



# TOEIC Part 3

## Short Conversations

# GENERAL INSTRUCTIONS

- A. Orient student on what he/she will do in each type of test. Do this only on chapter 1. For the remaining chapters; you don't have to do the orientation.
- B. Student must type his/her answer on the Skype chat box.
- C. Read the choices/ conversation for students using the correct pacing and enunciation. (for listening test)
- D. Read clearly.





## Part III: Short Conversations

- A. Tell student that he /she will listen to a conversation. This conversation is not found in his/her copy.
- B. After each conversation, he she must answer the question that is found in his/her copy.
- C. Process student's answer one at a time.
- D. Focus more on the item where student commits mistake. Guide him/her on the correct strategy to use when he/she encounters this test.
- E. Commend student if he/she chooses the correct answer.



# Questions 1-3 Script

**Woman:** Wow, James! That's quite a stack of books. It looks like you're studying for an exam.

**Man:** Oh I'm studying, but not for an exam. I've been doing some research at the company library for a report on psychological investing. Did you know that some firms use psychology research to develop products like personality tests and employee performance evaluations? They believe it gives them an edge in hiring quality workers and ensuring top-notch performance.

**Woman:** Oh yeah, I've heard about that. It's called psychometrics. I minored in psychology before I got into stock analysis.

**Man:** Really? Could you do me a favor, then? Would you please review my first draft? Mr. Spencer wants this report tomorrow, and I'd appreciate it greatly if you'd provide some feedback. If you could, I'll treat you to an early dinner at the Chinese restaurant around the corner.





# Question 1

What project is the man working on?

- a. A newspaper article
- b. A performance evaluation
- c. A research report
- d. A first draft



## Question 2

Where do the man and woman probably work?

- a. At a library
- b. At an investment firm**
- c. At a restaurant
- d. At a university





## Question 3

Why is the man asking for the woman's assistance?

- a. She used to be a psychologist.
- b. She wrote a book on the subject.
- c. She studied the topic in university.
- d. She is a stock analyst.



# Questions 4-6 Script

**Man:** Hello, I'm trying to reach Mitch Graham. Could you connect me to his extension, please?

**Woman:** I'm sorry sir, but Mr. Graham is out of the office until Wednesday. Could I connect you to someone else?

**Man:** I'm not sure. Mitch is in charge of our account. I'm with Precious Pet Shop, and I'm calling to order three cases of dog food. We need them by the end of the week.

**Woman:** Oh I see. In that case, I'll put you through to Ms. Crockett, our product department manager. She should be able to take your order and get the dog food shipped right out to you.





## Question 4

What does the man want to do?

- a. Order more inventory
- b. Talk to Mitch Graham
- c. Buy a new pet
- d. Talk to Ms. Crockett



## Question 5

What is the woman's position?

- a. Receptionist
- b. Manager
- c. Salesperson
- d. Account executive



## Question 6

What problem do the speakers have?

a. They cannot locate Ms. Crockett.

b. An employee is unavailable.

c. They have too much dog food.

d. Mitch Graham didn't complete an order.

# Questions 7-9 Script

**Man:** Rebecca, I heard from Caitlin that you're in charge of replacing all our computers. This is great; it's about time!

**Woman:** It sure is! When the system crashed last Friday, it was the last straw. That's when Mr. Thompson gave me the green light to order new computers. I'm aiming to get a new system installed by the end of the month, but I still have some research to do because I want to change vendors.

**Man:** It'd be a good idea to use a vendor that offers ongoing technical support. I know that Ingram Computers has an excellent reputation for customer service, and they have a comprehensive parts replacement warranty. During the warranty period, if something goes wrong they'll replace your computer outright or else lend you a computer while they repair yours.

**Woman:** Yeah, I've heard really good things about Ingram too. We get their brochures in the mail all the time.





# Question 7

What is the woman doing?

- a. Repairing the computers
- b. Researching new computers**
- c. Selling used computers
- d. Maintaining the computers



# Question 8

What does the woman need?

- a. Advice on purchasing electronics
- b. Feedback on the old computers
- c. Computer software sales
- d. Information on available computers



# Question 9

What does the man suggest the woman do?

- a. Consult with a computer specialist
- b. Ask Caitlin for some suggestions
- c. Find a company that offers good customer service
- d. Locate a different vendor than Ingram Computers

# Questions 10-12 Script

**Woman:** Mr. Carlson, Johnny Chow called this morning. He wants to know if you're satisfied with the terms outlined in the fax he sent yesterday. He also said he'll need you to sign the memorandum by Wednesday.

**Man:** Oh, that's right. He wants to get a press release out before the weekend. Would you please e-mail him today and let him know we have the fax?

**Woman:** Sure. Should I tell him you'll sign the memo as well?

**Man:** No, not quite yet. I need to have the marketing team review it first. I'll give marketing a deadline of Tuesday, so if everything looks good, tell Mr. Chow we can get the memo to him by Thursday morning.





# Question 10

What did Johnny Chow do?

- a. Signed a memorandum
- b. Issued a press release
- c. Faxed a contract to Mr. Carlson
- d. Canceled an agreement

# Question 11

When will Mr. Carlson send the memorandum?

- a. Today
- b. On Tuesday
- c. On Wednesday
- d. On Thursday





# Question 12

What will the marketing team do?

- a. Send e-mail to Mr. Chow
- b. Work through the weekend
- c. Meet with Mr. Carlson
- d. Review a contract

# Questions 13-15 Script

**Man:** Maryanne, is that you? I haven't seen you since the company dinner last spring. Are you still in the accounts department in the McClure Building?

**Woman:** Preston, it's good to see you again! I've been away most of the summer, doing professional development training. The company sent me to Ohio to learn about database programming so that I can transform our current accounting procedures.

**Man:** Really? That sounds great. I'm hoping to take a sabbatical too next year.. in Florida. Would you mind if I asked you some questions about your experience this summer?

**Woman:** Not at all. Let's do lunch, and you can fill me in on everything that I missed while I was away. It looks like the fifteenth floor has been renovated.





## Question 13

Where did the woman spend time during the summer?

- a. In the McClure Building
- b. In Los Angeles
- c. In Ohio
- d. In Florida



# Question 14

What department does the woman work in?

- a. Accounts
- b. General operations
- c. Database management
- d. Food services





# Question 15

What will the speakers probably do next?

- a. Eat lunch together
- b. Study databases
- c. Go on a trip
- d. Go to the fifteenth floor

