

Registration Number								
Name								



TOEIC®

Test of English for International Communication



Read the directions on the back cover.

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

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

Copyright © 2007 by Educational Testing Service. All rights reserved.

ETS, the ETS logo, and TOEIC are registered trademarks of Educational Testing Service.

LISTENING TEST

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

PART 1

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

Sample Answer

(A) (B) ● (D)

Example



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

1.



2.



GO ON TO THE NEXT PAGE 

3.



4.



5.



6.



GO ON TO THE NEXT PAGE 

7.



8.



9.



10.



GO ON TO THE NEXT PAGE 

PART 2

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

Example

You will hear: Where is the meeting room?

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

Sample Answer



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

- 11. Mark your answer on your answer sheet.
- 12. Mark your answer on your answer sheet.
- 13. Mark your answer on your answer sheet.
- 14. Mark your answer on your answer sheet.
- 15. Mark your answer on your answer sheet.
- 16. Mark your answer on your answer sheet.
- 17. Mark your answer on your answer sheet.
- 18. Mark your answer on your answer sheet.
- 19. Mark your answer on your answer sheet.
- 20. Mark your answer on your answer sheet.
- 21. Mark your answer on your answer sheet.
- 22. Mark your answer on your answer sheet.
- 23. Mark your answer on your answer sheet.
- 24. Mark your answer on your answer sheet.
- 25. Mark your answer on your answer sheet.

- 26. Mark your answer on your answer sheet.
- 27. Mark your answer on your answer sheet.
- 28. Mark your answer on your answer sheet.
- 29. Mark your answer on your answer sheet.
- 30. Mark your answer on your answer sheet.
- 31. Mark your answer on your answer sheet.
- 32. Mark your answer on your answer sheet.
- 33. Mark your answer on your answer sheet.
- 34. Mark your answer on your answer sheet.
- 35. Mark your answer on your answer sheet.
- 36. Mark your answer on your answer sheet.
- 37. Mark your answer on your answer sheet.
- 38. Mark your answer on your answer sheet.
- 39. Mark your answer on your answer sheet.
- 40. Mark your answer on your answer sheet.

PART 3

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

41. What are the speakers discussing?
(A) Reserving a banquet hall
(B) Repairing a telephone line
(C) Constructing an office building
(D) Introducing a new product
42. What type of activity is planned?
(A) A technical consultation
(B) A news conference
(C) A design meeting
(D) An employee reception
43. What does the man say he will do?
(A) Make a phone call
(B) Send out an e-mail
(C) Deliver a package
(D) Ask for a receipt
-
44. Where most likely does this conversation take place?
(A) In a theater
(B) In an office
(C) In a restaurant
(D) In a bookstore
45. What does the man want help with?
(A) Helping customers
(B) Making copies
(C) Preparing for a meeting
(D) Setting tables
46. Why are the speakers concerned?
(A) Their coworkers have not arrived.
(B) Some supplies are not available.
(C) They expect a crowd of people.
(D) The room has not been cleaned.
-

GO ON TO THE NEXT PAGE 

47. What item does the man want to return?

- (A) A shirt
- (B) A sweater
- (C) A jacket
- (D) A hat

48. What does the man say about the item?

- (A) It is damaged.
- (B) He has a similar one.
- (C) It is too small.
- (D) He does not like the color.

49. What does the man request?

- (A) A cash refund
 - (B) A gift box
 - (C) An exchange
 - (D) A store credit
-

50. Who most likely is the man?

- (A) A hotel employee
- (B) A restaurant chef
- (C) An airline operator
- (D) A conference organizer

51. What day does the woman plan to stay in San Antonio?

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

52. What field does the woman probably work in?

- (A) Engineering
 - (B) Medicine
 - (C) Tourism
 - (D) Education
-

53. What are the speakers mainly discussing?

- (A) Eating at a popular restaurant
- (B) Planning a London vacation
- (C) Meeting a famous author
- (D) Attending a theater performance

54. What does the woman offer to do?

- (A) Order some tickets
- (B) Make a dinner reservation
- (C) Schedule a tour
- (D) Look at an advertisement

55. When is the man going to be busy?

- (A) On Monday
 - (B) On Tuesday
 - (C) On Friday
 - (D) On Saturday
-

56. Who most likely is the woman?

- (A) A store cashier
- (B) A delivery truck driver
- (C) An electrical engineer
- (D) A customer service representative

57. Why is the man calling?

- (A) To inquire about a delayed flight
- (B) To report a damaged product
- (C) To request a cash refund
- (D) To ask about a missing package

58. What does the woman say she will do?

- (A) Speak with her manager
 - (B) Call back later
 - (C) Put in a new order
 - (D) Cancel a reservation
-

59. What are the speakers mainly discussing?

- (A) A retirement celebration
- (B) A local news report
- (C) A vacation schedule
- (D) A job description

60. Why was Christine Miller's flight delayed?

- (A) Mechanical problems
- (B) Bad weather
- (C) Missing luggage
- (D) Air traffic

61. According to the woman, what will the company president probably do?

- (A) Have dinner with clients
 - (B) Travel by train
 - (C) Reschedule an event
 - (D) Cancel an interview
-

62. Where are the speakers?

- (A) On a train
- (B) In an office
- (C) In a stadium
- (D) On an airplane

63. According to the speakers, what is happening in the city tonight?

- (A) An arts festival
- (B) A sports event
- (C) A street parade
- (D) A movie premiere

64. What does the man say about the stores?

- (A) They are closing early.
 - (B) They are offering promotions.
 - (C) They are staying open late.
 - (D) They are moving to a new location.
-

65. What job is Sara Johansson being hired for?

- (A) Managing editor
- (B) Advertising executive
- (C) Store manager
- (D) News reporter

66. How many final candidates were being considered?

- (A) One
- (B) Two
- (C) Three
- (D) Four

67. When will Ms. Johansson probably begin?

- (A) In December
 - (B) In February
 - (C) In March
 - (D) In May
-

68. Why is the woman concerned?

- (A) There is an error in the report.
- (B) The print shop has moved.
- (C) An order has not been received.
- (D) A shipment is lost.

69. When does the woman have to send copies of the sales report?

- (A) By Monday
- (B) By Tuesday
- (C) By Thursday
- (D) By Friday

70. What does the man suggest?

- (A) Canceling the order
 - (B) Asking for a refund
 - (C) Using another company
 - (D) Contacting another department
-

GO ON TO THE NEXT PAGE 

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 is the main purpose of the message?
- (A) To give directions for driving to an office
 - (B) To announce operating hours for a business
 - (C) To provide instructions for using a system
 - (D) To list telephone numbers of employees
72. What type of business is the recording about?
- (A) A mobile phone service
 - (B) A travel agency
 - (C) A department store
 - (D) A delivery service
73. What is the caller asked to provide?
- (A) An identification number
 - (B) An account password
 - (C) A telephone number
 - (D) A product code
-
74. What is the subject of this announcement?
- (A) A weather forecast
 - (B) Traffic conditions
 - (C) Gardening products
 - (D) Airplane travel
75. What is causing a problem?
- (A) A fallen tree
 - (B) Stormy weather
 - (C) A broken traffic light
 - (D) Extra holiday travel
76. What does the speaker recommend?
- (A) Taking an alternate route
 - (B) Hiring a maintenance worker
 - (C) Booking a different flight
 - (D) Listening to hourly updates
-

77. Where is the speaker?

- (A) In London
- (B) In Hong Kong
- (C) In Zurich
- (D) In Toronto

78. Why is the speaker calling?

- (A) To introduce a new employee
- (B) To evaluate a client's finances
- (C) To schedule a meeting
- (D) To arrange a business trip

79. According to the speaker, what will Mr. Schmidt do?

- (A) Contact Ms. Park
 - (B) Travel to London
 - (C) Provide financial advice
 - (D) Make a hiring decision
-

80. Where is this announcement most likely taking place?

- (A) In a factory
- (B) In a store
- (C) In an office
- (D) In a warehouse

81. What does the speaker suggest reading in a newspaper?

- (A) Event schedule information
- (B) Job announcements
- (C) Lists of apartments for rent
- (D) Advertised prices for products

82. According to the speaker, what will soon change?

- (A) A business's operating hours
 - (B) A manager's job responsibilities
 - (C) A store's location
 - (D) A newspaper's price
-

83. What is the purpose of the talk?

- (A) To present an award
- (B) To evaluate a project
- (C) To report on a study
- (D) To introduce a speaker

84. Where is this talk probably taking place?

- (A) At a convention
- (B) At a company dinner
- (C) At a building opening
- (D) At a staff meeting

85. What is Mr. Palmer's professional field?

- (A) Architecture
 - (B) Photography
 - (C) Fashion design
 - (D) Engineering
-

86. According to the advertisement, what does the Carleton Institute offer?

- (A) Medical treatment
- (B) Research grants
- (C) Professional training
- (D) Medical supplies

87. According to the speaker, why is the Carleton Institute convenient?

- (A) It is open all week.
- (B) It has several locations.
- (C) Its doctors are specialists.
- (D) It has a variety of merchandise.

88. What does the speaker recommend?

- (A) Applying in person
 - (B) Consulting a doctor
 - (C) Calling for an appointment
 - (D) Visiting a Web site
-

GO ON TO THE NEXT PAGE 

89. Who most likely is the caller?
(A) An art school teacher
(B) An office supply salesperson
(C) A delivery truck driver
(D) A telephone repair person
90. According to the caller, what is the problem?
(A) A file is missing.
(B) A telephone is out of order.
(C) Some instructions are incorrect.
(D) An item is not available.
91. What does the caller ask Mr. Eldridge to do?
(A) Return a telephone call
(B) Contact his accountant
(C) Deliver some supplies
(D) Come to an office
-
92. What is the purpose of this talk?
(A) To review a book
(B) To introduce a guest
(C) To present an award
(D) To announce a retirement
93. Who is Kenneth Hopkins?
(A) A theater critic
(B) An author
(C) An actor
(D) A radio announcer
94. What will listeners most likely hear next?
(A) An advertisement
(B) A lecture
(C) A concert
(D) A news broadcast
-
95. Why is the speaker calling?
(A) To ask about a company's services
(B) To nominate someone for an award
(C) To request driving directions
(D) To ask for a recommendation
96. Why is the speaker interested in the company where Sophie works?
(A) It has won several awards.
(B) It was recommended by others.
(C) It has space available.
(D) It offers free delivery.
97. What does the speaker ask Sophie to do?
(A) Call her back
(B) Fax a price list
(C) Send an e-mail
(D) Consult a coworker
-
98. Who most likely is the intended audience for this talk?
(A) Newspaper reporters
(B) Sales representatives
(C) Product developers
(D) Financial advisers
99. What kind of business does the speaker work for?
(A) An architectural firm
(B) A food producer
(C) A computer company
(D) An advertising agency
100. What will the next speaker most likely talk about?
(A) An advertising campaign
(B) Problems with a product
(C) Building designs
(D) Investment opportunities
-

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

NO TEST MATERIAL ON THIS PAGE

READING TEST

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

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

PART 5

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

101. The new office computers were delivered last Tuesday, but they are still sitting in ----- original boxes.
(A) they
(B) them
(C) their
(D) themselves
102. ----- up-to-date weather information in your local area, please visit our Web site at www.hillsideweather.com.
(A) In
(B) For
(C) To
(D) Of
103. The publications department has assembled a team of language experts to oversee the ----- of our Spanish-language employee manuals.
(A) translate
(B) translates
(C) translated
(D) translation
104. Because the telephone company received so many ----- about its new wireless headsets, they were removed from the market after just one week.
(A) complaints
(B) damages
(C) charges
(D) operations
105. ----- of the photographs in the exhibit were taken at or near the artist's home in southern India.
(A) Most
(B) Almost
(C) Another
(D) Other
106. Ms. Andrews will need to lease an apartment in ----- Florence or Pisa until the historic conservation project is completed.
(A) and
(B) both
(C) neither
(D) either

107. This evening's ----- will be provided by the Croft Brothers, a well-known local jazz trio.
- (A) entertain
 - (B) entertainment
 - (C) entertained
 - (D) entertains
108. Conference participants are encouraged to ----- a room at one of the area hotels before June 1.
- (A) register
 - (B) generate
 - (C) reserve
 - (D) participate
109. We have received a check for one year's subscription to *Business* magazine and will send ----- the first issue shortly.
- (A) you
 - (B) your
 - (C) yours
 - (D) yourself
110. While Angela Suzuki is out of the country, her ----- is being answered by her assistant, Robert Chen.
- (A) production
 - (B) correspondence
 - (C) preparation
 - (D) occupation
111. A reception is scheduled ----- following the opening ceremony of the Hatsfield Friendship Games.
- (A) nearly
 - (B) immediately
 - (C) consecutively
 - (D) uniquely
112. In order to achieve the best hair-coloring results, please use the product as -----.
- (A) directed
 - (B) commended
 - (C) pointed
 - (D) conducted
113. Because an extensive knowledge of finance and marketing is needed for the position, an advanced degree in business is ----- of all applicants.
- (A) required
 - (B) requiring
 - (C) require
 - (D) requirement
114. The pizza oven needs to be cleaned thoroughly at least once a week to ----- that it continues to heat evenly.
- (A) ensure
 - (B) admit
 - (C) affect
 - (D) prepare
115. Ms. Weaver has hired a temporary worker to cover the front desk next week ----- the receptionist is on vacation.
- (A) within
 - (B) through
 - (C) during
 - (D) while
116. The average battery life for the model 245BT mobile phone is said to be ----- 36 to 48 hours.
- (A) approximate
 - (B) to approximate
 - (C) approximated
 - (D) approximately
117. Keeping accurate records ----- your expenses while you are on a business trip will help you file for reimbursement.
- (A) how
 - (B) so
 - (C) of
 - (D) that

- 118.** Two liters of water are needed for this onion soup recipe, along ----- three cans of chicken stock.
- (A) about
(B) in
(C) with
(D) around
- 119.** The first train to reach a speed of 150 kilometers per hour represented an ----- feat of engineering.
- (A) impress
(B) impressive
(C) impressed
(D) impression
- 120.** ----- was the sweater I ordered from your catalog too large, but you also shipped me the wrong color.
- (A) Although
(B) Not only
(C) Nor
(D) In case
- 121.** Diane Yakamoto, the city's mayor, expressed her ----- that the construction of the new civic center would exceed its original budget.
- (A) concern
(B) concerned
(C) concerning
(D) to concern
- 122.** Customers may ----- items of clothing to the department store within 30 days of purchase as long as they have the original receipt.
- (A) return
(B) select
(C) purchase
(D) request
- 123.** The Cartomaster software program generates ----- maps and driving directions based on information that the user enters into the database.
- (A) customize
(B) customizes
(C) customized
(D) customizing
- 124.** The parking spaces closest to the building are ----- for individuals enrolled in the company's ride-share program.
- (A) extended
(B) announced
(C) designated
(D) decided
- 125.** The city's new arts center is scheduled to open early next month, a few weeks before the music festival ----- place.
- (A) take
(B) taking
(C) taken
(D) takes
- 126.** The national postal service announced today that it would ----- stamp prices as of November 1.
- (A) rise
(B) grow
(C) enlarge
(D) increase
- 127.** Entering a verification code when making an online purchase ensures that the transaction is -----.
- (A) secure
(B) secures
(C) securing
(D) securely

128. If the automatic paper feeder in this copy machine malfunctions, paper may also be fed ----- one sheet at a time.
- (A) justly
 - (B) abnormally
 - (C) manually
 - (D) previously
129. Admission to the symphony orchestra's first performance of the season is by ----- only.
- (A) inviting
 - (B) invited
 - (C) invitation
 - (D) invitingly
130. ----- receipt of your orientation packet, please complete all of the enclosed papers and return them to the main office.
- (A) Upon
 - (B) Near
 - (C) Since
 - (D) Under
131. As the July 15 deadline for filing tax documents -----, the accounting office is expecting to receive a large volume of mail.
- (A) approach
 - (B) approaches
 - (C) approached
 - (D) approaching
132. The price of strawberries rose ----- in the last few months, after a cold summer significantly reduced the year's harvest.
- (A) doubtfully
 - (B) politely
 - (C) annually
 - (D) dramatically
133. Hotel charges should be listed ----- from restaurant charges when you fill out your expense report.
- (A) to separate
 - (B) separating
 - (C) separately
 - (D) separation
134. As a rule, outstanding billing disputes are resolved in ----- with a third-party agency.
- (A) collaboration
 - (B) merger
 - (C) coherence
 - (D) function
135. The handmade holiday greeting cards ----- at Chestnut Creek Park were designed for the park's fund-raising drive.
- (A) being sold
 - (B) are selling
 - (C) have sold
 - (D) will be selling
136. ----- the computer database in the central office sometimes needs to be restored unexpectedly, backups are made by the administrator on a daily basis.
- (A) Unless
 - (B) Indeed
 - (C) Otherwise
 - (D) Because
137. A musty odor from the washing machine is usually ----- of a problem with the drainpipe; this can easily be fixed by a plumber.
- (A) indicate
 - (B) indicator
 - (C) indicative
 - (D) indicated

138. In the event of rain, protective covers will be pulled ----- the athletic field to prevent damage to the turf.

- (A) at
- (B) after
- (C) by
- (D) over

139. Dr. Park resigned from her position as Westin Industries vice president of operations ----- take a job with the municipal government.

- (A) as far as
- (B) more than
- (C) why not
- (D) in order to

140. The restaurant received a positive review by the magazine's critic, but some customers say the service is -----.

- (A) mediocre
- (B) customary
- (C) distinguished
- (D) aggravated

NO TEST MATERIAL ON THIS PAGE

GO ON TO THE NEXT PAGE 

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 e-mail.

Date: October 28

From: Ken J. Flanagan <kjf@palmtreepark.com>

Subject: Winter Banquet

Hi everyone,

I am writing to ask your opinions about ----- year's annual winter banquet. The caterers have given us

- 141.** (A) this
(B) that
(C) last
(D) one

the option of making it a luncheon or a more formal evening event, ----- on your preferences.

- 142.** (A) depend
(B) depends
(C) depended
(D) depending

I need each of you to let me know via e-mail whether you prefer the event to be held in the afternoon or in the evening. I will ----- the results and book a banquet hall accordingly.

- 143.** (A) place
(B) attend
(C) compile
(D) devise

Thank you for your cooperation.

K. Flanagan

Questions 144-146 refer to the following information.

ESTIMATE OF SERVICES

Date: March 8

For: Mr. Martin Ehret

Written by: Brad Wilson

We ----- the roof of Mr. Ehret's house, located at 13 North Culver Street in Halibut Creek. The tiles on

- 144.** (A) examine
(B) have examined
(C) are examining
(D) will examine

the northwest side of the house show considerable chipping and cracking throughout.

After finishing the assessment, we discussed options for repair. Mr. Ehret requested that the tiling on the northwest roof of ----- house be replaced entirely. ----- the dimensions of the house indicated on the

- | | |
|---------------------|-----------------------|
| 145. (A) its | 146. (A) Given |
| (B) his | (B) Offered |
| (C) our | (C) Known |
| (D) your | (D) Figured |

attached sheet, the estimated cost of this work comes to \$1,580, including materials and labor.

GO ON TO THE NEXT PAGE 

Questions 147-149 refer to the following article.

Geneva, Switzerland—The International Association of Orthopedic Surgeons ----- held its 5th annual

147. (A) newly
(B) initially
(C) recently
(D) shortly

convention at the European Center in Geneva. The weeklong convention was a resounding success, bringing in medical practitioners and researchers from around the world. The event included a number of lectures and workshops that were ----- to the public.

148. (A) open
(B) opens
(C) opened
(D) opening

Bernd Wassal, president of the association, voiced his gratitude to the city at the event's closing dinner, and he announced his plans to hold the meeting in Geneva again in two years. Next year's -----

149. (A) dialogue
(B) performance
(C) organization
(D) conference

will be held in Tokyo.

Questions 150-152 refer to the following notice.

NOTICE OF UPCOMING CONSTRUCTION

Location: Outside the Parker Building, South Courtyard

Dates: May 9–12

There ----- construction work in the courtyard directly to the south of the Parker Building starting at

- 150.** (A) was
(B) being
(C) will be
(D) has been

around 9:00 A.M. on May 9. The construction will close off all entrances on the south side of the Parker Building. Alternate ----- is available on the east side of the building.

- 151.** (A) access
(B) advance
(C) accord
(D) achievement

The construction is expected to ----- by May 12. If you have any questions or concerns, please contact

- 152.** (A) commence
(B) originate
(C) accomplish
(D) conclude

Ms. Arlene Maines, operations manager, at 555-1000.

GO ON TO THE NEXT PAGE 

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 card.

*10th Annual
INTERNATIONAL PUBLISHERS' FAIR
Welcoming Banquet
—Menu—
Green spinach salad with vinaigrette dressing
Cream of mushroom soup
Grilled salmon with choice of either roasted squash or steamed broccoli
Lemon meringue tart
Dinner will start promptly at 7:00 P.M. in
Branford Hotel's new East Ballroom*

153. Where is the event being held?

- (A) At a publishing company
- (B) At a hotel
- (C) At a supermarket
- (D) At an outdoor park

154. How is the fish prepared?

- (A) It is creamed.
- (B) It is grilled.
- (C) It is roasted.
- (D) It is steamed.

GO ON TO THE NEXT PAGE 

Questions 155-157 refer to the following calendar.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3 Art museum lecture Barcelona	4	5 Tennis lesson
6	7	8 Dental appointment	9	10 Meet w/ Marketing Team	11	12
13 Volleyball practice	14	15	16	17	18	19 Monthly golf game
20	21 Flight to Madrid	22 Business Leaders Conference	23	24 Return home	25	26
27	28	29	30 Client meeting, Brussels	31		

155. On what date is Angela Watford attending a cultural event?

- (A) March 3
- (B) March 8
- (C) March 13
- (D) March 30

157. What is suggested about Angela Watford?

- (A) She is a lecturer at a university.
- (B) She is a medical doctor.
- (C) She participates in a number of sports.
- (D) She travels to Brussels once a month.

156. Where is the business conference probably being held?

- (A) In Barcelona
- (B) In Brussels
- (C) In London
- (D) In Madrid

Questions 158-159 refer to the following memo.

MEMORANDUM

Date: October 15

To: All Daytime Employees

From: Paul Cohen, Director of Operations

Re: New Uniforms

Beginning tomorrow, all employees in the manufacturing plant will be required to wear the new shirts that were distributed on October 13. The new uniform is more durable and stain resistant than the current one, and it should be more comfortable as well. If there are any concerns or questions, I will be available in my office for the rest of the day.

Those who have not yet received a uniform must pick one up from Brandon Ulrich in the warehouse.

158. When will the announced change take place?

- (A) On October 13
- (B) On October 14
- (C) On October 15
- (D) On October 16

159. Who are employees asked to contact for additional information?

- (A) Paul Cohen
- (B) Brandon Ulrich
- (C) The company president
- (D) The uniform manufacturer

GO ON TO THE NEXT PAGE 

Questions 160-163 refer to the following newsletter.

MONTHLY NEWSLETTER

ORCHID STREET PUBLIC LIBRARY

Serving Central County

- Summer hours: As of June 1, the library will operate on the following summer schedule:

Monday through Thursday	9 A.M.—8 P.M.
Friday	9 A.M.—6 P.M.
Saturday	1 P.M.—6 P.M.
Sunday	CLOSED

Normal library hours will resume at the end of August.

- Parking is available in the Foster Street Garage. Library patrons may take advantage of complimentary parking in this facility for up to two hours.
- Corrections regarding overdue fines. In last month's newsletter (April), it was stated that the late fee is \$.05 per item per day. The late fee is actually \$.50 per item per day.

160. When was the newsletter probably issued?

- (A) In May
- (B) In June
- (C) In July
- (D) In August

161. Under the summer schedule, on which day does the library not open until the afternoon?

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

162. What does the newsletter say about parking?

- (A) The parking garage is open 24 hours a day.
- (B) Parking fees can be paid at the library.
- (C) There is parking available on Orchid Street.
- (D) Patrons may park in the Foster Street Garage for free.

163. What is indicated about overdue fines?

- (A) They are calculated for each day an item is late.
- (B) They are due at the end of each month.
- (C) They can be paid online.
- (D) They will go up at the end of August.

Questions 164-166 refer to the following notice.

BUSINESS COMMUNITY NEWS
October 25

Tell Us What's Going On

The Garden City Times invites businesses to announce the recruitment, appointment, and promotion of personnel in the Business Community News section, which is included in every Thursday edition of the *Times*. Submit announcements to Maureen Straub, managing editor, by fax (888-222-5555), by e-mail (mstraub@gardencitytimes.com), or by postal mail (Business Community News, 215 McLean Ave., Garden City, NY, 12885). The deadline for each week's submission is 5 P.M. Tuesday. Please do not phone in any announcements.

Announcements should include the company's name and, where necessary, the person's old and new job titles. Photographs may be submitted along with the information, but they will not be returned. Please print the person's name on the back of the photograph. For more details, please visit www.gardencitytimes.com.

164. What is the purpose of the notice?

- (A) To explain how to have announcements published in a newspaper
- (B) To provide updated information about a news story
- (C) To announce Maureen Straub's recent promotion
- (D) To discuss ways to attract new employees

166. What should be included with photographs?

- (A) The sender's return address
- (B) The name of the location pictured
- (C) The identity of the photographer
- (D) The name of the person in the picture

165. According to the notice, what are individuals contacting the newspaper not supposed to do?

- (A) Provide the name of their employer
- (B) Submit announcements over the telephone
- (C) Indicate current or former job titles of employees
- (D) E-mail the paper's managing editor

GO ON TO THE NEXT PAGE 

Questions 167-168 refer to the following form.

SPRINGFIELD <i>Custom Trousers</i>		
NEW ORDER TO BE PROCESSED		
Assigned to: <u>Molly Garner</u>		
Date of order: <u>January 22</u>	Order number: <u>14N2OWA</u>	
Customer: <u>Tom Knight</u>	Customer ID: <u>10684</u>	
Style: <u>3A</u>	Color: <u>Charcoal</u>	
Waist: <u>81 cm</u>	Inseam: <u>77 cm</u>	Height: <u>168 cm</u>
When the product is ready, please send it to <u>Ralph Thomas</u> for inspection.		

167. For whom is the form most likely intended?

- (A) A customer
- (B) A salesclerk
- (C) Ralph Thomas
- (D) Molly Garner

168. What information is included in the form?

- (A) The deadline for the order
- (B) Customer contact information
- (C) Product sizing information
- (D) The cost of the finished product

Questions 169-172 refer to the following e-mail.

Date:	January 12
To:	Jennifer Chen <jc105@goldstein.edu>
From:	Ken Leavitt <ken.leavitt@stonebrakercip.org>
Subject:	Research series

Dear Dr. Chen,

Thank you for your recent article for the *Review of Foreign Affairs Quarterly*. I very much enjoyed working with you.

My colleagues at the Stonebraker Center for International Policy and I were so impressed by your work that we would like to invite you to contribute to our annual series. The series is a set of short-to-medium-length research publications focusing on current regional issues. We believe that you are an excellent resource for research on trade in Southeast Asia.

You would be paid for writing this paper, and there is no hard deadline. Apart from these two conditions, the process should be very similar to the one you went through for your article. We hope to have a draft by late March so that the publication could be made available later in the spring.

Please let me know if you're interested. I look forward to hearing from you.

Best regards,

Ken Leavitt

Editor, *Review of Foreign Affairs Quarterly*

Associate Director, Stonebraker Center for International Policy

169. What is the main purpose of this e-mail?

- (A) To offer a writing assignment
- (B) To invite a colleague on a business trip
- (C) To provide a book review
- (D) To discuss international policy issues

170. What is suggested about Mr. Leavitt?

- (A) He is the editor of an international newspaper.
- (B) He plans to retire next March.
- (C) He was pleased with Dr. Chen's work.
- (D) He wrote a book on foreign affairs.

171. How does Mr. Leavitt know Dr. Chen?

- (A) They studied at the same university.
- (B) They were introduced by a colleague.
- (C) They met at a conference overseas.
- (D) They worked together on a publication.

172. What does the e-mail indicate about Dr. Chen?

- (A) She did not receive payment for her recent article.
- (B) She will need an extension of her deadline.
- (C) She is well-known throughout Asia.
- (D) She used to work at the Stonebraker Center.

GO ON TO THE NEXT PAGE 

Questions 173-175 refer to the following memo.

Memorandum

To: All Employees
From: Rebecca Ortiz, Manager
Date: April 22

Following the inspection by the city's commerce department on April 10, the management has decided to implement a number of changes to our operations. The city has provided us with recommendations that will make the restaurant a safer place to work, as well as provide a safer environment for our customers. In addition, making these changes will help us establish standardized procedures for our daily operations.

All employees will be required to attend a meeting on April 25 at 7:30 A.M., where I will explain some of the major changes. The new procedures are scheduled to go into effect on April 30, after any necessary employee training has taken place.

173. What is the subject of the memorandum?

- (A) A recent newspaper article
- (B) An upcoming meeting with city officials
- (C) A plan to introduce new safety procedures
- (D) An announcement that additional staff will be hired

174. Where does Rebecca Ortiz work?

- (A) At a restaurant
- (B) At a government office
- (C) At a law firm
- (D) At a manufacturing plant

175. When will the proposed changes be implemented?

- (A) On April 10
- (B) On April 22
- (C) On April 25
- (D) On April 30

GO ON TO THE NEXT PAGE 

Questions 176-180 refer to the following letter.

August 17

Nandita Bery
Vice President
Prikash & Halstead, Inc.
5000 Hillside Drive
Vancouver, Canada

Dear Ms. Bery:

We are delighted that you have chosen our company to perform the work on your law offices in Vancouver. We know that you received many proposals from other construction firms; we trust that our competitive pricing and experience with commercial projects played an important part in your decision making.

As we prepare to start work on the premises, I am sending you a proposed schedule of the main phases of the project, so that you can plan accordingly. While most of the renovations will be performed with minimum inconvenience to you and your employees, there will be occasional disturbances such as noise and equipment that you will want to be aware of. A rough outline of the project might look as follows:

September 15: Complete painting of building's exterior
September 18: Installation of energy-efficient lighting system
September 19-20: Replacement of carpet in conference rooms
September 22-24: Landscaping of all outside areas

We expect that you will be able to conduct normal business operations while we work on the exterior portions of the building. However, you may need to discontinue operations or find an alternative worksite while we replace the lighting system, since it will require turning off electric power several times during the day.

If you have any concerns about the proposed schedule, please do not hesitate to call me at 555-6788. We are fairly flexible with the dates and can try to accommodate any special situations you might have. I look forward to working with you.

Sincerely,

Mark Johnson

Mark Johnson
Sunbeam Construction, Inc.

- 176.** What is the purpose of the letter?
- (A) To request payment for legal services
 - (B) To provide details for a future renovation project
 - (C) To inform a customer of new service fees
 - (D) To announce the opening of a new office building
- 177.** What kind of company does Nandita Bery work for?
- (A) A law firm
 - (B) A construction company
 - (C) A landscape design firm
 - (D) An advertising agency
- 178.** What does Mr. Johnson suggest in his letter?
- (A) He is new to the Vancouver area.
 - (B) He is recruiting employees at this time.
 - (C) His schedule cannot be revised.
 - (D) His company has experience relevant to the job.
- 179.** In paragraph 2, line 1, the word “premises” is closest in meaning to
- (A) principles
 - (B) contracts
 - (C) building
 - (D) position
- 180.** When will the office most likely be closed for business?
- (A) On September 15
 - (B) On September 18
 - (C) On September 20
 - (D) On September 22

Questions 181-185 refer to the following letter and note.

Greene Electronics Customer Support
Box 31991-5B
Raleigh, NC 27658

Dear Sir or Madam:

I am returning my laptop for repair, as instructed by your technical support specialist on June 26, since the issue could not be resolved over the phone. The unit is still under warranty, and the requested information is below:

Case number: 27MHPS-723706A

Model number: 725PGME

Product number: 3121892

Please repair and send the computer back to the following address:

Martha Robinson
1640 East Falls Drive
Denver, CO 80203

Thank you,
M. Robinson
M. Robinson

Greene Electronics

Case number: **27MHPS-723706A**

Dear Ms. Robinson,

Thank you very much for contacting Greene Electronics Customer Support. We are glad to have had the opportunity to assist you.

Please find enclosed your repaired product. We addressed the following issue(s) with your product: There was a problem with the electricity port. It was replaced.

If you experience any further problems with your product, please do not hesitate to contact us through our Web site at <http://www.greeneelectronics.com/support/>.

181. What is suggested about Ms. Robinson?

- (A) Her computer was damaged due to a power outage.
- (B) Her product's warranty has expired.
- (C) She initially contacted Greene Electronics by telephone.
- (D) She works as a computer repair technician.

182. What information is NOT provided in Ms. Robinson's letter?

- (A) Her address
- (B) Her telephone number
- (C) The case number
- (D) The product number

183. What was shipped with the note from Greene Electronics?

- (A) A printer
- (B) A computer
- (C) A mobile phone
- (D) A copy machine

184. How was the problem resolved?

- (A) A faulty part was replaced.
- (B) The customer received a new machine.
- (C) Some software was updated.
- (D) A technician called the customer.

185. How is Ms. Robinson asked to contact the company in the future?

- (A) By telephone
- (B) By mail
- (C) In person
- (D) Over the Internet

GO ON TO THE NEXT PAGE 

Questions 186-190 refer to the following letter and certificate.

August 13

Manager
Vignutti & Company
27 Continental Road
Foxworth, ON L6Q 2B8

Dear Sir or Madam,

I am writing to report a wonderful customer service experience I had on August 8. The clerk was working in the fine china section on the second floor, at around 3 o'clock in the afternoon.

I came in with only a vague idea of the product I was looking for, and this young woman was willing to search patiently for the item using what little information I could provide. After half an hour of searching, we finally found the product, which needed to be special ordered from the warehouse. Not only did the clerk order the item for me, but she also called the warehouse with special shipping instructions. This made it possible for us to ensure that the shipment, which was a wedding gift for my niece, would be delivered on time and in good condition.

I was very impressed by your employee's willingness to help me. I hope that you can check your records to identify the clerk and commend her for her dedication to her work. This kind of service is the main reason why I continue to shop at Vignutti's for everything from clothing and jewelry to household items.

Sincerely,

Angela Straus
Angela Straus



186. Where was the letter most likely sent?

- (A) To an investment firm
- (B) To a department store
- (C) To a travel agency
- (D) To a factory warehouse

187. What is the main purpose of the letter?

- (A) To congratulate an award recipient
- (B) To nominate a coworker for an award
- (C) To explain customer service standards
- (D) To praise a company employee

188. What did the clerk NOT do?

- (A) Gift wrap a product
- (B) Specify shipping instructions
- (C) Search for a product
- (D) Contact a warehouse

189. In the certificate, the word “recognizes” in line 3 is closest in meaning to

- (A) realizes
- (B) admits
- (C) acknowledges
- (D) perceives

190. What type of work does Ms. Lehrman do?

- (A) Human resources
- (B) Telemarketing
- (C) Retail sales
- (D) Mail delivery

GO ON TO THE NEXT PAGE 

Questions 191-195 refer to the following letter and e-mail.

July 12

Dr. Craig Gupta
Room 324, Erikson Sciences Building
University Park Road, Chepstow ND20 4BG

Dear Dr. Gupta:

Congratulations again on winning the annual Pendleton Research Award. We are pleased to provide you with our finest equipment for use in your research. I am following up with some more information regarding the terms of the award.

With regard to the acceleration equipment that you requested, I must tell you that for safety purposes, users of the equipment are required to complete a government-approved training process. Since you mentioned that this is the first time you and your laboratory would be using this particular equipment, I presume that all of you will need to receive this training. Please find enclosed a list of instructors in your area who are authorized to conduct the training.

The equipment is scheduled to arrive in your laboratory on July 29. Setting it up will take a few days, but will no doubt be completed by August 2. I have enclosed some information about this process as well.

If you have any questions, please feel free to contact me. The best way to reach me is by e-mail, at f.vanhoutte@pendletonresearch.com, as I frequently travel off-site.

Sincerely,

Frederick Van Houtte
Frederick Van Houtte
Head, Engineering Division

E-Mail Message	
Date:	July 25
To:	Gupta Team <undisclosed-recipients>
From:	C. Gupta < cgupta@schuller.edu >
Subject:	Reminder-training
<p>Good morning. I would like to remind everyone that you must complete a training session with Dr. Laurie Hong before you use the new laboratory equipment in Room 304. She will be offering training sessions on August 3rd and 4th. Please be sure to sign up for a slot. The sign-up sheet is posted in Room 312.</p> <p>If you have any questions, please feel free to e-mail me.</p> <p>C. Gupta</p>	

191. What is the main purpose of the letter?

- (A) To acknowledge an application
- (B) To explain a safety requirement
- (C) To discuss the cost of a piece of equipment
- (D) To introduce the new head of the research department

192. In the letter, the word “terms” in paragraph 1, line 3 is closest in meaning to

- (A) endings
- (B) duration
- (C) expressions
- (D) conditions

193. When is the equipment being delivered to Dr. Gupta’s laboratory?

- (A) On July 12
- (B) On July 25
- (C) On July 29
- (D) On August 2

194. What can be inferred about Dr. Hong?

- (A) She is one of Dr. Gupta’s students.
- (B) She selected the winner of the award.
- (C) She designs laboratory equipment.
- (D) She was recommended by the Pendleton Corporation.

195. What are employees asked to do?

- (A) Send an e-mail to Dr. Hong
- (B) Practice on the new equipment in Room 312
- (C) Register for a training session
- (D) Welcome a new colleague

GO ON TO THE NEXT PAGE 

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

A Guide to the Game

by Richard Geist

Photographs by Marsha Hauptmann

Renowned sportswriter Richard Geist follows his best-selling *A History of Tennis* with a lucid and entertaining account of the most popular sport in the United States. In his usual witty style, Geist gives his reader a concise history of baseball in *A Guide to the Game*, from its early beginnings in the United States to its current worldwide status. The book also contains a thorough guide to basic tips and techniques used in playing the game. Players at all levels will find his discussion of equipment—such as the differences between wood and aluminum bats—very useful and enlightening.

Richard Geist is a staff writer for the *Metropolitan Times*, where he frequently contributes to the newspaper's daily sports section. The son of a professional football player and a women's basketball coach, he developed a love for sports early in life. He worked for many years at Waketown University as a coach.

Published by Howell & Perkins, Inc.

Baseball's Growing Popularity in the World

by Jenny Kim

Sports enthusiasts will want to take note of three new books on baseball, each of which offers an interesting perspective on the sport's increasing popularity in countries outside of North America. Bart Germano's *Baseball in Japan* (Belmont Press, \$19.95) provides a comprehensive look at the sport's impact on Japanese culture and economy, while taking note of the growing stream of recruits to North American baseball teams. Gina Bloom's *Peanuts and Flyballs* (Morehead Press, \$29.95), on the other hand, is a glossy, well-produced collection of photographs of the world's most famous stadiums.

Each set of photographs is accompanied by a short, interesting discussion of each stadium's history, some of which will surprise even the most knowledgeable fans. Finally, Richard Geist's *A Guide to the Game* (Howell-Perkins Press, \$24.95) is the most practical of the group, offering clear and useful tips on how to play baseball. In this respect, the book follows the same approach as *For the Love of Hockey*, which recounted Geist's experiences coaching university student athletes in the sport. Geist is now a writer, and his passion for nurturing young players shows on every page.

- 196.** What can be inferred about Richard Geist from the advertisement?
- (A) He was a student at Waketown University.
 - (B) He previously wrote a popular sports book.
 - (C) He used to be a professional baseball player.
 - (D) He is an accomplished photographer.
- 197.** For whom does Richard Geist currently work?
- (A) A newspaper company
 - (B) A local university
 - (C) A professional sports team
 - (D) A manufacturer of sporting equipment
- 198.** What is the purpose of the article by Jenny Kim?
- (A) To report the results of a sports competition
 - (B) To persuade people to exercise more
 - (C) To describe the life of a well-known person
 - (D) To review recent publications
- 199.** What is the subject of the book by Gina Bloom?
- (A) International cuisine
 - (B) Famous celebrities
 - (C) Nature photography
 - (D) Sports landmarks
- 200.** What sport was Richard Geist involved with at Waketown?
- (A) Tennis
 - (B) Football
 - (C) Hockey
 - (D) Basketball

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

NO TEST MATERIAL ON THIS PAGE

NO TEST MATERIAL ON THIS PAGE



TOEIC®

Test of English for International Communication

General Directions

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

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



HELLENIC AMERICAN UNION

An educational public charity

Athens:

Massalias 22, 106 80 Athens, Greece
T: (+30) 210 3680000, F: (+30) 210 3634200

Thessaloniki:

Fragon 14, 546 26 Thessaloniki, Greece
T: (+30) 2310 557600, F: (+30) 2310 553925

E-mail:

exams@hau.gr

Web:

www.hau.gr/exams