?
(A) Changing their seats
(B) Reserving two tickets
(C) Going to a restaurant
(D) Finishing work early

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | 11. (A) (B) (C) (D) |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | 12. (A) (B) (C) (D) |

This part of the TOEIC® test consists of ten short talks. Each short talk has three questions, and there are four answer choices for each question. You must choose the correct answer from the four choices. You can read the questions and the answer choices, but not the short talks. You will hear each short talk only once.

The short talks are all given by a single speaker, either a man or a woman. They are longer than the conversations you hear in Part 3. This means there is more information for you to process, so concentration is vital in this section. The talks cover a variety of different types, such as business talks, recorded announcements, advertisements, public announcements, news bulletins, weather forecasts, and traffic reports. Before each short talk begins, there is an introductory statement that specifies the type of talk.

NOTE

- As with Part 3, sometimes a question will require you to make inferences based on language you hear. Questions involving implied meaning test your knowledge of context, and vocabulary function. For example, *What does the man mean when he says, “Life goes on”?*
- A couple of talks include a graphic (e.g., a price list, agenda, map, etc.). One question will require you to relate the information you see in the graphic to what the speaker says.
- You may sometimes hear speakers use more colloquial language, fillers (e.g., *you know, well, etc.*) and even repetitions.
- After each short talk, you will hear the three questions. There is a pause of eight seconds between each question.

QUICK CHECK

How many short talks are there in this part of the TOEIC test?

How many talks include a graphic?

What kind of graphics are sometimes used?

How many times do you hear each talk?

89 EXAMPLE 2 – a short talk including a graphic

This example shows a short talk including a graphic. Notice Question 3, which is an example of an implied meaning question.

[F-Au] This slide shows the worst-performing stores in my region. Normally my top priority would be to visit the store with the biggest drop in sales as a matter of urgency. But it just so happened that I visited the Golden Hills branch last week to discuss its problems. So instead I'll visit the branch that's second to the bottom for performance. As for Northside's results, things are looking up. Yes, they reported a loss, but it's not as bad as I anticipated given the high staff turnover at the branch. I'll e-mail over my suggestions for improvement tomorrow. If any of you have ideas, give me a call and I'll include your suggestions, as well.

1. Who most likely is the speaker?

- (A) A store manager
- (B) **A regional sales director**
- (C) A company chief executive
- (D) A human resources consultant

| Store branch | Year-on-year sales results (%) |
|---------------|--------------------------------|
| Northside | -1.6% |
| Downtown | +2.4% |
| Golden Hills | -8.4% |
| Bailey Avenue | -5.9% |

The speaker refers to stores *in my region*, and is concerned about their sales results.

2. Look at the graphic. Which store will the speaker visit first?

- (A) Northside
- (B) Downtown
- (C) Golden Hills
- (D) **Bailey Avenue**

The speaker says she will *visit the branch that's second to the bottom*, or the branch that made the second-biggest loss. From the chart we can see that this is Bailey Avenue.

3. What does the woman mean when she says, "things are looking up"?

- (A) **The situation is improving.**
- (B) More information is needed.
- (C) She can see big problems ahead.
- (D) Some staff have left the company.

The expression *things are looking up* means there are signs of improvement.

REMEMBER

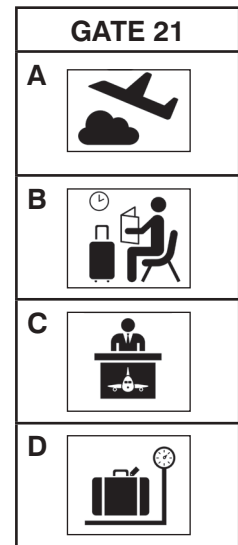
On the actual test, you will hear but NOT see each short talk.

Public Announcements

Public announcements include those made to small and large groups in public places, such as department stores, at airports, at bus stations, at conferences, and at public events.

97 EXAMPLE

[M-Am] Ladies and gentlemen, your attention please. This is an announcement for passengers on Air Express flight AE279 to Chicago. We regret to inform you that this flight is not ready for boarding yet, due to a technical problem with the aircraft. Our engineers are aware of this and are working to resolve the issue as soon as possible. We cannot say when boarding will commence, but the delay could be in the region of one to two hours. Will all passengers therefore please remain in the vicinity of Gate 21 at this time. We will make another announcement as soon as more information becomes available. Your patience is appreciated. Those passengers with connecting flights from Chicago, please go to the customer service desk where one of our ground crew will be happy to provide any assistance necessary. Should you wish to rebook your connecting flights, this can be done for you. Once again, thank you all for your patience. We apologize for the inconvenience.



1. What is the main purpose of this announcement?

- (A) **To inform passengers of a delay**
- (B) To ask passengers to begin boarding
- (C) To tell passengers to rebook their flights
- (D) To thank passengers for being patient

The announcement says flight AE279 is *not ready for boarding yet*, and refers to a lengthy *delay*.

2. Look at the graphic. Where should passengers with flights from Chicago go?

- (A) Location A
- (B) Location B
- (C) **Location C**
- (D) Location D

The speaker says passengers with onward flights from Chicago should *go to the customer service desk* for assistance.

3. When will another announcement be made?

- (A) In one to two hours' time
- (B) Once the ground crew are ready
- (C) **At an unspecified time**
- (D) After the flight is confirmed

The speaker simply says another announcement will be made *as soon as more information becomes available*. This could be at any time.

REMEMBER

On the actual test, you will hear but NOT see each short talk.

Common themes

Passenger announcements made at airports, bus and train stations (routine schedules, changes to service, delays, etc.), in-flight announcements, public announcements at department stores (special promotions, lost property, etc.), public notices broadcast at conferences and large events, etc.

STEP 1 Quickly preview the questions and answer choices for this news report. Identify the key words and use them to get a general idea of the context.

1. What is this report mainly about?
 - (A) Higher wages for coffee workers
 - (B) Vacancies in US retail stores
 - (C) One company's plans for growth
 - (D) Falling youth unemployment
2. How many stores are due to open?
 - (A) 25
 - (B) 120
 - (C) 200
 - (D) 320
3. What can be inferred from this announcement?
 - (A) Only young people will be able to benefit.
 - (B) The news was largely unexpected.
 - (C) Benny's is the biggest coffee chain in the US.
 - (D) The president of Benny's will retire soon.

STEP 2 For each question, note the key words and check (✓) exactly what you need to listen for.

- Question 1 Key words:
- Need to listen for: [] suggestion [] location
[] problem [] topic
- Question 2 Key words:
- Need to listen for: [] reason [] time
[] number [] sequence
- Question 3 Key words:
- Need to listen for: [] suggestion [] inference
[] advice [] opinion

REMEMBER

On the actual test, you cannot mark the test paper, or make notes. You should quickly preview the questions and identify the key information silently to yourself.

STEP 3 **102** Listen to the news report. As you listen, study the questions and answer choices above. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

1. (A) (B) (C) (D)
2. (A) (B) (C) (D)
3. (A) (B) (C) (D)

GRAMMAR

In this section you will practice the grammar you need to improve your score on Part 5 and Part 6 of the TOEIC® test.

These are the exercises you will cover:

Word Choice

checking your knowledge of words that are often confused (*yet/still/anymore*, etc.)

Modal Verbs

choosing the correct modal verb (*should, may, have to*, etc.)

Relative Clauses

using relative clauses (*the company which, the manager who*, etc.)

Conditionals

practicing conditional forms (*zero, first, second, and third* conditionals)

Pronouns and Determiners

using pronouns (*they, herself, mine*, etc.) and determiners (*any, either, someone*, etc.)

Verb Forms and Tenses

choosing the correct form of the verb and the correct tense (*I've been waiting for hours*.)

Passives

using different forms of the passive (*was founded, has been trained*, etc.)

As you work through this *Grammar* section, try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

MINI TEST Modal Verbs

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

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

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

VOCABULARY

In this section you will practice the vocabulary you need to improve your score on Part 5 and Part 6 of the TOEIC® test.

These are the exercises you will cover:

Word Forms

choosing the correct part of speech (*nouns, verbs, adjectives, adverbs*)

Words with Similar Meanings

deciding between words that have similar meanings (*normal/usual/typical, etc.*)

Word Choice

identifying collocations to help select the correct word for the context

Dependent Prepositions

practicing dependent prepositions (*be responsible for, contribute to, etc.*)

Words that Look Alike

choosing from words that look similar

Transitional Words and Phrases

using words and phrases that connect clauses and sentences together (*nevertheless, besides, for instance, etc.*)

Phrasal Verbs

checking the meaning and use of common two-part and three-part phrasal verbs (*draw up, run out of, etc.*)

As you work through this *Vocabulary* section, try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

MINI TEST Word Choice

Choose the most appropriate answer: (A), (B), (C), or (D), to complete each sentence.

- The project did not receive investment funding due to the projected costs and poor sales forecasts.
(A) grand
(B) large
(C) high
(D) bulky
- Two months after the meeting, and with no notes to refer to, Paola could only remember the details of the contract.
(A) loosely
(B) vaguely
(C) softly
(D) delicately
- The change in policy means that many workers who are uninsured will still be able to access to quality healthcare.
(A) grant
(B) gain
(C) give
(D) expand
- The government refused to take responsibility for the decrease in output and productivity, blaming market instead.
(A) issues
(B) figures
(C) reasons
(D) forces
- Despite setbacks suffered in recent months, Harco Inc. remains committed to meeting its production targets within budget.
(A) deeply
(B) acutely
(C) practically
(D) notably
- Because time was short, Kevin promised his line manager he would take a at the report that evening.
(A) preview
(B) hint
(C) look
(D) study
- More customers started coming to the restaurant thanks to a very effective advertising in the local media.
(A) scheme
(B) campaign
(C) boost
(D) deal
- Don't you think it is highly for someone to have such an important job at such a young age?
(A) remarkable
(B) appealing
(C) foolish
(D) unusual
- The architects were forced to change their plans in order to secure planning approval for the property development.
(A) unanimously
(B) significantly
(C) intensely
(D) originally
- Although the shipment was sent a week ago, whether it will arrive in time for the exhibition remains a concern.
(A) strong
(B) major
(C) foremost
(D) leading

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 1. (A) (B) (C) (D) | 4. (A) (B) (C) (D) | 7. (A) (B) (C) (D) | 10. (A) (B) (C) (D) |
| 2. (A) (B) (C) (D) | 5. (A) (B) (C) (D) | 8. (A) (B) (C) (D) | |
| 3. (A) (B) (C) (D) | 6. (A) (B) (C) (D) | 9. (A) (B) (C) (D) | Score /10 |

This part of the TOEIC® test consists of 30 sentences, each with a missing word or phrase. Below each sentence are four answer choices. You must choose the answer that best completes the sentence. The sentences test your knowledge and usage of grammar and vocabulary.

The sentences vary in length and cover a wide range of work-related contexts. They are intended to represent the type of formal, written English that is common in the world of work. For this reason, the sentences do not contain any contractions or examples of informal language that you may hear in the Listening Comprehension section.

QUICK CHECK

How many questions are in this part of the TOEIC test?

What language areas are being tested?

How many answer choices are there for each question?

How does the language differ from the Listening Comprehension section?

You may find it useful to review the Grammar and Vocabulary sections before you start.

TRY IT OUT

Directions

Read each sentence. You will notice that there is a word or phrase missing. Study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the sentence. Then mark your answer.

EXAMPLE

By the time we at the market research seminar, the first presentation had already begun.

- (A) arrive
- (B) will arrive
- (C) arrived
- (D) arriving

(A) (B) ● (D)

The correct answer is answer choice (C), "arrived." Only the past simple tense of the verb *arrive* correctly completes this sentence. You should mark answer choice (C).

1. Due to the horrendous weather, the was made to postpone the meeting.
(A) consequence
(B) verdict
(C) result
(D) decision
2. May I be the first to congratulate you on your to the Steering Committee?
(A) ejection
(B) election
(C) exception
(D) extension
3. The delegates were disappointed that the hotel was a long way from the conference.
(A) so
(B) very
(C) such
(D) too
4. I am informed that GXL Engineering will soon announce an expansion into Europe.
(A) reliable
(B) relying
(C) reliably
(D) reliant
5. Could you tell Sue Haig that if we the delivery by noon we will cancel the order.
(A) will not have received
(B) do not receive
(C) were not receiving
(D) had not received
6. Is this the candidate résumé you forwarded to me in an e-mail?
(A) who
(B) whom
(C) whose
(D) which

1. (A) (B) (C) (D) 3. (A) (B) (C) (D) 5. (A) (B) (C) (D)
2. (A) (B) (C) (D) 4. (A) (B) (C) (D) 6. (A) (B) (C) (D)

1.1

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

The fact that the software program keeps crashing suggests that it been installed correctly.

- (A) might not have
- (B) did not have
- (C) had better not
- (D) should not have

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which phrase you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A) (B) (C) (D)

1.2

STEP 1 Quickly read this sentence and the answer choices. Does the item focus on grammar or vocabulary? What exactly is the item testing?

It was clear to everyone that the small meeting room was for such a large gathering, so we relocated to the boardroom.

- (A) inscrutable
- (B) unsuitable
- (C) indisputable
- (D) irrefutable

[] Grammar

[] Vocabulary

STEP 2 Read the sentence again carefully. Study the words that come before and after the blank. Try to identify which word you need to complete the sentence.

STEP 3 Go through each of the answer choices and eliminate any you are sure are incorrect. If you are unsure, ask yourself which answer choice “sounds” right.

STEP 4 Mark your answer.

- (A) (B) (C) (D)

This part of the TOEIC® test consists of four short texts (articles, e-mails, letters, advertisements, announcements, etc.). Each text has four blanks—these are spaces where a word, phrase, or a sentence is missing. Below each blank are four answer choices. You must choose the answer that best fits.

Three of the four questions for each text ask you to identify a missing word or phrase. These questions aim to test your knowledge and usage of grammar and vocabulary. This is similar to Part 5, except that whereas Part 5 consists of single sentences, in Part 6 the sentences are part of a text. The clues you need in order to identify the correct answer can usually be found in the sentence containing the blank. However, occasionally you need to look in the sentences before or after the blank to find the information you need.

One question for each text asks you to identify a missing *sentence*. This question aims to test your reading comprehension. You may need to read the whole text again to get a general idea of the purpose and context.

QUICK CHECK

- How many questions are in this part of the TOEIC test?
- What language areas are being tested?
- How many answer choices are there for each question?
- How does Part 6 differ from Part 5?

You may find it useful to review the Grammar and Vocabulary sections before you start.

Directions: Read each text. You will notice that there are four blanks. These are places where a word, phrase, or sentence is missing. For each blank, study the four answer choices and select the one answer: (A), (B), (C), or (D), that best completes the text. Then mark your answer.

Questions 1–4 refer to the following e-mail.

To: Harry Wilmot
From: Bharti.Rashad@yourworldmags.com
Subject: Subscription renewal
Date: March 31

I am writing to inform you that your online subscription to our magazine *The Natural Planet* is due to**1**..... in four weeks. I do hope you**2**..... reading the magazine and agree its contents are both stimulating and informative. To continue your subscription with us, simply go to www.yourworldmags.com. Our Digital Edition is a great value at just \$29.99 for 12 monthly issues. For an even better deal, take advantage of our**3**..... two-year offer to receive 24 issues for only \$45—that’s a saving of 25 percent! Don’t forget to select Auto Renew to ensure uninterrupted service at the best available price.**4**..... Please contact me if you require any further assistance.

Sincerely,
Bharti Rashad
Subscription Dept.

- | | |
|---|---|
| 1. (A) expire (B) start (C) renew (D) repeat | 3. (A) exclusion (B) exclusivity (C) exclusive (D) excluding |
| 2. (A) will be enjoying (B) enjoying (C) to enjoy (D) have enjoyed | 4. (A) Thank you for your offer. (B) We look forward to your renewal. (C) Best wishes with your publication. (D) I hope to see you soon. |

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

This part of the TOEIC® test consists of a series of short passages. The passages are followed by a number of questions, each with four answer choices. You must choose the best answer for each question.

Single passages

There are usually ten single reading passages. Each passage is followed by between two and four questions. There are 29 questions in this section.

Double passages

There are two double reading passages. These are readings that include two related passages. They are followed by five questions. There are 10 questions in this section.

Triple passages

There are three triple reading passages. These are readings that include three related passages. They are followed by five questions. There are 15 questions in this section.

Questions test your general reading comprehension, as well as your understanding of words and phrases in context. Sometimes for single passages you also need to choose *where* to insert a missing sentence.

The passages cover a variety of different text types, such as advertisements, letters and faxes, notices, e-mails and memos, forms and charts, and articles. Before each passage, there is an introductory statement that specifies the type of passage you will read.

QUICK CHECK

How many questions are in this part of the TOEIC test?

What kinds of passages are covered in this part?

How many answer choices are there for each question?

How many double reading passages are there?

How many questions are there for the triple reading passages?

EXAMPLE 2 – a double passage

To: N.Ryan@uniservice.co.us
From: clientservices@quart.com
Subject: Account past due
Date: February 20

Dear Mr. Ryan,

The Accounting Department has notified me that your account is past due. There is an outstanding balance of \$2,450, which applies to our Invoice QA3192, sent out on November 9 of last year.

Your patronage is very important to us, and I would like to offer any assistance we can in resolving this matter. If you require additional time to settle your balance, please get in touch and I will authorize the necessary credit extension in order to avoid any administration fees that might otherwise be incurred. Please note that I am able to allow no more than an additional 14 days in which to pay off the debt.

We appreciate your business, and I sincerely hope that this matter can be resolved quickly. Thank you for your prompt reply.

Ms. Dhanda, Customer Relations, Quart Inc.

To: clientservices@quart.com
From: N.Ryan@uniservice.co.us
Subject: Re: Account past due
Date: February 28

Dear Ms. Dhanda,

Please forgive my late reply, but I have been away on business and have just returned to find your e-mail.

I am surprised that you indicate payment is still outstanding for the invoice you mention. I have checked our records, and payment for Invoice QA3192 was processed on February 9. This is in line with our normal credit terms of 90 days, which we agreed on back in 2011. It may be that your Accounting Department failed to notice this payment before contacting you. In fact, this is not the first time we have experienced this problem. Last year, on three separate occasions we were contacted directly by Mr. Wells, demanding payment for deliveries when in fact payment had already been made. I recommend that you review the accuracy of your procedures for recording payments to avoid alienating your regular customers, who may decide to take their business elsewhere if this situation does not improve.

Best regards,

N. Ryan, UniService Accounts

1. What is the main purpose of Ms. Dhanda's e-mail?
- (A) To thank a customer
 - (B) To inquire about a bill
 - (C) To check invoice details
 - (D) **To ask for payment**

Ms. Dhanda writes *your account is past due* and refers to an *outstanding balance*.

2. What is indicated about Invoice QA3192?
- (A) **It has already been paid.**
 - (B) It was first issued in 2011.
 - (C) It was received on February 9.
 - (D) It will be processed within 14 days.

In his e-mail, Mr. Ryan states the invoice *was processed on February 9* [i.e., it was paid then].

3. Who most likely is Mr. Wells?
- (A) Mr. Ryan's manager
 - (B) A regular customer
 - (C) **A Quart Inc. employee**
 - (D) A delivery driver

Only a Quart Inc. employee would ask for payment. Mr. Wells works in the Accounting department there.

4. What does Mr. Ryan suggest he might do?
- (A) **Stop doing business with Quart Inc.**
 - (B) Change accounting procedures
 - (C) Record future payments
 - (D) Speak with Mr. Wells directly

Mr. Ryan suggests that Quart Inc. customers like himself may *decide to take their business elsewhere* due to the accounting errors.

5. In the first e-mail, the word "matter" in paragraph 3, line 1, is closest in meaning to
- (A) topic
 - (B) material
 - (C) substance
 - (D) **issue**

Here, the noun *matter* means *issue or problem*.

IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 7 of the TOEIC® test.

These are the exercises you will cover:

Key Skills

reading for main ideas; reading for details;
making inferences

E-mails and Memos

reading e-mails and memos with a business
context

Letters and Faxes

reading business-related letters and faxes

Notices

reading a variety of notices, including
announcements, instructions, bulletins, short
messages, press releases, book reviews, etc.

Advertisements

reading commercial advertisements promoting
products and services

Articles

reading short articles and extracts from reports
in newspapers and magazines

Double Passages

reading two related passages and referencing
information in both texts

Triple Passages

reading three texts of different genres and
relating information between them

As you work through *Improve Your Performance*, look back at your answers in the *Try It Out* section and try to identify your strengths and weaknesses. Notice what problems you have, and focus on the areas you need to improve.

MINI TEST Articles

Read this article and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

Bering Developments Get the Go-Ahead

Re-zoning application approved despite concerns

– BILL GERARD, HALIFAX GAZETTE, NOVA SCOTIA

The re-zoning application submitted nearly two years ago by Bering Developments was finally approved by the city's planning committee on Wednesday night, despite opposition from local residents. The plan to convert the Southgate Hotel in Haringsford into a 120-bed long-term care facility looks set to go ahead.

The development has been a source of controversy and delays for years. It was moved to Haringsford after original plans for the development to be placed in Queens at the site of the former Hope Hospital fell through. The reason for rejection at the time was concerns among local residents that the 8-story assisted living building would negatively impact on the character of the area. The project's architect, Luke Benedict, said a number of modifications had been made to the design, and insisted it was in keeping with the new location. He also brushed aside worries about flooding, saying improved drainage at the site would minimize any impact.

Residents in Haringsford say they are not satisfied that their concerns have been addressed. They also want the hours of construction to be restricted to between 8:00 A.M. and 6:00 P.M., on weekdays only. However, project supervisor for developers PTY Construction Peter Smith insisted "We have been asked to complete the project by December of next year. We can only do this by working up until 8:00 P.M. and on Saturdays also." Permission was denied for an appeal to be lodged by the Residents Action Committee. Organizer Pat Johnson said, "We don't know how the city council has been persuaded by Bering Developments to withdraw its opposition to the plan, but we intend to find out. This is not the end of the battle."

1. What is the article mainly about?
 - (A) The construction of a nursing home
 - (B) The completion of a new development
 - (C) The selection of a planning committee
 - (D) The rejection of a housing application
2. Why are residents in Haringsford unhappy?
 - (A) They do not like the modified design.
 - (B) They would prefer a hospital to be built.
 - (C) They do not feel they have been listened to.
 - (D) They are worried about the impact on wildlife.
3. Which of these people does NOT support the development?
 - (A) Peter Smith
 - (B) Luke Benedict
 - (C) Bill Gerard
 - (D) Pat Johnson
4. The word "controversy" in paragraph 2, line 1, is closest in meaning to
 - (A) anxiety
 - (B) disagreement
 - (C) disbelief
 - (D) indecision
5. What is suggested about some of the residents in Haringsford?
 - (A) They have decided to appeal.
 - (B) They will obstruct building work.
 - (C) They now support the plan.
 - (D) They will continue to protest.

- | | | | | | | | | | |
|----|-----|-----|-----|-----|----|-----|-----|-----|-----|
| 1. | (A) | (B) | (C) | (D) | 4. | (A) | (B) | (C) | (D) |
| 2. | (A) | (B) | (C) | (D) | 5. | (A) | (B) | (C) | (D) |
| 3. | (A) | (B) | (C) | (D) | | | | | |

Score/5

STEP 1 Quickly skim this fax.

| | | |
|---------------------------|---|--|
| Fax | ADELAIDE OFFICE SOLUTIONS LTD | 54 St. Andrews Street Adelaide 6700 |
| | www.adelaide-office-solutions.com E-mail: sales@adelaideoffsol.com | |
| To: John Sawyer | From: Eri Watanabe | Pages: 1 |
| Fax: 1300-555-7878 | Date: June 25 | CC: n/a |

We are grateful for the opportunity to quote on this project. As discussed during our site visit, we will be able to start within 3–5 working days of confirmation.

| | | | |
|-----------------------------|---------|-----------|----------|
| Consultation & design | \$2,300 | Shelving | \$2,000 |
| Project management | \$1,400 | Flooring | \$11,250 |
| Ceiling glass panels | \$8,000 | Painting | \$4,500 |
| Plasterboard walls | \$2,950 | Subtotal: | \$34,150 |
| Doors (2 x timber, 3 x MDF) | \$1,750 | | |

VALIDITY: 60 days from the date of this quote.

PAYMENT TERMS: 30% upfront to start work. Balance 70% on completion.

The total project should take no longer than 4 weeks to complete. We will also beat any competitive quotation by 5% if submitted to us by fax or e-mail. *We trust that you will find our quote satisfactory and look forward to working with you.*

STEP 2 Read Question 1 and check you understand what is being asked. Then read the answer choices. *If you know the answer, mark your answer and go to the next question.*

STEP 3 Quickly look through the passage to find the general area you need. Then slow down and read more carefully. Look for key words that can help you.

STEP 4 Look again at the answer choices and eliminate any you can. Then mark your answer. If necessary, make a guess. Then repeat steps 2–4 for the remaining questions.

- | | |
|---|--|
| <p>1. What kind of company is Adelaide Office Solutions?</p> <p>(A) A business supplies wholesaler (B) An office renovation specialist (C) A wood furniture manufacturer (D) A supplier of building products</p> <p>2. What is the purpose of this fax?</p> <p>(A) To give a quotation (B) To revise an estimate (C) To thank Mr. Sawyer (D) To request payment</p> | <p>3. How much of a deposit is required before work can begin?</p> <p>(A) 5 percent (B) 30 percent (C) 60 percent (D) 70 percent</p> <p>4. When should the work be completed?</p> <p>(A) In less than five days (B) In about two weeks (C) Before the end of August (D) In 60 days' time</p> |
|---|--|

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

Score Conversion Chart

Use this Score Conversion Chart to work out your probable TOEIC® score. This score can only provide a guide. It is intended to be a reasonable estimate of the score you may achieve on the TOEIC test.

| Raw score [total number of correct answers] | Converted score [estimated TOEIC score] | |
|---|--|---------|
| | Listening | Reading |
| 0 | 5 | 5 |
| 1 | 5 | 5 |
| 2 | 5 | 5 |
| 3 | 5 | 5 |
| 4 | 5 | 5 |
| 5 | 5 | 5 |
| 6 | 10 | 5 |
| 7 | 15 | 5 |
| 8 | 20 | 5 |
| 9 | 25 | 5 |
| 10 | 30 | 5 |
| 11 | 35 | 5 |
| 12 | 40 | 5 |
| 13 | 45 | 5 |
| 14 | 50 | 10 |
| 15 | 55 | 10 |
| 16 | 60 | 15 |
| 17 | 65 | 20 |
| 18 | 70 | 25 |
| 19 | 75 | 35 |
| 20 | 80 | 40 |
| 21 | 85 | 45 |
| 22 | 90 | 50 |
| 23 | 95 | 55 |
| 24 | 100 | 60 |
| 25 | 105 | 65 |
| 26 | 110 | 70 |
| 27 | 115 | 75 |
| 28 | 120 | 80 |
| 29 | 125 | 85 |
| 30 | 135 | 90 |
| 31 | 140 | 95 |
| 32 | 145 | 105 |
| 33 | 150 | 110 |
| 34 | 155 | 115 |
| 35 | 165 | 120 |
| 36 | 170 | 130 |
| 37 | 175 | 135 |
| 38 | 180 | 140 |
| 39 | 185 | 145 |
| 40 | 190 | 150 |
| 41 | 200 | 160 |
| 42 | 205 | 165 |
| 43 | 210 | 170 |
| 44 | 215 | 175 |
| 45 | 220 | 180 |
| 46 | 230 | 185 |
| 47 | 235 | 190 |
| 48 | 245 | 195 |
| 49 | 250 | 200 |
| 50 | 255 | 210 |

| Raw score [total number of correct answers] | Converted score [estimated TOEIC score] | |
|---|--|---------|
| | Listening | Reading |
| 51 | 260 | 215 |
| 52 | 265 | 220 |
| 53 | 275 | 225 |
| 54 | 280 | 230 |
| 55 | 285 | 235 |
| 56 | 295 | 245 |
| 57 | 300 | 250 |
| 58 | 305 | 255 |
| 59 | 310 | 260 |
| 60 | 315 | 265 |
| 61 | 320 | 275 |
| 62 | 325 | 280 |
| 63 | 330 | 285 |
| 64 | 340 | 295 |
| 65 | 345 | 300 |
| 66 | 350 | 305 |
| 67 | 355 | 310 |
| 68 | 360 | 315 |
| 69 | 375 | 320 |
| 70 | 380 | 325 |
| 71 | 385 | 335 |
| 72 | 390 | 340 |
| 73 | 395 | 350 |
| 74 | 400 | 355 |
| 75 | 405 | 365 |
| 76 | 410 | 370 |
| 77 | 420 | 375 |
| 78 | 425 | 385 |
| 79 | 430 | 390 |
| 80 | 435 | 395 |
| 81 | 440 | 400 |
| 82 | 445 | 405 |
| 83 | 455 | 410 |
| 84 | 460 | 415 |
| 85 | 465 | 420 |
| 86 | 470 | 425 |
| 87 | 475 | 430 |
| 88 | 480 | 435 |
| 89 | 485 | 445 |
| 90 | 485 | 450 |
| 91 | 490 | 460 |
| 92 | 490 | 465 |
| 93 | 490 | 470 |
| 94 | 495 | 475 |
| 95 | 495 | 480 |
| 96 | 495 | 485 |
| 97 | 495 | 490 |
| 98 | 495 | 495 |
| 99 | 495 | 495 |
| 100 | 495 | 495 |

Common Words

111 Here are some of the most common words you will find in the TOEIC® test. Make sure you know what these words mean, and test yourself regularly. You can listen to the words using the CD in the back of this book.

| | | | |
|----------------|---------------|--------------|---------------|
| ability | approximate | commit | dedicate |
| abroad | arrange | committee | deduct |
| access | assemble | commonly | defect |
| accommodate | assess | commuter | defective |
| accommodation | assets | comparable | definitely |
| accomplishment | assignment | compare | delay |
| accordingly | assistance | compatible | delete |
| accounting | assume | competition | demanding |
| accurate | attachment | competitor | demonstrate |
| achieve | attendance | complexity | depart |
| acquire | audience | comply | departure |
| adjustment | audit | compromise | deposit |
| admit | authorize | concede | description |
| admittance | availability | concern | designate |
| advanced | avoid | conclude | dessert |
| advantage | awareness | conclusion | destination |
| advertise | baggage claim | concourse | detailed |
| advertisement | balance | conduct | detect |
| advise | bargain | confirm | determine |
| affect | basic | confusion | develop |
| afford | belongings | connect | device |
| affordable | beneficial | consequence | diagnose |
| agenda | beverage | considerable | discount |
| agree | bill | constant | discrepancy |
| aid | binder | construction | discussion |
| aim | blanket | consume | dish |
| airline | boarding pass | container | dismiss |
| aisle | bottom line | continue | display |
| alarm | branch | contribute | disposable |
| allow | brand | control | disruption |
| alternative | budget | conveniently | dividend |
| ambitious | cabin crew | corporate | downsize |
| analysis | calculation | counter | downturn |
| analyze | campaign | courier | duration |
| announcement | cancellation | credentials | duty-free |
| annual | candidate | critical | earnings |
| apologize | capacity | crucial | economical |
| appeal | cell phone | cruise | effectively |
| appetizer | chain | currency | efficiency |
| appliance | chairman | current | emphasize |
| application | charge | customs | enclose |
| appoint | check in/out | cutting edge | encourage |
| appointment | circumstances | damage | engineering |
| appreciation | claimant | deadline | enhance |
| apprentice | clerk | debt | enterprise |
| appropriate | climate | decrease | environmental |

Features of Connected Speech: Stress

To “stress” words in a sentence means to pronounce them slightly louder and more clearly than other words in the sentence. In spoken English, the important words (e.g. *nouns*, *verbs*, *adjectives*, and *adverbs*) are usually stressed. Listening for words that are stressed can help you identify key information, and improve your listening comprehension score on the test.

Exercise A 117 Listen to these sentences. Notice how the underlined words are stressed.

1. We'll go to your exhibition stand at the trade show next week.
2. Brad has just left for a meeting in Chicago.
3. Do you have any experience in this type of business?
4. You should wear a safety hat when you visit the construction site tomorrow.
5. The results of the experiment will be announced at the end of the month.

Exercise B 118 Listen to these sentences. Underline the words that are stressed.

1. Have you had any problems using the new software?
2. Let's increase the budget to pay for more training.
3. Some customers have complained about the delay in production.
4. I think I've found a way to overcome the deficit.
5. We're open from nine until five, but we're closed on Sundays.

Exercise C 119 Listen to this conversation. Underline the words that are stressed.

[F-Cn] I'd like to book a table for this evening. I know it's short notice, but do you have anything available?

[M-Am] That depends on how many you are. We have a table for two at seven. Or if you can wait until nine we should have something then.

[F-Cn] There are three of us, so let's say nine, then.

[M-Am] Very good. Can I take your name and a contact phone number?

Features of Connected Speech: The schwa

Vowels that are not stressed are often pronounced /ə/. This is called the *schwa*. It is useful to be able to recognize this very common sound.

Exercise A 120 Listen to these words. Notice the examples of the schwa.

| | | |
|-----------|--------|-----------|
| important | answer | optician |
| visitor | medium | assistant |
| travel | salmon | picture |

Exercise B 121 Listen to these sentences. Underline the schwas.

1. For some reason I can't connect to the Internet.
2. Would you get me a glass of water, please?
3. I'd like to make an appointment to see a doctor.