

Complete Guide *to the* TOEIC® Test

2ND Edition

BRUCE ROGERS

THOMSON
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Complete Guide to the TOEIC® Test 2nd Edition
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Second Edition

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Getting Started

A Guide to the Guide: How to Use This Book

About This Book

TOEIC is an increasingly important test. Over a million and a half people around the world take this test annually. In an era of globalization, a knowledge of English, the global language, is a key to success. One measure of English proficiency is a high score on TOEIC. And a high score on TOEIC can be an important factor in being hired, promoted, or selected to travel and work internationally.

However, preparing for this test is not easy. Some of the books written to help you are badly organized, incomplete, or poorly written. Some of the "practice tests" have little resemblance to actual exams.

You need a guide you can depend on. That is why this book was written.

The Complete Guide to TOEIC® is a complete, accurate, and up-to-date preparation book. It is based on extensive research and on years of classroom experience in test preparation. It offers a step-by-step program that provides test-taking strategies and the development of language skills. It is based on the following simple philosophy:

- The same points are tested over and over on every TOEIC.
- Each of these testing points is based on a clearly defined language skill.
- These skills can be mastered by guided practice.

The second edition of this book provides a second complete practice test and a contemporary look. Exercises and explanations have been updated and expanded as needed.

Organization of the Guide

1. Getting Started

This is an introduction to the exam.

- **Questions and Answers About TOEIC**
This provides basic background about the format and scoring of the test.
- **Eight Keys to High Scores**
This helps you become a smarter test taker by

suggesting ways to arrange your preparation time, use the process of elimination, mark your answer sheet, control test anxiety, and learn other important test-taking techniques.

2. Guide to Listening Comprehension (Lessons 1–4)

This part of the book is designed to prepare you for the Listening Comprehension part of TOEIC (Sections I–IV). In order to complete the exercises for this part of the book, you must have the accompanying listening program. (See "Guide to Listening Comprehension," page 13, for more information about using the cassette tapes/audio CDs.)

3. Guide to Reading (Lessons 5–7)

This part is designed to prepare you for the Reading part of TOEIC (Sections V–VII).

Each of the seven lessons consists of these components:

- **Lesson Outline**
This provides a brief overview of the lesson.
- **Format**
This describes in detail the form of the problems in this section.
- **Tactics**
This component discusses the best techniques for maximizing your score on each section.
- **Preview Test**
This is a shortened version of the test section that familiarizes you with the directions and the most common types of items for each section of the test. Items for this section are used as examples in the next component.
- **Testing Points and Skill-Building Exercises**
This is the main component of each lesson. It breaks down the testing points into understandable individual units and offers numerous exercises designed to increase your skills.
- **Review Test**
This component offers a full-length test section so that you can practice testing points, not in isolation but in combination. Together, the seven review tests provide you with the equivalent of another full-length practice test.

4. Two Complete Practice Tests

These duplicate actual tests in terms of format, content, and level of difficulty. To get the most of these exams, follow the suggestions in the section titled "How to Take the Practice Tests."

5. Tapescript and Answer Key

This provides a written version of all the taped material in the audio program, answers for all the exercises and tests, and explanations when appropriate.

Suggestions for Using the *Guide*

The Complete Guide to TOEIC® is designed to be used either as a textbook for a TOEIC preparation course or as a tool for individual learners who are preparing for the test on their own. If you are working alone, you will need to obtain the cassette tapes/audio CDs that accompany the book.

Whether working in a class or alone, you should begin preparing for TOEIC by reading the introductory lessons ("Getting Started"). Then you can work through the lessons one by one, or begin with the parts in which you feel you need improvement. You can usually make the fastest progress by working in the areas in which you are weakest.

When using the book in the classroom, the exercises work well as small-group or pair activities. Students may either work on the exercises together or complete them individually and then check and discuss them afterward.

Following are the amounts of time required to cover each part of the *Guide*. Keep in mind that these times are very approximate and do not include review sessions.

Getting Started	1–3 hours
Lesson 1	2–3 hours
Lesson 2	5–7 hours
Lesson 3	4–6 hours
Lesson 4	5–7 hours
Lesson 5	8–10 hours
Lesson 6	7–9 hours
Lesson 7	5–7 hours
Practice Test 1	3–4 hours
Practice Test 2	3–4 hours

Suggestions for Using the CD-ROM

A CD-ROM called TOEIC Mastery has been developed by the author and the software department of American Language Academy, Inc. (ALA) for use with this book. It contains 1,000 realistic TOEIC items and includes two new complete, scoreable tests. TOEIC Mastery is exceptionally useful for those people who are preparing for the test on their own because it provides explanations for both correct and incorrect answer choices. This computer program can also be used by individuals or pairs in computer labs or, with a data projector, as a classroom activity in a TOEIC preparation class.

If you have any comments or technical questions about the CD-ROM, please contact the software department of American Language Academy: software@ala-usa.com

If you have any questions, comments, or suggestions regarding this book or the TOEIC test itself, I would very much appreciate hearing from you. Please contact me care of the publisher:

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And good luck on TOEIC!

Bruce Rogers
Boulder, Colorado, U.S.A.
August 2002

Questions and Answers about TOEIC

Q: What is TOEIC?

A: TOEIC (Test of English for International Communication) is a standardized test designed to measure a person's ability to understand English as it is used in international business situations.

TOEIC was originally designed by Educational Testing Service (ETS) of Princeton, New Jersey. ETS produces many other standardized tests, such as TOEFL (Test of English as a Foreign Language), GMAT (Graduate Management Aptitude Test), and GRE (Graduate Records Exam). Today, ETS still produces TOEIC, but a for-profit subsidiary owned by ETS, the Chauncey Group International, now administers and distributes the test.

TOEIC was first administered in Japan in 1979 and in Korea in 1982. It is now given in over 50 countries all over the globe. In 2001, more than 1,500,000 candidates took the test. Every year, four new forms of the test are administered.

Q: How is TOEIC administered?

A: Most TOEIC testing is arranged by a sponsoring organization (a multinational corporation, for example) and by a local agent that represents the Chauncey Group. The dates, times, and locations of the testing are generally set by the sponsoring organization. In some locations, the test is also offered on a regular basis to persons not affiliated with a sponsoring organization. Contact the TOEIC representative's office in your area for more information. (There is a list of representatives at the end of this section.)

Q: What format does TOEIC follow?

A: All the questions on the current TOEIC examination are multiple choice questions. Items in most parts have four answer choices; in Part II, there are three answer choices. The test is divided into two main sections: Listening Comprehension and Reading. Each section contains 100 items. Listening Comprehension is divided into four parts, Reading into three. Each part has its own directions. The entire test takes about two hours to complete.

TOEIC Format

Section 1: Listening Comprehension

Part I:	Photographs	20 items
Part II:	Questions/Responses	30 items
Part III:	Short Conversations	30 items
Part IV:	Short Talks (6–8 talks)	20 items

100 items
Approximately 45 min

Section 2: Reading

Part V:	Sentence Completion	40 items
Part VI:	Error Identification	20 items
Part VII:	Short Passages (12–16 passages)	40 items

100 items
1 hr 15 minutes

Total: 200 items
Approximately 2 hours

Q: Who takes TOEIC?

A: Anyone who travels abroad on business or who has contact with international visitors is a likely candidate for TOEIC. All types of employees of international organizations may be asked to take the test: managers, marketing experts, sales representatives, customer service agents, flight attendants, hotel employees, customs officials, and others. Many organizations also require job applicants to take TOEIC. Many individuals take it on their own and include their test scores as part of their résumés.

Q: Who uses TOEIC?

A: TOEIC clients include trading and manufacturing companies, government agencies, international banks, hotel chains, and airlines. Within these organizations, personnel directors, training managers, human resource managers, and English language program administrators use the scores.

Q: How is TOEIC scored?

A: Three scores are reported: a score for Listening Comprehension, a score for Reading, and a comprehensive score. To calculate these scores, the number of correct answers in each of the two main sections is first counted. These scores are called raw scores. Then the raw scores are changed to scaled scores by means of a conversion chart similar to the one on page 249. The scaled scores for the two sections are added together to obtain a comprehensive score. Scores on each of the two sections range from 5 to 495. Comprehensive scores range from 10 to 990.

The chart below provides an approximate guide to interpreting TOEIC scores:

805-990	High advanced
655-800	Advanced
555-650	High intermediate
405-550	Intermediate
305-400	High beginner
205-300	Beginner 2
10-200	Beginner 1

Q: How does TOEIC differ from TOEFL?

A: The names of the two tests sound quite similar. Both measure a person's ability to understand English, and both are multiple choice tests. However, there are a number of differences between the two exams, as shown in the following charts:

Purpose

TOEFL

To measure the English-language proficiency of applicants for North American universities

TOEIC

To measure the English-language proficiency of employees, trainees, or prospective employees of international organizations

Format

TOEFL

- 95-140 questions
- 4 sections:
 1. Listening Comprehension
 2. Structure and Written Expression
 3. Reading Comprehension
 4. Essay Writing

TOEIC

- 200 questions
- 2 sections:
 1. Listening Comprehension
 2. Reading

Delivery

TOEFL

Computer-based (In most locations)

TOEIC

Paper-and-pencil based

Time Limits

TOEFL

1 hour, 40 minutes

TOEIC

2 hours

Range of Scores

TOEFL

0-300 (computer-based)

TOEIC

10-990

Language

TOEFL

Academic English as used in campus settings and university textbooks.

TOEIC

International English as used in business settings.

Q: What contexts are used for TOEIC questions?

A: Common contexts for TOEIC questions are business situations (marketing, sales, contract negotiations, meetings), travel (airlines, taxis, hotels), entertainment (restaurants, movies, plays, museums), and health and fitness (doctors, dentists, exercise programs).

Q: Where can I get more information about TOEIC?

A: You can contact the appropriate department of your organization or the TOEIC representative for your country:

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Even if there is no agent listed for your company, you may be able to take the test. Contact the International Headquarters for TOEIC:

TOEIC International Headquarters

TOEIC Service International
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Fax: 1-609-720-6550
E-mail: toEIC@chauncey.com
www.toEIC.com

You may also obtain updated information about the test and about area representatives by visiting the TOEIC site on the Internet at www.TOEIC.com

TOEIC documents are strictly prohibited.

Eight Keys to Higher Scores on TOEIC

Key 1: Increase Your General Knowledge of English

There are two types of knowledge that will help you improve your scores on TOEIC:

- A knowledge of the format of the test and the tactics used by good test takers.
- A general command of English (which must be built up over a long period of time).

A step-by-step TOEIC preparation program such as the one in this book can supply the first type of knowledge. The best way to increase your background knowledge of English is simply to use English whenever you can. If possible, take English language classes. Outside of class, look for opportunities to speak English, especially with native speakers. Read newspapers and magazines in English. Listen to English language news programs and talk shows on the radio. Attend lectures and movies in English.

Key 2: Learn Your Strengths and Weaknesses and Work on Areas Needing Improvement

You probably already have a fairly clear idea of the areas of English in which you need improvement. You may want to use the preview tests that are part of each lesson in this book as diagnostic tools. Take each of these preview sections before you begin your studies. Did you find one or more of the previews particularly difficult? If so, focus more of your time and attention on the corresponding lesson or lessons of this book.

Key 3: Make the Most of Your Preparation Time

Taking an important test such as TOEIC is like facing any other challenge in your life. You need to train for it, and your training should be systematic.

Before you begin studying for the test, prepare a time-management chart. Begin by drawing up an hour-by-hour schedule of your current weekly activities. Then pencil in times for TOEIC preparation. You'll remember more of what you study if you schedule an hour or so daily or three or four times weekly than if you schedule all your study time in large blocks on weekends. After following this schedule for a week, make whatever adjustments are needed. Then keep to your schedule as much as possible until a few days before the test. At that point, studying won't have much effect on your score. It's better for you to relax.

If possible, reserve a special study space where you do nothing but study for TOEIC, separate from the place where you do your regular homework or other paperwork. This space should be as free of distractions as possible.

Use the "30-5-5" method of studying:

- First, study for thirty minutes.
- Take a five-minute break. Leave your desk and do something completely different.
- When you return, take five minutes to review what you studied during the last thirty minutes and preview what you are going to study next.

It's also a good idea to meet regularly with a small group of people who are also preparing for TOEIC. Research has shown that this "study group" approach is highly effective.

Key 4: Be Familiar with the TOEIC Format and the Directions for Each Section

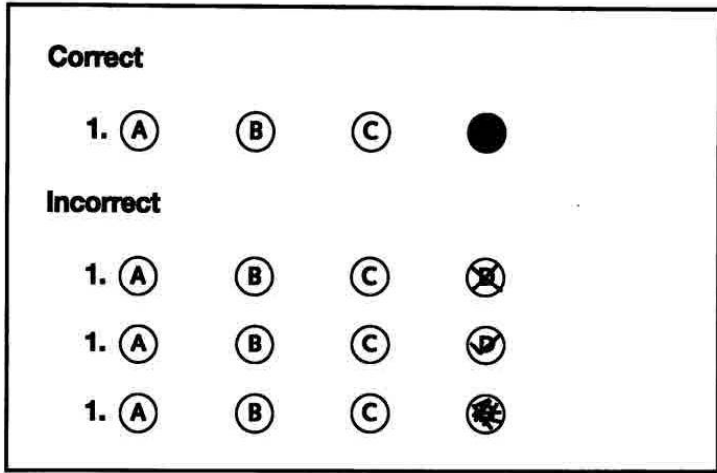
If you have a clear "map" of TOEIC in your mind, you won't have any surprises on test day. You'll always know exactly where you are in the test and what will come next. You can become familiar with the format by studying the chart on page 4 and by taking the practice tests in this book.

The directions for each part of the test are always the same; even the same examples are used. If you have familiarized yourself with these directions, you won't need to waste precious testing time by reading them. For copyright reasons, the directions that appear in this book are not the same, word for word, as those used on official versions, but they are similar, and if you understand these directions, you will understand those on actual tests.

Key 5: Know How to Mark Your Answer Sheet

One of the worst surprises you can get during a test is to suddenly discover that the number of the item you are working on does not correspond to the number on the answer sheet. You have to go back to find where you first got off track, then change all the answers after that number. You can avoid this problem by using the test book itself as a marker. Cover the unanswered items in each column on the answer sheet with the book and then, as you mark each item, move the test book down one number.

Bring several number 2 black-lead pencils, a good eraser, and a small pencil sharpener. Don't use a pen or a liquid-lead pencil to mark your answers. Mark the answers by filling in the space completely. Don't mark answers in any other way.



Always be sure that you have filled in the blank completely and have filled in only one blank per item. If you have to erase an answer, be sure to erase completely.

**Key 6:
No Matter What, Always Guess!**

On TOEIC, unlike on certain standardized tests, there is no penalty for guessing. In other words, no points or fractions of points are subtracted for incorrect answers. What this means to you is that you should always guess at the answer if you are not sure and never leave any items unanswered at the end of the test. Remember, even if you are guessing blindly, you have a one-in-four chance (25%) of guessing the answer correctly in most sections. (In Part II, your odds go up to one in three, or 33.3%.) If you have no idea which answer is correct, it's probably better to use a standard guess answer such as (C) than to guess at random.

**Key 7:
Use the Process of Elimination to Make the Most of Your Guess**

In Key 6, you learned that you should always guess. However, until the last few minutes of the test, it's not a good idea to guess blindly. Instead, you want to make the best guess that you possibly can, and to do so, you need to use the process of elimination. In other words, if you are unable to find the correct answer, you should eliminate unattractive or unlikely choices and then, if more than one cannot be eliminated, guess from the remaining choices. This is not as difficult as it may seem because of the way test writers design many of the items on standardized tests.

Let's look at a diagram of a typical multiple choice item:

Stem.....

- (A) Answer choice
- (B) Answer choice
- (C) Answer choice
- (D) Answer choice

Only one of the four answer choices, of course, can be the best one. This choice is called the **key**. The three incorrect choices are called **distractors** because their function is to distract (take away) your attention from the key.

Stem.....

- (A) Distractor
- (B) Distractor
- (C) Key
- (D) Distractor

However, many items are written so that the distractors are not equally attractive. One or two choices are often clearly incorrect and are easy to eliminate. Another one of the distractors is usually less easy to eliminate because it is somehow closer to the key. This is the choice that most people choose if they answer an item incorrectly. It is called the **main distractor**.

Stem.....

- (A) Main distractor
- (B) Distractor
- (C) Key
- (D) Distractor

Even if you can eliminate only one distractor from a four-choice item, you have improved your chance of guessing the key from one in four (25%) to one in three (33.3%), and if you can eliminate two distractors your chances become pretty good — one in two, or 50%.

What should you do if you can eliminate one or two choices but can't decide which of the remaining choices is correct? If you have a "hunch" (an intuitive feeling) that one answer is better, choose that one. If not, just mark your standard guess answer or, if you've eliminated that choice, choose any remaining letter and go on.

Let's see how this process works in practice by looking at an example from Part V:

I am eager _____ the new member of the product development team.

- (A) meeting
- (B) will meet
- (C) to meet
- (D) met

You'll probably be able to eliminate choices (B) and (D), because these are both main verbs and the sentence already has a main verb (*am*). Also, choice (D) incorrectly refers to the past. It may be more difficult to choose between (A), a gerund (*meeting*), and (C), an infinitive (*to meet*), but even so, you've improved your chances of getting this answer correct by making an educated guess. And one of the remaining answer choices may sound better than the other. If you guessed (C), you're right! Not all items on TOEIC follow this pattern exactly, and it is not always easy to eliminate two distractors or even one. Still, the process of elimination is a powerful tool of good test takers.

Key 8: Learn to Control Test Anxiety

There is nothing unusual about being nervous before a test. Standardized tests such as TOEIC can have a definite impact on your future plans. If you were participating in a big athletic event or giving an important business presentation, you would feel the same. There is an expression in English that describes this feeling of anxiety very well: "butterflies in your stomach." These "butterflies" will mostly disappear once the test begins. And a little nervousness can actually work to your advantage by making you more alert and focused. However, too much nervousness can slow you down and cause you to make simple mistakes.

One way to avoid stress on the day of the test is to give yourself plenty of time to get to the testing site. If you have to rush or if you're late, you'll be even more nervous during the testing period.

If you find yourself nervous during the second section of the test (Reading), give yourself a short break — take a "fifteen-second vacation." Sit back, close your eyes, take a few deep breaths, relax as completely as possible — then get back to work. (Don't try this technique during the Listening Comprehension part of the test — you will miss items on the tape!)

In general, the best way to overcome test anxiety is through a positive, confident attitude toward the test. You can develop this attitude if you become familiar with all aspects of the exam, polish the skills that are required to do well, and take a realistic practice test. *The Complete Guide to TOEIC*® was developed to help you fulfill these goals.

Guide to Listening Comprehension

The first section of TOEIC consists of four separate parts. Each has its own directions and format:

Part I: Sentences About Photographs	20 items
Part II: Questions/Responses	30 items
Part III: Short Conversations	30 items
Part IV: Short Talks (6–8 talks)	20 items

This section tests your ability to understand informal spoken English, but only Part II is a “pure” test of listening. Part I also tests your ability to quickly interpret photographs, and Parts III and IV test your reading skills, since you must read the questions and answer choices before you can answer.

You can make quite a few errors on this section and still get a good score. Errors count less against your total score than errors in the Reading section do. (See the Score Conversion Chart on page 249.)

Concentration is very important to success in this section. You need to focus your attention on the audio program, on the test booklet (except in Part II), and on your answer sheet. In Parts I and II, particularly, you need a very close, almost word-for-word understanding of the items on the audio program, and you will have to be able to distinguish between words with similar sounds.

The Listening section of the *Guide* is divided into 4 lessons, each corresponding to one of the parts of the test. Each lesson provides familiarity and practice for that part of the test.

Using the Audio Program



The audio portions of the four lessons in this section are on the cassette tapes/audio CDs that accompany this book. The audio symbol shown above indicates that you should turn on the audio program whenever it appears throughout the *Guide*. Almost all the exercises in this section are also on the audio program. However, directions for the exercises are not recorded. You should read the directions before you begin to work on an exercise. The audio portion of the Practice TOEIC Tests is also recorded on the audio program.

The “Audio Script and Answer Key” section at the end of this book provides a written version of the material on the audio program, as well as answers for the exercises and tests. If you have trouble with an exercise, listen to it again before you look at the script and the answer. Don’t stop the audio program in the middle of an exercise; always complete each exercise before listening again or looking at the tapescripts.