

Registration Number									
Name									

TOEIC Form 4HIC77
SAMPLE TEST



TOEIC

Test of English for International Communication



Read the directions on the back cover.

Do not break the seal until you are told to do so.

This test book and the answer sheet must be handed in separately as instructed at the end of the test.

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LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Sample Answer

(A) (B) ● (D)

Example



Statement (C), "They're standing near the table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1.



2.



GO ON TO THE NEXT PAGE 

3.



4.



5.



6.



GO ON TO THE NEXT PAGE 

7.



8.



9.



10.



GO ON TO THE NEXT PAGE 

PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Example

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director.
(B) It's the first room on the right.
(C) Yes, at two o'clock.

Sample Answer



The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
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38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.

PART 3

Directions: You will hear some conversations between two people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

41. What has the woman recently done?
(A) Moved to the area
(B) Opened a business
(C) Planted a garden
(D) Started an exercise program
42. What does the man recommend?
(A) A fitness center
(B) A rental agency
(C) A local market
(D) A vegetarian restaurant
43. What does the woman say she is going to do?
(A) Meet a friend
(B) Request an estimate
(C) Pick up a menu
(D) Walk to the town center
44. Where most likely is the conversation taking place?
(A) At a post office
(B) At a library
(C) At an electronics store
(D) At a clothing shop
45. What does the woman offer to do?
(A) Return some items
(B) Use express delivery
(C) Call another branch
(D) Reserve an item online
46. What does the man decide to do?
(A) Visit another location
(B) Copy some material
(C) Make a different selection
(D) Come back next week
-
-

47. What is the city planning to build?
(A) A bus station
(B) A subway line
(C) A bridge
(D) A skyscraper
48. Why is the woman concerned?
(A) Her commute will be longer.
(B) Her travel costs will increase.
(C) The completion date will be delayed.
(D) Trains will be crowded.
49. What will the man check in the newspaper?
(A) A schedule of town meetings
(B) A proposed budget
(C) A project timeline
(D) A map of the construction area
-
50. What is currently on exhibit at the museum?
(A) Historical books
(B) Antique furniture
(C) Traditional clothing
(D) Ancient coins
51. How did the woman learn about the exhibit?
(A) From a friend
(B) From a radio report
(C) From a Web site
(D) From a brochure
52. What does the man recommend?
(A) Showing a membership card
(B) Arriving early
(C) Purchasing tickets in advance
(D) Visiting on a weeknight
-
53. What has the woman recently done?
(A) Applied for a new job
(B) Purchased a new computer
(C) Returned from a business trip
(D) Completed a training program
54. What does the man say is available on the company Web site?
(A) An employee handbook
(B) Hotel recommendations
(C) Travel forms
(D) Job descriptions
55. What does the man advise the woman to do?
(A) Include a letter of recommendation
(B) Make copies for her records
(C) Proofread reports before submitting them
(D) Forward correspondence to her manager
-
56. What are the speakers discussing?
(A) Software upgrades
(B) A construction project
(C) An advertising campaign
(D) Office space
57. What does the man say about Joanne Ramola?
(A) She is renovating her office.
(B) She will be away for the summer.
(C) She is in charge of hiring.
(D) She will set up some equipment.
58. What will the woman probably do next?
(A) Greet a guest
(B) Request a price list
(C) Contact another department
(D) Review some résumés
-

59. What is the main topic of the conversation?
- (A) A product launch
 - (B) A company merger
 - (C) A policy change
 - (D) A service contract

60. What problem is noted?
- (A) Staff have not been informed.
 - (B) A machine is out of order.
 - (C) A revision has not been made.
 - (D) Some supplies are not available.

61. What is scheduled for next week?
- (A) Electrical work
 - (B) A factory inspection
 - (C) A company reorganization
 - (D) A fee increase
-

62. Why is the woman calling?
- (A) To schedule a consultation
 - (B) To request a refund
 - (C) To provide delivery instructions
 - (D) To ask if some merchandise is in stock

63. What is the woman asked to verify?
- (A) The type of product purchased
 - (B) The date of a transaction
 - (C) The number of an account
 - (D) The status of an order

64. What does the man agree to do?
- (A) Provide some samples
 - (B) Contact a manager
 - (C) Ship a different item
 - (D) Issue a credit
-

65. What does the man ask the woman to do?
- (A) Join a committee
 - (B) Register for an event
 - (C) Speak at a conference
 - (D) File some paperwork

66. What does the man say has changed?
- (A) The application deadline
 - (B) The number of participants
 - (C) The meeting agenda
 - (D) The criteria for eligibility

67. What does the woman say she will do by next week?
- (A) Draft program guidelines
 - (B) Conduct a survey
 - (C) Review applications
 - (D) Contact the selected candidates
-

68. Who most likely is the woman?
- (A) A building inspector
 - (B) A management consultant
 - (C) An architect
 - (D) A reporter

69. What is the goal of Mr. Howard's firm?
- (A) Using recycled materials
 - (B) Building affordable homes
 - (C) Preserving historic structures
 - (D) Increasing energy efficiency

70. What does Mr. Howard plan to do in the future?
- (A) Speak at universities
 - (B) Publish a book
 - (C) Lead a volunteer project
 - (D) Open an overseas office
-

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What type of business most likely recorded the message?
- (A) An electronics store
 - (B) A movie theater
 - (C) A shopping center
 - (D) A restaurant
72. What event will take place on March 1 ?
- (A) A one-day sale
 - (B) A product launch
 - (C) A reopening celebration
 - (D) A benefit concert
73. What will listeners have a chance to do at the event?
- (A) Attend demonstrations
 - (B) Sample merchandise
 - (C) Meet a celebrity
 - (D) Win prizes
74. What is the purpose of the call?
- (A) To confirm a reservation
 - (B) To change an appointment
 - (C) To arrange a client meeting
 - (D) To inquire about service fees
75. What will the speaker do on Thursday?
- (A) Meet with her doctor
 - (B) Drop off a payment
 - (C) Purchase airline tickets
 - (D) Go on a business trip
76. What does the speaker ask the listener to do?
- (A) Return her call
 - (B) Contact her manager
 - (C) Send a confirmation code
 - (D) Recommend a hotel
-

77. Where is today's event taking place?
(A) At an opera house
(B) In a park
(C) At city hall
(D) In a school auditorium
78. According to the speaker, what will Milton Maguire do next Saturday?
(A) Play a new piece of music
(B) Begin an international tour
(C) Give an onstage interview
(D) Perform with a visiting musician
79. What are listeners encouraged to do?
(A) Tour the grounds
(B) Reserve tickets in advance
(C) Pick up a program
(D) Make a donation
-
80. What will happen this weekend?
(A) An office will be relocated.
(B) Computers will be upgraded.
(C) Some furniture will be ordered.
(D) Work assignments will be posted.
81. What are listeners told they are responsible for?
(A) Installing new software
(B) Checking a schedule
(C) Packing their own office items
(D) Reading a system manual
82. What will be distributed?
(A) Identification labels
(B) Cleaning supplies
(C) A floor plan
(D) An employee directory
-
83. Why is the speaker calling?
(A) To promote her business
(B) To place a special order
(C) To inquire about delivery options
(D) To apply for a job
84. Where did the speaker get the listener's contact information?
(A) From a Web site
(B) From a newspaper advertisement
(C) From a neighbor
(D) From a business card
85. What does the speaker offer to do?
(A) Come in for a meeting
(B) Set up a window display
(C) Provide a résumé
(D) Send some samples
-
86. Why is Route 41 closed?
(A) New lanes are being added.
(B) A street fair is going to take place.
(C) Traffic signals are being installed.
(D) Weather conditions caused damage.
87. What does the speaker recommend for people attending the game?
(A) Arriving early
(B) Bringing umbrellas
(C) Using public transportation
(D) Using off-site parking areas
88. According to the speaker, how can listeners get the most current traffic information?
(A) By signing up for notifications
(B) By calling an information line
(C) By checking a Web site
(D) By waiting for the next report
-

89. What about the conference has been changed?
(A) The location
(B) The time of a session
(C) A registration fee
(D) A presentation topic
90. What will Fiona Anderson speak about?
(A) Using easy-care materials in design
(B) Decorating on a budget
(C) Finding corporate customers
(D) Becoming certified as a designer
91. What can listeners do at the last event of the day?
(A) Examine fabric samples
(B) Enjoy complimentary refreshments
(C) Get expert advice
(D) Sign up for a workshop
-

92. Who is being recognized at tonight's event?
(A) Small-business owners
(B) Local chefs
(C) Top sellers
(D) Magazine editors
93. What does the speaker say is special about this year's event?
(A) There are a large number of attendees.
(B) The food has been prepared by a well-known chef.
(C) It is being held in a different area.
(D) There will be more awards than usual.
94. What will the final winner be rewarded with?
(A) A television appearance
(B) A cash prize
(C) An educational scholarship
(D) A photo on a magazine cover
-

95. Who are the listeners?
(A) Sales representatives
(B) Delivery drivers
(C) Factory workers
(D) Personnel managers
96. What is the problem?
(A) Annual sales have decreased.
(B) Some equipment is not working.
(C) A shipment was sent to the wrong location.
(D) A budget was incorrectly calculated.
97. What does the speaker ask the listeners to do?
(A) Inspect some machinery
(B) Work extra hours
(C) Review production goals
(D) Submit a time sheet
-

98. Who is the intended audience?
(A) Potential customers
(B) Product engineers
(C) Salespeople
(D) Company shareholders
99. According to the speaker, what is special about the BCN-3000 tires?
(A) They last longer than most other models.
(B) They received a high safety rating.
(C) They are made of environmentally friendly materials.
(D) They are the most affordable on the market.
100. What will listeners learn about next?
(A) Where custom orders can be placed
(B) Why a price was changed
(C) When a model will be available
(D) How a product was developed
-

This is the end of the Listening test. Turn to Part 5 in your test book.

NO TEST MATERIAL ON THIS PAGE

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READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. The lightweight trailer by Tow-Well Manufacturing can ----- almost any kind of small boat.
- (A) accommodate
 - (B) to accommodate
 - (C) accommodates
 - (D) accommodating
102. Kai Matsumiya has been with Briggs Publishing for only a few weeks, but he has ----- written several articles for the company.
- (A) usually
 - (B) already
 - (C) such
 - (D) highly
103. Now that Ms. Rahman has announced ----- retirement, a new senior financial analyst will be needed.
- (A) hers
 - (B) her
 - (C) herself
 - (D) she
104. Our new method of ----- rubber for tires is still being tested in the lab.
- (A) to produce
 - (B) product
 - (C) produces
 - (D) producing
105. The membership ----- should be accompanied by a letter detailing your reasons for wanting to join the association.
- (A) guideline
 - (B) inventory
 - (C) application
 - (D) committee
106. The range of research studies presented on the first day of the conference was very -----.
- (A) impressed
 - (B) impress
 - (C) impressively
 - (D) impressive
107. Devi's Boutique keeps its staff informed about fashion ----- they can answer questions about the merchandise.
- (A) so
 - (B) how
 - (C) or
 - (D) yet
108. Café Rouge's manager is continually ----- to improve the dessert menu.
- (A) have strived
 - (B) strive
 - (C) been striving
 - (D) striving

109. Mr. Yost has decided to rent an apartment for the ----- of his stay in Manchester.
- (A) collection
(B) duration
(C) capacity
(D) environment
110. Badgerton's sales representatives ensure that all customers are ----- satisfied with their purchases.
- (A) completed
(B) completing
(C) complete
(D) completely
111. Please ----- the doctor's office at least 24 hours in advance if you need to cancel or reschedule your appointment.
- (A) agree
(B) report
(C) arrange
(D) notify
112. Ms. Peng called this morning ----- Mr. Torres of the latest changes to plans for the Gineon project.
- (A) will inform
(B) to inform
(C) was informing
(D) has been informed
113. *Studio Ceramics Monthly* does not accept manuscripts ----- have previously appeared in print.
- (A) what
(B) whose
(C) they
(D) that
114. VC Swimwear is preparing ----- the busy summer season by stocking new merchandise.
- (A) out
(B) to
(C) up
(D) for
115. To keep the office running as ----- as possible, maintenance work should be performed after regular business hours.
- (A) mostly
(B) soon
(C) smoothly
(D) far
116. After working ----- on the advertising campaign for two months, Ms. Yoon was pleased with the results.
- (A) steadies
(B) steadily
(C) steadying
(D) steadiness
117. All factory visitors must ----- at the front desk before entering the production area.
- (A) claim
(B) distribute
(C) reveal
(D) register
118. Third-party inspection of Accuceutical Corporation's clinical laboratory takes place ----- three months.
- (A) enough
(B) every
(C) several
(D) some
119. For more information regarding lost or ----- baggage, please visit Nextair's baggage services booth.
- (A) damaged
(B) damage
(C) to damage
(D) damages
120. The committee meeting was moved ----- a problem with the heating system.
- (A) provided that
(B) because of
(C) throughout
(D) even though
121. If you need to update any personal information in our records, please contact our client-services department -----.
- (A) closely
(B) finally
(C) promptly
(D) exactly
122. The company's stock price doubled based on speculation that its new drug will win ----- by government regulators.
- (A) approval
(B) approve
(C) to approve
(D) approved

- 123.** It is difficult to predict the profitability of Jace Toys ----- next year, since its production costs are likely to increase soon.
- (A) beneath
(B) upon
(C) along
(D) beyond
- 124.** Every Green Row Landscaping customer must sign a maintenance ----- and a liability waiver before work is performed.
- (A) contract
(B) contracting
(C) contractual
(D) contracted
- 125.** The owners of the apartment complex plan to paint and repair the common areas of the buildings as well as the ----- of each unit.
- (A) space
(B) interior
(C) involvement
(D) atmosphere
- 126.** While most company directories list internal employees, ----- include contact information for important suppliers.
- (A) any
(B) few
(C) ones
(D) another
- 127.** Beginning on May 1, Jasper Clothing will close its physical stores and will operate ----- an online-only retailer.
- (A) into
(B) as
(C) since
(D) during
- 128.** Although Bauer's Books has not yet ----- its latest sales figures to the press, company representatives suggest that the revenue increase is significant.
- (A) compared
(B) engaged
(C) released
(D) restored
- 129.** Because the money transfer form was ----- complicated, a team of Carrone Bank employees worked to simplify it.
- (A) excess
(B) excessive
(C) excessively
(D) excessiveness
- 130.** Customers who spend more than \$100 on a single visit are ----- for a 10 percent discount on their next purchase at Harry's Hardware.
- (A) payable
(B) eligible
(C) replaceable
(D) mendable
- 131.** Trak Shoe Company delayed the launch of its new line of running shoes when the cost of raw ----- increased.
- (A) materials
(B) materialistic
(C) materialize
(D) materially
- 132.** The new auditorium will be opened ----- the building inspection is complete.
- (A) whether
(B) likewise
(C) once
(D) while
- 133.** Due to the late arrival of his flight, Mr. Medina was unable to speak with reporters as -----.
- (A) scheduled
(B) scheduling
(C) schedule
(D) schedules
- 134.** The entire Ashton & Moore, Inc., sales team must meet the annual target ----- qualify for performance bonuses.
- (A) in order to
(B) instead of
(C) even if
(D) so that

135. When no ----- changes to a manuscript are needed, payment to the author will be processed.
- (A) within
 - (B) moreover
 - (C) most
 - (D) further
136. Performance of Rozcorp's low-cost digital recorder has been unsatisfactory due to a problem with ----- wiring.
- (A) guilty
 - (B) injured
 - (C) faulty
 - (D) unreal
137. Ms. Lu's administrative assistant will mail a copy of the annual report to ----- who cannot attend the meeting.
- (A) them
 - (B) this
 - (C) those
 - (D) then
138. Guest lecturers who qualify for travel reimbursement should submit their requests listing all ----- expenses.
- (A) allowable
 - (B) allows
 - (C) allowing
 - (D) allowance
139. The new Vitrolux X500 camera comes ----- with an integrated flash and a simple control panel.
- (A) equipped
 - (B) advanced
 - (C) captured
 - (D) pointed
140. Since the labeling machine broke down last night, sending out the deliveries this morning was not -----.
- (A) potential
 - (B) concise
 - (C) feasible
 - (D) credible

PART 6

Directions: Read the texts that follow. A word or phrase is missing in some of the sentences. Four answer choices are given below each of the sentences. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following advertisement.

At Byway Airlines, we have added two daily flights to Beijing to our service schedule. To -----, we are offering exclusive deals on travel to the city when you book your trip before April 30.

- 141.** (A) repeat
(B) celebrate
(C) demonstrate
(D) return

Receive a free car rental with all Beijing-bound flights if you reserve accommodations at the same time. Hotel stays must be at least three days and ----- fourteen days to be eligible.

- 142.** (A) in addition to
(B) following
(C) no more than
(D) in case of

Packages start at \$899; rates vary ----- travel dates. Visit www.bywayair.com to make a reservation.

- 143.** (A) according to
(B) accorded
(C) accord with
(D) accordingly

Questions 144-146 refer to the following coupon.

Get 20% off *Whistler's Collegiate Dictionary: 4th Revised Edition!*

The most trusted dictionary on the market has been revised for today's high-tech world. The latest edition of *Whistler's Collegiate Dictionary* features over 2,000 new word entries. ----- , the new

144. (A) Afterward
(B) In particular
(C) On the other hand
(D) Nonetheless

entries emphasize up-to-date vocabulary for digital media and technology.

For a limited time, get the new edition for only \$27.95! That's \$7 off the regular price of \$34.95! Plus, with ----- purchase of the hardcover dictionary, receive free, unlimited access to the online version!

145. (A) your
(B) its
(C) whoever
(D) which

To use this online coupon, just visit our store at www.whistlerpress.com and ----- the promotional

146. (A) explain
(B) browse
(C) define
(D) enter

code **X101E** when placing your order.

Questions 147-149 refer to the following memo.

To: All Supervisors
From: Rivka Oren
Date: June 3
Subject: Schedule update

In order to address the concerns voiced by personnel about our fixed operational hours, a flexible work schedule ----- as of July 1. With permission of a manager, staff members may arrive an hour

147. (A) had offered
(B) was offering
(C) will be offered
(D) to be offering

before or after their official start time and end their workday an hour earlier or later, as long as they continue to work a full day. This program should help to minimize time spent ----- rush-hour traffic

148. (A) in
(B) of
(C) onto
(D) against

and maximize employee productivity. Supervisors should not approve schedules that they believe will interfere with normal operations.

Anyone with questions about this scheduling ----- should contact office manager Joshua Mpofu.

149. (A) position
(B) option
(C) error
(D) software

Questions 150-152 refer to the following letter.

4 October

Margaret Greco
207 Presting Drive
MELBOURNE VIC 3108

Dear Ms. Greco,

We would like to inform you that the Vermont blue silk-rayon blend (item #BSR 067) you ordered is ----- out of stock. We have contacted the manufacturer, who assures us that this fabric will be

- 150.** (A) permanently
(B) previously
(C) currently
(D) eventually

included with their next major delivery to our warehouse on 15 October. Therefore, we will be ----- to deliver your order by 10 October, as originally requested.

- 151.** (A) assigned
(B) unable
(C) prepared
(D) invalid

We apologize for any inconvenience this ----- you. When we ship your Vermont fabric, we will

- 152.** (A) would have caused
(B) to have caused
(C) to cause
(D) may cause

enclose a certificate for free shipping on your next order. Thank you for your continued patronage.

Sincerely,

Albert Gianni
Customer Services
Vermont Textiles

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PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 153-154 refer to the following information.



EASTBOURNE ART MUSEUM

47 Crescent Road
Eastbourne BN21 4JB
Phone: 01323 728055

Eastbourne Art Museum's new wing is open! Now, in addition to our permanent collection of paintings and sculpture in the central gallery and our popular museum café, we will be providing an array of educational programs in our new wing. A lecture series featuring talks by artists and art historians will begin on 1 March in our new 125-seat auditorium. We are also planning a series of documentary films on photography in a separate screening room. Finally, a new studio will house art classes for both adults and children. Please visit www.eastbourneartmuseum.org for a complete schedule of events and registration information.

153. What is being announced?

- (A) The completed expansion of a museum
- (B) The renovation of a museum café
- (C) The return of popular art classes
- (D) The opening of a new sculpture exhibition

154. Where will art historians give talks?

- (A) In the screening room
- (B) In the studio
- (C) In the auditorium
- (D) In the central gallery

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Questions 155-156 refer to the following notice.



Masters Theatre

Tickets for the Aberdeen Comedy Festival performance on 9 March are sold out, and seating is limited for the performances on 10 March and 11 March. Due to high demand, we suggest that tickets for the remaining performances be purchased in advance through our Web site, www.masterstheatre.co.uk/buy_tix. Tickets are nonrefundable and nonexchangeable unless a performance is canceled.

Please note that, as a courtesy to the actors and our seated audience, no one will be admitted to the main performance hall after the show begins.

155. What is the purpose of the notice?

- (A) To encourage potential customers to buy tickets early
- (B) To announce an increase in ticket prices
- (C) To invite actors to audition for a performance
- (D) To explain a scheduling change

156. What is indicated about Masters Theatre?

- (A) It has redecorated its performance hall.
- (B) It has canceled one of its March shows.
- (C) It offers discount tickets for students.
- (D) It accepts payments made online.

Questions 157-158 refer to the following e-mail.

To:	Jessica Hsu
From:	Lana McCreary
Subject:	Web site access
Date:	January 10

Dear Ms. Hsu,

Welcome to Ozelia University! Please take a moment to familiarize yourself with the policies and procedures for faculty members, which can be found in the Policies section of our Web site. This will also be the place where you will record attendance and enter student grades. In order to access the site, you will need to log in. Your user name is your university e-mail address, and your temporary password is HSU0110. Once you log in for the first time, you will be prompted to change your password for security reasons.

Should you have any questions about the information on our Web site, please e-mail me.

Best regards,

Lana McCreary
Human Resources Director

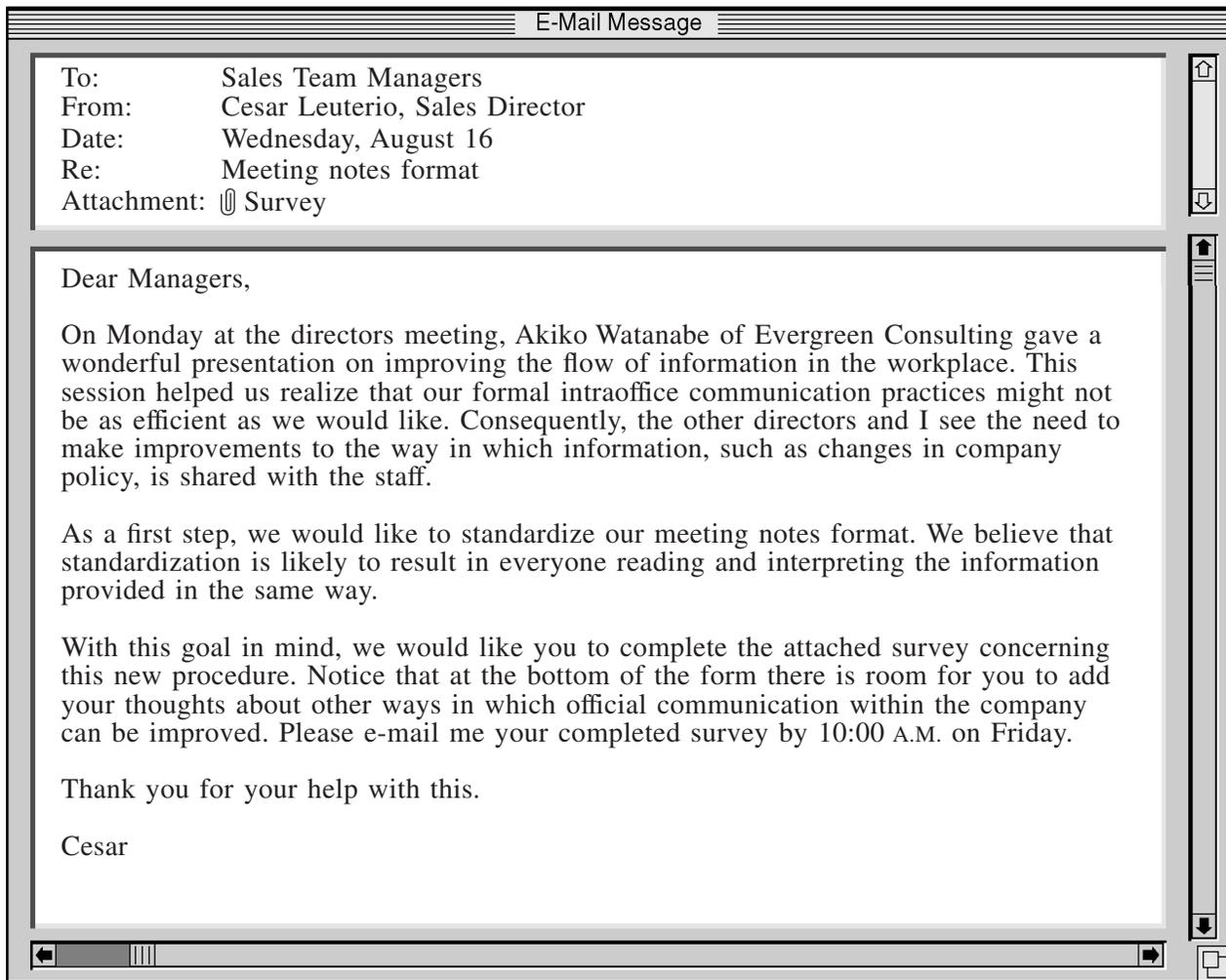
157. For whom is the e-mail intended?

- (A) A new instructor
- (B) A university student
- (C) A security officer
- (D) A personnel director

158. According to the e-mail, why should Ms. Hsu access the Web site?

- (A) To order textbooks
- (B) To review guidelines
- (C) To obtain a temporary password
- (D) To request technical help

Questions 159-161 refer to the following e-mail.



159. What is the purpose of the e-mail?
- (A) To reschedule a presentation
 - (B) To describe a sales technique
 - (C) To announce a partnership with a consulting firm
 - (D) To propose changes to a company procedure
160. What is implied about the current meeting notes format?
- (A) It was created by Akiko Watanabe.
 - (B) It is not as effective as it could be.
 - (C) It has been in use for only a few weeks.
 - (D) It will be evaluated by Evergreen Consulting.
161. What does Mr. Leuterio probably want managers to do?
- (A) Help organize a session on intraoffice communication
 - (B) Assist in the development of an employee survey
 - (C) Submit ideas about how best to share information
 - (D) Encourage staff to attend a meeting on Friday morning

Questions 162-164 refer to the following memo.

MEMO

From: Vincent Travis, Chief Executive Officer
To: All RRS employees
Subject: Additional details
Date: July 1

The Rowen and Ross Company has completed its merger with Spadler Construction. Our corporate name is now officially RRS Builders, so please remember to use this name on all correspondence and communications.

In just our second week as RRS, we have been awarded contracts for multiple large-scale projects, including the restoration of the historic Tolsen Hotel, despite strong competition from Hartshorn Construction and Repair. I am happy to report that we will begin work on the Tolsen Hotel in mid-October.

In light of the merger and our need for more office space, as well as the demands of the Tolsen renovation project and our many other new assignments, a decision has been made to transfer our operations. We will be moving to the recently expanded and renovated Birch Heights office on July 12.

Moving instructions and guidelines will be provided shortly in a follow-up memo. In the meantime, please try to gather up all your personal effects in preparation for the move. Boxes are available in the first-floor mail room.

Questions or concerns may be addressed to Todd McDonough, Manager of Operations.

162. Why was the memo written?

- (A) To report on the possibility of a merger
- (B) To request volunteers for a project
- (C) To inform staff members of plans to relocate
- (D) To announce an office renovation

163. Who will be restoring the Tolsen Hotel?

- (A) The Rowen and Ross Company
- (B) Spadler Construction
- (C) RRS Builders
- (D) Hartshorn Construction and Repair

164. What are employees asked to do?

- (A) Review a manual
- (B) Collect their belongings
- (C) Update their contact information
- (D) Meet to discuss a project

Questions 165-167 refer to the following announcement.

Small Business Resource Centre Grand Opening
Morton Town Library
19 Fergus Road, Morton
Thursday, 6 October
5:00 P.M.–8:00 P.M.

Help us celebrate the opening of the Morton Town Library's Business Resource Centre by attending our grand opening celebration! Our librarians will introduce you to the full range of services offered by the new centre.

- An extensive collection of electronic and print resources for owners of small businesses
- Training courses covering business/software programs in a state-of-the-art computer facility
- Access to information about local organizations aimed at assisting local businesses such as the Eyre Business Network (EBN), a nationwide mentoring programme that pairs owners of start-up businesses with established business owners

Longtime EBN mentor Jean McKenna, owner of McKenna Computer Services, will be giving a talk to introduce attendees to the programme. Tours of the entire library facility will also be conducted, and light refreshments will be served during an informal meet and greet in the Connor O'Casey Lounge at 7:00 P.M.

Admission to the event is free, but an active library card is required for admittance. All nonmembers will need to complete a library card application before the event.

Questions? E-mail us at SBRC@mortonlibrary.co.ie or call 021 555 0186.

Additional information and library card application forms are available from our Web site at www.mortonlibrary.co.ie.

- 165.** For whom is the announcement most likely intended?
- (A) Corporate executives
 - (B) Local shop owners
 - (C) Reference librarians
 - (D) Computer teachers
- 166.** What is true of the Eyre Business Network?
- (A) It donated funds to support the resource center.
 - (B) It was founded by Connor O'Casey.
 - (C) One of its mentors will speak at the event.
 - (D) Some of its members receive discounts at local businesses.
- 167.** What must nonmembers do before the event?
- (A) Complete a training course
 - (B) Apply for a card
 - (C) Pay a fee
 - (D) Speak to a staff member

Questions 168-171 refer to the following e-mail.

To:	Mark Holt <mholt@professionalfilters.com>
From:	Paula Ruiz <pruiz@templetonmfg.com>
Date:	May 10
Re:	Air Filters

Dear Mr. Holt,

I am writing to follow up on our conversation of this morning. Yesterday we received a shipment of 200 air filters (Supreme model, product number 23769) at \$235.00 each. I also received a statement indicating that the product cost and delivery charges had been applied to my account. However, I had ordered 20 air filters (Deluxe model, product number 23678) at \$189.00 each. Per your request, I will be forwarding you the confirmation e-mail I received after I placed my order on April 15.

When we spoke earlier today, you stated that Professional Filters would arrange for the pickup of the 200 filters and for the delivery of the products I ordered. You also told me that a credit would be issued to my account for the 200 Supreme filters plus the shipping charges of \$143.76 incurred due to this mix-up. Finally, as compensation for my inconvenience, you agreed to waive the \$23.87 shipping charge for the delivery of the 20 Deluxe filters.

Thank you again for your assistance. We at Templeton Manufacturing continue to appreciate the excellent service that we have received from your company over the past several years.

Sincerely,
Paula Ruiz

168. What does the e-mail discuss?

- (A) A rise in shipping costs
- (B) An address change
- (C) An error in a product order
- (D) A defective product

169. How much does one Supreme model air filter cost?

- (A) \$23.87
- (B) \$143.76
- (C) \$189.00
- (D) \$235.00

170. What is indicated about Mr. Holt?

- (A) He will go to Templeton Manufacturing's offices tomorrow.
- (B) He spoke to Ms. Ruiz on April 15.
- (C) He asked Ms. Ruiz to send him some information.
- (D) He recommended the Supreme model filter to Ms. Ruiz.

171. What has Professional Filters agreed to do?

- (A) Pay for shipping costs
- (B) Provide free samples of new filter models
- (C) Send more Supreme model air filters
- (D) Apply a discount to a future order

Questions 172-176 refer to the following e-mail.

E-Mail Message

To: Hana Min <hana.min@limonalpublishing.com>
From: Justin Lipski <justin.lipski@limonalpublishing.com>
Date: October 6
Subject: Position details
Attachment: Checklist info

Dear Hana,

I would like to congratulate you again on your promotion to audio project coordinator. As we discussed in our meeting yesterday, effective immediately, you will be assuming the duties related to coordination of our audio book recordings. These include

- requesting price quotes from recording studios and negotiating prices,
- attending and supervising book recording sessions, and
- approving audio master copies.

Your first project in this new role will be to oversee the recording of the nonfiction title *Checklist: How to Be Organized in a Fast-Paced Workplace*, which is due to be released on February 1. Please see the attached document for pertinent information about the book. The author, Dr. Elina Pappas, will narrate the text herself, so please be sure to have our new administrative assistant Andrew Wright determine Dr. Pappas' availability before scheduling the recording sessions. Andrew should also arrange transportation for you and Dr. Pappas to and from the selected studio.

Please note that until we have hired a replacement for your current position, you will continue to organize and edit scripts as well as distribute them to the voice actors and audio producers. We are interviewing candidates now, and we expect to hire your replacement before the end of the month. We anticipate that you will be able to train the new script coordinator for these tasks sometime next month.

Since you are attentive to details and deadlines, I am sure you will manage all aspects of this high-profile project without issue. However, I am available to answer questions and offer support as needed.

Best regards,

Justin

Justin Lipski
Audio Director
Limonal Publishing Group
www.limonalpublishing.com

172. Why was the e-mail written?
- (A) To introduce a new employee
 - (B) To outline the responsibilities of a position
 - (C) To announce a promotion
 - (D) To modify the terms of an arrangement
173. The word “assuming” in paragraph 1, line 2, is closest in meaning to
- (A) giving in
 - (B) believing
 - (C) taking on
 - (D) simulating
174. What was sent with the e-mail?
- (A) A recording schedule
 - (B) An author biography
 - (C) Details about a book
 - (D) Directions to a meeting
175. According to the e-mail, why will Mr. Wright contact Dr. Pappas?
- (A) To find out when she can attend a session
 - (B) To ask for recommendations about choosing a studio
 - (C) To schedule an interview about her book
 - (D) To ask her to approve a copy of a script
176. What will most likely happen in November?
- (A) Ms. Min will show another employee how to prepare scripts.
 - (B) Mr. Lipski will advertise an available position.
 - (C) Dr. Pappas will select a narrator to read the text of her book.
 - (D) Mr. Wright will attend a recording session.

Questions 177-180 refer to the following article.

Carolyn Adelson received Newport Business School's Stevens Excellence in Business award on Friday at a ceremony at the school.

The award is given annually to an individual who represents professional success and commitment to development in the local community. Named for Brian H. Stevens, the past president and founder of Newport Business School, the award is presented during the school's Excellence in Business dinner. The dinner also serves as a fund-raising event for the school; it has raised more than \$1 million since it began.

Ms. Adelson is the CEO of Akron Engineering, a growing local firm that specializes in using recycled materials to build commercial and residential structures. The company's focus on sustainability has been gaining industry-wide attention and was recently highlighted in a major international business journal.

Under Ms. Adelson's guidance, Akron Engineering has increased its commitment to promoting development projects in the Newport area. "I believe that a company prospers when it shares with the community," noted Ms. Adelson as she detailed some of her company's philanthropic activities. Akron Engineering has donated over \$25,000 to local facilities, including libraries and parks.

Newport Business School President Theresa Harmon said at the dinner that Ms. Adelson represents the ideals that the school seeks to promote. Previous Excellence in Business award recipients include Ken Lawson, president of Green Supermarkets, and Victoria Rubino, owner of Rubino Driving School.

177. What is the subject of the article?
- (A) Akron Engineering has built a new library.
 - (B) Newport Business School has announced a new president.
 - (C) A local businessperson has received an award.
 - (D) An international company has moved to the area.
178. What is suggested about Newport Business School?
- (A) It encourages business leaders to support the local community.
 - (B) Its campus features buildings made of recycled materials.
 - (C) It sponsors an annual award for a leading business professor.
 - (D) Its graduates include Mr. Lawson and Ms. Lopez.
179. What is indicated about Akron Engineering?
- (A) It has donated \$1 million to Newport Business School.
 - (B) It has received attention from outside the local community.
 - (C) It is named after a graduate of Newport Business School.
 - (D) It is regarded as the most profitable company in the area.
180. The word “noted” in paragraph 4, line 6, is closest in meaning to
- (A) identified
 - (B) recorded
 - (C) showed
 - (D) commented

Questions 181-185 refer to the following advertisement and e-mail.

HELP WANTED

The Ferula Bistro at 224 Market Street has been expanded to accommodate our growing number of patrons! We are now looking for motivated individuals to fill the following positions:

EXECUTIVE CHEF: Must have a minimum of 3 years experience as a head chef in a supervisory role. Priority will be given to candidates with a relevant academic background.

HOST: 4:30 P.M.–10:30 P.M., Monday–Saturday. Experience preferred but not essential; we will train the right person.

WAITSTAFF: Two 10:30 A.M.–3:30 P.M. positions available. Experience necessary, preferably in a busy restaurant setting.

BOOKKEEPER: Some bookkeeping experience is required. Priority will be given to those with degrees in accounting or a related field. One day per week.

The Ferula Bistro offers a competitive wage and benefits package. Application forms should be downloaded from our Web site and submitted to the manager, Lydia Woods, at lwoods@ferulabistro.com or by fax at 889-555-0122. No walk-ins, please.

E-mail	
To:	Lydia Woods <lwoods@ferulabistro.com>
From:	Benito Monroe <bmonroe@gmail.com>
Date:	January 15
Re:	Application
Attachment:	 Monroe

Dear Ms. Woods,

Attached please find my application and résumé highlighting my qualifications for the position of bookkeeper. I am completing my last few classes in finance at the university, and I expect to receive my degree at the end of the year. The position at Ferula Bistro would be a perfect match for me based on my current class schedule, course of study, and experience.

For the past three years, I have helped to oversee the financial records of my family's restaurant; consequently, I have some knowledge of the restaurant industry, which, I believe, could benefit your business. I look forward to the opportunity for an interview.

Thanks for your consideration.

Sincerely,

Benito Monroe

- 181.** According to the advertisement, what position is open to applicants without previous experience?
- (A) Executive chef
 - (B) Host
 - (C) Waitstaff
 - (D) Bookkeeper
- 182.** What is indicated about the Ferula Bistro?
- (A) It is a new business.
 - (B) It has opened a new location.
 - (C) It is owned by Lydia Woods.
 - (D) It attracts many customers.
- 183.** According to the advertisement, how can application forms be obtained?
- (A) By going to a Web site
 - (B) By faxing a request
 - (C) By visiting the establishment
 - (D) By sending an e-mail
- 184.** What is indicated about the position for which Mr. Monroe is applying?
- (A) It involves supervising people.
 - (B) It is a part-time job.
 - (C) Extensive training will be provided.
 - (D) Knowledge of the restaurant industry is required.
- 185.** In the e-mail, the word “match” in paragraph 1, line 4, is closest in meaning to
- (A) contest
 - (B) switch
 - (C) start
 - (D) fit

Questions 186-190 refer to the following information from a Web site and form.

Welcome to the Gentertech Electronics Web Page

Gentertech Electronics

Refund Policy

Store Returns: Items may be returned to the customer service desk at any one of Gentertech's 15 retail store locations for a full refund within 90 days of purchase. To receive a refund, customers must complete a refund request form and submit it along with the original sales receipt. Refunds will be made by crediting the original method of payment, with two exceptions. For items purchased by check or gift card, a store credit will be issued for the amount of the original purchase.

Online Purchase Returns: Items purchased online may be returned within 90 days of purchase, either to a Gentertech retail store or by mail to our central warehouse. All returns must be accompanied by a refund request form and by the original sales receipt. Shipping charges are not refundable. Refunds will be made by crediting the credit card used to purchase the item.

Restocking Fee: A 10% restocking fee applies to any item with a purchase price of \$150 or more, unless the item is defective or was damaged during transport from the manufacturer.

If you have any questions or comments about these policies, please contact us by telephone at 1-800-555-0191, or write to us at service@gentertechelectronics.com.

Gentertech Electronics

Refund Request Form

We're sorry that the item you purchased was unsatisfactory. Please take a moment to indicate below why you are returning the item.

The refund for your returned item will be processed in accordance with the refund policy stated on our Web site.

Name: Mei Shen Date of return: September 9

Address: 725 Sallinger Avenue, Austin, TX 73301

Phone number: 512-555-0185

Item being returned:
Café Express Professional 12-cup Coffee Machine-#110A-Black

Reason for return:
Machine takes over ten minutes to brew coffee and water tank leaks

Date of purchase: August 17

Original purchase method: (indicate one).
 Cash Credit Card Check Gift Card

- 186.** What is suggested about Gentertech Electronics?
- (A) It accepts returned items at all of its retail locations.
 - (B) Its headquarters are located in Texas.
 - (C) Its gift cards are valid for 90 days from the date of purchase.
 - (D) It recently offered a discount on purchases made online.
- 187.** What is NOT a stated policy about returning an item purchased online?
- (A) The item may be returned to the company's central warehouse.
 - (B) The sales receipt must accompany the item.
 - (C) The customer must obtain an authorization code for the return.
 - (D) The shipping fees are nonrefundable.
- 188.** When does Gentertech Electronics charge a restocking fee for a returned item?
- (A) When the item is damaged during shipping
 - (B) When the customer waits more than 90 days to return the item
 - (C) When the purchase price of the item is more than \$150
 - (D) When the customer loses the sales receipt for the item
- 189.** Why is Ms. Shen returning the coffee machine?
- (A) She has received another coffee machine as a gift.
 - (B) It does not function properly.
 - (C) Its color is different from what she expected.
 - (D) She found a similar coffee machine at a cheaper price.
- 190.** How will Ms. Shen most likely receive her refund?
- (A) As a check
 - (B) As a payment to her credit card
 - (C) As a cash payment at the store
 - (D) As a store credit

Questions 191-195 refer to the following e-mail and information from a Web site.

From:	Jonathan Heinsberger
To:	Christine Hoi
Date:	January 5
Subject:	Tampa trip

Dear Christine,

The Web site for the Programming Solutions Conference I'm attending in Tampa is www.ps-conference.com. The Web site has a page listing hotels near the conference center, so that should help you make arrangements. I'm not sure what the rates are, but the company only pays up to \$100 per night, so you will need to factor that into your decision. I will need accommodations from February 16 to 19. Please make sure to book a hotel that has Internet service, parking, and a gym. Once you have made the arrangements, could you please send me an e-mail with the hotel information and the details of my flight out of Pittsburgh?

Also, Nancy Watson from the marketing department will be joining me at the conference. She will be leading a seminar again this year and has already prepared about 50 packets with handouts, etc. In the past, we've packed these with the luggage, but since airline fees have increased, it may be cheaper to mail them down to Tampa. Nancy's assistant is away on vacation for the next two weeks, so could you look into this for us?

Thanks,

Jonathan

www.ps-conference.com

Places to Stay	Registration	Presenter Biographies	Week at a Glance
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All of the following hotels are within a mile of the conference center and provide shuttles to and from the airport for a small fee.

Hotel	Availability	Amenities	Prices*
Summer Sun Hotel	Closed every October	Free Internet, gym, swimming pool, sauna, customer parking	Single rooms: \$105/night
Oceanview Inn	Closed every February	Free Internet, gym, customer parking, complimentary breakfast	Single rooms: \$95/night
Seaside Stay Lodge	Open year-round	Free Internet, gym, customer parking, complimentary breakfast	Single rooms: \$90/night
Gulf Breeze Hotel	Open year-round	Customer parking, gym, swimming pool, sauna, complimentary breakfast	Single rooms: \$110/night

*These special rates are available for conference attendees and include all applicable taxes. Payments may be made by credit card, check, or wire transfer. A ten percent deposit must be paid to reserve a room. The remainder of the room price will be charged at check-in.

- 191.** Who most likely is Ms. Hoi?
(A) Ms. Watson's supervisor
(B) Mr. Heinsberger's assistant
(C) A hotel manager in Pittsburgh
(D) A travel agent in Tampa
- 192.** What is indicated about Ms. Watson?
(A) She needs assistance creating handouts for a presentation.
(B) She is transferring to Mr. Heinsberger's department.
(C) She has led seminars in the past.
(D) She has never been to Tampa before.
- 193.** What is true about all of the hotels listed?
(A) They provide shuttle service.
(B) They offer complimentary breakfast.
(C) They require a 50 percent deposit.
(D) They are closed in October.
- 194.** Where will Mr. Heinsberger most likely stay in Tampa?
(A) At the Summer Sun Hotel
(B) At the Oceanview Inn
(C) At the Seaside Stay Lodge
(D) At the Gulf Breeze Hotel
- 195.** According to the information, when must the balance of the hotel bill be paid?
(A) When the reservation is made
(B) When the guest arrives
(C) When the guest checks out
(D) When the conference ends

Questions 196-200 refer to the following article and letter.

Plymont (May 10) – This year’s Plymont University theater production, *Dreams of Anthony*, opened last Thursday night in Smithson Auditorium. The musical, written and directed by university drama department chairperson Anjali Patel and performed by students from the university’s drama, music, and dance departments, tells the story of a young man who is pursuing a rather unconventional career: coffee tasting!

The four performances staged between Thursday evening and Sunday afternoon were all sold out, and the reaction from the audience was overwhelmingly positive. Darnell Browning, who plays the lead character, Anthony, delivers an outstanding performance. Additionally, the lighting, set and costume design, and choreography all contributed to a magnificent performance. Many audience members also commented on the nearly professional-level performance

by the Plymont University Orchestra, which provides musical accompaniment.

A record number of sponsors contributed to this year’s production. While some contributed financially, others provided their support by donating time and resources, including electronic equipment, materials for set and costume design, and refreshments for the actors, musicians, and dancers during both rehearsals and performances. Plymont University expressed its appreciation to all sponsors by offering them free tickets to last Saturday’s performance.

Morton Landry, owner of Home and Heart Bakery, donated \$500 and several baked goods for a pre-performance bake sale. “This musical is just fantastic,” he said, “and I am so proud to be a part of it!”

Dreams of Anthony runs until May 20, with performances on Thursdays through Sundays at 8:00 P.M.

Plymont University Drama Department

May 18

Mr. Dario Velazquez
4214 Roxbury Ave.
Independence, MO 64058

Dear Mr. Velazquez,

On behalf of Plymont University, I would like to thank you for helping to make the staging of our production of *Dreams of Anthony* a huge success. The paints, brushes, fabrics, canvases, and other craft materials that your store donated allowed us to create impressive and beautiful set designs.

As a token of our appreciation, we would like to invite you to a sponsors dinner, to be held on Friday, June 1, at 7:00 P.M. in the first-floor reception room in Cranford Hall. Cranford Hall is adjacent to Smithson Auditorium, where the play was performed. To accept the invitation and for further details, please contact me at 555-0101 no later than Friday, May 24.

I hope that you enjoyed last week’s performance, and I look forward to seeing you on June 1!

Sincerely,

Anjali Patel

Anjali Patel

196. Who is Darnell Browning?
(A) Chairperson of the drama department
(B) A professional costume designer
(C) A student at Plymont University
(D) The owner of a bakery
197. What is indicated about the play?
(A) It features music performed by an orchestra.
(B) It has been poorly attended.
(C) It was written by students in a drama department class.
(D) It was first performed in Cranford Hall.
198. What products does Dario Velazquez most likely specialize in selling?
(A) Coffee beans
(B) Art supplies
(C) Baked goods
(D) Electronic equipment
199. Why is the drama department hosting a dinner party on June 1 ?
(A) To honor the person who choreographed the dances for the play
(B) To welcome guests who will be attending the play that evening
(C) To raise money to fund more performances of the play
(D) To thank people who made donations for the play
200. When did Dario Velazquez probably see the play?
(A) On Thursday
(B) On Friday
(C) On Saturday
(D) On Sunday

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

NO TEST MATERIAL ON THIS PAGE



TOEIC[®]

Test of English for International Communication

General Directions

This test is designed to measure your English language ability. The test is divided into two sections: Listening and Reading.

You must mark all of your answers on the separate answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your new answer.