

A

Strategy: Skim read to predict the context before listening

The questions and answer choices in this part of the test can help you predict what you are going to hear. Using the time available to skim read these before listening will help you focus on the key parts of the conversation.

Test tip

The TOEIC test often uses different words in the answer choices and the recording. Before you listen try to imagine other ways the answer choice might be said.

Test tip

You don't have to listen to the directions. Use the time when the directions are read (around 30 seconds) to skim the questions and answer choices and predict what the situation is.

Test tip

Note key words. Picking out the key words improves your listening. It helps you to predict what you will hear, and focuses you on what you have to listen for.

1 Language building: Paraphrasing

Match each of the underlined words and phrases in the announcements below with the word or phrase with the closest meaning from the list a–f. The first one has been done for you.

May I have your attention.

I am sorry to announce that the ferry service to the Fairport Islands will be interrupted (1) due to damage caused by the recent typhoon (2) Ticket holders may get a refund (3) immediately (4) The shuttle bus back to the train station should be here in about 20 minutes and in the meantime, we will be serving complimentary (5) beverages (6)

- a last week's storm
- b without delay
- c money returned
- d drinks
- e ~~stopped~~
- f free

2 Test Tactic: Pick key words and predict the context

A Skim the questions and answer choices in 1–3 and underline the key words (10–15 seconds per item). Then compare with a partner and discuss which of the situations A–C you think the talk will be about.

1. Where is this announcement being made?

- (A) At a train station
- (B) At an airport
- (C) At a bus station
- (D) At a coffee shop

2. What is the problem?

- (A) The train is delayed due to the hurricane.
- (B) Rains have damaged the Dalesville bridge.
- (C) Service has been interrupted due to the weather.
- (D) Passengers are being refused a refund.

3. What may people wishing to go to Darby do?

- (A) Wait for two hours
- (B) Take a shuttle bus to Evanston
- (C) Get replacement tickets
- (D) Go by train

A A TV news weather report about a big storm

C An announcement about a change in transportation services

B A tourist information report on new travel routes

Test tip

Answer the questions as soon as you hear the answer

Do not wait for the voice to tell you.

Answer quickly, then use the 35–40 seconds between conversations to skim the next questions.

Tactics checklist


- Use the time before and after the listening to predict the context.
- Think of other ways to say the answer choices.
- Answer quickly.

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.

We apologize inconvenience.

Check the documents typos.

-  **B** Focus on the answer choices in A 1–3 as you listen. Mark the best answer. Guess if you aren't sure, and move on to the next question.


1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

3 Tactic practice

Listen to two more short talks. Before each talk begins, with a partner take one minute to predict the context and think of other ways to say the answer choices.

1. What is the purpose of this announcement?
 - (A) To discuss the history of Antigua
 - (B) To describe Antigua's beautiful landscape
 - (C) To make it sound attractive to visitors
 - (D) To provide an overview of its Maritime events
2. What was Antigua originally established as?
 - (A) A pirate base
 - (B) A center for sailing events
 - (C) A resort for hiking and watersports
 - (D) A military outpost
3. When was this announcement probably first broadcast?
 - (A) In October
 - (B) In the winter
 - (C) During the summer
 - (D) In April
4. Why was the meeting called?
 - (A) To announce a schedule change
 - (B) To move the deadline
 - (C) To lend a hand
 - (D) To answer any questions
5. When does the project have to be finished?
 - (A) In a week
 - (B) In five days
 - (C) By tomorrow
 - (D) By Thursday
6. What are Beth and Howard asked to do?
 - (A) Finalize the image files
 - (B) Check for typos
 - (C) Ask questions
 - (D) Write the address labels

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

 Understanding natural English

B

Mini-test

Now apply the *Test tactics* at 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. Where is this presentation most likely taking place?
 - (A) An Asian market
 - (B) A board meeting
 - (C) A computer conference
 - (D) A college technical fair
2. What customer group saw the best sales?
 - (A) Executives
 - (B) Students
 - (C) Small businesses
 - (D) Salespeople

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3. How were sales of their standard desktop?
- (A) Extremely good
 - (B) Steady
 - (C) Poor
 - (D) Surprisingly good

4. Which things were noted as blowing in the breeze?
- (A) Tissues
 - (B) Cat litter
 - (C) Hazardous waste
 - (D) Organic waste

5. What day are grass and leaves collected?
- (A) Tuesday
 - (B) Wednesday
 - (C) Thursday
 - (D) Friday

6. What is the maximum allowed container weight?
- (A) 20 lbs
 - (B) 35 lbs
 - (C) 45 lbs
 - (D) 50 lbs

7. Who probably produced this announcement?
- (A) An automobile dealership
 - (B) The police department
 - (C) The city emergency services section
 - (D) An insurance company

8. Which of the following things are NOT mentioned?
- (A) Photographing the accident scene
 - (B) Calling for medical assistance
 - (C) Getting the other party's license number
 - (D) Noting the weather conditions

9. When does the announcement suggest calling the police?
- (A) If there is injury or damage to vehicles
 - (B) After checking for injury
 - (C) At the first opportunity
 - (D) After you have talked to witnesses

10. What is the purpose of this announcement?
- (A) To explain some important computer upgrades
 - (B) To apologize for an error
 - (C) To explain the cause of a system failure
 - (D) To enlist aid in repairing some damage

11. What caused the problem?
- (A) A problem with the clocks
 - (B) Someone must have opened an infected file.
 - (C) Someone forgot to activate their firewall.
 - (D) Someone shared their passwords.

12. What does the announcement say to do in the future?
- (A) Only open attachments from familiar senders
 - (B) Consult the IT team before opening email files
 - (C) Track the company's financial status
 - (D) Assist in making repairs

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

C**Learn by doing: Be familiar with announcement conventions**

- A Match the beginnings of the sentences 1–4 with the appropriate endings a–d to complete the announcement.
- | | |
|--|--|
| 1. Excuse me everyone, ... | a ... because Mr. Phillips is off with the flu today. |
| 2. I'm afraid that today's class is canceled ... | b ... please speak to Mr. Phillips in his office on Monday. Thank you. |
| 3. The class will be rescheduled ... | c ... could I have your attention, please. |
| 4. If you are unable to attend on that day, ... | d ... for next Wednesday at 2:00. |

B Now practice reading this announcement to your partner.

Follow up: With a partner, take turns to make announcements using the notes below. You may write them down first if you prefer.

Change to meeting room

*The room for the sales meeting has been changed.
The new meeting space is room 401.
The meeting start time is 3:15.*

Collecting gift money

*We are collecting money for Shelley's wedding gift.
Give money to Sam or Helen by Friday.
Also, we would like gift suggestions.*

Farewell party

*After work there will be a farewell party for Tom.
It will be held at the Nightshift Café.
If you need directions, please get a map from Jim.*

Culture note

When giving news to groups of customers it is common to start with:

May I have your attention please.,

If it is unpleasant, say,

I am sorry to tell you ... or I am afraid I have to announce that

If you are requesting something, say *please*.

Thank them at the end.

D**Further study**

Think of an announcement you have made or an event that would require a similar announcement. Prepare an announcement to give in the next lesson.

Go to word list and quiz page 161.