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About this Course

Pass the TOEIC Test, New Edition is fully revised and updated to reflect the latest changes to the TOEIC test. The exercises provide authentic, up-to-date language practice and skills development for each part of the test.

Overview of each part

Try It Out	This opening section gives you a preview of what to expect in the test.
Improve Your Performance	Here you practice the language and skills you need to do well in each part. This material forms the basis of your preparation. Work through these exercises and you will improve your score. Identify any weaknesses you may have and work hard to overcome them.
Steps to Success	This section helps you develop your test-taking skills, giving you detailed guidance on how to attempt each type of question.
Strategy Review and Tips	This reviews the best strategies to use for each part of the test, and gives you some advice other test-takers have found useful.
Review Test	This final section is a complete test for each part. Your performance on this test will help you assess your progress.

Assessing your progress

As well as the *Try It Out* preview test at the start of each part and the complete *Review Test* at the end, *Pass the TOEIC Test* includes other tests to help boost your score.

Mini Tests	Regular Mini Tests give you authentic test practice specific to each language point or skill.
Listening Comprehension Test	A complete Listening Comprehension Test assesses your ability on the Listening section of the test.
Reading Test	A complete Reading Test assesses your ability on the Reading section of the test.
Practice Tests	Two full-length Practice Tests at the back of the book evaluate your performance across both the Listening and Reading sections of the test. You can use the <i>Score Conversion Chart</i> to get an approximate indication of your TOEIC score..

Additional features

Grammar and Vocabulary	These handy sections focus on the grammar and vocabulary you need to progress successfully through this level.
Essential Vocabulary	This is a comprehensive list of words and phrases used in this level.
Understanding Different Accents	This provides practice recognizing the various accents used in the test. Being familiar with these accents will help to improve your listening comprehension.

This part of the TOEIC® test consists of six black-and-white photographs. You will hear four short statements describing each photograph. The photographs cover typical situations. Most of the photographs are pictures of people. Some photographs are pictures of a scene or an object.

You must choose the statement that best describes what you see in each photograph. The statements are spoken only once, and are not written in your test book.

The statements are short and fairly simple. They are often in the present tense.

There is a short pause between each question, but there are no pauses between the statements you hear that describe each photograph.

QUICK CHECK

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

How many statements are there for each photograph?

How many times do you hear each statement?

Are all the photographs of people?

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



[M-Am]

- (A) He's working on a computer.
- (B) He's drawing on the board.
- (C) He's walking into the room.
- (D) He's sitting near the desk.

(A) ● (C) (D)

The best description of the picture is statement (B), "He's drawing on the board." You should mark answer choice (B).

Answer choice (A) incorrectly interprets the situation. The man is not working on a computer. Answer choice (C) uses a word that sounds similar to something you can see in the photograph. He is *working* in the room, not *walking* into the room. Answer choice (D) uses the wrong verb. The man is *standing*, not *sitting*, near the desk.

REMEMBER

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

IMPROVE YOUR PERFORMANCE

In this section you will practice ways to improve your score on Part 1 of the TOEIC® test.

These are the exercises you will cover:

Analyzing Distractors

understanding why some statements are correct and others are incorrect

Similar-sounding Words

listening carefully to words that sound alike in order to tell them apart

Incorrect Key Words

listening for key words to help identify correct and incorrect statements

Incorrect Interpretations

listening for false accounts; distinguishing between facts and assumptions

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.

Similar-sounding Words

Incorrect answer choices sometimes include words that sound similar to key words in the correct answers. For example, a photograph shows a man standing in a hall, but the statement you hear says “He’s standing against a wall.” The words *hall* and *wall* sound similar. You need to listen carefully to distinguish these similar-sounding words.

Exercise A 2 Listen to the words. Check (✓) the words you hear in each pair below.

- | | | | | | | | |
|----------|-------------------------------------|--------|--------------------------|------------|--------------------------|-------|--------------------------|
| 1. large | <input checked="" type="checkbox"/> | charge | <input type="checkbox"/> | 6. plane | <input type="checkbox"/> | frame | <input type="checkbox"/> |
| 2. fire | <input type="checkbox"/> | hire | <input type="checkbox"/> | 7. choose | <input type="checkbox"/> | lose | <input type="checkbox"/> |
| 3. guest | <input type="checkbox"/> | rest | <input type="checkbox"/> | 8. close | <input type="checkbox"/> | nose | <input type="checkbox"/> |
| 4. bag | <input type="checkbox"/> | rag | <input type="checkbox"/> | 9. sock | <input type="checkbox"/> | lock | <input type="checkbox"/> |
| 5. wait | <input type="checkbox"/> | way | <input type="checkbox"/> | 10. waiter | <input type="checkbox"/> | water | <input type="checkbox"/> |

Exercise B 3 Read these statements. Then listen and check (✓) the statements you hear.

- | | | | |
|------------------------------|-------------------------------------|--------------------------------------|--------------------------|
| 1. The man is sitting alone. | <input type="checkbox"/> | 4. She’s setting the table. | <input type="checkbox"/> |
| The man is sitting at home. | <input checked="" type="checkbox"/> | She’s sitting at the table. | <input type="checkbox"/> |
| 2. He’s sailing a boat. | <input type="checkbox"/> | 5. There’s a bat on the chair. | <input type="checkbox"/> |
| He’s selling a boat. | <input type="checkbox"/> | There’s a hat on the chair. | <input type="checkbox"/> |
| 3. They’re working together. | <input type="checkbox"/> | 6. The woman is waiting for a train. | <input type="checkbox"/> |
| They’re walking together. | <input type="checkbox"/> | The woman is waiting for a plane. | <input type="checkbox"/> |

Exercise C 4 Look at this photograph. You will hear six statements. Listen carefully and check (✓) *Correct* or *Incorrect* for each statement.

EXAMPLE

You hear: 1. The woman is holding a copy.
This is incorrect. The words *copy* and *coffee* sound similar.

- | | | | |
|------------|--------------------------|-----------|-------------------------------------|
| 1. Correct | <input type="checkbox"/> | Incorrect | <input checked="" type="checkbox"/> |
| 2. Correct | <input type="checkbox"/> | Incorrect | <input type="checkbox"/> |
| 3. Correct | <input type="checkbox"/> | Incorrect | <input type="checkbox"/> |
| 4. Correct | <input type="checkbox"/> | Incorrect | <input type="checkbox"/> |
| 5. Correct | <input type="checkbox"/> | Incorrect | <input type="checkbox"/> |
| 6. Correct | <input type="checkbox"/> | Incorrect | <input type="checkbox"/> |





STEP 1 Look at the photograph. Answer the following questions.

Where is this?

What is happening?

Who are these people?

STEP 2 Find these items in the photograph.

mirror poster hair dryer towel apron brush

What other things can you see?

STEP 3 16 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 items. For each item, you will hear a short question or statement, followed by three responses. You must choose the most appropriate response.

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

There is a short pause between each item. You will hear each item only once.

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?

Questions with *What*

Exercise A Match each question (1–6) with the correct response (a–f).

- | | |
|--|---|
| 1. What time are you open? | a. It's very informative and easy to use. |
| 2. What did Mrs. Smith ask you to do? | b. How about Friday afternoon? |
| 3. What is the best time to meet? | c. From nine until five every day. |
| 4. What will it cost to renew our insurance? | d. I went to one on marketing. |
| 5. What presentation did you go to? | e. She wants me to write a report. |
| 6. What do you think of our new website? | f. About \$300, I think. |
1. c 2. 3. 4. 5. 6.

Exercise B Read the questions and choose the correct response: (A), (B), or (C).

- What time does your flight leave?
 (A) Yes, let's leave. (B) Is that the time? **(C) At five-fifteen.**
- What was the weather like on your vacation?
 (A) I hope it's not raining. (B) It was OK. (C) I didn't like the hotel.
- What do you do on Saturdays?
 (A) I'm looking forward to it. (B) No, I don't. (C) I usually see my friends.
- What's your plan for cutting costs this year?
 (A) I haven't decided yet. (B) It cost more than I expected. (C) I hear it's expensive.
- What's your office like?
 (A) I don't like to work late. (B) That's a good idea! (C) It's pretty big.
- What kind of business is Jason in?
 (A) He's an engineer. (B) Yes, business is good. (C) He'll be back tomorrow.

Exercise C ¹⁹ Read the questions. Then listen and choose the correct response: (A), (B), or (C).

- What was the company's headquarters like? (A) (B) (C)
- What's the matter with Sanjay? (A) (B) (C)
- What drink do you want? (A) (B) (C)
- What will you do with your old laptop? (A) (B) (C)
- What would you like to discuss? (A) (B) (C)
- What did you put in that desk? (A) (B) (C)

MINI TEST Questions with *What*

²⁰ You will hear eight questions that begin with *What*. Each question is followed by three responses. Listen and choose the correct response: (A), (B), or (C).

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

This part of the TOEIC® test consists of thirteen short conversations. There are three questions for each conversation. Each question has four answer choices. 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.

NOTE

- Most conversations are between two people. Often each person speaks twice, but sometimes they may speak three or more times each.
- Conversations are designed to be natural, so they include contractions (*I'll* rather than *I will*), fillers (*Oh, Uh, Hmm*, etc.) and a range of formal and informal language.
- One conversation has three people.
- There are a few questions that require you to make inferences based on what you hear. These questions test your knowledge of context, and vocabulary function. For example, *What does the man mean when he says, "It's up to you"?*
- For three conversations you will also see a small graphic (e.g., a form, list, or label) together with the questions. One question will require you to relate the information in the graphic to what you hear in the conversation. For example, the graphic may be a list of office departments. One question may be: *Look at the graphic. Which department does the man need to contact?* You will not hear the name of the department, but the man may be calling with an invoice query, and one of the departments is *Finance*.
- After each conversation, you will hear the three questions. There is a pause of eight seconds between each question.

QUICK CHECK

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

How many conversations have three speakers?

What kinds of graphics are sometimes used?

Do all the conversations include a graphic?

Are the conversations repeated?

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

This example shows a conversation including a graphic. Notice Question 3, which requires you to relate the information you see in the graphic to what you hear in the conversation.

[M-Br] Sorry, Katy. Can you tell me when I'm seeing Dr. Nickels?
I can't remember.

[F-Cn] No problem. Let me just check in the diary... Uh, that's at 3 P.M.
on Friday.

[M-Br] OK, thanks. It's a long drive and I'm not looking forward to it,
to be honest. I hope the weather improves.

[F-Cn] I checked and they say it is going to be warmer from tomorrow.

[M-Br] Well, that's a relief. And I suppose he is the senior engineer on this
project, so I can't avoid going.

Monday	9°C
Tuesday	8°C
Wednesday	7°C
Thursday	10°C
Friday	10°C

1. What is the conversation mainly about?

- (A) The changing weather
- (B) Plans for a vacation
- (C) **An upcoming meeting**
- (D) A medical appointment

The speakers are discussing the man's meeting with Dr. Nickel's, which is scheduled for 3 P.M. on Friday.

2. What does the man imply about Dr. Nickels?

- (A) He has been unwell.
- (B) He might soon retire.
- (C) He will be relieved.
- (D) **He is a key associate.**

The man says Dr. Nickel's is *the senior engineer on this project* and therefore he *can't avoid going*. We can infer Dr. Nickels is an important contact.

3. Look at the graphic. On what day does this conversation take place?

- (A) Tuesday
- (B) **Wednesday**
- (C) Thursday
- (D) Friday

The woman mentions the weather *is going to be warmer from tomorrow*. We can see from the chart that the weather will improve from Thursday, meaning the day the conversation takes place is Wednesday.

REMEMBER

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

Listening for Details

In Part 3, you need to show that you can identify and understand important points in the conversations you listen to. Questions that test your ability to understand details in a conversation may ask about *time*, *reasons*, *plans*, *offers/requests*, *suggestions/advice*, and *opinions*. For some questions, you will also need to refer to a graphic (e.g., a list, form, schedule, table, etc.) to find the information you need.

TIPS Listening for Details – Part 3 Short Conversations

- Look for questions beginning with *What*, *When*, *Why*, and *How*.
- Before you listen, make sure you know what information you need to listen for.
- As you listen, identify any key words or phrases related to the information you need.
- Focus on the information you need to answer each question.
- Check key details in any graphics.

64 EXAMPLE 1 – a typical conversation

[F-Am] Good morning, this is Helen from Boston Office Supplies.

[M-Am] Oh, yes. Hello.

time → [F-Am] We have a promotion **this month**. We have solid oak desks for just \$199, and our Ambassador office chairs are half-price.

opinion → [M-Am] **That sounds good**. Umm... well, **some of the chairs here** ← reason **are pretty old**. How much are the ones you mentioned?

[F-Am] The Ambassador chairs are just \$80 right now.

[M-Am] Really?

[F-Am] They're leather, and come with a five-year warranty.

Why don't you order now, while the shipping is free? ← suggestion

1. How long does the promotion last?
(A) All morning
(B) **One month**
(C) Five years
(D) One week
2. What does the woman suggest the man do?
(A) Buy an oak desk
(B) Extend the warranty
(C) **Place an order immediately**
(D) Choose special delivery
3. What does the man think of the promotion?
(A) **It is a good opportunity.**
(B) It is expensive.
(C) It is an old offer.
(D) It is not very interesting.

The woman says the promotion is for *this month*. (A) refers to when the conversation takes place. The warranty is for five years (C). (D) is not indicated.

The woman says *Why don't you order now...* She is referring to the Ambassador chairs, not a desk (A). She refers to a warranty, but not that the man should extend it (B). She says shipping is free, but special delivery (D) is not mentioned.

The man says *That sounds good*. (B) and (D) are incorrect, as the man is interested in the low price. (C) confuses the age of the chairs in the man's office with the offer.

65 EXAMPLE 2 – a conversation with a graphic

BUS	DEPARTURE TIME
X5	12:00 P.M.
Skyliner	12:15 P.M.
Central	12:30 P.M.
City Express	1:15 P.M.

- [F-Br] I've almost finished these designs for Bradshaw's. They want all their original samples back, too, so do you think you could take everything over there later?
- [M-Au] Sure. No problem.
- [F-Br] Thanks a lot. I promised Geoff Clarkson he would have them today.
- [M-Au] Oh, my car's being serviced, so I'll have to take the bus. Is that OK?
- [F-Br] Yes. If you're all right with that. Don't you want to take a taxi?
- [M-Au] No need. The stop's right outside their place. I have a quick meeting with Steve from Accounts at half past twelve. I'll head straight over after that.

1. What does the woman ask the man to do?
- (A) Finish her work
 - (B) Copy some documents
 - (C) **Deliver a package**
 - (D) Order some samples

The woman mentions she has some *designs* and *samples* for a client, and asks the man to *take everything over there*. (A) and (D) are incorrect. (B) is not indicated.

2. What will the man do later?
- (A) **Visit a client**
 - (B) Go to the bank
 - (C) Call customer service
 - (D) Repair his car

We can deduce that *Bradshaw's* is a client, and that is where the man agrees to go later. He mentions a meeting with *Steve from Accounts*, not that he will visit a bank (B). He says he is *having his car serviced*, not that he will call customer service (C) or repair the car himself (D).

3. Look at the graphic. Which bus will the man most likely take?
- (A) X5
 - (B) Skyliner
 - (C) Central
 - (D) **City Express**

The man says he has a meeting *at half past twelve*, and adds he will *head straight over after that*. The only bus leaving later than 12:30 P.M. is the City Express.

Conversations Including a Graphic

Some conversations have a graphic (e.g., a list, or chart). One question will test your ability to relate what you hear with information you see in the graphic. You need to study the information in the graphic while you listen.

Types of graphic

Here are some types of graphics you will see:

- 1 a directory, showing companies, staff, phone numbers, floors, departments, etc.

CITY BUSINESS OFFICES	
Ground Floor	ALT Tech Inc.
First Floor	Lifestyle Insurance
Second Floor	Hilton & Sons
Third Floor	Baxter Legal Services

- 2 a transportation timetable, showing flight numbers and destinations, train times and platforms, bus numbers and routes, etc.

Flight	Destination
AF65	Paris
BA501	Manchester
JAL34	Tokyo
SU234	Moscow

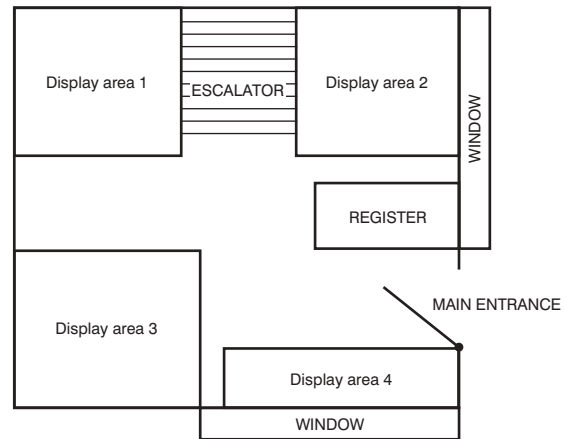
- 3 an advertisement, coupon, menu, price list or other type of promotional material.

MANOLA B470



£79.99
12-month guarantee
Delivery within 3-5 working days
Flexible credit terms available

- 4 a simple map, showing places and their locations.



- 5 a schedule or agenda (e.g., for a meeting or conference) showing presentations and speakers, or activities and times, etc.

<u>Event</u>	<u>Location</u>
Employee disputes	Seminar Room 1
Work/Life balance	Seminar Room 2
Computer security	I.T. Room
Time management	Lecture Hall

Tips

- These questions always begin *Look at the graphic*.
- Notice the type of graphic (a map, list, etc.)
- Study the information quickly. Look for dates, names, prices, etc.

Warning!

The information you hear may sometimes be different from the information you see in the graphic. For example, you see an office directory with a list of names and phone numbers, but in the conversation the speakers say the phone numbers have changed.

MINI TEST Conversations Including a Graphic

78 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. Why does the woman say, "It's incredible"?
- (A) She doesn't believe the man.
 - (B) She strongly disagrees.
 - (C) She is very impressed.
 - (D) She feels disappointed.

CITY MUSEUM	
Chinese Ceramics	Level G
Ancient Egypt	Level 1
European Art	Level 2
Greek Sculpture	Level 3

2. What does the man suggest they do?
- (A) Check the signs
 - (B) Take a short break
 - (C) Wait until later
 - (D) Leave the cafeteria
3. Look at the graphic. Which level will the speakers go to?
- (A) Level G
 - (B) Level 1
 - (C) Level 2
 - (D) Level 3

4. Look at the graphic. What is the final destination of the man's bus?
- (A) BVS Business School
 - (B) Basildon Park
 - (C) Eastern University
 - (D) Casement Bridge

Bus	Destination
7	BVS Business School
8	Basildon Park
9	Eastern University
12	Casement Bridge

5. How often does the man's bus run?
- (A) Every ten minutes
 - (B) Every fifteen minutes
 - (C) Every half hour
 - (D) Every hour
6. What can be inferred from the conversation?
- (A) The man has a long wait.
 - (B) The weather is warm.
 - (C) The conversation takes place in the evening.
 - (D) The speakers are outside.

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)

STEP 1 Quickly read the questions and answer choices for this conversation. Identify the key words, and study the graphic. What do they tell you about the context?

1. Why does the man feel anxious?

- (A) He cannot find his bag.
- (B) He has lost his watch.
- (C) His ticket is missing.
- (D) His coworker is late.

Departures

Flight	Gate	Destination
AE53	44	Boston
YH8	17	Washington
BA901	23	Seattle
CN377	15	Miami

2. What will the woman do next?

- (A) Cancel the trip
- (B) Make a call
- (C) Collect the tickets
- (D) Check the time

3. Look at the graphic. Which city are the speakers traveling to?

- (A) Boston
- (B) Washington
- (C) Seattle
- (D) Miami

STEP 2 For each question, identify the information you need to listen for. Note the key words.

Question 1:

Question 2:

Question 3:

REMEMBER

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

STEP 3 **82** Listen to the conversation. As you listen, study the questions and answer choices above. For Question 3, you also need to refer to the graphic. 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)

Review Test

84 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. What is the woman's occupation?
(A) Teacher
(B) Firefighter
(C) Cook
(D) Sales manager
2. What does Julia say about her new job?
(A) The hours are too long.
(B) She needs more training.
(C) It is very exciting.
(D) It is not what she expected.
3. What happened last week?
(A) Someone was injured.
(B) There was a traffic accident.
(C) The woman went to a hospital.
(D) A building burned down.

4. Who is the woman talking to?
(A) A pilot
(B) A flight attendant
(C) A travel agent
(D) A hotel manager
5. What time will the woman arrive in London?
(A) 3:00 A.M.
(B) 5:30 A.M.
(C) 6:15 P.M.
(D) 9:30 P.M.
6. Why does the man advise the woman to stay at the Piccadilly Grand Hotel?
(A) It is a bargain.
(B) It is in the city center.
(C) It is a high-quality hotel.
(D) It is available for three nights.
7. Who most likely are the speakers?
(A) Web site developers
(B) Office workers
(C) Photographers
(D) Job applicants
8. What does the man say about the new Web site?
(A) It is very informative.
(B) It cost a lot of money.
(C) It will be finished soon.
(D) It is not very easy to use.
9. Why is the woman surprised?
(A) There is a photo of her on the Web site.
(B) Her job is advertised on the Web site.
(C) She won a customer service award.
(D) She is no longer on the team.

10. Who is the man talking to?
(A) A coworker
(B) His boss
(C) An employee
(D) His wife
11. What does the woman suggest the man do?
(A) Quit his job
(B) Build a swimming pool
(C) Move to a better neighborhood
(D) Request a higher salary
12. How do the speakers probably feel?
(A) Unhappy
(B) Confused
(C) Jealous
(D) Nervous

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 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. There are three questions for each short talk. Each question has four answer choices. You must choose the correct answer from the four choices.

The short talks are all given by one speaker. You can read the questions and the answer choices, but not the short talks. You will hear each short talk only once.

There are many different types of short talk. You may hear an advertisement, news bulletin, recorded announcement or traffic report. Some talks may be someone leaving an answerphone message, giving a business talk, or making a public announcement. Before each short talk begins, there is an introductory statement that states the kind of talk you will hear.

NOTE

- Similar to Part 3, for some questions you need to make inferences based on what you hear. These questions often test your knowledge of idiomatic phrases, and expressions in context. For example, *What does the woman imply when she says, "I couldn't have done it without you"?*
- For two short talks you will also see a small graphic (e.g., a sign, graph, notice, or list) together with the questions. One question will require you to relate the information in the graphic to what you hear in the short talk. For example, the graphic may be a map. One question may be: *Look at the graphic. Where do listeners need to go?* The speaker explains to listeners their coach will leave from the stop on Pine Avenue, and the map shows a Visitor Center at that location.
- Some talks are more formal than others. Therefore, some speakers use more relaxed, natural language while others will have a more official tone.
- 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 questions are there for each short talk?
- How many times do you hear each short talk?
- How many talks include a graphic?
- What kinds of graphics are used?

86 **EXAMPLE 2 – a short talk including a graphic**

This example shows a short talk including a graphic.

[M-Br] Good morning everyone. I need to tell you about a change to our program today. Dr. Carlton is running late. Apparently, there are roadworks on the A14 again and traffic is a nightmare, so no surprises there! He expects to be here in an hour or so, but can't confirm exactly when. We wish him well. Luckily, Professor Samuels has agreed to swap places with him, so she'll now be our first speaker this morning. Oh, and one more thing, can I ask you to put your tea and coffee cups back on the drinks station after each break? It will help our kitchen staff enormously.

Time	Lecturer	Session
10:00 – 11:30	Dr. Carlton	Affordable Housing
Break		
11:45 – 1:15	Ms. Martin	Creating Sustainable Communities
Lunch		
2:00 – 3:30	Professor Garcia	The Building Challenge
Break		
3:45 – 5:15	Professor Samuels	Urban Partnerships

1. Why is Dr. Carlton unable to give his lecture this morning?
(A) He slept badly the previous night.
(B) He has a fever and is feeling unwell.
(C) **His journey has been disrupted.**
(D) He has had a traffic accident.
2. Look at the graphic. At what time will the Urban Partnerships session begin?
(A) **10:00 A.M.**
(B) 11:45 A.M.
(C) 2:00 P.M.
(D) 3:45 P.M.
3. What does the speaker ask listeners to do?
(A) Help in the kitchen
(B) Take a break
(C) Finish their drinks
(D) **Return their used cups**

The speaker says that Dr. Carlton is *running late* (meaning delayed) due to *roadworks on the A14*. (A) is incorrect, *nightmare* is used as *very bad* (to describe the traffic), not as a *bad dream*. The speaker says *We wish him well*, but this does not mean Dr. Carlton is unwell (B). No accident is mentioned (D).

We can see from the graphic that the Urban Partnership session is given by Professor Samuels. The speaker says *Professor Samuels has agreed to swap places* with Dr. Carlton.

The speaker asks listeners *to put your tea and coffee cups back on the drinks station*.

REMEMBER

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

MINI TEST Listening for Main Ideas

94 Practice listening for all the main idea elements: the speaker, topic, audience, location, and purpose. Listen to these short talks and choose the most appropriate answer: (A), (B), (C), or (D), for each question.

1. What is the purpose of this advertisement?
(A) To announce a store opening
(B) To attract more customers
(C) To advertise for new staff
(D) To promote car safety
2. What is being announced?
(A) Reduced prices on products
(B) Cheap vehicle insurance
(C) Extra discounts on cars
(D) Vehicle tests at no cost
3. Who is this advertisement directed towards?
(A) Existing customers only
(B) New customers only
(C) Listeners to a radio station
(D) Car owners with full insurance
4. What is this report mainly about?
(A) A transportation trade show
(B) An industrial dispute
(C) A union leader's resignation
(D) An auto manufacturer
5. Who is the speaker?
(A) A factory worker
(B) A local reporter
(C) A news presenter
(D) A company president
6. Where is this report being made?
(A) In a radio studio
(B) Outside a union headquarters
(C) At a press conference
(D) From Derek Brown's home
7. What is the main purpose of this talk?
(A) To introduce a speaker
(B) To thank the audience
(C) To promote a book
(D) To present an award
8. What is the woman mostly talking about?
(A) The importance of local history
(B) A prominent local historian
(C) A famous person from the past
(D) The voyage of The Mayflower
9. Who is the audience for this talk?
(A) University students studying history
(B) Local people interested in history
(C) Members of the Historical Society
(D) Authors of books on history
10. What is the main purpose of this speech?
(A) To share experience and knowledge
(B) To ask for help in the Sales Department
(C) To announce a merger
(D) To introduce a new staff member
11. Who is the speaker talking to?
(A) Lecturers in business
(B) New company trainees
(C) People at a sales conference
(D) Sales and marketing personnel
12. Where is the speech taking place?
(A) In a factory
(B) In a restaurant
(C) In an office building
(D) In a parking lot

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

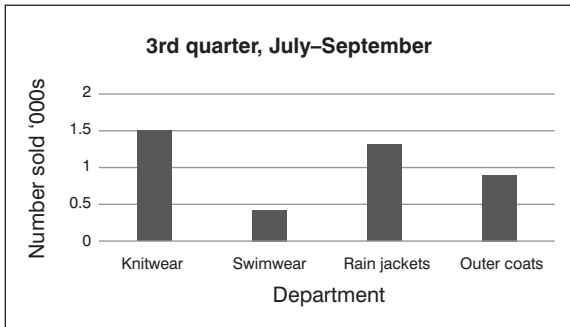
Score/12

Short Talks Including a Graphic

Similar to Part 3, some short talks have a graphic (e.g., a map, or label). One question will test your ability to relate what you hear with information you see in the graphic. You need to study the information in the graphic while you listen.





Types of graphic

The types of graphics you will see in Part 4 are similar to those in Part 3: a building directory, floor plan, schedule, price list, order form, map, meeting agenda, advertisement, timetable, etc.



Flight	Destination
AF65	Paris
BA501	Manchester
JAL34	Tokyo
SU234	Moscow

Meeting room	Capacity
Ballroom	up to 250 people
Oakwood Room	30-40 people
Phoenix Lounge	20-30 people
Boardroom	up to 12 people

GATE 21	
A	
B	
C	
D	

Tips

- These questions always begin *Look at the graphic*.
- Notice the type of graphic (a program, timetable, etc.)
- Study the information quickly. Look for numbers, names, places, etc. Listen for this information in the talk.

Warning!

Remember, the speaker may change information that you see in the graphic. For example, you see a notice showing bus numbers and bays, but you hear an announcement saying that one bus will now depart from a different bay.

STEP 1 Quickly read the questions and answer choices for this speech. Identify the key words, and study the graphic. What do they tell you about the context?

- How does the Argo 250 compare to its rivals?
 - It is more economical to use.
 - It is easier to use.
 - It is less expensive to buy.
 - It is a lot more powerful.
- How long does the company guarantee the Argo 250?
 - For one month only
 - For six months
 - For one year
 - For the life of the product
- Look at the graphic. How much can listeners save if they buy the product today?
 - \$19.99
 - \$40.00
 - \$49.99
 - \$110

Argo 250

Simply the best!

Use anywhere!

Do anything!

→ super strong

→ cordless

→ quiet

Only

\$220!



Accessory pack: \$49.99

Shipping \$19.99

STEP 2 For each question, identify the information you need to listen for. Note the key words.

Question 1:

Question 2:

Question 3:

REMEMBER

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

STEP 3 **112** Listen to the speech. As you listen, study the questions and answer choices above. For Question 3, you also need to refer to the graphic. For each question, try to identify the correct answer. Eliminate any answer choices you are sure are incorrect.

STEP 4 Mark your answers.

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

Review Test

113 Directions: You will hear ten short talks given by a single speaker. For each short talk, 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 short talk only once.

1. Where can this announcement be heard?
(A) At a hotel
(B) At a sports center
(C) At a supermarket
(D) At a flower store
2. What is the purpose of this announcement?
(A) To promote a special offer
(B) To ask people to leave
(C) To announce the time
(D) To invite people to return
3. When is this announcement taking place?
(A) On Sunday morning
(B) On Monday evening
(C) On Tuesday morning
(D) On the weekend

4. Where is the speaker?
(A) On a soccer field
(B) In a school
(C) In a sports stadium
(D) In a television studio
5. Who is the speaker talking to?
(A) The spectators
(B) The event organizers
(C) A group of fans
(D) A couple of players
6. What is stated in the talk?
(A) The match lasted a long time.
(B) The result was surprising.
(C) The weather was fantastic.
(D) The competition is almost over.
7. Who is the speaker talking to?
(A) A new employee
(B) An important client
(C) A news reporter
(D) A maintenance worker
8. Where is the restroom?
(A) On the third floor
(B) Along the hallway
(C) In the corner
(D) Across from the elevator
9. What is the speaker going to do next?
(A) Make coffee
(B) Give a presentation
(C) See a customer
(D) Go to lunch

10. What will the weather be like in Ontario?
(A) Warm and sunny everywhere
(B) Mostly warm but cloudy
(C) Cold and rainy in the afternoon
(D) Rainy later for some areas
11. What does the speaker suggest people do?
(A) Get some exercise outdoors
(B) Avoid travel until midweek
(C) Stay away from big cities
(D) Enjoy a trip to the coast
12. What will happen later in the week?
(A) Some areas will have snow.
(B) Temperatures will rise.
(C) More rain will fall.
(D) The pressure will drop.

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 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) |

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 (*some/any*, etc.)

Auxiliary Verbs

choosing the correct auxiliary verb (*will/have/may*, etc.)

Comparatives and Superlatives

using the comparative (*quicker, more convenient*, etc.) and superlative (*the cheapest, the most interesting*, etc.)

Subject-Verb Agreement

making sure the subject and the verb of a sentence match (*A team of experts is working on the problem.*)

Pronouns

practicing the use of different pronouns (*She asked me to work overtime on my own.*)

Verb Forms and Tenses

using the correct form of the verb and the correct tense (*We are having a meeting at 4:00 P.M.*)

Gerunds and Infinitives

using the gerund (*-ing* form) and the infinitive (with and without *to*)

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 Subject-Verb Agreement

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

1. Bates Bicycles been here for over thirty years.
(A) has
(B) have
(C) are
(D) was
2. The team of scientists from Geneva arriving tonight.
(A) are
(B) is
(C) will
(D) be
3. One of the senior managers dismissed for misconduct last week.
(A) were
(B) has
(C) is
(D) was
4. My favorite kind of program to watch on television sports.
(A) are
(B) be
(C) is
(D) has
5. Over \$30,000 taken during the robbery.
(A) has
(B) had
(C) was
(D) were
6. A number of engineers trying to fix the problem.
(A) am
(B) be
(C) is
(D) are
7. The best place to go for a short vacation Singapore.
(A) be
(B) has
(C) is
(D) are
8. Do you think that two hours enough to complete all this work?
(A) are
(B) is
(C) have
(D) be
9. Nobody expecting the sales figures to be so high.
(A) were
(B) was
(C) had
(D) could
10. We are pleased to announce that our latest restaurant, The Three Chefs, to open next month.
(A) is
(B) are
(C) will
(D) have

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 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 |

MINI TEST Words that Look Alike

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

- A government source said high was the cause of the current economic difficulties.
(A) infection
(B) intervention
(C) inflation
(D) indication
- The company stock price is , according to experts.
(A) overrated
(B) overcome
(C) overcharged
(D) overdeveloped
- Mr. Kim was disappointed with the builder's to continue working over the weekend.
(A) renovation
(B) refusal
(C) removal
(D) renewal
- Would you like to towards Gina's anniversary gift?
(A) contribute
(B) contaminate
(C) convince
(D) converse
- Unfortunately, it is impossible to repair your computer without losing some data.
(A) commonly
(B) practically
(C) recently
(D) evenly
- Everyone seemed happy with the new kitchen Martine, who complained there was not enough light.
(A) expect
(B) extent
(C) excess
(D) except
- Low among the workforce is partly responsible for the drop in productivity.
(A) moral
(B) mortgage
(C) mortal
(D) morale
- Your employer should full details of any pension plan you are entitled to take part in.
(A) protect
(B) protest
(C) provide
(D) propose
- We have to permission from the landlord before we redecorate the building.
(A) retain
(B) obtain
(C) maintain
(D) attain
- Any complaints will be at next week's production meeting.
(A) misused
(B) improved
(C) discussed
(D) persuaded

- | | | | |
|--------------------|--------------------|--------------------|---------------------|
| 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 sentence contains a missing word or phrase. Below each sentence are four answer choices. You must choose the answer that best completes the sentence. The focus is on grammar and vocabulary.

QUICK CHECK

- How many questions are in this part of the TOEIC test?
- How many answer choices are there for each question?
- What is the language focus?

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

Can you please send a more detailed of how to install this software?

- (A) argument
- (B) explanation
- (C) justification
- (D) reason

(A) ● (C) (D)

The correct answer is answer choice (B), "explanation." An explanation is a statement that makes something clearer to understand. This is therefore the only answer with an appropriate meaning for the sentence. You should mark answer choice (B).

1. We prefer to be very here, so you do not need to wear a suit in the office.
(A) informal
(B) independent
(C) indecisive
(D) insensitive
2. In your opinion, which of these alternatives is option?
(A) more cheap
(B) cheaper than
(C) as cheap
(D) the cheapest
3. Ten hours in an airplane a very long time when you are sitting next to a small child.
(A) are
(B) is
(C) has
(D) be
4. As Carlo's cough became worse, the nurse became worried about his health.
(A) increase
(B) increased
(C) increasingly
(D) increasing
5. If the traffic is not too bad, I should be there an hour.
(A) until
(B) during
(C) before
(D) in
6. When is the annual salary review take place?
(A) will
(B) is
(C) going to
(D) shall

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)

This part of the TOEIC® test consists of four short texts. Each text has four blanks — these are spaces where a word, phrase, or sentence is missing. Below each blank are four answer choices. You must choose the answer that best completes the sentence.

Part 6 of the TOEIC test is very similar to Part 5. The main focus is on grammar and vocabulary. However, Part 5 consists of single sentences whereas in Part 6 the sentences are part of a text (an e-mail, article, letter, notice, etc.). Therefore, you sometimes need to read more than one sentence in order to choose the correct answer.

In addition, one question for each text asks you to identify a missing sentence. This question tests your understanding of context. You may need to read the paragraph, or even the whole text, again to get a general idea of the purpose.

QUICK CHECK

- How many questions are in this part of the TOEIC test?
- How many answer choices are there for each question?
- What is the main language focus?
- How is Part 6 different from Part 5?
- What does the "missing sentence" question test?

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

TRY IT OUT

EXAMPLE

SENTINEL SYSTEMS

The safety of our employees is a top priority at Sentinel Systems. Every member of the production staff is therefore required¹..... the “Safety in the Workplace” training seminar once every year. This is a mandatory requirement to make sure all employees work in a safe environment. Anyone who²..... to attend the seminar risks endangering themselves and their coworkers.

The seminars take place on the last Friday of every month, at 2:00 P.M. in Training Room B. A maximum of twenty people can attend each session. Please note that we³..... have four spaces left for this month’s seminar on Friday the 27th. Call Amanda at Ext. 233 to reserve your spot.

.....⁴..... . If you have any questions, contact me by e-mail.

Geoff Kleber
Human Resources

1. (A) attendance
(B) attending
(C) **to attend**
(D) attend

1. After the passive infinitive *to be required*, we need to use the infinitive with *to*.

2. (A) wishes
(B) registers
(C) applies
(D) **fails**

2. All options are grammatically possible, so to answer this item correctly you need to understand the context. The rest of the sentence warns of the consequences of not attending the seminar.

3. (A) **currently**
(B) openly
(C) absolutely
(D) hardly

3. Only this adverb (meaning *at this time*) correctly completes the sentence.

4. (A) I look forward to seeing you there.
(B) **Thank you for your co-operation.**
(C) No further action is necessary.
(D) Your concern is most appreciated.

4. The purpose of the notice is to encourage employees to attend the safety seminar. This sentence reflects that purpose.

STEP 1 Quickly preview this advertisement.

Fantastic Summer Sale!

The HomeTronics summer sale starts Monday. Don't miss the fantastic summer¹..... on a huge range of electrical products. Take 50% off all flat screen televisions, MP3 players, and satellite receivers. Plus, for the next two weeks, we are offering shoppers the chance to enter our free prize drawing. For every purchase you²....., we will give you a ticket to win a two-week dream vacation³..... Europe plus \$1,000 in spending money.⁴..... Hurry in now to the HomeTronics summer sale. At these prices, you'd be crazy to shop anywhere else!

- | | |
|---|--|
| 1. (A) exclusions
(B) withdrawals
(C) discounts
(D) cutbacks | 3. (A) over
(B) on
(C) in
(D) at |
| 2. (A) make
(B) will make
(C) are making
(D) made | 4. (A) All items have been reduced.
(B) We hope to see you there.
(C) No exchange is allowed.
(D) What are you waiting for? |

STEP 2 Read the first sentence with a blank, and look at the answer choices. Is the focus grammar or vocabulary? What exactly is the item testing?

STEP 3 Read the sentence again. Study the words that come before and after the blank. If necessary, look for information in previous and following sentences. For a missing sentence, you may need to read the whole text again.

STEP 4 Eliminate any answer choices you are sure are incorrect. Mark your answer. Then repeat steps 2 through 4 for the remaining questions.

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?

TRY IT OUT

EXAMPLE 1 – a single passage

New leader takes control of GBK, Inc.

Today, GBK, Inc. confirmed the appointment to C.E.O. of Canadian business leader Spencer McGregor. The construction giant elected McGregor due to his extensive experience and previous record. McGregor previously saved Hansely Engineering from collapse, taking it out of trouble to regain its former leading position in the industry. He replaces former C.E.O. Gary Oldson, who was dismissed last month after reports of financial mismanagement. In recent months, GBK has suffered a record drop in sales, with disappointing results for the last quarter. However, the news of McGregor's appointment was welcomed by industry experts, causing the stock price to increase 12 percent.

1. What is the main purpose of this article?
 - (A) To advertise a job opening
 - (B) To declare the retirement of a business leader
 - (C) **To announce a new corporate executive**
 - (D) To declare poor financial results

The article begins by stating that GBK, Inc. *confirmed the appointment to C.E.O.* of Spencer McGregor, and later refers to *news of McGregor's appointment*.

2. What happened to Gary Oldson?
 - (A) He moved to another department.
 - (B) **He was recently fired.**
 - (C) He retired from the company.
 - (D) He joined Hansely Engineering.

The article mentions he *was dismissed last month*.

3. What can be inferred about GBK, Inc.?
 - (A) **The company is not performing well.**
 - (B) The company has few good managers.
 - (C) The company is owned by a Canadian firm.
 - (D) The company will soon expand.

The article mentions a *record drop in sales and disappointing results*.

Questions 5–8 refer to the following e-mail.

E-mail	
To:	undisclosed recipients
From:	CustomerRelations@PrcPub.com
Subject:	Work in Action e-mail alert

Dear Customer:

I am pleased to inform you that the latest edition of “Work in Action” is now available ---[1]---. You can download this issue at www.prc-publications.com. Those of you who have subscribed to the print edition should receive your copy shortly ---[2]---

The main feature this month is about financial support and funding. Diane Shaw, from Carpe Financial Management, reveals how to secure the money you need to help your business grow. Her informative article will help you to learn more about sources of funding, both regional and national ---[3]---

Also in this month’s issue, you’ll find a survey about “Work in Action.” Your participation in this survey is very important, as it will help identify ways to improve the magazine. Even if you have not yet read “Work in Action,” your views would be helpful. The survey should take no longer than ten minutes to complete. ---[4]--- Responses received by September 15 will be entered into a competition to win a notebook computer, a smartphone, or even a vacation to Florida!

Mark Perkins
Subscriptions Officer, PRC Publications

- What is the purpose of this e-mail?
(A) To invite people to take a survey
(B) To announce a recent publication
(C) To ask for financial support
(D) To recruit more employees
- Who is Diane Shaw?
(A) A financial expert
(B) A business writer
(C) A publisher
(D) A researcher
- In which position marked [1], [2], [3], and [4] does the following sentence best belong?
“All answers are of course confidential.”
(A) [1]
(B) [2]
(C) [3]
(D) [4]
- Who is this e-mail intended for?
(A) Finance managers of large companies
(B) Customers who receive “Work in Action”
(C) Workers at PRC Publications
(D) Writers of articles for “Work in Action”

5. (A) (B) (C) (D) 6. (A) (B) (C) (D) 7. (A) (B) (C) (D) 8. (A) (B) (C) (D)

Reading for Details

In Part 7, you need to show that you can identify and understand important points in the texts you read. Questions about details are the most common type of question in this part of the test.

TIPS Reading for Details – Part 7 Reading Comprehension

- Look for *Wh-* questions (e.g., questions beginning with *What, When, Why, How*, etc.)
- Before you read, make sure you know what information you need to read for.
- Look for any headings or titles to help you find the part of the passage you need.
- Don't read every word. Focus only on finding the information you need.
- Don't worry about words you do not understand.
- When you find the part you need, read more carefully. Identify any key words or phrases.
- As soon as you have found the information you need, stop reading.

EXAMPLE

ARGO Summer Conference		Agenda
Thursday, July 10		
12:15	Lunchtime networking	
1:00	Lecture: The Future of Technology , Dan Swanson (I.T. Director)	← Look for any key words related to the information you need to find.
2:00	Panel discussion: Opportunities in Europe	
3:30	Lecture: Strategic Management, Hye Kim (Operations Manager)	
4:30	Coffee break	
4:45	Lecture: Innovation, Hans Peterson (Marketing Director)	← When you find the right part of the text, read carefully.
5:45	Panel discussion: Growth in Asia	
6:30	Closing speech, Nigella Coopers (C.E.O.)	
7:00	Farewell Dinner, Function Room 1	

1. When is the Marketing Director's afternoon lecture?

- (A) Immediately after lunch
- (B) Around 4:00 P.M.
- (C) **A quarter to five**
- (D) After the coffee break

After you find *Marketing Director* in the program, you see *Lecture* and the time 4:45.

2. What talk is Dan Swanson giving?

- (A) **The Future of Technology**
- (B) Growth in Asia
- (C) Opportunities in Europe
- (D) Innovation

After you find *Dan Swanson* in the program, you see the title of the lecture *The Future of Technology*.

3. Who is Nigella Coopers?

- (A) Operations Manager
- (B) Marketing Director
- (C) I.T. Director
- (D) **Chief Executive Officer**

After you find *Nigella Coopers* in the program, you see her job title given as *C.E.O.*

Making Inferences

Passage 4

Read this text message chain. Check (✓) your answers.

Bill Mathers 2:12 P.M.
Hi Vernon. I just got here and found I forgot all the brochures, and my notes! Are you in the office?

Vernon Rees 2:12 P.M.
Oh no! Yes, I'm here. Are they on your desk?

Bill Mathers 2:13 P.M.
Try on the right, near the phone. Everything's in a black folder, quite thick.

Vernon Rees 2:13 P.M.
Got it! Do you want me to mail it?

Bill Mathers 2:14 P.M.
Yes, to the hotel. The address is in the inside front cover. Use TransEx.

Vernon Rees 2:14 P.M.
Will do.


Bill Mathers 2:15 P.M.
Thanks. Got to go. Flight's boarding.

Vernon Rees 2:15 P.M.
OK. Have a good one.

1. Where most likely is Bill Mathers?
 In an airport
 With a client
 In a hospital
2. What kind of organization is TransEx?
 A courier service
 A taxi company
 A shipping line
3. What can be inferred about Mr. Rees?
 He is a personal secretary.
 He works with Mr. Mathers.
 He is leaving the office soon.
4. At 2:15 P.M., what does Mr. Rees mean when he writes, "Have a good one"?
 Stay positive.
 Have a nice stay.
 Enjoy your trip.

Triple Passages

EXAMPLE



Cream patent leather
open-toe
platform sole
Made in Italy
Sizes 5-8
\$80

To: All staff <all_staff@westendappliances.com>
From: Eleanor Jarvis <e_jarvis@westendappliances.com>
Date: April 13
Subject: Shoes for sale

Hi all,

Before I advertise these shoes (see attached) on an auction site, I thought I'd ask if any of you would like to buy them from me. I bought them to wear at my brother's wedding last week, and have worn them only on this one occasion. I really like them, but they're too high for me and I was wobbling all day! They're size 7½ and are a very narrow fitting. I'm happy to sell them at half the price I paid for them. If you're interested, please let me know. I have them in the office with me, so you're welcome to try them on.

Sincerely,
Eleanor Jarvis
Accounts Department

10:23

Hi Eleanor. I got your e-mail. Yes, I'm interested! They're my size exactly, and I like the look. I'm working at home this morning, but I'll drop by this afternoon and try them on. Is that ok? Jana

1. Which feature of the shoes is NOT mentioned in the advertisement?
(A) **The manufacturer**
(B) The price
(C) The material
(D) The color

2. What does Eleanor suggest about the shoes?
(A) They were too expensive.
(B) They are not the right size.
(C) They are not very popular.
(D) **They are difficult to wear.**

3. What size shoe does Jana take?
(A) 5.5
(B) 6
(C) **7.5**
(D) 8

4. What is indicated about Jana?
(A) She usually works from home.
(B) **She will go to Eleanor's office later.**
(C) She likes to wear shoes made in Italy.
(D) She prefers to buy used clothing.

5. How much will Jana most likely pay for the shoes?
(A) \$20
(B) **\$40**
(C) \$60
(D) \$80

The ad states that the shoes are *Made in Italy*, but does not name the manufacturer. They cost \$80 (B), are *leather* (C), and the color is *Cream* (D).

In her e-mail, Eleanor writes she was *wobbling* (meaning walking unsteadily) all day, so we can infer the shoes were uncomfortable to walk in. She writes the shoes are *too high for me*, but this does not mean they are the wrong size (B). (A) and (C) are not indicated.

In Eleanor's e-mail, she mentions the size is *size 7½*. In her text, Jana writes the shoes are *my size exactly*.

Eleanor writes that the shoes are *in the office with me*. Jana texts that she will *drop by this afternoon and try them on*. We can deduce she will go to Eleanor's office.

The ad gives the price as \$80. In her e-mail, Eleanor writes she will *sell them at half the price I paid for them*.

STEP 1 Quickly skim this document.

NKP DELIVERY SERVICE – PRICES

Please note these prices are effective from Jan. 2

	Delivery times	Prices starting from	Guaranteed on time	Additional information
Standard Delivery	1–3 days, all national locations	\$3	No	Maximum weight 10 pounds
Priority Delivery	Overnight, most national locations	\$14	Yes	Includes \$200 compensation for loss or damage
Global Express	3–6 days, most locations worldwide	\$35	No	Maximum weight 30 pounds
Global Priority	2–3 days, any location worldwide	\$50	Yes	Free online confirmation of delivery

Prices based on size, weight, and distance. All packages must be sent in approved NKP packaging, otherwise surcharge applies. Surcharge for non-standard package sizes, CDs and DVDs. Sunday/holiday delivery fee: \$12. Proof of delivery: \$2.50. Insurance against loss or damage: from \$3.75.

We regret we cannot carry dangerous and/or prohibited items. Please check our website for details.

STEP 2 Read Question 1. Make sure you understand what information is required. 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.

- Where might you find this document?
 - In an instruction manual
 - In a leisure magazine
 - In a restaurant menu
 - In a customer brochure
- What is indicated about the Priority Delivery service?
 - Some deliveries are not guaranteed.
 - A surcharge is usually required.
 - It is not available in some areas.
 - It is an international service.
- How quickly could a package weighing 25 pounds reach another country?
 - Overnight
 - Two days
 - Three days
 - More than three days
- Which of the following could NOT be sent by Standard Delivery?
 - Items such as CDs and DVDs
 - Items not wrapped in NKP packaging
 - Items costing more than \$200
 - Items weighing more than ten pounds

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









































Understanding Different Accents

In the Listening section of the TOEIC® test you will hear speakers with American, British, Australian, and Canadian accents. You do not need to identify the different accents. However, being familiar with these accents can help improve your score on the test.



























Of course, people from different countries have different accents. Even people from the same country can speak very differently. The American, British, Australian, and Canadian accents used in the TOEIC test are “standard.” This section of *Pass the TOEIC Test* gives you practice in listening to and understanding “standard” American, British, Australian, and Canadian accents.

Comparing Accents

Exercise A ¹¹⁹ Listen to the way these words are pronounced differently.

	American	British	Australian	Canadian
water				
again				
caught				
brother				
today				
park				
beautiful				
vase				
tomato				
convenient				

Exercise B ¹²⁰ Listen to these sentences. Compare the pronunciation.

- The woman is pouring water in the vase.    
- We went to a beautiful park last weekend.    
- Mr. Hill’s secretary will call you later today.    
- My brother’s a doctor.    
- I hear Jane’s salary has gone up again.    
- Would you like pasta with tomato sauce?    
- The car caught fire, but nobody was hurt.    
- When is a convenient time to meet? 