

TOEIC®

Listening and Reading Practice Test

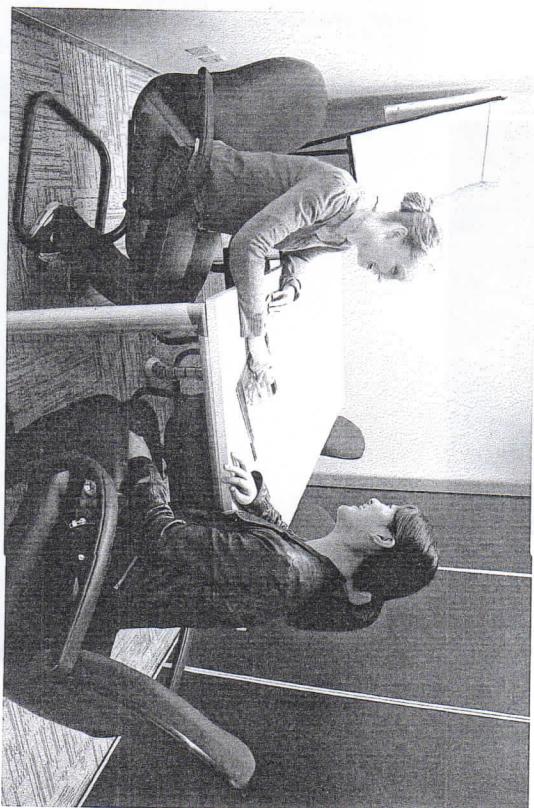
**Propell® Teacher Workshop
for the TOEIC® Tests**

LISTENING and READING

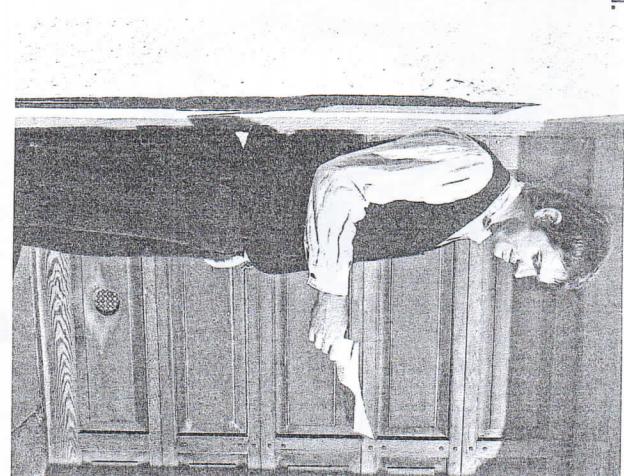
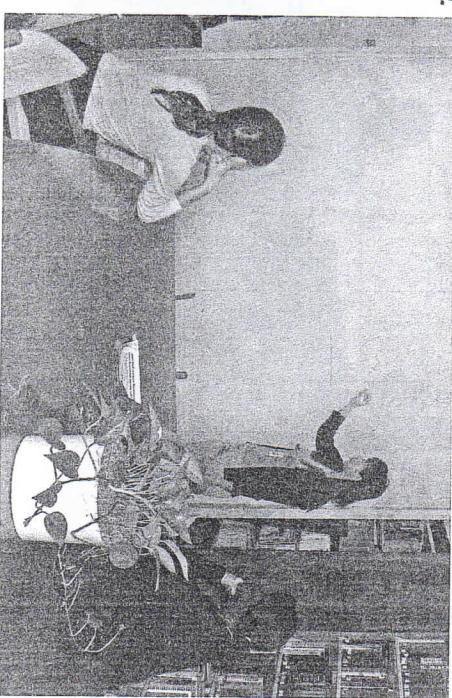
In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers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

PART 1

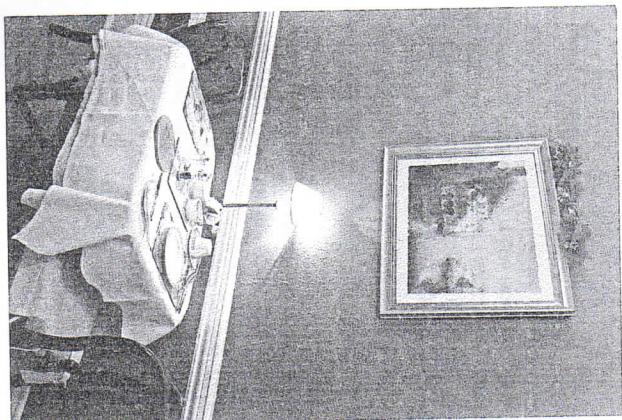
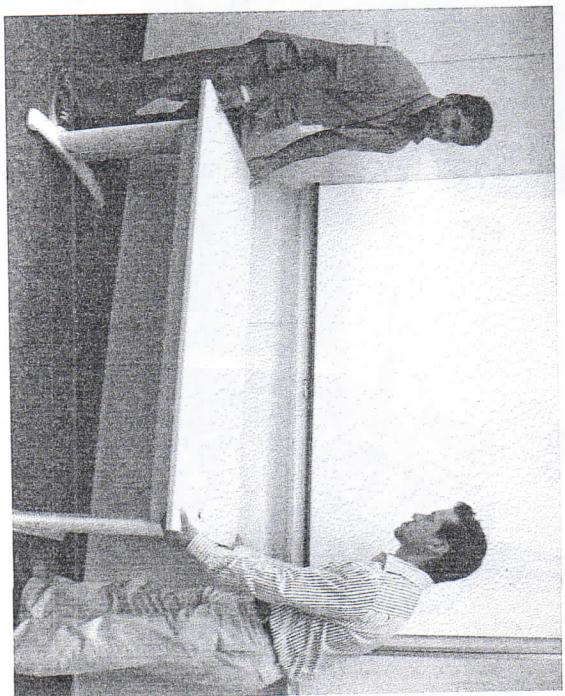
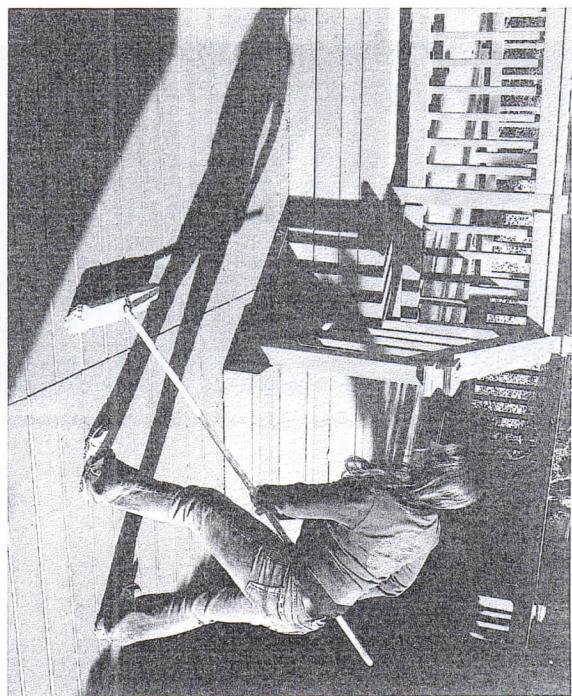
Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer.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



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



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.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer 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.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.
32. What are the speakers discussing?
 - (A) A contest
 - (B) An advertisement
 - (C) An interview
 - (D) A concert
33. When will the broadcast take place?
 - (A) On Tuesday
 - (B) On Thursday
 - (C) On Friday
 - (D) On Sunday
34. What does the man plan to do?
 - (A) Buy a television set
 - (B) Visit a friend
 - (C) Schedule an interview
 - (D) Watch a program
35. Where do the speakers probably work?
 - (A) At a factory
 - (B) At a hotel
 - (C) At a travel agency
 - (D) At a furniture store
36. What is an advantage of the Indonesian company?
 - (A) Its reasonable prices
 - (B) Its friendly staff
 - (C) Its delivery time
 - (D) Its product quality
37. What does the man find surprising?
 - (A) That a business is so successful
 - (B) That some furniture has lasted so long
 - (C) That a trip was so inexpensive
 - (D) That an exhibition was so crowded
38. What are the speakers discussing?
 - (A) A project plan
 - (B) A business lunch
 - (C) A staff meeting
 - (D) A job opening
39. What is the man concerned about?
 - (A) His work schedule
 - (B) His qualifications
 - (C) A marketing presentation
 - (D) A customer complaint
40. What does the woman suggest?
 - (A) Speaking with a supervisor
 - (B) Calling a client
 - (C) Making a reservation
 - (D) Reviewing an application
41. What does the man say will happen tomorrow?
 - (A) Some invitations will be printed.
 - (B) Some supplies will be ordered.
 - (C) A regional manager will arrive.
 - (D) A sales meeting will be held.
42. What will the speakers receive this morning?
 - (A) An office machine
 - (B) A meeting agenda
 - (C) Some printer paper
 - (D) Some file folders
43. What does the man mean when he says, "Oh, that's perfect"?
 - (A) He will have what he needs.
 - (B) He agrees with a suggestion.
 - (C) He has done his job correctly.
 - (D) He has made the right choice.

Directions: You will hear some conversations between two or more 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.

32. What are the speakers discussing?
 - (A) A project plan
 - (B) A business lunch
 - (C) A staff meeting
 - (D) A job opening
33. What is the man concerned about?
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 - (C) A marketing presentation
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 - (A) He will have what he needs.
 - (B) He agrees with a suggestion.
 - (C) He has done his job correctly.
 - (D) He has made the right choice.

44. What is the conversation mainly about?

- Choosing a menu
- Ordering food
- Renting furniture
- Setting up a room

45. What is the problem?

- Some items are unavailable.
- A business is about to close.
- An employee is difficult to reach.
- Some charges are incorrect.

46. What will the woman most likely do next?

- Suggest a room layout
- Make a phone call
- Revise an order
- Leave for the day

47. What are the speakers discussing?

- Signing up for some training
- Entering a competition
- Opening a bank account
- Putting an advertisement in the newspaper

48. What does the man suggest the woman should do?

- Go to a nearby office
- Wait in a reception area
- Show a sample of some work
- Provide content to be published

49. What does the man tell the woman she will need?

- A credit card
- A résumé
- A postal address
- A form of identification

50. What are the speakers discussing?

- A fund-raising dinner
- A medical seminar
- A sales conference
- A committee meeting

51. Why was the event postponed?

- Some people could not attend.
- The room was not ready.
- Some equipment was broken.
- The presenters were delayed.

52. Why does the woman say, "We usually meet in the conference room on the second floor"?

- She is inviting the man to join an event.
- She is explaining that a room is occupied.
- She is giving the man directions.
- She is checking that the man has the correct information.

53. What work is being done at the library?

- An entry door is being enlarged.
- New bookshelves are being built.
- Some computers are being repaired.
- A security system is being installed.

54. What does Lisa offer to do?

- Speak with a technician
- Reorganize the reading room
- Ask library patrons to move
- Reprint a schedule

55. According to the man, what problem has the work created?

- The noise is disturbing people.
- Dust is getting on the books.
- Entering the library is more difficult.
- The library is open for fewer hours.

56. Why did the woman call Mr. Hui?

- To inform him of a schedule change
- To confirm his conference registration
- To ask him for a customer's name
- To tell him she will be out of the office

57. What will happen next Tuesday?

- A conference seminar will be held.
- An airline will discount ticket prices.
- Resolve Electronics will launch a product.
- Mr. Hui will have dinner with a client.

58. What does Mr. Hui ask the woman to do?

- E-mail the notes for a speech
- Arrange a different return flight
- Cancel a hotel reservation
- Find out when a visitor will arrive

59. What are the speakers discussing?

- A work schedule
- A sales report
- A computer program
- A store display

60. Who most likely is the woman?

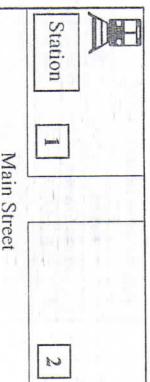
- A new employee
- A store manager
- A job candidate
- A company customer

61. What does the man offer to do?

- Submit a business report
- Reschedule an interview
- Provide technical assistance
- Help waiting customers

Type	Cost
Daily planner	\$14.89
Weekly planner	\$27.49
Monthly desk pad	\$5.49
Undated desk pad	\$4.99

Wed	8-9	9-10	10-11	11-12
Zahra	Busy			Team meeting
Sammy	Client call	Budget meeting		



65. What do the speakers plan to discuss?

- A community garden
- A school program
- A meeting location
- An annual festival

66. What problem is mentioned?

- Food
- Weather
- Tickets
- Space

67. Look at the graphic. At what time will the speakers probably meet on Wednesday?

- From 8 A.M. to 9 A.M.
- From 9 A.M. to 10 A.M.
- From 10 A.M. to 11 A.M.
- From 11 A.M. to 12 noon

68. What is the man looking for?

- A computer
- An adapter
- A power cord
- A battery

69. What does the woman offer to do?

- Discount a purchase
- Place an order
- Ship a package
- Find some information

70. Look at the graphic. Which store does the woman direct the man to?

- Store 1
- Store 2
- Store 3
- Store 4

71. What type of business has been reached?

- A pizza restaurant
- A flower shop
- A bakery
- A clothing store

72. On which day does the business stay open late?

- On Monday
- On Thursday
- On Friday
- On Saturday

73. Why does the message suggest visiting a website?

- To place an order
- To make an inquiry
- To find business locations
- To view available products

74. What area does the speaker work in?

- Education
- Travel
- Law
- Finance

75. Why is Dave being congratulated?

- He has been promoted.
- He has signed a contract.
- He is starting a business.
- He is celebrating an anniversary.

76. How many years has the speaker known Dave?

- 5
- 15
- 20
- 25

77. What is the purpose of the message?

- To confirm an appointment
- To schedule a meeting
- To request a phone number
- To give directions

78. What is Ms. Travis asked to do?

- Make an advance payment
- Give contact information
- Make a reservation
- Provide previous records

79. What change does the speaker mention?

- A parking area has opened.
- An arrival time has been adjusted.
- An office policy has been revised.
- A patient fee has increased.

80. What is the purpose of this announcement?

- To describe a conference
- To report revisions to scheduled events
- To summarize a presentation
- To introduce a featured speaker

81. When will Dr. Keller's presentation take place?

- At 10 A.M.
- At 11 A.M.
- At 2 P.M.
- At 4 P.M.

82. What does the speaker imply when he says, "No matter how organized we try to be"?

- He is pleased with the presentations.
- He would like to reassure the organizers.
- He is unfamiliar with the building layout.
- He is frustrated by the number of late changes.

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.

83. What special event is being announced?

(A) A presentation
(B) A tour
(C) A festival
(D) A conference

84. What will attendees learn about?

(A) Advertising techniques
(B) Public speaking
(C) Art history
(D) Indoor photography

85. What are guests invited to do?

(A) Make a donation
(B) Enjoy some snacks
(C) Join a club
(D) Submit feedback online

86. Who is the advertisement most likely for?

(A) Automobile manufacturers
(B) Real estate agents
(C) Computer store managers
(D) Construction company owners

87. What does the speaker say about his company's products?

(A) They are more efficient than older models.
(B) They are less expensive than a competitor's.
(C) They are easy to maintain.
(D) They are available for only a short time.

88. How are listeners invited to respond to the advertisement?

(A) By filling out a questionnaire
(B) By attending a demonstration
(C) By placing a telephone order
(D) By requesting a free sample

89. What is the speaker calling about?

(A) A journal article
(B) A newspaper subscription
(C) Some laboratory equipment
(D) An invoice for some work

90. What is the deadline that the speaker mentions?

(A) January 5
(B) January 6
(C) January 19
(D) January 25

91. What does the speaker mean when she says, "I just wanted to see how you're doing"?

(A) She's confirming that a problem has been resolved.
(B) She'd like to learn how to carry out a task.
(C) She wants to know the status of some work.
(D) She hopes the man is feeling well.

92. What is the seminar mainly about?

(A) Website design
(B) Online security
(C) Product returns
(D) Customer feedback

93. Why does the speaker say, "you'll want to write that down"?

(A) To emphasize an earlier point
(B) To request that listeners hold their questions until later
(C) To suggest that some people are not paying attention
(D) To encourage listeners to keep reliable records

94. What are listeners asked to do?

(A) Find a partner
(B) Return a registration form
(C) Prepare a response
(D) Watch an instructional video

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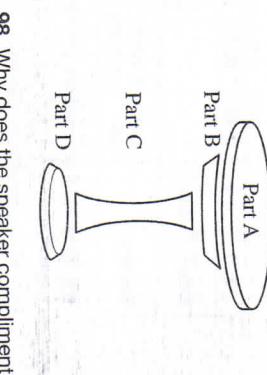
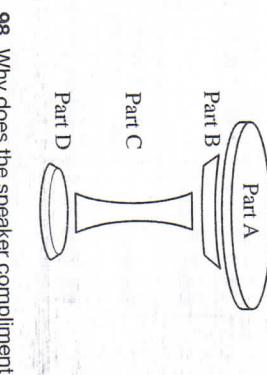
Part A

Part B

Part C

Part D

Vote for your favorite song!	
Artist	Song
Adda Owens	Searchlight
Hiro Mori	Sea Waves
Holding Wings	Cherries
Sakchal	You're Mine
Shanta	Get To It!



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

GO ON TO THE NEXT PAGE

109. Fewer than ten firms in the county have received the Barstow Award for excellence in customer service.

(A) to
(B) for
(C) at
(D) with

115. Before _____ the envelope, please be sure you have enclosed all of the documents listed in your orientation packet.

(A) seal
(B) sealing
(C) is sealed
(D) was sealed

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. Employees must let _____ supervisors know before taking time off work.
(A) they
(B) them
(C) their
(D) theirs

102. From July 1, it will be Mr. Ishibashi's _____ to review all corporate contracts.
(A) symptom
(B) responsibility
(C) quality
(D) discipline

103. We are pleased to offer you a sample copy of our _____ magazine, Office Innovations.
(A) popularity
(B) popularity
(C) popular
(D) popularize

104. Your security badge will be activated tomorrow.
(A) by
(B) under
(C) onto
(D) as

105. One of Mr. Oh's primary duties is the _____ of the corporate food service.
(A) manage
(B) manages
(C) manageable
(D) management

106. A majority of customers rated Sasaki mobile phones as _____ good or excellent.
(A) either
(B) both
(C) although
(D) whether

107. The committee objected _____ to several of the conditions listed in the initial contract.
(A) badly
(B) safely
(C) strongly
(D) falsely

108. All interns in the marketing department are encouraged to attend the upcoming _____.
(A) subject
(B) division
(C) workshop
(D) plan

110. _____ of the shipment should be expected within ten days.
(A) Receive
(B) Received
(C) Receivable
(D) Receipt

111. Mi-Sun Park's artwork _____ combines classical elements with modern materials and techniques.
(A) skill
(B) skilled
(C) skilful
(D) skilfully

112. Tanner Publications is seeking a copy editor with previous experience in _____ excellent communication skills.
(A) such
(B) but
(C) and
(D) unless

113. Ms. Reston and Mr. Parnthong were two of the senior partners _____ visited the clients last week.
(A) who
(B) when
(C) what
(D) whose

114. Silveira & Ogawa Corporation's successful new line of cookware has helped to boost the company's _____ performance this quarter.
(A) believable
(B) interested
(C) available
(D) financial

115. Before _____ the envelope, please be sure you have enclosed all of the documents listed in your orientation packet.
(A) seal
(B) sealing
(C) is sealed
(D) was sealed

116. Ms. Gupta has earned the _____ of her colleagues in the law firm and of the clients she represents.
(A) respect
(B) respectable
(C) respectfully
(D) respecting

117. The CEO of Argall Enterprises is expected to _____ a statement to the press later this week.
(A) act
(B) issue
(C) speak
(D) reply

118. Kohler Gas has been the area's most _____ energy supplier for more than twenty years.
(A) relying
(B) reliable
(C) reliability
(D) reliably

119. A hotel shuttle will be available, but you are also welcome to arrange for your _____ transportation to the conference.
(A) any
(B) directly
(C) besides
(D) own

120. The advertising campaign for the new Cool Fizz soft drink will feature flavor _____ price.
(A) rather than
(B) in the event of
(C) except for
(D) as for

121. Many of the restaurants in the village open only on weekends _____ the tourist season is over.

(A) even
(B) once
(C) so
(D) always

122. Members are a vital part of the Global Musicians' Association, and finding ways to increase membership should be a high _____.

(A) basis
(B) force
(C) result
(D) priority

123. After _____ failing to win customer support, Tyknon's upgraded software program has been withdrawn from the market.

(A) repeat
(B) repetition
(C) repeated
(D) repeatedly

124. Ms. Nwokolo is the ideal leader for the project because she has _____ worked in business management.

(A) yet
(B) especially
(C) previously
(D) ever

125. Because the teams in Beijing and Lisbon must work together closely, e-mail is the _____ method of communication for this project.

(A) prefer
(B) preferred
(C) preferably
(D) preference

126. The commission will review the designs for the new industrial center and _____ one to submit to the board of directors.

(A) agree
(B) operate
(C) apply
(D) choose

127. According to industry experts, it is very _____ that Aakster, Inc., and Dember Technologies will announce plans to merge in early May.

(A) likely
(B) confident
(C) advisable
(D) potential

128. Questions about the exhibit should be directed to Mr. Stanley, the museum's leading _____ on eighteenth-century art.

(A) authority
(B) station
(C) advantage
(D) example

129. Ms. Baxter and her former colleagues at the New York branch _____ in regular contact with one another.

(A) remain
(B) remains
(C) remaining
(D) has remained

130. Currently, the most _____ task is to finish designing the new corporate logo since no new publications can be printed without it.

(A) forceful
(B) eligible
(C) pressing
(D) decisive

Questions 131-134 refer to the following letter.

Liam Panzer
214 Maple Street
Montreal, Quebec H2L 3Y3
May 15

Dear Mr. Panzer,

Thank you for your recent purchase of season tickets to the Gardner Theater Summer Season of music and theater. Tickets for the first event _____ in the middle of June. You can also expect a Gardner Friends Card, which entitles you to _____ such as parking at reduced rates, replacement of lost tickets, and discounts at area restaurants.

So that we can provide you with regular electronic updates, please make sure we have _____ e-mail address. _____

131. _____
132. _____
133. _____
134. _____

We are sure you will enjoy the season's offerings.

Sincerely,
Jorge Rodriguez
Gardner Theater

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

131. (A) mails
(B) mailing
(C) were mailed
(D) will be mailed

132. (A) incomes
(B) gains
(C) benefits
(D) accounts

133. (A) you
(B) your
(C) yours
(D) yourself

134. (A) Thank you for your e-mail of
July 31.
(B) You can send it to us at
GTSS@gst.com.
(C) This includes a café right next to
the theater.
(D) We have found this performance
to be very popular.

Questions 135-138 refer to the following e-mail.

To: Fang Zhou <fzhou@bigstar.net>
From: Naveed Rouhani <nrouhani@computertodayinc.net>
Subject: Book reviews
Date: October 10

The editors of *Computers Today* are pleased to invite you to join our list of book reviewers. As a reviewer, you 135. with one free copy of the book to be reviewed. 136., the reviewer's name and professional affiliation appear in print alongside any review that is published.

137. reviews are approximately 600-800 words in length, though some may be longer. 138..

If you are interested in contributing to our publication, please send me a copy of your résumé. I look forward to hearing from you.

Sincerely,

Naveed Rouhani
Book Review Editor

Questions 139-142 refer to the following memo.

To: All Museum Employees
From: Natasha Vasilyev

On April 25 at 7:30 P.M., noted art historian Clara Byers will deliver the first in a series of four lectures titled "Amazing Art of the Renaissance." I am pleased to let you know that all museum employees are eligible to 139. this series, which will culminate in a guided tour of a number of Renaissance masterpieces in the McKellen Gallery.

There is no charge for museum staff, but all participants must register in advance, as there is 140. seating. Stop by my office to sign up today for this 141. chance to hear Dr. Byers speak. 142.

139. (A) offer

(B) attend

(C) lead

(D) apply

141. (A) exceptional

(B) costly

(C) thoughtful

(D) required

140. (A) limit

(B) limits

(C) limited

(D) to limit

141. (A) exceptional

(B) costly

(C) thoughtful

(D) required

142. (A) There are directions to the gallery

(B) Copies of these paintings are on

sale in the gift shop.

(C) She is famous for her creative

use of color.

(D) This is an opportunity you will not

want to miss

GO ON TO THE NEXT PAGE

135. (A) were presenting
(B) to present
(C) would be presented
(D) have presented

136. (A) Specifically
(B) However
(C) Otherwise
(D) Additionally

137. (A) Most
(B) All
(C) Very
(D) More

138. (A) Unfortunately, this review does not meet our requirements.

(B) More detailed guidelines for

reviewers are available on our

website.

(C) They were referred to us by a colleague at your place of work.

(D) We are sorry we are not able to

do so at this time.

Questions 143-146 refer to the following letter.

June 30

Peter Mazzie
14 Wyndmoor Court, Apartment A Edinburgh, EH5 2TU
Scotland

Dear Mr. Mazzie,

Your subscription to *Financial News Weekly* will expire on October 30. That's still four months away, but if you _____ before July 21, we will add one extra month to your subscription.

143.

144. You do not need to enclose your _____ at this time. We will send you an invoice, and you can send your money later. So mail the card today. You will not miss a _____ copy of *Financial News Weekly*, and you will receive an extra month for free!

145.

146. Sincerely,
Sharon Oatman

Circulation Manager

PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts 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 147-148 refer to the following text-message chain.

Roger Chandran [4:34 A.M.]

Hi Peter. I'll probably have to stay here another day. More meetings.

Peter Seville [4:35 A.M.]

Roger! It's 4:30 in the morning in Taiwan! Why aren't you sleeping?

Roger Chandran [4:36 A.M.]

Jetlag. I've been asleep and just woke up. So—if I email you the details, can you call the airline for me?

Peter Seville [4:37 A.M.]

I can try. Wouldn't it be easier to handle it directly from there?

Roger Chandran [4:38 A.M.]

Right. But the language and time differences complicate things.

143. (A) renew

(B) renewing

(C) had renewed

(D) will be renewed

144. (A) There are four ways that this can be arranged.

(B) It appears that you have already cancelled.

(C) All you have to do is complete and return the enclosed card.

(D) We are happy we could be of service to you.

145. (A) rent

(B) bill

(C) receipt

(D) payment

146. (A) single

(B) recognized

(C) treatable

(D) lonely

147. What does Mr. Chandran ask Mr. Seville to do?

(A) Join him on a business trip

(B) Help him with a translation

(C) Change some flight plans

(D) Set up some meetings

148. At 4:37 A.M., what does Mr. Seville mean when he writes, "I can try"?

(A) He wants to learn how to help.

(B) He is unsure that he will be successful.

(C) He has other work to finish today.

(D) He is happy to receive an invitation.

Questions 149-150 refer to the following advertisement.

Business World

For over twenty years, Business World has been the store for all of your business needs...from pens and paper to computers and printers.

Business World's Copy Center is now open.

Black-and-white copies \$0.10 per page
Color copies \$0.15 per page
Business World preferred customers 10% off your total order

Copies can be made while you wait or while you finish your shopping.

Store Hours:

Sunday	11:00 A.M.-7:00 P.M.
Monday-Friday	8:00 A.M.-9:00 P.M.
Saturday	9:30 A.M.-8:00 P.M.

Business World
4276 Grove Blvd.

(Across from the 3rd St. train station)

149. What is the purpose of the advertisement?

- (A) To invite customers to a grand opening of a shop
- (B) To introduce a new service offered
- (C) To announce the anniversary of a business
- (D) To promote a sale on selected items

150. When does the store close on Sunday?

- (A) At 7:00 P.M.
- (B) At 8:00 P.M.
- (C) At 9:00 P.M.
- (D) At 9:30 P.M.

OFFICE MESSAGE

TO: Takashi Matsumoto

FROM: Karen Lang

TIME: 9:30, Thursday

(Telephone) Fax Office Visit

MESSAGE:

Karen Lang from C&P Accounting called. She wants to arrange a new meeting time with you. Instead of on Monday at 11, can you see her on Tuesday at 1:30? She'll be able to go over the contract with you then. She'll try to contact you again this afternoon.

Taken By: Mike Nguyen

151. Why did Ms. Lang call Mr. Matsumoto?

- (A) To reschedule an appointment
- (B) To ask if he will be able to meet a deadline
- (C) To inquire where a meeting will take place
- (D) To request that he send a new copy of a contract

152. What will Ms. Lang probably do?

- (A) See Mr. Matsumoto on Monday afternoon
- (B) Call Mr. Matsumoto again this afternoon
- (C) Contact a representative of C&P Accounting
- (D) Make a reservation for a lunch meeting

Questions 151-152 refer to the following message.

Questions 153-155 refer to the following advertisement.

Silver Poseidon Cruises

Do you want to see the world? Then plan to visit the Silver Poseidon Cruises Career Fair on Tuesday, November 15 from 9 A.M. to 4 P.M. or Wednesday, November 16 from 5 P.M. to 9 P.M. We are looking for food servers, entertainers, and maintenance staff to work aboard our many vessels. Free travel is just the beginning when you work for Silver Poseidon Cruises.

We offer paid training, great benefits, and opportunities to advance. Applicants should have at least three years of related work experience as well as good communication skills and be able to work nights and holidays. Selected applicants will be called back for a second interview by Sunday, November 20.

For advance registration, please visit our Web site at www.silverposeidونcruises.com by Sunday, November 13.

For more information,
please call 1-800-555-7962

or

e-mail Elena Ruiz at
eruiz@silverposeidونcruises.com.

Questions 156-157 refer to the following letter.

June 10

Ms. Ngaire Umaga
14 Raven Court
Hillsborough
Auckland 1041

Account ID: 3565
Trip No: Gr867

Trip: Greece, April 7-17
Group leader: Jeff Lorber

Dear Ms. Umaga:

We are pleased that you chose Explorer Voyage Travel Service to help you plan your trip to Greece. We have received your registration form and deposit. Your itinerary is enclosed with this letter.

You will soon be receiving an invoice listing your payments and the balance due. Please make sure that we receive your final payment by December 30 to avoid any late fees. Also, if you decide to cancel your trip, you must notify us in writing at least 10 days before your departure date to receive a full refund.

Sincerely,

Richard Donaldson

Richard Donaldson
Client Services

Encl.

153. Where will the employees who are hired for the advertised positions work?
(A) At an amusement park
(B) At a jewelry shop
(C) On a cruise ship
(D) In a factory

154. What benefit is NOT mentioned in the advertisement?
(A) Time off for holidays
(B) Free travel
(C) Career advancement opportunities
(D) Paid training programs

155. How are interested people instructed to register?
(A) By visiting the corporate office
(B) By calling Ms. Ruiz
(C) By sending an e-mail
(D) By going to the website

156. Who most likely is Richard Donaldson?
(A) A tour participant
(B) A group leader
(C) A travel agent
(D) A personal accountant

157. What is indicated about Ms. Umaga in the letter?
(A) She plans to cancel her trip.
(B) She has changed her trip itinerary.
(C) She must correct her registration form.
(D) She has paid for part of the cost of her trip.

Questions 158-160 refer to the following book review.

From Coins to Credit: Banking Throughout the Ages is a concise history of banks and the banking industry from ancient times to the present. James Gallagher, who has made a career of covering financial news for several newspapers, has done a careful job of investigating his subject. Although he presents the facts carefully, Mr. Gallagher has made what could have been a dry book into one that is interesting and enjoyable. By telling amusing anecdotes about historical figures, he makes them come alive. Even people who are not particularly attracted to the subject matter will find this book engrossing.

158. What most likely is Mr. Gallagher's

- (A) Banker
- (B) Librarian
- (C) Journalist
- (D) Publisher

159. What does the reviewer NOT mention

- (A) about the book?
- (B) job?
- (C) history.
- (D) its aging fleet of jet planes.

160. What does the reviewer suggest?

- (A) Most people are not interested in history.
- (B) A follow-up volume will soon be available.
- (C) Mr. Gallagher is an experienced lecturer.
- (D) The book will appeal to different groups of people.

Questions 161-163 refer to the following news article.

MUMBAI, India, June 3.—Star Airways, Mumbai's dominant airline for the past five years, has reported it is planning to replace its entire aircraft fleet with European-produced Skystream jets. Starting with an initial purchase of 90 jets, Star Airways expects the changeover to take a decade to complete. The new planes will enable the airline to expand its international routes as well as providing replacements for

said that the order included seventeen of the new AWB850 aircraft. This will make Star Airways the first Indian carrier to fly the AWB850, an aim it has had since the powerful jets were first produced.

161. What is the purpose of the article?

- (A) To report on the merger of two airlines
- (B) To announce a new business agreement
- (C) To inform investors of a change in project plans
- (D) To describe recent renovations at an airport

163. What is NOT reported as a goal of Star Airways?

- (A) To relocate its international headquarters
- (B) To be among the first to use a new aircraft
- (C) To replace the older planes in its fleet
- (D) To increase its number of flight destinations

162. How long is the change expected to take?

- (A) Three years
- (B) Five years
- (C) Ten years
- (D) Seventeen years

Questions 164-167 refer to the following e-mail.

From:	orders@roslinggardens.com
To:	rkager@uopmail.net
Subject:	Your order 3053
Date:	April 3

Dear Mr. Kager,

We are having difficulty processing your credit card payment for your order 3053 from www.roslinggardens.com. Your credit card appears to be invalid. — [1] —. As of now, your order is pending and will not be canceled. However, you must review your payment information and make sure it is correct and current. — [2] —. To do so, log in to your account on our website (www.roslinggardens.com) and click on "Change Payment Method." — [3] —.

Your order is ready to ship and will be dispatched to the address you provided as soon as we can successfully charge your credit card. — [4] —.

Regards,

Customer Service, Rosling Gardens

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. If you wish to contact us, please do not reply to this message; instead, use the chat box on our website.

164. Why was the e-mail sent?

- (A) To tell of a new payment policy
- (B) To report a problem with a payment
- (C) To inquire about customer satisfaction
- (D) To explain how to set up an account

165. What is indicated about Mr. Kager's order?

- (A) It has been canceled.
- (B) Some of the items are unavailable.
- (C) It has been prepared for shipment.
- (D) It includes an incorrect address.

166. What is Mr. Kager asked to avoid doing?

- (A) Posting a notification
- (B) Changing a shipping method
- (C) Resubmitting an order
- (D) Replying to an e-mail

167. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "Once there, provide the number of the new credit card."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 168-171 refer to the following article.

Plans Approved for Local Attraction

Tuesday, February 26

After hearing recommendations proposed by the panel commissioned eight months ago to evaluate the Marsh Point Lighthouse, local officials announced on Monday that a major restoration of the lighthouse tower would begin in two months. To the untrained eye, the lighthouse appears to be in good shape. — [1] —. However, according to chief engineer Edward Sayer, the tower is in dire need of repair to replace loose bricks and address severe corrosion at the base of the structure. President of the Marsh Point Historical Society Glenda Lewis remarks, "For almost 200 years, the lighthouse has been an aid to navigation. Restoring the lighthouse now may extend its service for another two centuries." — [2] —. As Stephanie Lansbury of the city tourist board notes, "The Marsh Point Lighthouse is a local landmark. It has been featured on posters and signs and even plays a pivotal role in the movie classic *A Clear Beam of Light*." Restoration of the structure will be done in phases over the next eighteen months, and will include work on the interior as well as the exterior of the lighthouse. — [3] —. Parts of the structure will remain open to the public while the work is being done, as will the museum and gift shop also on the premises. The completion of the project is expected to coincide with the building's bicentennial. Donations to help support the cost of the restoration are being solicited from local individuals and corporate sponsors. — [4] —.

168. What is the article mainly about?

- (A) The construction of a new museum
- (B) The restoration of a historic landmark
- (C) The filming of an upcoming movie
- (D) The election of a local official

169. Who is Stephanie Lansbury?

- (A) A chief engineer
- (B) A bank official
- (C) A historical society member
- (D) A tourist board spokesperson

170. What is suggested about the lighthouse?

- (A) It has been in operation for nearly two centuries.
- (B) It is open only to members of the historical society.
- (C) It was constructed for a movie set.
- (D) It is in good condition.

171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "The lighthouse is also important for cultural reasons."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 172-175 refer to the following online chat discussion.

Alice Myers [10:19 A.M.]

Hello. I've reserved a car for July 2-8. The reservation number is X102W. Can I pick up the car right at the airport terminal, or do I need to take a shuttle bus?

Jared Dubiel [10:20 A.M.]

Let me find your reservation. You are flying to Boa Vista Airport, correct?

Alice Myers [10:20 A.M.]

Yes.

Jared Dubiel [10:22 A.M.]

Here it is. Your car will be waiting for you at the parking area in front of the terminal. Go to the Alaire Rentals kiosk there and one of our representatives will give you the key.

Alice Myers [10:23 A.M.]

OK. One more question. Is it possible to upgrade to a larger car at this point? I'm not sure the one I've reserved will be comfortable enough with 4 people plus luggage.

Jared Dubiel [10:25 A.M.]

It looks like you reserved a compact car. That may be tight for your group. Let me check with our agent at that location and see if there is something larger available. Christine, can you tell me if you have a mid-size car available for the week of July 2-8?

Christine Lindquist [10:32 A.M.]

Afraid not. We're busy because of the holiday. But we do have a full-size car and a small van.

Alice Myers [10:34 A.M.]

Can you tell me how much the full-size car will cost?

Jared Dubiel [10:36 A.M.]

It would be an additional \$150 for the week.

Alice Myers [10:37 A.M.]

That's fine. I'll take it. Do I need a new reservation?

Jared Dubiel [10:40 A.M.]

No. I've noted the change in the paperwork and added the additional amount to your card. You're all set.

Alice Myers [10:41 A.M.]

Wonderful. Thank you.

172. At 10:22 A.M., why does Mr. Dubiel write, "Here it is"?

(A) He found Ms. Myers' booking information.

(B) He located the Alaire Rentals kiosk.

(C) He is marking the airport's location on a map.

(D) He is telling Ms. Myers where she can find a form.

174. What is suggested about Ms. Lindquist?

(A) She is traveling during a holiday.

(B) She is located at Boa Vista Airport.

(C) She wants to change her travel plans.

(D) She wants to reserve a car for a week.

173. What does Mr. Dubiel tell Ms. Myers to do when she gets to the kiosk?

(A) Pay for her reservation

(B) Take a bus to the terminal

(C) Ask to speak to Mr. Dubiel

(D) Pick up the key to her vehicle

175. What size vehicle will Ms. Myers rent?

(A) A compact car

(B) A mid-size car

(C) A full-size car

(D) A small van

Questions 176-180 refer to the following e-mail and article.

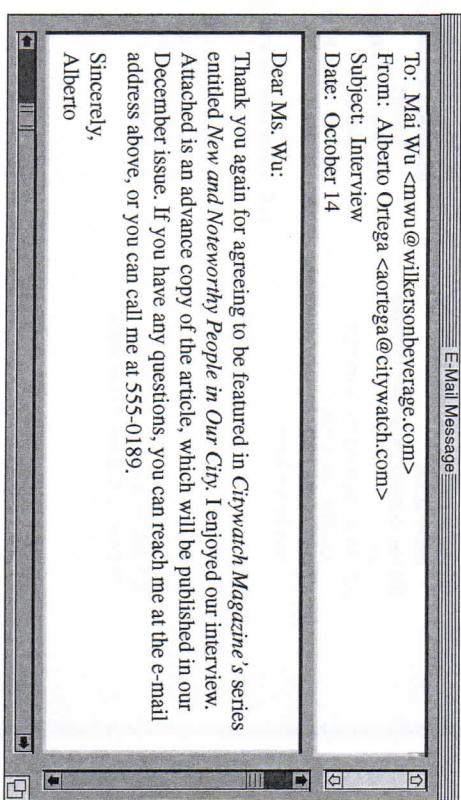
E-Mail Message

To: Mai Wu <mwu@wilkersonbeverage.com>
From: Alberto Ortega <aortega@citywatch.com>
Subject: Interview
Date: October 14

Dear Ms. Wu:

Thank you again for agreeing to be featured in *Citywatch Magazine*'s series entitled *New and Noteworthy People in Our City*. I enjoyed our interview. Attached is an advance copy of the article, which will be published in our December issue. If you have any questions, you can reach me at the e-mail address above, or you can call me at 555-0189.

Sincerely,
Alberto



Mai Wu can often be seen sipping coffee early in the morning at a small café near her office in downtown Chicago. "I like to use the time to focus my thoughts before I start my day," says Wu. Recently appointed vice president of Wilkerson Beverage Company, this notable resident transferred from the firm's office in Amsterdam to its main headquarters in Chicago. While in Amsterdam, Wu was marketing director of Wilkerson's European division. Before that, Wu worked in Taipei. She graduated from a university in Sydney with a degree in business.

Routinely working 16-hour days, the confident entrepreneur savors her quiet moments in the coffee shop. "I love this job," she confesses, "even though it's sometimes very difficult, and I love this city. It's a beautiful city, and the people are friendly."

176. What city is the subject of *Citywatch Magazine*?

- (A) Sydney
- (B) Amsterdam
- (C) Chicago
- (D) Taipei

177. What is the purpose of the article?

- (A) To profile a local businessperson
- (B) To report on an increase in tourism
- (C) To describe a local business event
- (D) To discuss the opening of a new cafe

178. What is Ms. Wu's current position?

- (A) Coffee shop owner
- (B) Marketing director
- (C) Business journalist
- (D) Corporate executive

179. What is indicated about the Wilkerson Beverage Company?

- (A) It plans to market new products in December.
- (B) It operates offices in multiple cities.
- (C) It has an opening for a vice president.
- (D) It produces a line of coffee drinks.

180. What does Ms. Wu say about her job?

- (A) It is temporary.
- (B) It is challenging.
- (C) It requires a lot of travel.
- (D) It pays well.

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

SEOUL, South Korea, March 15—On Monday, Seoul-based Jupiter Corporation announced it is opening a new automobile manufacturing plant in Daejeon. Sales of its newest four-door sedan, the Flame, have been increasing at a dramatic rate since the car model's release in February of last year. According to a Jupiter Corporation spokesperson, sales of other cars produced by Jupiter Corporation are also at an all-time high. Jupiter expects the new factory will be able to meet consumer demand without any difficulty. The plant is anticipated to be in operation by late June, and the grand opening celebration is scheduled for July 5.

E-Mail Message	
To:	Ja-Hoon Lee <jhlee@jupiterco.com>
From:	Robin Bertolli <rbertolli@jupiterco.com>
Date:	March 17
Subject:	Press release

Dear Ja-Hoon,
I just read the press release, and I wanted to let you know that you're doing an excellent job as spokesperson for the company.
We're almost ready to start our advertising campaign in South America. The tentative schedule for the campaign hasn't changed very much, but I would like to brief you on the plan before your next press conference. I'll send you the documents later this week. Also, I'll be in Rio de Janeiro for the next few months, so e-mail is probably the fastest way for us to communicate with each other after I get there. I look forward to seeing you in Daejeon for the grand opening.
Sincerely,
Robin

181. What is the subject of the press release?

- (A) An increase in car advertisements
- (B) A decline in consumer confidence
- (C) The building of a car parking garage
- (D) The planned opening of a new factory

182. What is indicated about Jupiter Corporation?

- (A) It will release a new car model next year.
- (B) Its headquarters are in Seoul.
- (C) It has received several customer complaints.
- (D) Its sales have remained steady.

183. Who is Ja-Hoon Lee?

- (A) A corporate spokesperson
- (B) A factory employee
- (C) An advertising manager
- (D) An automobile salesperson

184. What will Robin Bertolli probably send to Ja-Hoon Lee?

- (A) A schedule for the grand opening of a factory
- (B) A report of the company's quarterly sales
- (C) A summary of an advertising campaign
- (D) A document containing construction plans

185. When does Robin Bertolli expect to see Ja-Hoon Lee?

- (A) In February
- (B) In March
- (C) In June
- (D) In July

Questions 186-190 refer to the following e-mails and survey.

To:	Klara Wagner <kwagner@cleamnet.net>
From:	Front Desk <reservations@persimmonroyal.com>
Subject:	Reservation Confirmation
Date:	September 25

Thank you for choosing the Persimmon Royal Hotel in Bangkok. This email is to confirm your reservation for November 15-22. Your confirmation number is KW27-40118.

While you stay with us, we hope that you will try Elan, our award-winning restaurant featuring the talents of chef Niwat Parnpradub, and Waterworks, our poolside café. If you would like to explore Bangkok, our concierge service is more than happy to recommend tourist activities and book you a table at any restaurant.

After your stay, please fill out the customer satisfaction survey that is available in each room and on our website. We will send you a voucher for one free night at any of our locations, including Sapporo and Melbourne. For a complete listing of locations and information about our next grand opening, please visit our website.

If you have any questions or concerns, please contact us at +66 2 555 8657.

The Persimmon Royal Front Desk

To:	Klara Wagner <kwagner@cleamnet.net>
From:	Front Desk <reservations@persimmonroyal.com>
Subject:	Your recent stay
Date:	November 27
Attachment:	Voucher

Dear Ms. Wagner,

Thank you for your feedback on your stay with us. We have checked your information and are happy to see that the problem you reported was resolved before you checked out.

In answer to your question, yes, the voucher (please see attached) is valid at any of our hotels at any time. As you have noted on our website, our newest hotel will open in Macau. The grand opening will take place in early February. The voucher has no expiration date.

Warm wishes,

Raoul Fechter, Front Desk Manager

186. What is the purpose of the first e-mail?

- (A) To reserve a table at a hotel restaurant
- (B) To inquire about hotel rates
- (C) To confirm a hotel reservation
- (D) To inform a hotel employee of a problem

188. What is indicated about Ms. Wagner?

- (A) She has stayed at other Persimmon Royal hotels.
- (B) She feels the hotel restaurants are expensive.
- (C) She will soon travel to Bangkok for business.
- (D) She received a bill in the mail from the hotel.

187. What is NOT one of Ms. Wagner's opinions about the hotel?

- (A) The quality of the housekeeping is good.
- (B) The variety of menu options is below average.
- (C) The quality of service at the hotel is average.
- (D) The hospitality of the staff is average.

189. What restaurant mistakenly charged Ms. Wagner?

- (A) Bai Makrut
- (B) Café Galanga
- (C) Waterworks
- (D) Elan

190. Where will Ms. Wagner attend a conference in March?

- (A) In Bangkok
- (B) In Macau
- (C) In Sapporo
- (D) In Melbourne

Comments and Questions: This was my first visit to this hotel, though I've stayed at several of your other locations on business. This time, I was charged twice for poolside snacks that I didn't order. In fact, I didn't eat at the hotel at all; only ate at Bai Makrut and Café Galanga, both restaurants outside of the hotel.

As for the voucher, will it be valid at your future location? I will be attending a conference there in March.

Questions 191-195 refer to the following e-mails and schedule.

To:	All Staff
From:	Sandra Gomez, General Manager
Date:	April 15
Subject:	Fisk Hardware Workshops
Attachment:	Workshop Schedule

Thanks to all the volunteers who have agreed to lead our first in-store workshops. By offering these mini-trainings, we hope to attract more regular customers and familiarize them with our store's various departments. I think the workshops will be a big hit!

We have promoted these for several weeks now, and customers should understand that they can register through our website. Participation for each workshop is limited to fifteen people, a number that will ensure a safe and more interactive experience for everyone.

Please review the attached schedule. Workshop facilitators, please confirm that you are available on the date you have been assigned.

May Workshop Schedule
Workshops take place on Saturdays from 9:30 A.M. to 12 noon.

Date	Topic	Facilitator	Registered Participants
May 7	Selecting paint colors; techniques for achieving various visual effects	Candice Delaney	6
May 14	Learning to use a variety of tools for precise measuring and cutting. Each participant will construct a simple birdhouse.	Juan Faisal	10
May 21	Learning common electrical wiring tasks; installing power outlets and replacing light fixtures	Oliver Zimmer	5
May 28	Measuring, cutting, and installing floor tiles; selecting the right flooring materials for rooms	Nell Jimenez	14

To:	Paul Czerny
From:	Sandra Gomez, General Manager
Date:	May 6
Attachment:	Saturday workshop

Dear Mr. Czerny,
I sincerely appreciate that you are stepping in to teach the electrical skills workshop after the original facilitator informed me of a scheduling conflict. This will be a good opportunity for you to demonstrate your expertise!
Please keep in mind that our workshops are intended for beginners, so we should not assume that participants have any prior skill or experience using tools. Your task is to present an overview with some safety tips and to carefully watch over participants during any hands-on activities. This will be a bit longer than the classes you've been teaching at the high school, but I'm sure you will have plenty of activities to fill the time slot. You can address specific questions participants may have about their own personal projects at the end of the workshop session.
Thanks again,
Sandra Gomez

I sincerely appreciate that you are stepping in to teach the electrical skills workshop after the original facilitator informed me of a scheduling conflict. This will be a good opportunity for you to demonstrate your expertise!

Please keep in mind that our workshops are intended for beginners, so we should not assume that participants have any prior skill or experience using tools. Your task is to present an overview with some safety tips and to carefully watch over participants during any hands-on activities. This will be a bit longer than the classes you've been teaching at the high school, but I'm sure you will have plenty of activities to fill the time slot. You can address specific questions participants may have about their own personal projects at the end of the workshop session.

Thanks again,

Sandra Gomez

191. What is indicated about the workshops?

(A) They may be completed online.
(B) They are on topics requested by customers.
(C) They are a new initiative for the business.
(D) They will be followed by workshops with advanced-level topics.

194. What does Ms. Gomez tell Mr. Czerny about his workshop participants?

(A) They will require supervision.
(B) They must bring their own supplies.
(C) They are completing a work requirement.
(D) They will receive training materials in advance.

192. What is suggested about the workshop on tile flooring?

(A) It is filled almost to capacity.
(B) It requires a fee to cover materials.
(C) It may have to be canceled.
(D) It is led by a high-school teacher.

195. In the second e-mail, the word "address" in paragraph 2, line 5, is closest in meaning to

(A) lecture
(B) label
(C) send out
(D) respond to

193. Which facilitator is Mr. Czerny replacing?

(A) Ms. Delaney
(B) Mr. Faisal
(C) Mr. Zimmer
(D) Ms. Jimenez

Questions 196-200 refer to the following letter, price list, and order form.

Wood Hollow Theatre

Wood Hollow Theatre
The Sun Princess
Order Form

Dear Valued Member,

Thank you for your support of the Wood Hollow Theatre. Not only do your donations help us to provide the community with quality arts and music programs but they also make you eligible for discounts and special events.

Please join us as we proudly present the world premiere of *The Sun Princess*, a comic musical by Claude Jones. The delightful show is conducted by Akira Murata and stars England's most prominent vocalist, Margo Schmidt, in an entertaining role as the witty princess.

As a member and sponsor of the Wood Hollow Theatre, you are invited to a special performance for members only on Thursday, June 17, at 7:30 P.M. Members at the patron level and above can receive two free tickets.

Be the first to see what is sure to become a masterpiece. To reserve your tickets, fill out the order form below and send it to:

Wood Hollow Theatre
175 Marbury Drive
London EC5 3GP

We look forward to seeing you there.

Sincerely,

Mariam Abdulla

Mariam Abdulla
Wood Hollow Theatre President

The Sun Princess			
Show Date	Show Time	Ticket Prices	
		Regular Member	Nonmember
June 17	7:30 P.M.	£12	na
June 18	8:00 P.M.	£18	£23
June 19	8:00 P.M.	£20	£25
June 20	7:00 P.M.	£18	£23
			£10

196. What is suggested about *The Sun Princess*?

- (A) It was written by Akira Murata.
- (B) It will be Margo Schmidt's first role.
- (C) It has received positive reviews from critics.
- (D) It will be performed for the first time on June 17.

199. On what day will Mr. Bhatia attend the performance?

- (A) Thursday
- (B) Friday
- (C) Saturday
- (D) Sunday

197. What is NOT suggested about the Wood Hollow Theatre in the letter?

- (A) It accepts donations from people in the community.
- (B) It offers reduced ticket prices to members.
- (C) It organizes lecture tours on the arts.
- (D) It hosts special performances for members.

200. What type of ticket is Mr. Bhatia ordering?

- (A) Nonmember
- (B) Student member
- (C) Regular member
- (D) Patron member

198. In the letter, the word "prominent" in paragraph 2, line 3, is closest in meaning to

- (A) talented
- (B) famous
- (C) protruding
- (D) obvious

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.