

# TOEIC2-7 Reading Comprehension

## HOMEWORK: 2-6

Kindly give the definition of the following words and use them in the sentence next time

**1. arbitration** - the hearing and determining of a dispute or the settling of differences between parties by a person or persons chosen or agreed to by them

**Sample Sentence:** Rather than risk a long strike, the union and management agreed to arbitration.

**2. outrage** - an act of wanton cruelty or violence; any gross violation of law or decency.

**Sample Sentence:** Outrage seized the entire nation at the news of the attempted assassination.

**3. repel** - to thrust back or away.

**Sample Sentence:** Water and oil repel each other.

## Teacher's Manual

In Part VII you will read passages in the form of letters, ads, memos, faxes, schedules, etc. The reading section has a number of single passages and 4 double passages. You will be asked 2-4 questions about each single passage, and 5 questions for each double passage. Sometimes you will be asked for specific details. Other times you will be asked about what the passage implies. In the paired passages you will also be asked to make connections between the two related texts. On the real test you will not have time to read every word. You need to practice scanning and reading quickly for details.

## Memorandum

To: Supervisors

From: ETOC, Human Resource Manager

Sub: probationary coaches

As of January 1st all new coaches will be subject to a 3 month probationary period. Medical, holiday, and flextime benefits will not apply to new staff members until the full 3 months have expired. After the three months have been completed, please contact your coaches and inform them that their probationary period has ended. The HR department will contact you by email 2 days in advance to remind you of the date. Thank you for your cooperation.

1. What is the main purpose of this memo?
  - a. To inform all coaches of a new expiration date.
  - b. To put staff members on probation.
  - c. To introduce the HR department.
  - d. To inform supervisors of a change in policy.**

**Explanation 1:**

- **Choice A** is incorrect because the memo is only for supervisors and the subject is probationary periods.
- **Choice B** is incorrect because it is only new employees that go on probation.
- **Choice C** is who will send the notice to remind supervisors of the date.

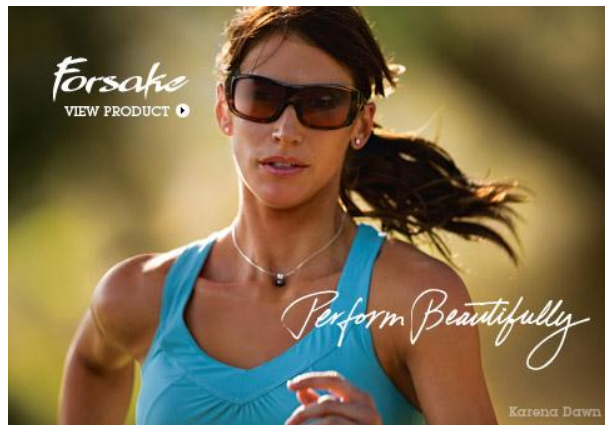
2. When does the change come into effect?

- a. Today.
- b. In 2 days.
- c. In 3 months.
- d. On January 1st.**

**Explanation 2:**

- **Choice A** is not mentioned.
- **Choice B** confuses "2 days in advance" (which is when the supervisors will get their notice) with "in 2 days".
- **Choice C** is how long the probationary period is.

## Advertisement



Purchase a 12 month subscription to *Vacation the Nation* today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.\*

To get your free Sunnies follow these 3 easy steps.

1.	Purchase a copy of <i>Vacation the Nation</i> , New York's #1 Travel magazine.
2.	Fill out the application card (found in the centre of the magazine)
3.	Mail the card and \$21.95 US to the address provided

\*This is a limited time offer only. Application and funds must be received no later than Dec 1st 2004. Canadian residents should add \$3 US for shipping. Offer not available for residents outside of North America.

3. What is this advertisement for?
- A summer trip.
  - A travel company.
  - A special deal.**
  - A free magazine.

**Explanation 3:**

- **Choice A** confuses travel magazine with trip. The picture of the sun might make you choose this one by mistake.
- **Choice B** confuses travel magazine with travel company.
- **Choice D** confuses which item is free. In this special offer the sunglasses are free. You have to buy a magazine subscription to get the glasses.

4. How much do the sunglasses cost?
- They are free with a subscription.**
  - They cost \$1.
  - They cost \$3 Canadian.
  - They cost \$21.95 US.

**Explanation 4:**

- **Choice B** confuses \$1 with #1 magazine.
- **Choice C** confuses \$3 Canadian with 3\$ US (the shipping charge for Canadian subscribers).
- **Choice D** is the cost of the magazine subscription.

## E-mail

To: "The Shoe People" <inquiries@shoepeople.com>

Cc:

**From:** "John Trimbald" <jtconstruction@img.com>

**Subject:** Customer Complaint

To Whom it May Concern,

I have trusted the Shoe People to protect the feet of my employees for over ten years now. I recently purchased a few pairs of boots from your company for my crew. Though my men were initially satisfied with the boots, the soles began to fall apart on them after just twelve weeks. This was extremely surprising considering they came with a six year warranty. The boots are unsafe to wear because my men are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,

John Trimbald

John Trimbald, Foreman, JT Construction

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**The Shoe People**

**22 Circular Rd.**

**Castlerock, Northern Ireland**

**BT51 6TP**

John Trimbald

JT Construction

22 Mark Lane Rd.

London, England

EC3R 4BT

**January 3rd, 2008**

Dear Mr. Trimbald,

Thank you for your e-mail concerning the poor quality of our rubber soled black work boots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your crew. Along with five new pairs of work boots for your crew (we included one extra pair); we have enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. This should have been brought to your attention at the time of your initial order (received by telephone on October 12, 2007). Please excuse our oversight. To date we have had no complaints about these work boots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please

return the boots and spray for a full refund. Thank you for supporting The Shoe People. Have a Happy New Year.

Sincerely,  
Stan Mason, President

5. Which company was unsatisfied?
- Stan Mason's company.
  - The Shoe People.
  - JT Construction**
  - The sole company.

**Explanation 5:**

- **Choice A** is the person who is apologizing.
- **Choice B** is the company that is apologizing.
- **Choice D** is not mentioned.

6. How many people are on John Trimbald's crew?
- Four.**
  - Five.
  - Six.
  - Twelve.

**Explanation 6:**

- **Choice B** is how many pairs The Shoe People sent.
- **Choice C** confuses an extra pair of shoes with an extra person on the crew.
- **Choice D** confuses the date of the initial order with the number of people.

7. What is the spray used for?
- To protect the boots from water.
  - To protect the soles from heat.**
  - To protect the floors from soles.
  - To protect the boots from rubber.

**Explanation 7:**

- **Choice A** is not mentioned.
- **Choice C** is incorrect because it isn't the floors that need protection.
- **Choice D** confuses rubber soles with what needs to be protected.

8. What should John Trimbald do if he remains unsatisfied?
- Return just the spray.

- b. Call the President.
- c. Mail another letter.
- d. Request a refund.**

**Explanation 8:**

- **Choice A** is incorrect because the directions say to return both the spray and the boots.
- **Choice B** confuses the phone order with call the president.
- **Choice C** is not mentioned.

## ANNOUNCEMENT

Are you setting up a small business? Worried about the costs of renting office space and employing the right people?

**Rebus Virtual Office World** can help you. With our **Basic Office Deal**, we can set up a virtual office for you practically overnight.

We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address, a local phone number and we will also handle mail. For a more personal approach, with the option of forwarding mail and messages to your home address, don't hesitate to ask us about our **Premier Office Deals**.

9. Where is the text from?
- a. A message from a business to a current client
  - b. An advertisement for a new business service**
  - c. An email from one business worker to another
  - d. A newspaper article about a new business's success
10. What does the service provide?
- a. Off-site staff to perform general office duties**
  - b. A site where several businesses can locate their offices
  - c. Advice on how to make your business more professional
  - d. Temporary staff for local businesses
11. Which of the following is not included in the Basic Office deal?
- a. A polite receptionist
  - b. A mail-forwarding service**
  - c. A professional address
  - d. A telephone-answering service