

# B2 SAMPLE EXAM

# FOR THE TOEIC® TEST

**ΔΩΡΕΑΝ!**



with free audio CD

TOEIC® is a registered trademark of Educational Testing Service (ETS).  
This publication is not endorsed or approved by ETS.



**HELLENIC AMERICAN UNION**  
An educational public charity

**B2 Sample Exam**  
**for the TOEIC® Test**

# ACKNOWLEDGEMENTS

This book could not have been written without the assistance of a great many people.

We must thank the following HAU staff, school owners and students throughout Greece for their participation in the piloting of this book:

## HAU:

N. Pylarinos, M. Pylarinou, A. Stathopoulos, E. Evangelou, E. Patsopoulou, E. Alexiou, M. Papadopoulou, L. Bourtzani, A. Batagianni, L. Vasileiadou, S. Lazaridou, Th. Thomaidis, E. Noitsi, V. Noitsi, G. Blatsas, N. Amerikanos, A. Bountogianni, D. Tolias, N. Downey

## School owners:

E. Daskalopoulos, Patra; M. Tsakou, Chios; A. Demou, Ioannina; A. Lakka, Ioannina; I. Nikolopoulos, Larisa; R. Polygenis, Athens; M. Gioni-A. Rizoglou, Athens; M. Mitsiali-V. Zochiou, Corfu; A. Pachi, Corfu; E. Petropoulou, Kalamata; K. Markopoulou, Kalamata; K. Tavidou, Thessaloniki; S. Tsikrikis, Thessaloniki; E. Zambakika, Thessaloniki; M. Moisiadou, Thessaloniki; D. Tyrlas, Thessaloniki; S. Gogou, Petria, Pella; E. Theodoridou, Naousa; G. Andreadis, Veroia; E. Bakaloudi, Veroia; S. Markouli, Veroia; D. Delli, Polyplatanos, Imathia; K. Michalopoulos, Alexandria; I. Charitou-Panagou, Serres; K. Zachariadou-M. Chasapi, Serres; A. Mertzani, Irakleio; M. Michalaki, Irakleio; S. Pirounaki, Irakleio; Th. Simantirakis, Irakleio

We must also thank Leonidas-Phoebus Koskos, Executive Director of the Hellenic American Union, for his encouragement and support at every stage of this endeavor.

## Written by:

Marianna Katsaounou, Charalambos Kollias, Evie Kostopoulou, Karen Lee, Alexandra Tsakogianni, Donald Van Metre

Edited by Angela Bandis, Charalambos Kollias, Donald Van Metre

Designed by Giannis Kornarakis

Cover design by Giannis Kornarakis

## Studio Production

Supervisor: Angela Bandis

Actors: Angela Bandis, Stephanie Bates, Jason Healan, Artemis Karras, Charalambos Kollias, Grace Marinou, Michael Onushco, Jennifer Sclafani, Alexandros Seargent, Donald Van Metre

## CREDITS:

The Big Box of Art

The TOEIC® test directions are reprinted by permission of Educational Testing Service, the copyright owner. However, the test questions and any other testing information are provided in their entirety by Hellenic American Union. No endorsement of this publication by Educational Testing Service should be inferred.

For information about ordering one or multiple copies, please contact:

Hellenic American Union

Massalias 11B, 106 80 Athens, Greece

Phone: 210 36.80.043, 210 36.80.082, 210 36.80.954, 210 36.80.900

Fax: 210 36.80.074

E-mail: [publications@hau.gr](mailto:publications@hau.gr)

or you can visit our web site: [www.hau.gr/publications](http://www.hau.gr/publications)

© Hellenic American Union, 2010

All rights reserved. This publication is protected by Copyright (N. 2121/1993) and permission should be obtained from the Hellenic American Union prior to any prohibited reproduction, storage in a retrieval system, or transmission in any form or by any means, electronic, mechanical, photocopying, recording or otherwise.

ISBN: 978-960-8331-91-4

Audio CD ISBN: 978-960-8331-92-1

# **Sample Examination**

# SAMPLE EXAMINATION

## 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 EXAMINATION**

**(1)**



**(2)**



**SAMPLE EXAMINATION**

**(3)**



**(4)**



**SAMPLE EXAMINATION**

**(5)**



**(6)**





**SAMPLE EXAMINATION**

**(7)**



**(8)**



**SAMPLE EXAMINATION**

**(9)**



**(10)**



# SAMPLE EXAMINATION

## 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

Sample Answer

Ⓐ Ⓑ Ⓒ Ⓓ

You will hear:           Where is the meeting room?

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

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

- |  |  |
|--|--|
| 11. Mark your answer on your answer sheet. | 26. Mark your answer on your answer sheet. |
| 12. Mark your answer on your answer sheet. | 27. Mark your answer on your answer sheet. |
| 13. Mark your answer on your answer sheet. | 28. Mark your answer on your answer sheet. |
| 14. Mark your answer on your answer sheet. | 29. Mark your answer on your answer sheet. |
| 15. Mark your answer on your answer sheet. | 30. Mark your answer on your answer sheet. |
| 16. Mark your answer on your answer sheet. | 31. Mark your answer on your answer sheet. |
| 17. Mark your answer on your answer sheet. | 32. Mark your answer on your answer sheet. |
| 18. Mark your answer on your answer sheet. | 33. Mark your answer on your answer sheet. |
| 19. Mark your answer on your answer sheet. | 34. Mark your answer on your answer sheet. |
| 20. Mark your answer on your answer sheet. | 35. Mark your answer on your answer sheet. |
| 21. Mark your answer on your answer sheet. | 36. Mark your answer on your answer sheet. |
| 22. Mark your answer on your answer sheet. | 37. Mark your answer on your answer sheet. |
| 23. Mark your answer on your answer sheet. | 38. Mark your answer on your answer sheet. |
| 24. Mark your answer on your answer sheet. | 39. Mark your answer on your answer sheet. |
| 25. Mark your answer on your answer sheet. | 40. Mark your answer on your answer sheet. |

## SAMPLE EXAMINATION

### 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 is true about the restaurant?  
(A) It does not serve breakfast.  
(B) It is not normally open for dinner.  
(C) It cannot seat more than 30 people.  
(D) It does not take credit card payments.
42. What will the woman be required to do?  
(A) Call back on another day  
(B) Tell the cook about any special requests  
(C) Make arrangements at least two days ahead  
(D) Pay a deposit when she makes her reservation
43. What does the man want to know?  
(A) When the party will be held  
(B) How the payment will be made  
(C) What occasion is being celebrated  
(D) Who to contact for more information
- 
44. What is true about Maya?  
(A) They are performing live soon.  
(B) They have more than one album.  
(C) They have released only one song.  
(D) They are the man's favorite group.
45. What does the man like about Maya?  
(A) Their lyrics  
(B) Their music  
(C) Their outfits  
(D) Their attitude
46. What does the woman offer to do?  
(A) Buy an album  
(B) Play an album  
(C) Lend an album  
(D) Copy an album
- 
47. Why has the man gone to see the woman?  
(A) To offer some help  
(B) To give her a book  
(C) To watch her presentation  
(D) To confirm their travel plans
48. How does the woman feel?  
(A) Tired  
(B) Nervous  
(C) Relieved  
(D) Frustrated
49. What does the man say he will do?  
(A) Go to the woman's office  
(B) Take notes for the woman  
(C) Meet the woman in Tokyo  
(D) Return the woman's handouts
- 
50. What are the speakers discussing?  
(A) A contest  
(B) A notice  
(C) A photograph  
(D) An athletic event
51. What is probably true about the man?  
(A) He runs in races  
(B) He draws pictures  
(C) He takes photographs  
(D) He judges competitions
52. What best describes the man's character?  
(A) Caring  
(B) Modest  
(C) Confident  
(D) Agreeable
- 
53. What does the woman say about the job?  
(A) It pays well.  
(B) It is temporary.  
(C) It is demanding.  
(D) It involves traveling.
54. What is true about Vicky?  
(A) She is on maternity leave.  
(B) She works for the woman.  
(C) She wants to change her job.  
(D) She has an accounting background.
55. What is the man's opinion about the job?  
(A) The commute is too far.  
(B) It is not suitable for Vicky.  
(C) The working hours are too long.  
(D) It is a good opportunity for the woman.
-

## SAMPLE EXAMINATION

56. What is true about the woman?  
(A) She will stay with friends.  
(B) She will leave the next day.  
(C) She was on vacation for two weeks.  
(D) She has just returned from a business trip.
57. What does the woman find out?  
(A) Lewis will be in New York.  
(B) She has to make a presentation.  
(C) Her flight takes longer than she thought  
(D) The meeting with Lewis was rescheduled.
58. What will the woman probably do?  
(A) Work late  
(B) Call Lewis  
(C) Pack her luggage  
(D) Confirm her flight
- 
59. Where is this conversation taking place?  
(A) At a bank  
(B) At an advertising agency  
(C) At a doctor's office  
(D) At a shop
60. When is this conversation taking place?  
(A) 11:00 a.m.  
(B) Noon  
(C) 1:00 p.m.  
(D) 2:00 p.m.
61. What does the woman suggest that the man do?  
(A) Change his appointment  
(B) Return the next day  
(C) Stand in line  
(D) Wait in the lounge
- 
62. What can be inferred about the company's website?  
(A) It does not have many visitors.  
(B) It has been launched recently.  
(C) It has been redesigned.  
(D) It is not working properly.
63. What does the woman ask the man to do with the website?  
(A) Back it up  
(B) Improve it  
(C) Promote it  
(D) Review it
64. What does the man say about social media sites?  
(A) They get a lot of visitors.  
(B) They offer free advertising.  
(C) They offer professionals a way to meet.  
(D) They are popular amongst company employees.
- 
65. What can be inferred about the man?  
(A) He bought a new jacket.  
(B) He has many jackets.  
(C) He recently lost his jacket.  
(D) He wants to get a new jacket.
66. What does the man say about his jacket?  
(A) Its color suits him.  
(B) It is being fixed.  
(C) It is the wrong size.  
(D) It was very expensive.
67. What does the woman imply?  
(A) It is too warm to wear a jacket.  
(B) She will buy him a new jacket.  
(C) She will fix the jacket herself.  
(D) The jacket might still be useful.
- 
68. What is the problem?  
(A) The woman's e-mail is not working.  
(B) The advertising agency has not gotten back.  
(C) The man has not received a memo.  
(D) The advertising agency has made a mistake.
69. What does the woman suggest they do?  
(A) Change agencies  
(B) Get technical support  
(C) Leave a message  
(D) Respond to a request
70. What does the man ask the woman to do?  
(A) Arrange a meeting  
(B) Make a phone call  
(C) Send an e-mail  
(D) Wait a little bit longer
-

## SAMPLE EXAMINATION

### 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 can be inferred about PetaByte Stores?  
(A) They are open on weekends.  
(B) They are going out of business.  
(C) They have the sale every year.  
(D) They have been open for ten years.
72. What is the maximum discount on Red Shark DVDs?  
(A) 10%  
(B) 35%  
(C) 40%  
(D) 50%
73. What is said about Terrabyte wireless hard drives?  
(A) They are available for half price.  
(B) They are not on special at all stores.  
(C) They are available in different colors.  
(D) They are limited to one per customer.
- 
74. Why has Sandra called Jeremy?  
(A) To invite him out to dinner  
(B) To ask him to pick her up  
(C) To tell him that she will be late  
(D) To change their meeting location
75. Where is the restaurant?  
(A) On Lemon Street  
(B) On Orange Street  
(C) On Coconut street  
(D) On Cinnamon Street
76. What does the speaker suggest?  
(A) That he park in a garage  
(B) That he pick her up from work  
(C) That he park on Coconut Street  
(D) That they meet at the post office
- 
77. What is true about *Twinkle*?  
(A) It is a musical.  
(B) It stars Lee Fong.  
(C) It opened last week.  
(D) It is based on a movie.
78. What can be inferred about the speaker?  
(A) He directed *Twinkle*.  
(B) He enjoyed the show.  
(C) He works at the Bijou theater.  
(D) He liked the choreography best.
79. What does the speaker imply about tickets?  
(A) They are sold out.  
(B) They are a bargain.  
(C) They might be hard to find.  
(D) They can be bought online.
- 
80. What is the purpose of the call?  
(A) To cancel an order  
(B) To make an appointment  
(C) To change a meeting time  
(D) To apologize for a mistake
81. What does Phoebe Daniels say she has done?  
(A) Received a notice  
(B) Called Mr. Jackson  
(C) Sent Ms. Richmond an e-mail  
(D) Contacted Packard Industries
82. What can be inferred about Ms. Richmond?  
(A) She worked for Mr. Jackson.  
(B) She works with Phoebe Daniels.  
(C) She lives far from Packard Industries.  
(D) She called Phoebe Daniels at 1:30 p.m.
- 
83. What is true about Ron Johnson?  
(A) He changed teams.  
(B) He has won an award.  
(C) He no longer plays basketball.  
(D) He has played more than 3,000 games.
84. What is implied about the stadium?  
(A) It has not been built yet.  
(B) It needs to be replaced.  
(C) It is larger than other stadiums.  
(D) It will cost less than was expected.
85. What is the audience invited to do?  
(A) Call the station  
(B) Attend an event  
(C) Meet Ron Johnson  
(D) Buy an autographed ball
-

## SAMPLE EXAMINATION

86. Who is the speaker probably addressing?  
(A) Tourists  
(B) Shoppers  
(C) Commuters  
(D) Business owners
87. What is implied about the listeners?  
(A) They will save money.  
(B) They shop at the mall often.  
(C) They wanted to see a larger store.  
(D) They arrived by public transportation.
88. What does the speaker praise about the mall?  
(A) Its size  
(B) Its price  
(C) Its location  
(D) Its atmosphere
- 
89. What will happen on Monday?  
(A) The office will be cleaned.  
(B) The building will be painted.  
(C) The CEO will visit the office.  
(D) The speaker will be at a new office.
90. Who is the speaker addressing?  
(A) Movers  
(B) Painters  
(C) Office workers  
(D) A cleaning crew
91. What is the audience asked to do?  
(A) Clean the windows  
(B) Move the file cabinets  
(C) Take down the pictures  
(D) Shampoo the office carpets
- 
92. Which number would a caller press to report a lost credit card?  
(A) One  
(B) Two  
(C) Three  
(D) Four
93. How can customers transfer money between accounts?  
(A) By pressing five  
(B) By pressing six  
(C) By pressing seven  
(D) By pressing eight
94. Why would a customer press nine?  
(A) To hear the choices again  
(B) To speak to a representative  
(C) To check credit card balance  
(D) To get information about loans
- 
95. What are passengers asked to do?  
(A) Board through the middle car  
(B) Remain seated until departure  
(C) Keep luggage out of the aisles  
(D) Purchase tickets before boarding
96. What is the train's final destination?  
(A) Carlton  
(B) Pinecliff  
(C) Brunswick  
(D) Greenville
97. What is true about the dining car?  
(A) It is located at the back of the train.  
(B) It only accepts cash.  
(C) It will open after the train departs.  
(D) It closes at 10:30.
- 
98. What is the problem?  
(A) A project deadline has been missed.  
(B) An expense report was submitted late.  
(C) A department has gone over its budget.  
(D) An employee has made an expensive error.
99. What does the speaker want to do?  
(A) Try to meet the deadline  
(B) Keep to the original budget  
(C) Update the contents of a report  
(D) Meet with the heads of all departments
- 
100. What does the speaker ask for?  
(A) A copy of a billing record  
(B) A revised expense report  
(C) A plan for a current project  
(D) A list of scheduled purchases
-

# **SAMPLE EXAMINATION**

## **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.



## SAMPLE EXAMINATION

### 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. Our engineers are working on an \_\_\_\_\_ way to recharge our XZ876 electric engines.  
(A) economy  
(B) economics  
(C) economical  
(D) economically
102. *The Mousetrap*, Agatha Christie's mystery play, is \_\_\_\_\_ to be her best play.  
(A) regarded  
(B) criticized  
(C) appeared  
(D) considered
103. We guarantee that you will not find a better price \_\_\_\_\_.  
(A) where  
(B) nowhere  
(C) anywhere  
(D) somewhere
104. Some seaweeds have been found to be \_\_\_\_\_ effective for treating diabetes.  
(A) exactly  
(B) closely  
(C) abruptly  
(D) remarkably
105. A food critic should examine how \_\_\_\_\_ presented before writing a restaurant review.  
(A) a dish  
(B) each dish is  
(C) is each dish  
(D) will the dish be
106. The conference will \_\_\_\_\_ on workplace health and safety matters.  
(A) deal  
(B) focus  
(C) explore  
(D) consist
107. A spokesperson for MetroWorks confirms that ticket prices \_\_\_\_\_ by five cents next month.  
(A) decreased  
(B) to decrease  
(C) will decrease  
(D) would decrease
108. Mr. Bullet \_\_\_\_\_ that all employees sign their new contracts before the end of the day.  
(A) feels  
(B) needs  
(C) informs  
(D) requests
109. In most companies, employees have their income tax \_\_\_\_\_ automatically from their monthly salary.  
(A) deduct  
(B) deducted  
(C) to deduct  
(D) to be deducted
110. Music videos help the music industry increase its \_\_\_\_\_.  
(A) prizes  
(B) profits  
(C) rewards  
(D) reviews
111. We wonder whether 25 days \_\_\_\_\_ enough time to complete our order.  
(A) is  
(B) be  
(C) are  
(D) will
112. The deadline for \_\_\_\_\_ income taxes is April 15.  
(A) filing  
(B) placing  
(C) earning  
(D) transferring
113. \_\_\_\_\_ bad weather, the Bubblebee Fair will be canceled.  
(A) As long as  
(B) In the event of  
(C) Provided  
(D) Supposing
114. Communications technology \_\_\_\_\_ for approximately two percent of global carbon dioxide emissions.  
(A) totals  
(B) presents  
(C) accounts  
(D) generates

## SAMPLE EXAMINATION

115. By the time Mr. Baker arrived at the office, the news of his promotion \_\_\_\_\_ around the department.  
(A) had circulated  
(B) have circulated  
(C) would circulate  
(D) used to circulate
116. Social networking sites are gaining \_\_\_\_\_ among employers as a recruiting tool.  
(A) growth  
(B) practice  
(C) increase  
(D) popularity
117. Frozen Chinese food is \_\_\_\_\_ available at major supermarkets and delicatessens.  
(A) wide  
(B) width  
(C) widely  
(D) widen
118. To \_\_\_\_\_ an appointment, please call between 9:00 a.m. and 5:00 p.m.  
(A) do  
(B) call  
(C) take  
(D) make
119. Please note that résumés without references \_\_\_\_\_ accepted.  
(A) cannot  
(B) will not be  
(C) should not  
(D) must not have
120. Our technicians have \_\_\_\_\_ that the problem was caused by a failure in the XJ97 unit.  
(A) repaired  
(B) invented  
(C) determined  
(D) appreciated
121. The transportation department announced that Highway 697 which \_\_\_\_\_ closed this Friday for repairs will now be closed this Sunday instead.  
(A) will be  
(B) is being  
(C) has been  
(D) was to be
122. On Monday, Ms. Anna Pappas announced her \_\_\_\_\_ from Brec Corp.  
(A) quit  
(B) leave  
(C) statement  
(D) resignation
123. The first set of videos is complete and we will post them on the website \_\_\_\_\_ the week.  
(A) at  
(B) on  
(C) until  
(D) within
124. If you have already paid your bill, please \_\_\_\_\_ this notice.  
(A) discover  
(B) disregard  
(C) disappear  
(D) discontinue
125. The ASKE workshop, originally \_\_\_\_\_ on Thursday 18 October, has been canceled.  
(A) scheduled  
(B) scheduling  
(C) will schedule  
(D) was scheduled
126. Be sure to proofread the report \_\_\_\_\_, before sending it off for printing.  
(A) surely  
(B) primarily  
(C) thoroughly  
(D) enormously
127. We reserve the right to \_\_\_\_\_ fees as needed.  
(A) adjust  
(B) adjusted  
(C) adjusting  
(D) adjustment
128. Our human resource department uses a telephone interview to \_\_\_\_\_ job applicants.  
(A) settle  
(B) screen  
(C) decide  
(D) discuss
129. If we had received your instructions earlier, we \_\_\_\_\_ your order.  
(A) will update  
(B) had updated  
(C) would update  
(D) would have updated
130. The annual meeting has been canceled; please \_\_\_\_\_ your schedules.  
(A) allow  
(B) refine  
(C) adjust  
(D) remove

## SAMPLE EXAMINATION

- 131.** Shutton's new book consists of ten short stories, \_\_\_\_\_ are about his travel experiences.  
(A) mostly  
(B) they most  
(C) mostly that  
(D) most of which
- 132.** We have been receiving complaints from customers that the SJ F1976c instruction manual is too \_\_\_\_\_.  
(A) missing  
(B) worrying  
(C) dissatisfied  
(D) complicated
- 133.** Mr. Thompson has requested that Ms. Smith \_\_\_\_\_ the general meeting.  
(A) attend  
(B) will attend  
(C) is attending  
(D) has attended
- 134.** Johnson's argument for changing vendors was very \_\_\_\_\_.  
(A) worthy  
(B) reliable  
(C) winning  
(D) persuasive
- 135.** Many of the features of the XMP21 are \_\_\_\_\_ to those of the XMP22.  
(A) suitable  
(B) intelligible  
(C) comparable  
(D) foreseeable
- 136.** All job applicants are required \_\_\_\_\_ a completed application form and their résumé.  
(A) submit  
(B) to submit  
(C) to be submitting  
(D) for submission
- 137.** Only sales representatives who have signed a confidentiality agreement \_\_\_\_\_ to have full access to client records.  
(A) can  
(B) must  
(C) ought  
(D) should
- 138.** This offer is limited \_\_\_\_\_ new customers.  
(A) by  
(B) of  
(C) to  
(D) with
- 139.** North Bank has indicated that it is willing to \_\_\_\_\_ us up to \$10 million.  
(A) lend  
(B) save  
(C) spend  
(D) borrow
- 140.** It now seems \_\_\_\_\_ that we will be able to send you a replacement in time.  
(A) unlike  
(B) unlikely  
(C) unlikeable  
(D) unlikelihood

## SAMPLE EXAMINATION

### 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.



*The Ambrosia Hair Salon*

We \_\_\_\_\_ for competent and experienced hair stylists to join our team full time, Monday through Friday.

141. (A) look  
(B) looked  
(C) are looking  
(D) have looked

Our salon is in a lively part of the inner city business area, near the theater district. It attracts an elite clientele, including many celebrities.

Our hair stylists must be creative and work well without \_\_\_\_\_.

142. (A) supervise  
(B) supervisor  
(C) supervised  
(D) supervision

To apply, please send your CV to: [ambrosia@salon.com](mailto:ambrosia@salon.com). Successful candidates \_\_\_\_\_ to pass an in-house training course before working with clients.

143. (A) will  
(B) must  
(C) need  
(D) should

## SAMPLE EXAMINATION

Questions 144–146 refer to the following notice.

### FREE HR SEMINAR

Sponsored by the York HR Society

Friday, November 22<sup>nd</sup> at 8:00 p.m.  
Council Theater  
York

*Healthy Employees = Healthy Profits*  
*Improving Your Bottom Line Through Employee Wellness Programs*

Employers are investing in employee wellness programs that \_\_\_\_\_ incentives to exercise, eat better, and stop smoking.

144. (A) take  
(B) enter  
(C) include  
(D) consist

Many companies have seen their employees' productivity \_\_\_\_\_ because of such programs.

145. (A) rise  
(B) rose  
(C) risen  
(D) to rise

Dr. Felix Bloom will help you determine whether such programs can be implemented successfully at your company. \_\_\_\_\_ will address the kinds of programs available, their costs, and expected outcomes.

146. (A) He  
(B) We  
(C) You  
(D) They

Admission is free, and seats are limited. For more information or to make a reservation, please visit us at: [www.yorkhrsociety.com/seminars/bloom.htm](http://www.yorkhrsociety.com/seminars/bloom.htm).

## SAMPLE EXAMINATION

Questions 147–149 refer to the following memorandum.

### MEMORANDUM

To: Kim Rey, Jonathan Baylor, Mary Kilter  
From: Dan Rich  
Date: June 1, 20\_\_  
Subject: Bonus leave for employees with outstanding performance

Starting January 1, 20\_\_ we will introduce the following \_\_\_\_\_ to our annual leave policy: up to five employees may be awarded special annual bonus leave for outstanding performance.

147. (A) modify  
(B) modified  
(C) modifying  
(D) modification

\_\_\_\_\_ employees will have an additional five days of annual leave credited on January 15.

148. (A) Eligible  
(B) Satisfied  
(C) Available  
(D) Performed

The bonus leave of each year \_\_\_\_\_ for separately and will remain available until used.

149. (A) accounts  
(B) is an account  
(C) would account  
(D) will be accounted

We will have a meeting by the end of December to approve the final list. If you have any questions or comments, please let me know.

## SAMPLE EXAMINATION

Questions 150–152 refer to the following e-mail.

From: Simon Khor  
To: Mr John Myers  
Date: 25 October, 20\_\_  
Subject: payment

Dear Mr Myers:

May we remind you that invoice #02563456 dated July 28, in the amount of \$5,678 is now 90 days \_\_\_\_\_ .

- 150.** (A) delayed  
(B) overdue  
(C) improper  
(D) mistaken

If you are unable to make payment at this time, please contact our office immediately to discuss payment options. We may be able to offer credit \_\_\_\_\_ favorable terms.

- 151.** (A) at  
(B) by  
(C) of  
(D) to

Please \_\_\_\_\_ this notice if your balance has been settled.

- 152.** (A) disregard  
(B) disregarded  
(C) to disregard  
(D) be disregarded

Yours sincerely,

Simon Khor  
Accounting officer

## SAMPLE EXAMINATION

### 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 recipe.

### Grandma's Spaghetti Sauce

This is a slightly sweet spaghetti sauce that my grandmother Emma has been making for as long as anyone in the family can remember. The recipe can easily be doubled, so you can make a lot and freeze it for later use. In fact, my sister and I agree it tastes better after it's been frozen for at least a week!

MAKES 8-10 SERVINGS

1 large can crushed tomatoes  
4 tablespoons tomato paste  
1 cup water  
1 ½ lbs ground beef  
3 tablespoons olive oil  
2 tablespoons sugar  
2 teaspoons cinnamon  
2 teaspoons dried basil  
2 teaspoons dried oregano  
4 garlic cloves  
1 large red onion (whole)  
2-4 tablespoons parmesan cheese

Cook the meat in a skillet until just barely brown; drain any excess grease. Set aside.

In large pot, combine crushed tomatoes and tomato paste. Add water, sugar, cinnamon, garlic, herbs, olive oil and whole onion. Bring to a boil, stirring frequently, until tomato paste is mixed thoroughly.

Reduce to a simmer and add meat. Add parmesan cheese. Simmer for at least 1.5 hours, longer is better. Remove onion.

Serve over cooked spaghetti or other pasta, preferably homemade. Freeze remaining sauce and store for up to 4 months.

153. How is the onion prepared?  
(A) It is chopped.  
(B) It is cut in half.  
(C) It is used whole.  
(D) It is sliced thinly.
154. What is said about the sauce?  
(A) It should not be frozen.  
(B) It should not be allowed to boil.  
(C) It should be allowed to cool before serving.  
(D) It should be served with homemade pasta.



## SAMPLE EXAMINATION

Questions 155–156 refer to the following e-mail.

From: Helen Bauer <h.bauer@activetech.com>  
To: Leslie Gibbons <l.gibbons@activetech.com>  
Cc: Brian Stubbs <b.stubbs@activetech.com>  
Date: November 15th 20\_\_ \_\_ 2:27:04 p.m.  
Subject: Annual Report

Attachments:  
-----

Leslie,

As we discussed in our meeting this afternoon, I'd like you to pull together the data for our annual report.

Here's what I need from you:

- Current budget figures for each department
- A list of notable achievements / major milestones for each department
- A summary of each department, based on the above

I will need this information no later than November 30th.

I have just spoken to Brian and instructed him to make himself available to you (I've copied him on this e-mail). This project has a high priority, and we will shift whatever resources are needed to ensure it is completed on time.

If you have any questions, please feel free to see me in my office.

Thank you,

Helen

155. Why has Helen written to Leslie?  
(A) To reschedule a meeting  
(B) To give her details of a task  
(C) To request a copy of a report  
(D) To inform her about a new colleague
156. What can be inferred about Brian?  
(A) He has been asked to help Leslie.  
(B) He is the head of a department.  
(C) He will supply the budget figures.  
(D) He was at a meeting with Leslie.

## SAMPLE EXAMINATION

Questions 157–158 refer to the following advertisement.

### **Learn ITALIAN!**

Beginner, Intermediate, and Advanced Courses! Scheduling to meet almost any need – classes meet once, twice, or three times a week, and are available mornings, afternoons, or evenings! Choose from standard 8-week courses or 5-week intensive courses.

New classes starting each Monday!

- \*Grammar
- \*Business
- \*Conversation
- \*Review courses
- \*Literature
- \*Children's programs (evenings only)

Take our free online placement test!  
[www.learnitaliantoday.com/placement.asp](http://www.learnitaliantoday.com/placement.asp)

**For more information call (303) 782-4409, or visit us online at: [www.learnitaliantoday.com](http://www.learnitaliantoday.com)**

157. What is true about the courses?
- (A) They last ten weeks.
  - (B) They start each week.
  - (C) They are held every day.
  - (D) They are available online.
158. How are the children's classes different from the others?
- (A) They have fewer students.
  - (B) They have three sessions per week.
  - (C) They are taught at a separate school.
  - (D) They are offered only in the evenings.

## SAMPLE EXAMINATION

Questions 159–161 refer to the following résumé.

Mary Sutton  
144 10<sup>th</sup> Street  
Chesterfield, MO 63005  
[m\\_sutton@largemail.com](mailto:m_sutton@largemail.com)  
Tel: (314) 207-5998

### Objective

I am interested in continuing a challenging career in the Travel Business where my travel and computer experience will be used.

### Experience

#### **2001 to present**

World Travel Tours

- In charge of booking, ticketing, sales and customer service
- Applied knowledge of the SARTRE and ONEWORLD computer systems
- Organized domestic and international group tours and packaged holidays
- Supervised personnel

#### **1995-1999**

TS Corporation

- Installed software for new clients and provided support at their offices
- Developed online message system for members of the programming group
- Supervised and guided new programmers in the team

#### **1992-1994**

Norton High School

- Taught American and English literature
- Prepared lesson plans, tests, reports, projects, school activities
- Editor of school magazine

### Education

*BA in Education*

Major: English Literature

Tiltsdale University

*MA in Computer Science*

Major: Computer Programming

Ohio Technical University

*Online Travel Agent Certificate*

El Cerrito College, CA

159. Which industry is Ms. Sutton interested working in?
- (A) Tourism  
(B) Education  
(C) Publishing  
(D) Technology
160. Where did Ms. Sutton work in 1998?
- (A) TS Corporation  
(B) Tiltsdale University  
(C) World Travel Tours  
(D) Ohio Technical University
161. What is NOT true about Ms. Sutton?
- (A) She took an online course.  
(B) She has worked as an editor.  
(C) She is currently unemployed.  
(D) She taught at Norton High School.

## SAMPLE EXAMINATION

Questions 162–164 refer to the following memorandum.

### MEMORANDUM

From: Janet Reynolds, Human Resources Director  
To: Linda Rodriguez, Research & Development Manager  
Pete Knoff, Quality Control Manager  
Cc: Rebecca Wright  
Date: August 15, 20\_\_  
Subject: Rebecca Wright

As was agreed in our meeting this morning, Rebecca Wright will transfer from the Quality Control department to the Research and Development department on September 1st. Her pay and benefits will remain unchanged; however, she will be eligible for a merit pay increase after a 90-day probationary period.

If you have questions about this, or any other matter, please feel free to stop by my office at any time.

162. Who wrote the memorandum?  
(A) Pete Knoff  
(B) Janet Reynolds  
(C) Linda Rodriguez  
(D) Rebecca Wright
163. What will happen to Ms. Wright?  
(A) She will change companies.  
(B) She will work for Linda Rodriguez.  
(C) She will lose some of her benefits.  
(D) She will transfer her funds to Mr. Knoff.
164. What can be inferred about Ms. Wright?  
(A) Her work is not up to company standards.  
(B) She has been asked to leave the company.  
(C) Her pay will not change for at least 90 days.  
(D) She has approximately two weeks to complete a project.

## SAMPLE EXAMINATION

Questions 165–167 refer to the following article.

### *PulpMate Announces Changes to Plant*

PulpMate, Inc., a paper and cardboard manufacturer, announced plans to upgrade its main production facility in Denver, and noted that the improvements will reduce its carbon dioxide emissions by 70% of current levels, use a third less energy, and will also more than double total production.

Mitch Cohen, spokesperson for PulpMate, said that the work would begin “sometime in the fourth quarter of this year,” and would take approximately 18 months to complete. The estimated cost is \$250 million.

“We’re investing in technology that’s more efficient all the way around. It uses less energy, pollutes less, and allows us to produce more. It’s well worth the costs. And while we think the improvements will give us a competitive edge – our production costs will be lower – we also hope that the rest of our industry follows suit,” said Cohen. “We think that our industry as a whole can do more to save energy and reduce pollution. We’re hoping that our competition will look to us as a model,” Cohen said.

165. What is NOT claimed to be a benefit of PulpMate’s action?
- (A) Decreasing prices
  - (B) Lowering pollution
  - (C) Reducing energy costs
  - (D) Increasing production
166. What does Mr. Cohen claim the company’s action will do?
- (A) Attract more customers
  - (B) Improve his company’s image
  - (C) Reduce the amount of paper it uses
  - (D) Make his company more competitive
167. What does Mr. Cohen imply about his company?
- (A) It is the most profitable one in the industry.
  - (B) It wants other companies to do what it has done.
  - (C) Its production costs are under \$250 million annually.
  - (D) Its carbon dioxide emissions are the lowest in the industry.

## SAMPLE EXAMINATION

Questions 168–171 to the following e-mail.

From: Sun Hee Park <s\_park@taynal.com>  
To: David Michaels <d\_michaels@taynal.com>  
Cc: Harry Durbin <h\_durbin@taynal.com>  
Date: October 31st, 20\_\_ \_\_03:45:49 p.m.  
Subject: Additional information needed

-----

David,

I met with Harry this afternoon to discuss your idea. He likes it, but needs some more specifics. Could you pull together some projections for costs, (including materials, staffing, equipment, and space), and an estimate of the lead time it would take to get up and running once a go-ahead is given? What do you see as potential factors limiting the number of orders we could handle? Harry expressed concern that sourcing raw materials could be an issue. What are your thoughts? Also, do you have a sense of how fast orders could be turned around?

Harry would like you to e-mail the details to him by Friday, if that's possible. Let me know if I can help you with this.

Keep up the good work!

Sun Hee

168. What has David been asked to do?
- (A) Present his idea to Harry
  - (B) Create a sample for approval
  - (C) Send a document to Sun Hee
  - (D) Provide details about his plan
169. What is said to be Harry's concern?
- (A) Finding time
  - (B) Increasing orders
  - (C) Getting supplies
  - (D) Buying equipment
170. What can be inferred about David's idea?
- (A) It will cost a lot of money.
  - (B) It will speed up deliveries.
  - (C) It requires hiring new staff.
  - (D) It involves making a product.
171. What can be inferred about Harry?
- (A) He is David and Sun Hee's boss.
  - (B) He had a similar idea to David's.
  - (C) He thinks David's idea will not work.
  - (D) He considers David a modal employee.

## SAMPLE EXAMINATION

Questions 172–175 refer to the following article.

### *Public Hearing for Balsam Boulevard Extension Project Announced*

The Taylorville Mayor's office today announced a public hearing to discuss the proposed Balsam Boulevard Extension project. The hearing is scheduled for Monday, January 9, at Freemont High School, 257 Balsam Boulevard, Taylorville.

The Balsam Boulevard Extension project was authorized last year as part of Kent County's Master Transportation Plan. The town of Taylorville, Kent County, and the State will pay for the project, which is currently estimated at approximately \$8.9 million, and will take approximately one year to complete.

The project involves extending Balsam Boulevard from Main Street to River Road, with the aim of reducing traffic on Main Street in the Taylorville commercial district.

Aerial photographs and maps of the proposed extension route will be made available for the public to examine, beginning at 6:30 p.m. The hearing will begin at 7:00 p.m. with a presentation by Carmen Cruz, the Mayor of Taylorville. Representatives from the Kent County and State Departments of Transportation will also make presentations. The public will have the opportunity to ask questions and make comments at the end.

"If anyone has concerns about the Balsam Boulevard project, I recommend they attend the hearing," said Charlie Buckman, Kent County's Transportation Supervisor.

Construction on the project is expected to begin in September.

172. What is said about the project?  
(A) It will cost over \$10 million.  
(B) It will take about a year to finish.  
(C) It will be paid for entirely by Kent County.  
(D) It will provide jobs for Taylorville's residents.
173. What can be inferred about Taylorville?  
(A) It will close River Road to traffic.  
(B) It is the largest town in Kent County.  
(C) It has a lot of traffic on Main Street.  
(D) It plans to expand its commercial area.
174. Who is Carmen Cruz?  
(A) The Taylorville mayor  
(B) A Freemont High School teacher  
(C) The Kent County Transportation Supervisor  
(D) A state Department of Transportation representative
175. What will the public be able to do at the hearing?  
(A) Elect a new mayor for Taylorville  
(B) Review maps of the proposed project route  
(C) See historical photographs of Main Street  
(D) Examine copies of the Master Transportation Plan

## SAMPLE EXAMINATION

Questions 176–180 refer to the following article.

### E-Tickets

To maintain profits and cut costs, airlines have begun raising and applying fees and surcharges on everything from excess baggage to seat selection and travel insurance.

An innovative and relatively painless way to reduce cost, according to Rachel Simpson, Director of the International Airlines Association (IAA), has been the introduction of the electronic ticket. Airlines have cut the cost of issuing a ticket from \$10 to \$1, and collectively they save an estimated \$3 billion annually.

According to Ms. Simpson, paper tickets are soon to become collectors' items and museum pieces; the unique paper used to print paper tickets is no longer being supplied to many travel agencies around the world, something that was once unimaginable. A 1990 survey of airline executives asked them for predictions for their industry; while some predicted relatively obvious things like larger planes, and cutbacks in some amenities and services, none predicted that paper tickets would become obsolete.

The first electronic ticket was issued in 1994. U.S. airlines were among the first to adopt electronic tickets on a large scale; most U.S. carriers have been issuing electronic tickets for domestic flights since 1996. However, in countries where technology is less prevalent, or when international itineraries involve many different airlines, paper tickets are more common.

Many believe that market forces will make the complete transition inevitable. As the cost benefits of electronic ticketing become more obvious, most airlines are expected to jump on board and fasten their seat belts.

176. What is claimed about paper tickets?
- (A) They cost \$1 each to issue.
  - (B) They are printed on a special paper.
  - (C) They are preferred by international travelers.
  - (D) They cost the airline industry \$10 billion annually.
177. What are airline executives said to have predicted?
- (A) Electronic tickets would not be popular.
  - (B) Some airline services would be reduced.
  - (C) Paper tickets would eventually be replaced.
  - (D) Competition in the industry would increase.
178. According to the article, what is true about electronic tickets?
- (A) They were introduced in 1994.
  - (B) Some airlines refuse to issue them.
  - (C) Most European airlines issue them.
  - (D) They were developed by airline executives.
179. According to the article, what will most airlines probably do?
- (A) Keep issuing paper tickets
  - (B) Change their reservations systems
  - (C) Charge for issuing electronic tickets
  - (D) Increase the use of electronic tickets
180. The word "prevalent" in paragraph 4, line 3 is closest in meaning to
- (A) favored
  - (B) important
  - (C) advanced
  - (D) widespread



# SAMPLE EXAMINATION

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

From: Louise Mayer  
To: Cynthia Farrell  
CC: Brian Carter  
Date: Monday, 20 March 20\_\_ 09:25:06 a.m.  
Subject: TDZ 2200 Meeting  
Attachments: TDZ 2200 Agenda.docx

Dear Cynthia,

Please find attached a copy of the meeting agenda.

Thank you for agreeing to present in Brian's place on such short notice.

When he gets back on Tuesday 28<sup>th</sup>, please be sure to give him any feedback you receive on your team's campaign.

Louise Mayer

Vice President

## TDZ 2200 MEETING AGENDA

Purpose: To familiarize staff with the TDZ 2200 prior to its introduction to the market; To provide an overview of the planned TDZ 2200 marketing, sales, and service programs; To provide staff an opportunity to ask questions and offer suggestions regarding the TDZ 2200 release.

Date: March 27, 20\_\_  
Place: Conference Room 4  
Time: 9:30 a.m. – 4:00 p.m.  
Attendees: Sales Managers; Marketing Team; Sales Representatives; Customer Service Agents

Topic	Presenter	Format	Time
The TDZ 2200: What it is, who it's for	Sam Ward R & D Team	Presentation	9:30 a.m. – 10:30 a.m.
Coffee Break	-----	Break	10:30 a.m. – 10:45 a.m.
The Marketing Campaign: Main features & selling points	Cynthia Farrell Marketing Team	Presentation	10:45 a.m. – 11:45 a.m.
Coffee Break	-----	Break	11:45 a.m. – Noon
The Sales Strategy: Customers & sales incentives	Karen Lubin Sales Team	Presentation	Noon – 1:00 p.m.
Lunch Break	-----	Break	1:00 p.m. – 1:30 p.m.
Service Considerations: After-sales issues & warranties	Jeremy Lynch Customer Service Team	Presentation	1:30 p.m. – 2:30 p.m.
Coffee Break	-----	Break	2:30 p.m. – 2:45 p.m.
Discussion: Your comments & questions	Open	Discussion	2:45 p.m. – 4:00 p.m.

## SAMPLE EXAMINATION

181. What can be inferred about Brian Carter?  
(A) He designed the TDZ 2200.  
(B) He is in charge of the Sales Team.  
(C) He is responsible for arranging the meeting.  
(D) He was supposed to present the marketing campaign.
182. What will Ms. Farrell probably do on March 28<sup>th</sup>?  
(A) Meet with Mr. Carter  
(B) Present at a meeting  
(C) Send feedback forms  
(D) Demonstrate the TDZ 2200
183. Who will give the talk on Sales Incentives?  
(A) Sam Ward  
(B) Karen Lubin  
(C) Cynthia Farrell  
(D) Jeremy Lynch
184. When does the last presentation end?  
(A) At 1:30 p.m.  
(B) At 2:30 p.m.  
(C) At 2:45 p.m.  
(D) At 4:00 p.m.
185. What can be inferred about the TDZ 2200?  
(A) It is not easy to use.  
(B) It is serviced infrequently.  
(C) It has not been released yet.  
(D) It comes with a two-year warranty.

## SAMPLE EXAMINATION

Questions 186–190 refer to the following e-mail and graph.

From: Daryl Stokes <d.stokes@comfort\_design.com>  
To: All Sales Staff <sales.staff@comfort\_design.com>  
Date: July 7th, 20\_\_ 3:20:11 p.m.  
Subject: Thank You!

-----

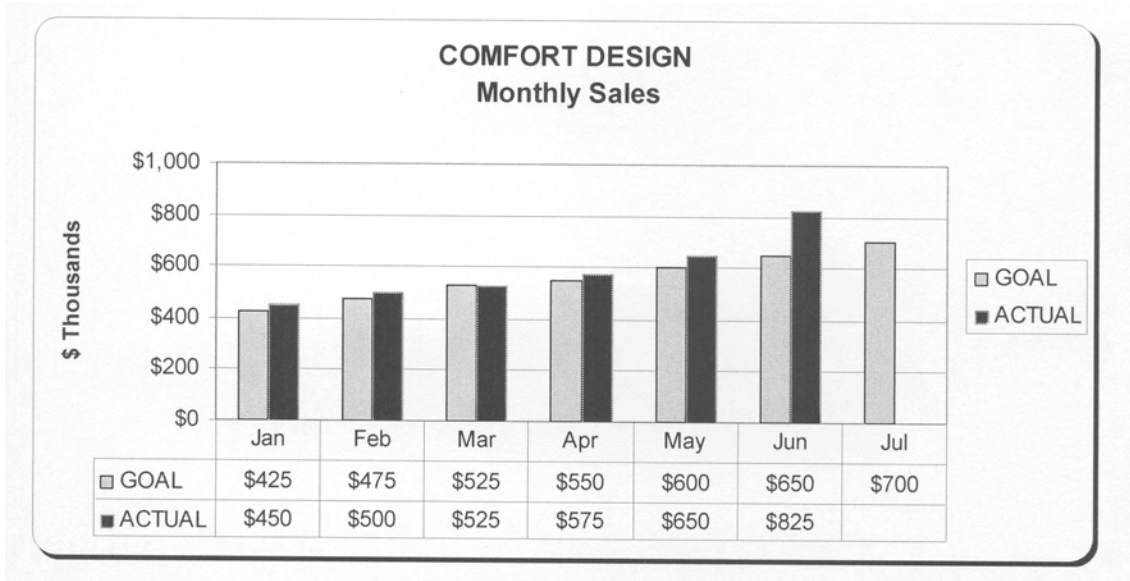
Great news!

The sales figures for June are in, and gross receipts were \$825,000, our highest gross ever! You not only met the sales goal, you surpassed it - and then some! Congratulations, and more importantly, thank you! While it's still too early to make the call, it looks like we're on track to exceed July's goal, as well.

As partial thanks for all your good work, I'm inviting everyone to the conference room tomorrow at 4:00 for a celebration. I've arranged for a caterer to bring sandwiches and snacks, beverages, and desserts. So come hungry, and leave your work at your desk!

Again, thank you everyone for an outstanding job!

-Daryl-



## SAMPLE EXAMINATION

186. What does Daryl report about sales?  
(A) They are better than expected.  
(B) They have been slowing down.  
(C) Some regions are selling more than others.  
(D) Some products are selling better than others.
187. What does Daryl claim to have done?  
(A) Invited a guest to speak to staff  
(B) Changed the monthly sales goals  
(C) Arranged for food to be brought in  
(D) Scheduled a meeting for all sales staff
188. What does the graph reveal about Comfort Design?  
(A) It has set its sales goals too high.  
(B) It has lowered its goals over time.  
(C) It has been meeting its sales goals.  
(D) It has missed its goals in most months.
189. What can be inferred about sales for Comfort Design?  
(A) They are expected to increase to \$100,000.  
(B) They are expected to decrease to \$700,000.  
(C) They have never been lower than \$425,000.  
(D) They have never been higher than \$825,000.
190. What does Daryl expect to happen?  
(A) Sales staff will work overtime.  
(B) The meeting will end at 4:00 p.m.  
(C) Sales for July will be at least \$700,000.  
(D) The sales goal for July will be easier to meet.

## SAMPLE EXAMINATION

Questions 191–195 refer to the following letter and invoice.

**INNES AEROSPACE**

225 Fordham Road  
Lowell, TX

June 1, 20\_\_

Mr. Adrian Palmer  
Triassic Industries  
1201 Feldspar Road  
Elizabeth, NJ

RE: Order # TI1285720

Dear Mr. Palmer:

We have reviewed our records and found that the correct price for IA50 Advanced Thrusters you ordered is indeed \$55,000 not \$80,000 as was indicated on your invoice.

Thank you for calling attention to our error. We regret any inconvenience this may have caused you.

A corrected invoice accompanies this letter.

Please note that we have applied a 10% discount to the original shipping and handling fees as a token of our appreciation for your patience and understanding in this matter.

We value your business and look forward to serving you again in the future. If you have any questions, please do not hesitate to call.

Sincerely,

Anne Trujillo  
Billing Department

Encl: invoice

# SAMPLE EXAMINATION

## INNES AEROSPACE

225 Fordham Road  
Lowell, TX

June 1, 20\_\_

## INVOICE

Mr. Adrian Palmer  
Triassic Industries  
1201 Feldspar Road  
Elizabeth, NJ

Order #: T11285720  
Invoice #: IA548732

Description	Quantity	Price (Each)	Total	Status
IA50 Advanced Thruster	3	\$55,000	\$165,000	Shipped 5/20
Custom Chassis	3	\$12,000	\$36,000	Shipped 5/20
IA14 Low-Noise Precision Instrumentation Amplifier	1	\$8,000	\$8,000	Shipped 5/20
Subtotal:				\$209,000
Shipping:				\$15,000
Subtotal:				\$224,000
Discount:				\$1,500
Total:				\$222,500
Amount Due:				\$222,500

### Notes:

This invoice supersedes invoice #: IA548731 and reflects a shipping discount.

191. Why has Ms. Trujillo written the letter?  
(A) To offer a discount  
(B) To respond to a complaint  
(C) To clarify a shipping policy  
(D) To announce a product release
192. What accompanies the letter?  
(A) A refund  
(B) A sample  
(C) An invoice  
(D) A catalogue
193. What does Ms. Trujillo claim her company has done?  
(A) Discounted a fee  
(B) Changed its pricing  
(C) Sent additional goods  
(D) Updated an order form
194. What is true about invoice #: IA548731?  
(A) Its total came to \$224,000.  
(B) The IA14 was not included.  
(C) The IA50s were billed at \$80,000 each.  
(D) It was for an order placed on June 1<sup>st</sup>.
195. In the second text, the word "supersedes" in the last line of the text is closest in meaning to  
(A) shows  
(B) comes  
(C) corrects  
(D) replaces

## SAMPLE EXAMINATION

Questions 196–200 refer to the following letter and e-mail.

### GLASWELL PUBLISHING

1440 Broadway  
Philadelphia, PA

April 10 20\_\_

Mr. Phillip Hill  
921 Westfield Drive  
Philadelphia, PA

Dear Mr. Hill,

I read with interest your recent article in *History Club Magazine*, and I would like to discuss the possibility of your contributing to the forthcoming *History of Small Party Politics* for Glaswell Publishing. A longer, more in-depth version of your article would fit well with the current outline of the book, and could be a chapter on its own.

I would like to schedule a time to discuss all this with you, either by phone, or here at our offices, which are close to where you live. Would you please e-mail me to let me know whether you are interested in collaborating with us, and if so, when you would be available to discuss the details?

I look forward to hearing from you.

Sincerely,

*Alice Ray*

Alice Ray,  
Commissioning Editor  
Glaswell Publishing

e-mail: a\_ray@laswellpub.com  
Tel: (215) 247-4780

From: p\_hill@treemail.com  
To: a\_ray@glaswellpub.com  
Date: April 14, 20\_\_ 2:14:08 p.m.  
Subject: History of Small Party Politics

Dear Ms. Ray,

Thank you for your letter inviting me to collaborate with you. Your book project sounds interesting, and I would be happy to re-work my article into a full chapter - in fact, I have a lot of material on hand that I had wanted to put into the article, but could not, due to *History Club Magazine's* limits on length.

Unfortunately, I'm engaged in other projects at the moment, which will take me through to the end of the year. The earliest I could take on a new project would be January. I have nothing else scheduled for then, so I would be able to work on writing the chapter full-time. I realize that is some eight months away, and will understand if you cannot wait until then. If you do have the luxury of time, and are willing to wait until January for me to begin, then please call me at (215) 561-9106, and we can discuss in more detail your vision of what the chapter should look like.

Again, thank you for writing to me. I hope we are able to work together.

Sincerely,  
Phillip

## SAMPLE EXAMINATION

196. What can be inferred about Mr. Hill?  
(A) He is looking for new projects.  
(B) He lives near Glaswell Publishing.  
(C) He is an editor at *History Club Magazine*.  
(D) He has written several history books.
197. What does Ms. Ray learn from Mr. Hill's e-mail?  
(A) That he is not able to begin until January  
(B) That he will need eight months to complete the chapter  
(C) That he was previously employed by Glaswell Publishing  
(D) That he did not write the article in *History Club Magazine*
198. How would Mr. Hill's contribution to *History of Small Party Politics* differ from his article?  
(A) It would be less detailed.  
(B) It would contain new material.  
(C) It would discuss a different topic.  
(D) It would be co-written with Ms. Ray.
199. What will Ms. Ray and Mr. Hill probably discuss next?  
(A) What time to meet  
(B) How to divide their work  
(C) Which chapter to begin with  
(D) Whether they can work together
200. In the first text, paragraph 2, line 2, the word "collaborating" is closest in meaning to  
(A) writing  
(B) joining  
(C) meeting  
(D) working



LISTENING SECTION

- 1 (A B C D) 26 (A B C D) 51 (A B C D) 76 (A B C D)
2 (A B C D) 27 (A B C D) 52 (A B C D) 77 (A B C D)
3 (A B C D) 28 (A B C D) 53 (A B C D) 78 (A B C D)
... 25 (A B C D) 50 (A B C D) 75 (A B C D) 100 (A B C D)

READING SECTION

- 101 (A B C D) 126 (A B C D) 151 (A B C D) 176 (A B C D)
102 (A B C D) 127 (A B C D) 152 (A B C D) 177 (A B C D)
103 (A B C D) 128 (A B C D) 153 (A B C D) 178 (A B C D)
... 125 (A B C D) 150 (A B C D) 175 (A B C D) 200 (A B C D)

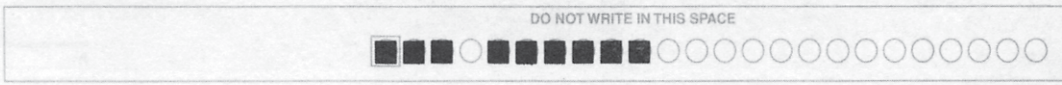
10 GROUP CODE (if assigned)
0 0 0 0 0
1 1 1 1 1
2 2 2 2 2
3 3 3 3 3
4 4 4 4 4
5 5 5 5 5
6 6 6 6 6
7 7 7 7 7
8 8 8 8 8
9 9 9 9 9

11 QUESTIONNAIRE RESPONSES
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18
A A A 0 0 A A A A A A A A A A A A A
B B B 1 1 B B B B B B B B B B B B B
C C C 2 2 C C C C C C C C C C C C C C C
D D D 3 3 D D D D D D D D D D D D D D D
E E E 4 E E E E E E E E E E E E E E E
F F F 5 F F F F F F F F F F F F F F F
G G G 6 G G G G G G G G G G G G G G G
H H H 7 H H H H H H H H H H H H H H H
I I I 8 I I I I I I I I I I I I I I I
J J J 9 J J J J J J J J J J J J J J J

12 CUSTOM 1 CUSTOM 2 CUSTOM 3
0 0 0 0 0 0 0 0 0
1 1 1 1 1 1 1 1 1
2 2 2 2 2 2 2 2 2
3 3 3 3 3 3 3 3 3
4 4 4 4 4 4 4 4 4
5 5 5 5 5 5 5 5 5
6 6 6 6 6 6 6 6 6
7 7 7 7 7 7 7 7 7
8 8 8 8 8 8 8 8 8
9 9 9 9 9 9 9 9 9

13 SIGNATURE AND DATE: Please copy the statement below (do not print) and sign your name as you would an official document.
I hereby agree to the conditions set forth online at www.ets.org/toEIC and/or Examinee Handbook and certify that I am the person whose name appears on this answer sheet.
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

ETS Copyright © 2006. EDUCATIONAL TESTING SERVICE, ETS, ETS logo, and TOEIC are registered trademarks of Educational Testing Service.



00378 • 54653 • TF66E100 • Printed in U.S.A.
mh06178 Q3252-1,2

# Transcript

# TRANSCRIPT

## EXAMINATION 6

### 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.

Look at the example item below.

Now listen to the four statements.

- (A) They're leaving the room.
- (B) They're turning on the machine.
- (C) They're standing near the table.
- (D) They're reading the newspaper.

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.

Now Part 1 will begin.

Look at the picture marked number 1 in your test book.

- 1. (A) He's going up the stairs.
- (B) He's feeding his dog.
- (C) He's staring into space.
- (D) He's walking his dog.

Look at the picture marked number 6 in your test book.

- 6. (A) She's checking the time.
- (B) She's late for an appointment.
- (C) She's looking for a clock.
- (D) She's watching the road.

Look at the picture marked number 2 in your test book.

- 2. (A) Pages are being printed.
- (B) Paper is loaded into the copier.
- (C) The printer is under the desk.
- (D) The newspaper is on top of the copier.

Look at the picture marked number 7 in your test book.

- 7. (A) The bookcase is full of books.
- (B) The books are stacked on the floor.
- (C) The books are neatly arranged on the shelf.
- (D) The books have fallen from the shelf.

Look at the picture marked number 3 in your test book.

- 3. (A) He's hanging up his jacket.
- (B) He's putting on a tie.
- (C) He's taking off his jacket.
- (D) He's trying on a shirt.

Look at the picture marked number 8 in your test book.

- 8. (A) The boats are passing under the bridge.
- (B) The bridge crosses over the river.
- (C) The bridge allows cars to go over the canyon.
- (D) The drawbridge has been raised.

Look at the picture marked number 4 in your test book.

- 4. (A) He's carrying his baggage.
- (B) He's pulling a suitcase.
- (C) He's collecting his luggage.
- (D) He's walking down the aisle.

Look at the picture marked number 9 in your test book.

- 9. (A) Only one lane is open to traffic.
- (B) The cars are parked in a lot.
- (C) The cars are exiting a tunnel.
- (D) There are many cars on the highway.

Look at the picture marked number 5 in your test book.

- 5. (A) She's closing the car door.
- (B) She's driving a taxi.
- (C) She's getting into a cab.
- (D) She's paying her taxes.

Look at the picture marked number 10 in your test book.

- 10. (A) Coffee is being poured into the cup.
- (B) The cup is next to the spoon.
- (C) The mug has a broken handle.
- (D) The spoon is in the mug.

# TRANSCRIPT

## 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.

For example, you will hear: Where is the meeting room?

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

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

Now let us begin with question number 11.

- |   |  |
|---|--|
| 11. Has the virus been removed from our server?<br>(A) Yes, but we lost some data.<br>(B) I've made a doctor's appointment.<br>(C) Not yet, but we're serving now.  | 19. Couldn't they just e-mail us the contracts?<br>(A) I'd rather we didn't.<br>(B) Sure, why don't we?<br>(C) I don't see why they couldn't.                                      |
| 12. Wasn't my car scheduled for an oil change?<br>(A) Yes, would you like to schedule one?<br>(B) I recommend you change your oil more often.<br>(C) Sorry, but I don't have you down for one.                        | 20. Don't forget to take your book.<br>(A) I've already booked online.<br>(B) Oh, thanks for reminding me.<br>(C) When do you want me to return it?                                |
| 13. Are you driving or flying?<br>(A) Yes, we're going to.<br>(B) Actually, I like both.<br>(C) We've decided to fly.   | 21. What should we do about the damaged goods we received?<br>(A) Call and complain.<br>(B) Offer the customer a refund.<br>(C) Send them replacements.                            |
| 14. What do you do?<br>(A) I'm still looking for a job.<br>(B) Fine thanks, and you?<br>(C) Yes, I've already done that.  | 22. Wouldn't it be better if we called them first?<br>(A) I don't know what they're called.<br>(B) Me too. I like the first one better.<br>(C) No, let's wait for them to call us. |
| 15. When do you get your results back?<br>(A) I get back early on Friday.<br>(B) On the first of December.<br>(C) Just put it back in the drawer, please.   | 23. Why haven't we replied to Barney's letter yet?<br>(A) I thought we had.<br>(B) Barney's already replied.<br>(C) Our mail hasn't arrived yet.                                   |
| 16. Haven't we seen this proposal before?<br>(A) Yes, we sent it in before the deadline.<br>(B) No, not until Richard sees it first.<br>(C) Yes, it's similar to one we got yesterday.                                | 24. Do we pay for it now or later?<br>(A) We'll send you a bill.<br>(B) Yes, it's later than I thought.<br>(C) We get paid once a month.   |
| 17. The buses run every 15 minutes, don't they?<br>(A) No, they usually work out for an hour.<br>(B) During the day, but every half hour in the evenings.<br>(C) Yes, you need to take the 45 to the end of the line. | 25. Whose turn is it to make the coffee?<br>(A) I'll do it.<br>(B) It is, isn't it?<br>(C) I like coffee.  |
| 18. Will you be gone long?<br>(A) Yes, I'll be long gone by then.<br>(B) No, I'll be back before lunch.<br>(C) No, I'll have company.   | 26. Are you planning to go to the tax seminar?<br>(A) No, I'm taking the subway.<br>(B) Yes, and I learned a lot.<br>(C) Yes, it sounds interesting.                               |

## TRANSCRIPT

27. Where are they serving lunch?  
(A) I'm not hungry yet.  
(B) In the main dining room.  
(C) The Chef salad looks good.
28. How come you don't wear your glasses anymore?  
(A) I got contacts.  
(B) They're on the table.  
(C) I bought new ones.
29. When does the plenary start?  
(A) From the beginning.  
(B) The schedule says 9:30.  
(C) Yes, in the main auditorium.
30. What do the letters CEO stand for?  
(A) He won't stand for any more mistakes.  
(B) It's an abbreviation for Chief Executive Officer.  
(C) She wrote to him about it.
31. Have his reservations been confirmed?  
(A) Unfortunately, this table's reserved.  
(B) Yes, he still has reservations about it.  
(C) Not yet. We're waiting for the fax.
32. I think the scanner's not working.  
(A) Call Spiros, he handles equipment issues.  
(B) It's his day off today.  
(C) I just saw him a minute ago.
33. How much sales growth do they project?  
(A) Because the project's been canceled.  
(B) They're expecting at least six percent over last year.  
(C) True, but that's due to increased sales.
34. Lisa did say she'd take the packages to the post office, didn't she?  
(A) Has she said whether she's going?  
(B) She didn't have enough stamps.  
(C) Yes, she said she'd take care of it.
35. Who brought the doughnuts?  
(A) From the bakery on the corner.  
(B) Mary did. Wasn't that nice of her?  
(C) No, sorry I forgot to bring them.
36. Should we put Richard in charge of the Mexico project?  
(A) Yes, he's already charged the account.  
(B) He's a logical choice; he speaks the language.  
(C) No, he would be better on the Mexican project.
37. Would you mind getting the door for me?  
(A) Not at all. Here you go.  
(B) I'll bring it to you later.  
(C) It's the last door on your left.
38. You might want to take your jacket with you.  
(A) No, thanks I've got one.  
(B) True, it might get cold later.  
(C) I think the other one matches better.
39. I'm sorry, you told me your name earlier, but I forgot.  
(A) Just call him Nick.  
(B) I think that's her name.  
(C) No problem, it's Susan.
40. When did you say you're moving?  
(A) On the first.  
(B) To the third floor.  
(C) No, not yet.

### 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.

Now let us begin with question number 41.

#### Questions 41 through 43 refer to the following conversation.

**W:** Hello, I'm calling to see if our club might be able to reserve your restaurant for a private dinner party. Your cashier said you sometimes do that.

**M:** Yes, in the evenings. We're only open for breakfast and lunch, but we do take reservations for dinner parties.

**W:** Do you have a dinner menu? How does that work?

**M:** You can choose from our menu or we can help you put one together. But we'll need a minimum of thirty guests, and at least two days' notice. What are your dates and how many people are you expecting?

# TRANSCRIPT

- 41. What is true about the restaurant?
- 42. What will the woman be required to do?
- 43. What does the man want to know?

## Questions 44 through 46 refer to the following conversation.

- M:** I really like this song. Who sings it?  
**W:** It's Maya. This is one of the songs on their latest album. They're my all-time favorite group. I saw them live last year and they were fantastic, dressed up in the craziest outfits you've ever seen. So what do you think of them?  
**M:** Their lyrics are really good, but there's too much bass for my taste. You wouldn't happen to have this album, would you? I'd like to hear a bit more from them before I buy it.  
**W:** Not this one yet, but I've got their first one if you want to borrow it.
- 44. What is true about Maya?
  - 45. What does the man like about Maya?
  - 46. What does the woman offer to do?

## Questions 47 through 49 refer to the following conversation.

- M:** Hi, Jennifer. Tracey told me that you're going to be presenting in Tokyo next week. I just gave a similar talk a few weeks ago, and I thought you might be able to use my slides and handouts.  
**W:** Really? That would be great. I was actually worried about finding the time to put the presentation together. I mean, I have some material, but it's not really ready yet.  
**M:** Well, I think you can probably take what I've got and make some minor adjustments. I'll drop everything by your office this afternoon.  
**W:** Thanks, I really appreciate it.
- 47. Why has the man gone to see the woman?
  - 48. How does the woman feel?
  - 49. What does the man say he will do?

## Questions 50 through 52 refer to the following conversation.

- W:** Have they selected a winner yet?  
**M:** I'm not sure. They said they'd be sending out notices sometime this week.  
**W:** We'll I'm sure you won. Your photos are amazing, especially the one of the runner crossing the finish line in that race. How could they not pick you?  
**M:** Well, I don't know. There's a lot of competition.
- 50. What are the speakers discussing?
  - 51. What is probably true about the man?
  - 52. What best describes the man's character?

## Questions 53 through 55 refer to the following conversation.

- W:** Is Vicky still looking for a job? There's a position opening up in my department that she might be interested in.  
**M:** Yes, actually, she is. What kind of work are we talking about?  
**W:** Well, they're looking for someone to fill in temporarily for one of the accountants who's going on maternity leave. I thought with Vicky's background, she might fit in well.  
**M:** It sounds like a good opportunity, but it's also only temporary. Vicky's looking for something permanent. But thanks for thinking of her.
- 53. What does the woman say about the job?
  - 54. What is true about Vicky?
  - 55. What is the man's opinion about the job?

## Questions 56 through 58 refer to the following conversation.

- M:** Hey, Debra, welcome back. How was the trip? How was the flight?  
**W:** Long. Nine hours nonstop. But New York was great, two whole weeks of shopping and seeing friends. I didn't check my e-mail the whole time I was there. I'm almost afraid to now.  
**M:** So you probably don't know that we have a meeting with Lewis tomorrow at nine. And you're supposed to make a presentation ...

# TRANSCRIPT

- W:** Looks like I won't be leaving early tonight.  
56. What is true about the woman?  
57. What does the woman find out?  
58. What will the woman probably do?

**Questions 59 through 61 refer to the following conversation.**

- M:** I'm here about your tire replacement offer. Four 4-ply all-weather tires for four-fifty including installation and balancing, is that right?  
**W:** Well, the tires are four-fifty. But installation and balancing are another hundred. I'm afraid our advertising company didn't make that clear in the ads.  
**M:** Oh. Still, five-fifty isn't bad. Can you take me now and get me out of here before one? I've got a two o'clock meeting across town.  
**W:** Sorry, but it's already eleven o'clock and there are four people ahead of you. Why not make an appointment now so you're first in line tomorrow?
59. Where is this conversation taking place?  
60. When is this conversation probably taking place?  
61. What does the woman suggest that the man do?

**Questions 62 through 64 refer to the following conversation.**

- W:** I had a look at the new website. It's good! Very attractive! And hard to believe we did it all in-house! It's a huge improvement over the old design.  
**M:** Yes, we've got some good people in both IT and advertising.  
**W:** What I'd like to see now is some promotion. Let's get it up on some social media sites, like FaceFact and Whisper, and maybe some of the professional ones, too.  
**M:** I'll look into it. We can all join one, and then mention our site in our profiles. I hate social media sites, but they're good for free advertising!
62. What can be inferred about the company's website?  
63. What does the woman ask the man to do with the website?  
64. What does the man say about social media sites?

**Questions 65 through 67 refer to the following conversation.**

- M:** Oh no, I've ripped my jacket. Guess I'll have to get a new one.  
**W:** Let me take a look at it ... Oh, that's nothing. I'm sure it can be fixed.  
**M:** To tell you the truth, I was getting tired of this jacket anyway. It's never fit me that well and I've never really liked the color.  
**W:** Well, don't throw it away. At least donate it to a charity organization.
65. What can be inferred about the man?  
66. What does the man say about his jacket?  
67. What does the woman imply?

**Questions 68 through 70 refer to the following conversation.**

- M:** Have you heard back from the advertising agency yet? It's been over a month since we've received anything from them.  
**W:** I know. I've e-mailed them and left messages with them, but they never respond. I think we should start looking for another agency.  
**M:** It may come to that, but why don't you try calling them one more time?
68. What is the problem?  
69. What does the woman suggest they do?  
70. What does the man ask the woman to do?

## 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.

# TRANSCRIPT

## Questions 71 through 73 refer to the following advertisement.

**Man:** PetaByte Stores are having a seven-day sales marathon starting Monday December 11<sup>th</sup> and ending Sunday December 17<sup>th</sup>. Netbooks, wireless scanners, printers and game consoles are all reduced by between ten and thirty-five percent! Red Shark and Blue Ray DVDs are up to forty percent off! Terrabyte wireless hard drives are half off. So what are you waiting for! Come to any of our ten metro area PetaByte Stores and find the best deals and equipment in this world. Supplies are limited, so don't get left out!

71. What can be inferred about PetaByte Stores?
72. What is the maximum discount on Red Shark DVDs ?
73. What is said about Terrabyte wireless hard drives?

## Questions 74 through 76 refer to the following voicemail message.

**Woman:** Hi Jeremy, this is Sandra. I've made the reservations for the Black Light Restaurant at eight p.m., but I'll be working at the office a little bit longer so I won't have time to go home as planned. So, forget about picking me up from home, we'll just meet there instead. The Black Light Restaurant's easy to find. You know the central post office on Cinnamon Street, just go past it and turn right at the traffic lights, onto Coconut Street. You'll see it on your left. But unfortunately, you won't be able to find any parking on that street, especially at that time of the night. Your best bet would be to park in the garage at the corner of Lemon and Orange Street which is only a block away from the restaurant. See you there!

74. Why has Sandra called Jeremy?
75. Where is the restaurant?
76. What does the speaker suggest?

## Questions 77 through 79 refer to the following report.

**Man:** Willy Bacall here with this week's theater report. The latest show at the Bijou is *Twinkle*, a brilliant musical adaptation of the classic children's story of the same name by Charlie Walker. It features the music of Tomas Bryner and the choreography of Keiko Watanabi in the first of what's hoped to be many collaborations. Director Lee Fong's choice of Susie Maynard as the lead makes *Twinkle* a must-see! Judging from last night's crowd reaction, tickets may be difficult to come by, despite their price. See you next week!

77. What is true about *Twinkle*?
78. What can be inferred about the speaker?
79. What does the speaker imply about tickets?

## Questions 80 through 82 refer to the following voicemail message.

**Woman:** Hello, Ms. Richmond. My name is Phoebe Daniels from Packard Industries, calling to tell you that we'll need to reschedule today's meeting for three-thirty instead of one-thirty. I'm afraid Mr. Jackson's earlier meeting is running over, and that's throwing our whole schedule off. I'm sorry for the inconvenience, but I hope you understand that these things sometimes happen. I've sent you an e-mail about this, but I wanted to make sure you got the message – we wouldn't want you to travel here all the way from home and then have to wait. Again, I apologize for the short notice. Please call me if three-thirty isn't going to work for you, and we'll reschedule for a time that's more convenient for you. Thank you, bye.

80. What is the purpose of the call?
81. What does Phoebe Daniels say she has done?
82. What can be inferred about Ms. Richmond?

## Questions 83 through 85 refer to the following introduction.

**Man:** Coming up next, we'll be interviewing Ron Johnson, who I'm sure you'll remember as the only basketball player to have ever scored over three thousand points in one season. We'll be asking him about his retirement and he will be reliving some of his greatest moments. We'll ask him to talk a little bit about the way the game has changed over the years, and how today's players compare to those of his generation. We'll also be asking him his opinion about the controversial plans to build a billion-dollar stadium downtown for his old team, the Firebirds. Later on we'll open the phone lines and you can call in and ask him your own questions.

83. What is true about Ron Johnson?
84. What is implied about the stadium?
85. What is the audience invited to do?



# TRANSCRIPT

## Questions 86 through 88 refer to the following talk.

**Woman:** I think this would be an ideal location for your new store. There's a lot of foot traffic, plus there's plenty of free parking in the basement, not to mention convenient access to public transportation. Even though the space is not quite as large as you were looking for, it makes up for this by being in a great location. I'm not sure whether you've had a chance to check out the other stores in the mall, but yours will be the only designer-label clothing store, which I think will make your store unique, and a destination for shoppers.

- 86. Who is the speaker probably addressing?
- 87. What is implied about the listeners?
- 88. What does the speaker praise about the mall?

## Questions 89 through 91 refer to the following talk.

**Man:** Before we leave, I want to remind you all that our CEO's visiting our office on Monday, so this weekend we're giving the office an *extra* thorough cleaning. Both the interior and exterior of our building will be cleaned and the exterior painted. The carpets will be shampooed, the windows and the walls will be washed. Please be sure to put away all your papers in your file cabinets and take down any pictures or calendars or anything else hanging from your walls and don't forget to place your chair on your desk. When we return on Monday, it'll be like entering a new office.

- 89. What will happen on Monday?
- 90. Who is the speaker addressing?
- 91. What is the audience asked to do?

## Questions 92 through 94 refer to the following telephone menu.

**Woman:** Thank you for calling Easy Bank. Please listen carefully to the following menu options. To report a lost or stolen credit card, press one. To check your credit card balance, press two. To check the balance of your savings account, press three. To check the balance of your credit account, press four. To transfer money between accounts, press five. For information about loans, press six. To speak to one of our representatives, press nine. For all other services, please visit the bank. To repeat this menu, press eight.

- 92. Which number would a caller press to report a lost credit card?
- 93. How can customers transfer money between accounts?
- 94. Why would a customer press nine?

## Questions 95 through 97 refer to the following announcement.

**Man:** Good morning and welcome aboard the ten-thirty Super express train to Greenville. Our first stop is Pinecliff, then onto to Redbrooke, Brunswick, Carlton and finally arriving in Greenville. Our travel time to Greenville is approximately seven hours. Please have your tickets ready for inspection. Passengers without tickets can purchase them from the ticket inspector. Passengers are reminded to keep all aisles clear and place their luggage on the racks above their seats. The dining car is located in the middle of the train and serves a variety of beverages and food. Both cash and major credit cards are accepted. The car will be opening after the train leaves the station. We will be leaving in a few minutes. Have a pleasant trip.

- 95. What are passengers asked to do?
- 96. What is the train's final destination?
- 97. What is true about the dining car?

## Questions 98 through 100 refer to the following talk.

**Woman:** As you know, your department is ten thousand dollars over budget for the first quarter. Of course, there are good reasons for this, that's not the issue. But I do need you to try to stick to the original budget. That means you'll have to try to make up the first-quarter spending by decreasing spending in the remaining quarters. So, what I'd like you to do is make a list of the purchases you currently have scheduled. After you've done that, we'll meet to go over the list and see what items we can cut, or push back until the next fiscal year. I'm sure we'll be able to make up most – if not all – of the overspending by making small cutbacks and delays.

- 98. What is the problem?
- 99. What does the speaker want to do?
- 100. What does the speaker ask for?

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

# Annotations

# ANNOTATIONS

## EXAMINATION 6

### PART 1

1. (D) The picture shows a man taking his dog for a walk.
2. (A) The picture shows pages coming out of a printer, *pages are being printed*.
3. (C) The picture shows a man removing his jacket, *taking off his jacket*.
4. (B) The picture shows a man pulling a suitcase behind him.
5. (C) The picture shows a woman *getting into a taxi*.
6. (A) The picture shows a woman looking at her watch, *checking the time*.
7. (C) The picture shows books that are lined up neatly on a book shelf, *neatly arranged on the shelf*.
8. (B) The picture shows a bridge spanning a river, it *crosses over the river*.
9. (D) The picture shows a highway full of cars, *many cars on the highway*.
10. (D) The picture shows a spoon in a cup.

### PART 2

11. (A) *Yes, but we lost some data* is an appropriate response to a yes/no question asking about a computer threat.
12. (C) *Sorry, but I don't have you down for one* is an appropriate response to a negative yes/no question asking for confirmation and expressing mild annoyance.
13. (C) *We've decided to fly* is an appropriate response to a choice question asking about a course of action.
14. (A) *I'm still looking for a job* is an appropriate response to a function question.
15. (B) *On the first of December* is an appropriate response to a *when* question requesting details.
16. (C) *Yes, it's similar to one we got yesterday* is an appropriate response to a negative yes/no question.
17. (B) *During the day, but every half hour in the evenings* is an appropriate response to a tag questions asking for confirmation.
18. (B) *No, I'll be back before lunch* is an appropriate response to a yes/no question asking about duration of an absence.
19. (C) *I don't see why they couldn't* is an appropriate response to a suggested course of action.
20. (B) *Oh, thanks for reminding me* is an appropriate response to a statement of reminder.
21. (A) *Call and complain* is an appropriate response to a *what* question asking for advice about receiving damaged goods.
22. (C) *No, let's wait for them to call us* is an appropriate response to yes/no question suggesting a course of action.
23. (A) *I thought we had* is an appropriate response to a negative *why* question asking about a reason for not replying.
24. (A) *We'll send you a bill* is an appropriate response to a choice question asking for payment options.
25. (A) *I'll do it* is an appropriate response to a *who* question suggesting that someone else is to make the coffee.
26. (C) *Yes, it sounds interesting* is an appropriate response to a yes/no question enquiring about attending a seminar.
27. (B) *In the main dining room* is an appropriate response to a *where* question.
28. (A) *I got contacts* is an appropriate response to a *how come* question asking about a change in a habitual situation.
29. (B) *The schedule says 9:30* is an appropriate response to a *when* question asking about an event starting time.
30. (B) *It's an abbreviation for Chief Executive Officer* is an appropriate response to the request for a definition.
31. (C) *Not yet* is an appropriate response to a yes/no question in the present perfect.
32. (A) *Call Spiros, he handles equipment issues* is an appropriate suggestion to an indirect request for help.
33. (B) *... six percent over last year* is an appropriate response to a *how much* question asking about sales growth.
34. (C) *Yes, she said she'd take care of it* is an appropriate response to a tag question with *do* asking for confirmation.
35. (B) *Mary did* is an appropriate response to a *who* question regarding an action that was taken.
36. (B) *He's a logical choice; he speaks the language* is an appropriate response to a suggestion about an employee's suitability.
37. (A) *Not at all. Here you go* is an appropriate response to a request for assistance.
38. (B) *True, it might get cold later* is an appropriate response to a statement implying that a jacket may be needed.

## ANNOTATIONS

39. (C) *No problem, it's Susan* is an appropriate response to an indirect question asking for someone to repeat her name.
40. (A) *On the first* is an appropriate response to a *when* question.

### PART 3

41. (B) This is supported by *We're only open for breakfast and lunch.*
42. (C) This is supported by *But we'll need a minimum of thirty guests, and at least two days' notice.*
43. (A) This is supported by *What are your dates and how many people are you expecting?*
44. (B) This is supported by *This is one of the songs on their latest album and ... I've got their first one.*
45. (A) This is supported by *Their lyrics are really good.*
46. (C) This is supported by *I've got their first one if you want to borrow it.*
47. (A) This is supported by *... I thought you might be able to use my slides and handouts.*
48. (C) This is supported by *Really? That would be great. I was actually worried ... and Thanks, I really appreciate it.*
49. (A) This is supported by *I'll drop everything by your office this afternoon.*
50. (A) This is supported by *Have they selected a winner yet?*
51. (C) This is supported by *... your photos are amazing.*
52. (B) This is supported by *Well, I don't know. There's a lot of competition.*
53. (B) This is supported by *... they're looking for someone to fill in temporarily.*
54. (D) This is supported by *... someone to fill in temporarily for one of the accountants ... and I thought with Vicky's background, she might fit in well.*
55. (B) This is supported by *... but it's also only temporary. Vicky's looking for something permanent.*
56. (C) This is supported by *... New York was great, two whole weeks of shopping and seeing friends.*
57. (B) This is supported by *And you're supposed to make a presentation.*
58. (A) This is supported by *Looks like I won't be leaving early tonight.*
59. (D) This is supported by *I'm here about your tire replacement offer.*
60. (A) This is supported by *Sorry, but it's already eleven o'clock.*
61. (B) This is supported by *Why not make an appointment now so you're first in line tomorrow?*
62. (C) This is supported by *It's a huge improvement over the old design.*
63. (C) This is supported by *What I'd like to see now is some promotion.*
64. (B) This is supported by *... but they're good for free advertising.*
65. (D) This is supported by *... I'll have to get a new one and I was getting tired of this jacket anyway.*
66. (C) This is supported by *It's never fit me that well.*
67. (D) This is supported by *... don't throw it away. At least donate it to a charity organization.*
68. (B) This is supported by *It's been over a month since we've received anything from them ... and ... they never respond.*
69. (A) This is supported by *I think we should start looking for another agency.*
70. (B) This is supported by *... why don't you try calling them one more time?*

### PART 4

71. (A) This is supported by *... starting Monday December 11<sup>th</sup> and ending Sunday December 17<sup>th</sup>.*
72. (C) This is supported by *Red Shark and Blue Ray DVDs are up to forty percent off!*
73. (A) This is supported by *Terrabyte wireless hard drives are half off.*
74. (D) This is supported by *So, forget about picking me up from home, we'll just meet there instead.*
75. (C) This is supported by *... turn right at the traffic lights, onto Coconut Street. You'll see it on your left.*
76. (A) This is supported by *Your best bet would be to park in the garage ... .*
77. (A) This is supported by *... Twinkle, a brilliant musical adaptation of the classic children's story ... .*
78. (B) This is supported by *... makes Twinkle a must-see!*
79. (C) This is supported by *... tickets may be difficult to come by.*
80. (C) This is supported by *... we'll need to reschedule today's meeting.*
81. (C) This is supported by *I've sent you an e-mail about this.*
82. (C) This is supported by *... we wouldn't want you to travel here all the way from home.*
83. (C) This is supported by *We'll be asking him about his retirement ... .*
84. (A) This is supported by *... the controversial plans to build a billion-dollar stadium downtown.*
85. (A) This is supported by *... you can call in and ask him your own questions.*
86. (D) This is supported by *... this would be an ideal location for your new store and ... I think will make your store unique.*
87. (C) This is supported by *Even though the space is not quite as large as you were looking for.*

## ANNOTATIONS

- 88. (C) This is supported by ... *it makes up for this by being in a great location.*
- 89. (C) This is supported by ... *our CEO's visiting our office on Monday ...*
- 90. (C) This is supported by *Please be sure to put away all your papers in your file cabinets ...*
- 91. (C) This is supported by ... *take down any pictures or calendars or anything else hanging from your walls ...*
- 92. (A) This is supported by *To report a lost or stolen credit card, press one.*
- 93. (A) This is supported by *To transfer money between accounts, press five.*
- 94. (B) This is supported by *To speak to one of our representatives, press nine.*
- 95. (C) This is supported by *Passengers are reminded to keep all aisles clear and place their luggage ...*
- 96. (D) This is supported by ... *welcome aboard the ten-thirty Super express train to Greenville.*
- 97. (C) This is supported by *The car will be opening after the train leaves the station.*
- 98. (C) This is supported by ... *your department is ten thousand dollars over budget for the first quarter.*
- 99. (B) This is supported by *But I do need you to try to stick to the original budget.*
- 100. (D) This is supported by *So, what I'd like you to do is make a list of the purchases you currently have scheduled.*

### PART 5

- 101. (C) The adjective *economical* comes before the noun *way* and means *cheap/low cost*.
- 102. (D) When the verb *consider* is used in the passive, it may be followed by a full infinitive (*to be*) and/or noun phrase (*her best play*) and means *to be thought of as*.
- 103. (C) Only *anywhere* can be used in a negative structure to mean someplace else.
- 104. (D) The adverb *remarkably* means *extremely* and/or *worthy of notice*.
- 105. (B) The correct word order is *how* + subject + verb, *how each dish is presented*.
- 106. (B) When the verb *focus* is followed by the preposition *on* + noun phrase, it means *to be mainly concerned with something*.
- 107. (C) The future simple is used for an action scheduled to take place in the future.
- 108. (D) *To request that* someone does something is to ask them to do it.
- 109. (B) The causative construction *have* + something + past participle is used to show that something has been arranged.
- 110. (B) The noun *profits* refers to money earned through business.
- 111. (A) Time (*25 days*) is considered uncountable and takes a singular verb, *is*.
- 112. (A) *Filing income taxes* means to give paper work detailing income and expenses for the year to a government agency.
- 113. (B) The phrase *In the event of* is followed by a noun phrase, *bad weather*, and means *If there is*.
- 114. (C) *To account for* something is to provide a reason for something.
- 115. (A) The past perfect *had circulated* is used to describe an earlier action in the past.
- 116. (D) When something *gains* (in) *popularity*, it means its use is more widespread.
- 117. (C) The adverb *widely* modifies the adjective *available*.
- 118. (D) The verb *make* collocates with the noun *appointment* and means to arrange an appointment.
- 119. (B) The correct passive construction is *will not be accepted*, as such the auxiliary verb *be* is needed before the past participle, *accepted*
- 120. (C) *To determine* a cause of a problem is to find the reason for it.
- 121. (D) *Was to be* is used to show that something that was scheduled in the past is no longer true.
- 122. (D) *To announce a resignation from* a company is to make public that someone is to no longer work for that company.
- 123. (D) The preposition *within* is followed by a time phrase (*the week*) and means that something will happen during that time frame.
- 124. (B) *To disregard* something is to ignore it.
- 125. (A) *Originally scheduled on Thursday 18 October* is a reduced adjective clause, *which was originally scheduled*.
- 126. (C) *To do something thoroughly* is to do it completely and accurately.
- 127. (A) A main verb (*adjust*) is missing from the sentence.
- 128. (B) *To screen* something is to decide whether to accept or reject it.
- 129. (D) The correct structure for the third conditional form is *If* + subject + past perfect, subject + *would* + *have* + past participle. This form is used to express a different past, one that did not happen.
- 130. (C) *To adjust* a schedule is to make changes to it.
- 131. (D) *Most of which* + verb + compliment is used in the non-defining relative clause to describe the *ten short stories*.
- 132. (D) When something is considered *complicated*, it is too difficult to understand or use.

## ANNOTATIONS

- 133. (A) In formal contexts, the subjunctive is used after certain verbs expressing a demand, request, suggestion, etc.. The subjunctive structure is *request + that + someone + bare infinitive, attend*.
- 134. (D) A *persuasive argument* is one that influences people to believe it or do something.
- 135. (C) To be *comparable* is to be of similar quality.
- 136. (B) When the verb *require* is used in the passive it is usually followed by a full infinitive, *to submit*.
- 137. (C) The correct modal is *ought to + bare infinitive*.
- 138. (C) When an *offer is limited to* a group of people then only they can take advantage of it.
- 139. (A) To *lend* someone something is to let someone use it for a period of time.
- 140. (B) The adverb *unlikely* modifies the verb *seems*.

### PART 6

- 141. (C) The present progressive tense *are looking* is required for an ongoing action.
- 142. (D) *Without* is followed by a noun, *supervision*.
- 143. (C) Only *need* can be followed by a full infinitive, *to pass*.
- 144. (C) *Include* is used to introduce a list of things.
- 145. (A) When the verb *see* is followed by a noun phrase (*their employees' productivity*) and a bare infinitive (*rise*), it means that a change has taken place.
- 146. (A) *He* refers to *Dr. Felix Bloom* mentioned in the previous sentence.
- 147. (D) A noun, *modification*, is needed after *the following*.
- 148. (A) If people are *eligible* for something (i.e. bonus leave), they have all the necessary requirements to get it.
- 149. (D) The passive voice is needed since the *bonus leave will be accounted* by someone else.
- 150. (B) When a payment has not been paid on time, it is *overdue*.
- 151. (A) *Credit* is offered to someone *at specific terms/conditions*.
- 152. (A) *Please* is usually followed by an imperative, *disregard*.

### PART 7

- 153. (C) This is supported by *Add water, sugar, cinnamon, garlic, herbs, olive oil and whole onion*.
- 154. (D) This is supported by *Serve over cooked spaghetti or other pasta, preferably homemade*.
- 155. (B) This is supported by *Here's what I need from you: ...*
- 156. (A) This is supported by *I have just spoken to Brian and instructed him to make himself available to you*.
- 157. (B) This is supported by *New classes starting each Monday!*
- 158. (D) This is supported by *\*Children's programs (evenings only)*.
- 159. (A) This is supported by *I am interested in continuing a challenging career in the Travel Business ...*
- 160. (A) This is supported by *1995-1999 TS Corporation*.
- 161. (C) This is supported by *2001 to present World Travel Tours*.
- 162. (B) This is supported by *From: Janet Reynolds*.
- 163. (B) This is supported by *Rebecca Wright will transfer from the Quality Control department to the Research and Development department and To: Linda Rodriguez, Research & Development Manager*.
- 164. (C) This is supported by *Her pay ... will remain unchanged; however ... will be eligible for a merit pay increase ... after a 90-day probationary period*.
- 165. (A) The other options are mentioned: *... will reduce its carbon dioxide emissions ... use ... less energy, and ... more than double total production*.
- 166. (D) This is supported by *... the improvements will give us a competitive edge*.
- 167. (B) This is supported by *We're hoping that our competition will look to us as a model*.
- 168. (D) This is supported by *Harry would like you to e-mail the details to him by Friday ...*
- 169. (C) This is supported by *Harry expressed concern that sourcing raw materials could be an issue*.
- 170. (D) This is supported by *... projections for costs, (including materials, staffing, equipment, and space), and ... how fast orders could be turned around*.
- 171. (A) This is supported by the fact that David's idea was presented to Harry who liked it, but has asked for more specific details. This implies that Harry makes the decisions and therefore, he is the boss.
- 172. (B) This is supported by *... will take approximately one year to complete*.
- 173. (C) This is supported by *... with the aim of reducing traffic on Main Street in the Taylorville commercial district*.
- 174. (A) This is supported by *... Carmen Cruz, the Mayor of Taylorville ...*
- 175. (B) This is supported by *... maps of the proposed extension route will be made available for the public to examine*.
- 176. (B) This is supported by *... the unique paper used to print paper tickets ...*
- 177. (B) This is supported by *... airline executives ... predicted ... cutbacks in some amenities and services ...*

## ANNOTATIONS

178. (A) This is supported by *The first electronic ticket was issued in 1994.*
179. (D) This is supported by *As the cost benefits of electronic ticketing become more obvious, most airlines are expected to jump on board and fasten their seat belts.*
180. (D) When something is *prevalent*, it is *widespread*.
181. (D) This is supported by *Thank you for agreeing to present in Brian's place on such short notice and The Marketing Campaign: ... Cynthia Farrell.*
182. (A) This is supported by *When he gets back on Tuesday 28<sup>th</sup>, please be sure to give him any feedback you receive on your team's campaign.*
183. (B) This is supported by *The Sales Strategy: Customers & sales incentives ... Karen Lubin.*
184. (B) This is supported by *Service Considerations: ... Jeremy Lynch ... Presentation 1:30 p.m. – 2:30 p.m.*
185. (C) This is supported by *To familiarize staff with the TDZ 2200 prior to its introduction to the market.*
186. (A) This is supported by *You not only met the sales goal, you surpassed it – and then some! A goal is what is expected to be achieved; to surpass a goal is to go beyond what was expected.*
187. (C) This is supported by *I've arranged for a caterer to bring sandwiches and snacks, beverages, and desserts.*
188. (C) For each month shown, the *actual* sales have been equal to or greater than the sales *goals*, indicating that Comfort Design is *meeting its sales goals*.
189. (D) This is supported by *... gross receipts were \$825,000, our highest gross ever!*
190. (C) This is supported by *... it looks like we're on track to exceed July's goal and July Goal \$700,000 from the chart*
191. (B) This is supported by *Thank you for calling attention to our error.*
192. (C) This is supported by *A corrected invoice accompanies this letter.*
193. (A) This is supported by *... we have applied a 10% discount to the original shipping and handling fees.*
194. (C) Invoice #: IA548731 was the first invoice, which was sent with the wrong information. This is supported by *the correct price for IA50 Advanced Thrusters you ordered is indeed \$55,000 not \$80,000.* The second text is *invoice #: IA548732*, which corrects the error. This is supported by *A corrected invoice accompanies this letter.*
195. (D) *This invoice supersedes invoice #: IA548731* means that invoice #: IA548732 replaces invoice #: IA548731.
196. (B) This is supported by *... here at our offices, which are close to where you live.*
197. (A) This is supported by *The earliest I could take on a new project would be January.*
198. (B) This is supported by *... I have a lot of material on hand that I had wanted to put into the article, but could not* (second text) and *A longer, more in-depth version of your article would fit well with the current outline of the book* (first text).
199. (D) This is supported by *If you ... are willing to wait until January ... call me ... and we can discuss in more detail ...*
200. (D) To *collaborate with* someone is to *work with* someone.







**The sample examination has been carefully designed to familiarize intermediate students with the content and format of the TOEIC® Test. Thorough piloting with intermediate students ensures suitability of level and content.**

### **CONTENTS**

- One complete practice examination
- Audio CD
- Answer key with explanations
- Transcript

#### **B2 SAMPLE EXAM FOR THE TOEIC® TEST**

**Components:**

Sample TOEIC® Test

Audio CD

ISBN: 978-960-8331-91-4



**HELLENIC AMERICAN UNION**  
An educational public charity