

## A

**Strategy:** Be familiar with different kinds of “what” questions

“What” questions are very common in the TOEIC test. Sometimes they ask for an overview or the main idea of the talk. Other times they ask for specific information. This unit will help you to deal with both types.

**Test tip**

Some “what” questions in Part 4 require you to understand the main idea of the talk. Listen for words that tell you information about the speaker, the location and the topic.

**Test tip**

Other “what” questions require you to listen for specific information. Always skim the questions and answer choices before listening. Identify key words, and listen carefully for these.

**Test tip**

Answers in Part 4 appear in order in the short talk. Listen for answers in order. If you think you hear an answer out of order it is probably incorrect.

**1 Language building: Vocabulary for overview questions**

A Use the words on the right to complete the overview questions.

- |  |                 |
|--|-----------------|
| 1. What is the ..... of the presentation?            | being described |
| 2. What is this report ..... ?                       | addressing      |
| 3. What is the speaker's reason for ..... the group? | about           |
| 4. What product is ..... ?                           | topic           |

B Look at the key words listed for four short talk questions. Circle the likely topic from the list on the right.

- sales figures, increase, report, final quarter  
(A) A financial report (B) A sales demonstration (C) A school report
- closure, bankrupt, debt, failure  
(A) It is very successful. (B) It is doing badly. (C) It hasn't changed.
- tremor, relief workers, aid, landslide  
(A) A war (B) A charity campaign (C) An earthquake
- ink, paper, documents, high quality, photographs  
(A) A camera (B) A printer (C) An office chair

*Follow up:* Discuss your answers with your partner and explain why you selected them.

**2 Test tactic: Listen for answers in order**

A Underline the key words in the following questions and answer choices. Then skim the tapescript and underline the words that tell you the answers.

- What kind of people might be interested in this advertisement?  
(A) Teenagers  
(B) Elderly people  
(C) Businessmen
- What can early bookers receive?  
(A) A better room  
(B) A 10% discount  
(C) Special tour offers
- What kind of holidays does Alto-Pacific offer?  
(A) Relaxing resort holidays  
(B) Enjoyable golfing holidays  
(C) A range of different holidays


**Tapescript**

*Retired travelers get a break with Alto-Pacific holidays. With a special discount rate for senior citizens, summer never has to end for travelers aged over 60. We offer discounts starting at 10% off regular rates, as well as room upgrade deals for early bookers. Not only do we offer cheaper than standard prices, but also special tour offers, complimentary breakfasts and a guaranteed quiet room. Whether you are looking to relax in a world-class resort surrounded by the blue waters of Micronesia, or enjoy a round of golf at one of our Hawaiian resorts, or perhaps explore the historical castles of Japan, we have something to cater for every taste.*

## Test tip

### Mark answers as you listen

If you hear an answer that is definitely correct, mark it as you listen. If you hear answers that are possibly correct, leave a small pencil mark by these. Answer all questions as quickly as possible.

 **B** Listen to the three parts of a short talk in turn. You have 30 seconds to skim the questions and answer choices. Then, listen and mark the answers as correct, maybe correct, or wrong. Note how the answers appear in order.

1. What kind of people might listen to this announcement?  
(A) Politicians (A)  Correct  Maybe Correct  Wrong  
(B) Venture capitalists (B)  Correct  Maybe Correct  Wrong  
(C) Shareholders (C)  Correct  Maybe Correct  Wrong
2. What has changed in the European market in the last year?  
(A) It has become twice as big. (A)  Correct  Maybe Correct  Wrong  
(B) It has increased by one quarter. (B)  Correct  Maybe Correct  Wrong  
(C) It has decreased by 50%. (C)  Correct  Maybe Correct  Wrong
3. What does the speaker say about the company's finances this year?  
(A) The North American market was strong. (A)  Correct  Maybe Correct  Wrong  
(B) There were good and bad results. (B)  Correct  Maybe Correct  Wrong  
(C) The European market was disappointing. (C)  Correct  Maybe Correct  Wrong

## Tactics checklist

- Identify any overview questions.
- Skim the questions and answer choices before listening to identify key words.
- Listen for answers in order.
- Answer any specific information questions as you listen.


## 3 Tactic Practice

Use the tactics you have practiced for the next two short talks. You will have one minute before you listen to a) skim the questions and identify key words, and b) identify any overview questions.

1. What does the speaker say about the house?  
(A) It is old but well maintained.  
(B) It was built 40 years ago.  
(C) It hasn't been renovated.  
(D) There are two bedrooms.
2. What is mentioned about the living room?  
(A) It is a little dark.  
(B) There is a bright lamp.  
(C) It was renovated six months ago.  
(D) It has a lot of space.
3. What will the speaker do next?  
(A) Show the visitors the kitchen  
(B) Take the visitors to the second floor  
(C) Leave the house  
(D) Talk about the price
4. What is the aim of this announcement?  
(A) To describe Daniel Kanemoto  
(B) To advertise a club  
(C) To boast about achievements  
(D) To improve people's fitness
5. What is the minimum age for members?  
(A) 6  
(B) 66  
(C) 2  
(D) 10
6. What is special about the dojo master?  
(A) He is 66 years old.  
(B) He is a junior regional champion.  
(C) He won a title twice.  
(D) He knows some basic self-defence.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)

## Understanding natural English

 In natural spoken English, sounds are changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.  
As you ..... see, it is in remarkable condition.  
You ..... keep your entire photo collection safe.



Now apply the *Test tactics* at the actual test speed with questions 1–12.



You will have 30 seconds to skim the questions and answer choices before the first listening starts. After that you will have exactly 8 seconds between each question to mark your answer and focus on the next question.

1. What is this report about?
  - (A) The effect of a natural disaster
  - (B) A piece of good news
  - (C) Problems with trucks
  - (D) The dangers of winter
2. Why are relief workers unable to deliver aid?
  - (A) The roads are blocked.
  - (B) The weather is too bad.
  - (C) There isn't enough aid.
  - (D) The trucks are damaged.
3. What is the good news that is mentioned?
  - (A) Governments are sending helicopters.
  - (B) Some people were rescued.
  - (C) The aftershocks have stopped.
  - (D) Nobody was killed.
4. Who is most likely listening to this talk?
  - (A) The customer service department
  - (B) Customers
  - (C) New employees
  - (D) The head of the department
5. Why is the speaker addressing the group?
  - (A) To resolve customers' problems
  - (B) To introduce himself and the training goals
  - (C) To respond to customer needs
  - (D) To introduce new employees
6. When should the listeners ask questions?
  - (A) When the speaker has finished
  - (B) When they have got to know him
  - (C) If they are confused about something
  - (D) After the next three days
7. What product is being described?
  - (A) A cordless telephone
  - (B) An all-in-one printer
  - (C) A laptop computer
  - (D) A digital camera
8. Which of the following best describes the product?
  - (A) It creates a lot of desktop clutter.
  - (B) It is an older model with many features.
  - (C) It is quite large.
  - (D) It is an innovative design.
9. What is described as the unique feature?
  - (A) The color printer
  - (B) The fax machine
  - (C) The hard disk drive
  - (D) The scanner
10. What is the purpose of this announcement?
  - (A) To ask for donations for a gift
  - (B) To introduce a new staff member
  - (C) To ask people to keep the office clean
  - (D) To start a new club
11. When is Chuck leaving?
  - (A) At the end of the year
  - (B) At the end of this month
  - (C) In a couple of months
  - (D) Next week
12. Why shouldn't people tell Chuck about this?
  - (A) He doesn't know he is leaving.
  - (B) He doesn't need the money.
  - (C) It is meant to be a surprise.
  - (D) It hasn't been decided yet.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)
7	(A)	(B)	(C)	(D)
8	(A)	(B)	(C)	(D)
9	(A)	(B)	(C)	(D)
10	(A)	(B)	(C)	(D)
11	(A)	(B)	(C)	(D)
12	(A)	(B)	(C)	(D)

# C

## Learn by doing: Tonight's news

With a partner read over the questions about the business and world news reports below and make sure you understand all the words. Try to guess what the reports are about.

### Business news report

1. What did FHL Electronics announce?
2. What caused the closure of the factories?
3. What did the president say about labor costs in Asia?
4. What did the president promise?
5. What is the best newspaper headline for this report?
  - Drop in Asian Labor Costs
  - FHL Announces Record Losses
  - President Introduces New Product

### World news report

1. What time did the event happen?
2. What were people doing when it happened?
3. What was totally destroyed?
4. How are supplies reaching the area?
5. What is the best newspaper headline for this report?
  - 1975 Quake Remembered
  - Disaster Hits Togassa
  - Helicopter Hits Bridge

**Student A:** Look at Activity file 4.2a on page 152. Read your report to your partner.

**Student B:** Listen to your partner's news report and answer the questions. When you are finished, switch roles. Look at Activity file 4.2b on page 154.

# D

## Further study

Write four or five sentences about your company, school or family, and write three "what" questions. Test your classmates in the next lesson.

Go to word list and quiz page 167.