

| PART FOUR |

Vocabulary Builders

Chapter 10: Vocabulary-Building Exercises

- Vocabulary Lists
- Vocabulary Exercises
- Vocabulary and Grammar Exercises for Part V
- Vocabulary and Grammar Exercises for Part VI
- Glossary

There is no better way to boost your TOEIC exam score than to boost your vocabulary. Therefore, in addition to learning Kaplan's test-taking strategies and practicing the different types of TOEIC exam questions, review the list of words included in this chapter. Nevertheless, it is not enough to know a word's meaning; you have to be able to understand the word when you hear or see it in different contexts and know how to use the word yourself. That is where the vocabulary exercises come in. They will help you put your newly acquired vocabulary into action.

The five word lists that follow each include ten of the most common word families you will find on the TOEIC exam. They are grouped in word families because we have found that students learn more words more efficiently when the words are grouped together. In fact, anytime you come across a new word—in this book or any reading material—it is a good idea to study the other words within the same family.

You will find this especially helpful for Part V Incomplete Sentences because you must often distinguish between the different forms of a particular word. The vocabulary and grammar exercises also provide additional focused review for the types of questions you'll encounter in Part V.

For even more vocabulary-building, read as much material in English as you can. Many English-language newspapers and magazines are available for free online; for example, you can read the *Washington Post* daily newspaper online at www.washingtonpost.com.

In addition, write each new word you encounter and its sentence in a notebook. Writing down new words helps you to remember them. You should also make note of new uses of words you already know, and review your notebook often.



WORDS YOU NEED TO KNOW

The words in these lists appear frequently on the TOEIC exam—and they are commonly used in business situations. Mastering these words can help you on the TOEIC exam and in your career.

Remember: You cannot learn all these words in a day—or even in a week for that matter! Instead, work with the lists and exercises little by little each day that you study.

1. Look up all the words on a list in the glossary on page 227.
2. Listen to the list on the audio CD.
3. Try the exercises for that list.
4. Check your answers using the answer key at the end of this chapter.



To help you learn the correct pronunciation of these words, we have included them on the audio CD.

1. To hear List 1, play track 1 on Audio CD 2.
2. To hear List 2, play track 2 on Audio CD 2.
3. To hear List 3, play track 3 on Audio CD 2.
4. To hear List 4, play track 4 on Audio CD 2.
5. To hear List 5, play track 5 on Audio CD 2.

VOCABULARY LISTS

List 1

ad noun
advertise verb
advertisement noun
applicant noun
application noun
apply verb
beneficent adjective
beneficial adjective
beneficially adverb
beneficiary noun
benefit noun, verb
confide verb
confidence noun
confident adjective

List 2

accept verb
acceptable adjective
acceptance noun
accepting adjective
attend verb
attendance noun
attendant noun
attention noun
develop verb
developers noun
development noun
expect verb
expectation noun
expecting verb

confidential <i>adjective</i>	facilitate <i>verb</i>
employ <i>verb</i>	facility/facilities <i>noun</i>
employee <i>noun</i>	form/forms <i>noun</i>
employer <i>noun</i>	form/forms <i>verb</i>
employment <i>noun</i>	format <i>noun</i>
experience <i>noun, verb</i>	network <i>noun, verb</i>
interview <i>noun, verb</i>	networking <i>noun, adjective</i>
interviewee <i>noun</i>	procedure/procedures <i>noun</i>
interviewer <i>noun</i>	proceed <i>verb</i>
person <i>noun</i>	proceeding <i>noun</i>
personal <i>adjective</i>	process <i>noun, verb</i>
personalized <i>adjective</i>	processing <i>noun</i>
personnel <i>noun</i>	specific <i>adjective</i>
position <i>noun, verb</i>	specifically <i>adverb</i>
train <i>verb</i>	specification <i>noun</i>
trainee <i>noun</i>	specifics <i>noun</i>
trainer <i>noun</i>	specify <i>verb</i>
training <i>noun</i>	

List 3

account *noun, verb*
 accountant *noun*
 accounting *noun*
 budget *noun, verb*
 consult *verb*
 consultant *noun*
 consulting *adjective*
 document *noun, verb*
 documentation *noun*
 firm *adjective, noun*
 interest *noun, verb*
 interested *adjective*
 interesting *adjective*
 inventory *noun*
 organization *noun*
 organize *verb*
 pay *noun, verb*

List 4

arrange *verb*
 arrangement *noun*
 brochure *noun*
 complete *adjective, verb*
 completion *noun*
 manage *verb*
 management *noun*
 manager *noun*
 managerial *adjective*
 operate *verb*
 operation *noun*
 operational *adjective*
 operator *noun*
 policy *noun*
 post *verb*
 postage *noun*
 postal *adjective*

payable <i>adjective</i>	postmaster <i>noun</i>
payment <i>noun</i>	present <i>adjective</i>
profit <i>noun, verb</i>	present <i>noun</i>
profitability <i>noun</i>	present <i>verb</i>
profitable <i>adjective</i>	presentation <i>noun</i>
proposal <i>noun</i>	propose <i>verb</i>
supervise <i>verb</i>	supervisor <i>noun</i>

List 5

commerce <i>noun</i>	industry <i>noun</i>
commercial <i>adjective, noun</i>	international <i>adjective</i>
compete <i>verb</i>	internationalize <i>verb</i>
competent <i>adjective</i>	market <i>noun, verb</i>
competition <i>noun</i>	marketing plan <i>noun</i>
competitive <i>adjective</i>	negotiate <i>verb</i>
competitor <i>noun</i>	negotiations <i>noun</i>
export <i>noun, verb</i>	negotiator <i>noun</i>
exporter <i>noun</i>	promote <i>verb</i>
global <i>adjective</i>	promotion <i>noun</i>
industrial <i>adjective</i>	promotional <i>adjective</i>
industrialize <i>verb</i>	trade <i>noun, verb</i>

VOCABULARY EXERCISES FOR LIST 1

EXERCISE 1

Directions: Give the verb form for each of the following nouns in the space provided.

Noun	Verb
1. ad	
2. application	
3. beneficiary	
4. confidence	
5. employer	
6. trainee	

EXERCISE 2

Directions: Replace the underlined words or phrases with a word from the following list that has a similar meaning. Use each word only once.

question
beneficiary
position
trainee
personal
profit
experience
employ
advertisement
confidential

1. George did not know about the concert until he saw the poster about it. _____
2. The company expects to benefit a great deal from the new trade agreement between the United States and Mexico. _____
3. I would like for these discussions regarding our dealings with Cedar Industries to be secret.

4. Jorge's grandmother named him in her will as the recipient of her home and all its furnishings.

5. Mariko's background in the publishing industry was rather limited, but the manager liked her enthusiasm and willingness to learn. _____
6. During the busy holiday season, many retailers use temporary help. _____
7. Martha received a promotion and she now has a new job in the international marketing department. _____
8. Everyone passed the course, except one new employee. _____
9. The reporter wanted to interview the company president about his plans to expand operations to Vietnam. _____
10. I considered some of the employer's questions private and answered them reluctantly.

EXERCISE 3

Directions: Complete the sentences with the correct form of the underlined word.

1. If you are interested in applying for the job, you should fill out an _____.
2. The interviewee seemed uncomfortable during the _____ and only responded in short answers.

3. An advertising campaign is being developed to _____ our new soft drink to teenagers.
4. The message was very _____, so I decided to deliver it in person.
5. Per the terms of the new labor agreement, the company needs to employ ten new _____ by the end of the month.
6. The benefit for the Children's Food Bank raised a lot of money, proving once again how _____ these types of events are.

EXERCISE 4

Directions: Match the word in column A with its definition in column B.

Column A	Column B
1. trainee	a. a person who gives a job to someone
2. applicant	b. someone who will inherit some money
3. employer	c. someone learning a new trade
4. interviewer	d. a candidate for a job
5. person	e. someone asking another person questions
6. beneficiary	f. an individual

EXERCISE 5

Directions: Complete the sentences by filling the blank with the correct word from the list. Use each word only once.

beneficially
confided
personalized
positions
employment
training

1. Many graduates will be seeking permanent _____ in July.
2. If Joyce loses any of her _____ pens, she knows someone will recognize her initials.
3. Very few people lost their _____ despite the company's restructuring program.
4. I have two weeks of _____ before I actually start my new job.
5. Mr. LaRue _____ in his employees that the company was seeking bankruptcy.
6. Leigh Ann tries to act _____ toward many causes.

VOCABULARY EXERCISES FOR LIST 2

EXERCISE 1

Directions: Form nouns from these verbs by adding *-ance*, *-ation*, or *-ment*.

Verb Form	Noun Form
1. to develop	_____
2. to specify	_____
3. to accept	_____
4. to attend	_____
5. to expect	_____

EXERCISE 2

Directions: Fill the blanks with the correct preposition in parentheses.

- Attendance _____ (at, in) the play had dropped, so they decided to cancel the remaining shows.
- The speaker was frustrated because no one seemed to be paying attention _____ (with, to) him.
- The process _____ (for, to) recycling many of our household items is not as difficult as many people think.
- Networking all computers would facilitate the sales team _____ (on, with) their work.
- The president wanted a status report on the development _____ (of, for) the new software program.
- The attendant was very polite and helpful _____ (to, at) the customers and received many compliments.
- Thomas was unable to attend the awards banquet, so Mark accepted the award _____ (for, with) him.
- The workers formed a circle _____ (around, through) Mr. Martini's desk and sang "Happy Birthday" to him.

EXERCISE 3

Directions: Complete these sentences by filling the blanks with the correct word in parentheses.

- Because they did not _____ (specific, specifically) say the meeting would start at noon, no one knew when to arrive.
- The food _____ (process, processing) plant had to close down because of a labor dispute.

3. Some wealthy _____ (developers, developing) are hoping to build a resort along the coast.
4. David is not very _____ (acceptable, accepting) of changes in the office.
5. _____ (Attendance, Attending) at today's staff meeting is required.
6. The _____ (attendant, attending) physician had to call a specialist to help with this case.
7. Many professionals join organizations because they are often a good _____ (network, networking) source.
8. Two workers were fined for not following the correct _____ (procedures, proceedings).

EXERCISE 4

Directions: Complete this paragraph by filling the blanks with the correct word from the list. Use each word once.

form	acceptable	networks
format	processing	specifications
attendance	developing	forms
expected	facilitate	

At the beginning of the new season, the television (1) _____ mailed out viewer response (2) _____ to get feedback on their new shows. After (3) _____ and evaluating the completed cards, it became apparent that most viewers did not like the violent (4) _____ of many shows. Violent TV shows were no longer (5) _____ to most viewers. The television producers had not (6) _____ such a negative response to their shows. They decided to (7) _____ a committee of viewers and writers to establish some (8) _____ for (9) _____ a new television show. One producer was selected to (10) _____ the meetings, and all those in (11) _____ said that much was accomplished.

VOCABULARY EXERCISES FOR LIST 3

EXERCISE 1

Directions: Complete these sentences by filling in the blanks with the correct form of the underlined word.

1. I have hired an _____ to take care of all my accounts.
2. We probably won't use those consultants again, because their _____ fee was very high.
3. Sally had to get the original documents from the shipping company, because customs would not release the package without proper _____.

4. A smart consumer should be interested in the _____ rates that banks charge on credit cards.
5. Those in the advertising field are organizing an advertising _____ that would cater to new graduates.
6. The department store claimed that he had failed to pay his last bill, but according to his records, he had sent a _____ three weeks ago.
7. Peter was convinced that his new venture would be _____, and he predicted that they would see profits within the year.
8. The law _____ stood firmly behind its decision to represent the oil company.

EXERCISE 2

Directions: Underline the two words in column B that are associated with the word in column A.

Column A	Column B
1. payable	due, free, owing, trade
2. payment	crime, service, cash, check
3. budget	economize, unorganized, plan, start
4. interest	savings, loan, loss, purchase
5. organization	business, individual, profit, foundation
6. document	verbal, painting, paper, birth certificate
7. consultant	advisor, conference, mentor, distributor

EXERCISE 3

Directions: Fill the blanks with the correct word from the list. Use each word once.

paid	documented	budget	inventory	organize
firm	profitable	account	consult	interests

1. The company appeared to be _____, so the business community was surprised when it filed for bankruptcy.
2. The invoice had been incorrectly marked _____, so a past due notice was never mailed to the customer.
3. The union tried to _____ its members to vote against the new contract.
4. Our _____ of women's shoes needs to be updated with new styles.
5. The idea _____ me, but I need about a week to think it over.
6. Management was _____ about its decision to penalize employees for being late.
7. The police officer _____ what each witness had to say about the accident.

8. Unsure of the import-export laws of Brazil, Auto Components, Inc. decided to _____ with a trade expert.
9. Peggy finds that she needs to _____ her time if she wants to get everything done.
10. The witness gave a detailed _____ of the accident to the police officer.

EXERCISE 4

Directions: Fill the blanks with the correct form of the word in parentheses.

1. That idea sounds _____ (interested, interesting) to me; I'd like to see some further research.
2. The bill was marked _____ (paid, payable), so I mailed a check the next day.
3. After several years of struggling, the company is finally showing signs of _____ (profitable, profitability).
4. Edward goes to all the shareholders' meetings because he has an _____ (interest, interesting) in the company.
5. International travelers should be careful to keep all _____ (document, documentation) of items purchased on a trip.
6. The hotel manager was unable to _____ (account, accounting) for the drop in hotel guests.
7. I'm thinking of leaving the company and becoming an independent _____ (consulting, consultant).

VOCABULARY EXERCISES FOR LIST 4

EXERCISE 1

Directions: Underline the word in the sentence that is closest in meaning to the word in parentheses.

1. (placement) The president did not like the arrangement of the chairs at the head table of the banquet.
2. (booklet) The museum decided to add colored photos to its brochure, and everyone seemed to be pleased with the result.
3. (fully) Ms. Abrams was not completely convinced of the need to hire a part-time receptionist.
4. (completion) The fulfillment of this contract certainly calls for a celebration, as everyone worked so hard on it.

5. (governing) Carlos was hired for his excellent managerial skills, and the board is counting on him to organize the various departments.
6. (operating) The company decided to lower its overhead expenses and move to a less expensive building.
7. (policy) Many companies have initiated a no-smoking rule inside the office; smokers now have to go outside.
8. (postage) I didn't put enough stamps on my letter, so it was returned to me.
9. (present) The board of directors awarded the retiring vice president with a commemorative gift for his 35 years of service to the company.
10. (suggest) I propose that we discuss this matter over lunch.

EXERCISE 2

Directions: Match the words in column B that have the opposite meaning to the words in column A.

Column A	Column B
1. arrange	a. out of order
2. complete	b. absent
3. operational	c. subordinate
4. to post	d. partial
5. present	e. disorganize
6. supervisor	f. to remove

EXERCISE 3

Directions: Complete the sentences with the correct word from the list. Use each word once.

policy management supervises
operating arranged posted
brochure complete managerial

1. Anyone _____ heavy machinery should not take medications.
2. The homeowner _____ a sign warning trespassers to stay off his property.
3. The trading partners of the developing country have complained about what they consider to be an overly restrictive trade _____.
4. The company will be laying off some employees, and some of those positions are in _____.
5. Alice wanted to purchase the _____ works of her husband's favorite composer for his birthday.

6. Shawn looked through the Help Wanted ads for any _____ positions, but he only found a few entry-level positions in the fields that interested him.
7. According to this _____, there is a scenic highway that goes all the way to the coast.
8. The receptionist did not like the way the temporary help had _____ her desk.
9. David received a promotion, and now he _____ four other employees.

EXERCISE 4

Directions: Match each sentence part in column A with its correct completion in column B.

Column A	Column B
1. Once the fan belt had been fixed	a. after two accidents in one year.
2. A complete audit was requested	b. for organizing the next day's operations.
3. The cruise line had trouble renewing its insurance policy	c. the machine was operational.
4. The proposal to raise room rates	d. but only a partial one was approved.
5. The evening supervisor is responsible	e. was approved by hotel management.

VOCABULARY EXERCISES FOR LIST 5

EXERCISE 1

Directions: Match the words in column B that have the opposite meaning to the words in column A.

Column A	Column B
1. export	a. closed to debate
2. competitor	b. internal
3. global	c. import
4. negotiate	d. colleague
5. promote	e. downplay

EXERCISE 2

Directions: Circle the word in the list that does not belong with the others.

1. international, foreign, domestic, global, intercontinental
2. market, farm, shop, retail store, bazaar
3. bargain, stall, negotiate, compromise, talk over
4. criticize, promote, advertise, market, build up
5. competitor, challenger, rival, adversary, loser

EXERCISE 3

Directions: Match each sentence part in column A with its correct completion in column B.

Column A	Column B
1. Dan received a promotion	a. because the exchange rate is much higher.
2. Some people change currency	b. because it is unable to compete on the black market with the international firms.
3. The negotiations to lease the building	c. after being with the company for seven years.
4. I'm sure that Mary is a competent worker	d. apply for a job at an ad agency.
5. After graduating in marketing, Elaine decided to	e. because her references say that she is capable of handling most situations.
6. The clothing industry is not doing well here	f. came to a halt when one of the attorneys became ill.

EXERCISE 4

Directions: Complete the dialog by filling in the blanks with the correct word from the list. Use each word once.

Industrial	promotional	compete
promoting	industries	internationally
market	commercials	negotiated

A: How did the viewers like the new movie?

B: It hasn't come out yet. We have just started (1) _____ it.

A: What's the movie about again?

B: It takes place during the (2) _____ Revolution and features workers in various (3) _____.

A: How do you plan to (4) _____ it?

B: Well, we have (5) _____ with several theaters around the country and they'll all begin showing it next month. We also hope it will be shown (6) _____.

A: Do you think it will (7) _____ well with the action movies?

B: It should. We need to run some (8) _____ on television and develop more (9) _____ materials.

EXERCISE 5

Directions: Complete each sentence with the correct form of the verb in parentheses.

1. Two local companies _____ (compete) last year for the government contract to build a federal building.
2. The company is planning on _____ (export) its laser printers to Europe next year.
3. Developing countries are working hard to become _____ (industrialize) in order to improve their economies.
4. Rolf should be a good addition to the sales team; his experience is extensive and he _____ (market) automobile parts for five years now.
5. William _____ (negotiate) the sale of timber products to a foreign country and received a promotion from his employer in the timber industry.
6. Once the trade ban is lifted, our company will be free _____ (trade) with that country again.

VOCABULARY AND GRAMMAR EXERCISES FOR PART V

For Vocabulary questions in Part V, all four possible answers will be the same part of speech. That is, they will all either be verbs, nouns, modifiers (adjectives and adverbs), conjunctions (*and*, *but*, *either*, etc.), or prepositions. Focus on the context of the sentence and your knowledge of vocabulary to identify the correct answer. Make sure you read the entire sentence so that you get the full context of the sentence before trying to complete it.

For the Grammar questions in Part V, all four possible answers share a common root but are different parts of speech. The possible answers will be a variety of verbs, nouns, modifiers (adjectives and adverbs), and pronouns. Because the answer choices are usually different forms of the same word, your task is to select the form of the word that is grammatically correct. To start, read the entire sentence to get its full context; then, focus on the words on either side of the missing word. These often provide clues as to which part of speech is required. For example, the article *the* or *a* in front of the blank tells you a noun is missing.

The vocabulary tested on the TOEIC exam is the kind that you would expect to see in business reports, newspaper or magazine articles, advertisements, public notices, and other types of everyday written contexts. The TOEIC exam tests a wide variety of grammar points. At a minimum, you should be familiar with the following:

- **PRONOUNS**

- Possessive pronouns (*mine, yours, his, hers, its, ours, theirs*)
- Subject pronouns (*I, you, he, she, it, we, they*)
- Object pronouns (*me, you, him, her, it, us, them*)
- Reflexive pronouns (*myself, yourself, himself, herself, itself, ourselves, yourselves, themselves*)
- Relative pronouns (*who, which, what, that*)
- Interrogative pronouns (*who, which, what*)
- Demonstrative pronouns (*this, that, these, those*)

- **VERBS**

- Tenses and their usage
- When to use *-ing* forms
- Infinitives with and without *to*
- Common irregular verbs and their forms
- Irregular past participles
- Subject-verb agreement

- **ADJECTIVES and ADVERBS**

- Differences between adjectives and adverbs
- Use of adjectives, including nouns as adjectives
- Use and forms of comparatives and superlatives
- Use of adverbs

- **PREPOSITIONS and PHRASAL VERBS**

- Common prepositions (*to, on, in, at, from...*)
- Common prepositional phrases (*look up, go over, turn on...*)

- **CONJUNCTIONS**

- Common conjunctions and their uses (*but, however, although, yet, so, despite...*)

VOCABULARY AND GRAMMAR PRACTICE EXERCISES

1. We _____ credit cards, checks, or money orders for payment.
 - (A) accept
 - (B) exist
 - (C) pay
 - (D) are

2. Due to decreasing sales, major automobile manufacturers are _____ customer rebates.
 - (A) asking
 - (B) offering
 - (C) showing
 - (D) taking

3. Sales have improved since we changed the way _____ is displayed in the window.
 - (A) mechanic
 - (B) management
 - (C) merchandise
 - (D) mask

4. Susan went _____ early on Friday because she was ill.
 - (A) town
 - (B) home
 - (C) house
 - (D) place

5. We have arranged for an _____ flight on Tuesday.
 - (A) early
 - (B) angry
 - (C) ugly
 - (D) eager

6. Passengers are able to travel _____ and inexpensively by train.
 - (A) frankly
 - (B) perfectly
 - (C) shortly
 - (D) comfortably

7. Both President Scarpati _____ Chairman Green spoke at the national meeting.
 - (A) or
 - (B) and
 - (C) but
 - (D) yet

8. Mr. Lipton was in good spirits and reported that he was neither tired _____ hungry after his flight from Sydney.
 - (A) nor
 - (B) either
 - (C) and
 - (D) but

9. Please have the attached documents sent out _____ express mail service.
 - (A) of
 - (B) at
 - (C) to
 - (D) by

10. Ms. Roswell was transferred from Mexico City _____ Los Angeles in April.
 - (A) by
 - (B) to
 - (C) through
 - (D) with

11. They _____ the brochure before we could make the changes.
- (A) printed
 - (B) printing
 - (C) printers
 - (D) prints
12. The memorandum was _____ through via mail.
- (A) sending
 - (B) sends
 - (C) sender
 - (D) sent
13. Because the _____ was broken, the equipment had to be brought up the stairs.
- (A) elevation
 - (B) elevator
 - (C) elevate
 - (D) elevated
14. If full payment is not received within 30 days, _____ will be charged on the amount due.
- (A) interesting
 - (B) interest
 - (C) interested
 - (D) interests
15. After months of negotiations, we were _____ awarded the Gibson account.
- (A) final
 - (B) finalized
 - (C) finally
 - (D) finality

16. The convention provides a chance to meet _____ distributors and representatives without leaving the country.
- (A) international
 - (B) internationalize
 - (C) internationally
 - (D) internationalized
17. On behalf of the social services committee, _____ have the honor of inviting you to the Annual Spring Fashion Show.
- (A) you
 - (B) our
 - (C) we
 - (D) me
18. Ms. Wilson says the hardest part of _____ job is setting priorities.
- (A) she
 - (B) herself
 - (C) hers
 - (D) her

ANSWER KEY

- | | |
|------|-------|
| 1. A | 10. B |
| 2. B | 11. A |
| 3. C | 12. D |
| 4. B | 13. B |
| 5. A | 14. B |
| 6. D | 15. C |
| 7. B | 16. A |
| 8. A | 17. C |
| 9. D | 18. D |

VOCABULARY AND GRAMMAR REVIEW FOR PART VI

On Part VI of the TOEIC exam, you will be making use of strategies very similar to those you used for Part V. This is because, essentially, Part VI is a variation of Part V that uses whole texts instead of individual sentences. The missing words and phrases fall into the two categories we discussed in chapter 7: those that test your knowledge of vocabulary and those that test your knowledge of grammar. Your first strategy, therefore, is to identify which type of incomplete sentence you are completing.

However, there is one important difference between the Part V and Part VI. In Part VI, you are given full texts, not single sentences, so some of the missing words are cohesive devices. These are words that hold the text together, or organize it. Examples of cohesive devices are:

- Pronouns (*he, she, him, them*)
- Possessive adjectives (*his, her, your*)
- Conjunctions (*because, but, however, whereas*)

Sometimes these are used to refer back or forward to things mentioned in the text. Other times they are used to join thoughts or ideas together.

Practice 1

Questions 1–3 refer to the following letter.

Dear Mr. Jones,

As a valued _____ to *Coffee Aficionado* magazine, we thought you ought to be the first to know of a

1. (A) subscriber
(B) buyer
(C) member
(D) associate

very special offer we are making beginning next month. Now that you've been receiving *Coffee Aficionado* for some time, you'll no doubt have gotten used to our first-class reporting of all the latest industry news. You'll also have realized that there is no other _____ currently available that gives the

2. (A) reporter
(B) coffee
(C) pamphlet
(D) publication

depth and _____ of information you expect to find on all things coffee. And certainly you'll have

3. (A) size
(B) width
(C) breadth
(D) height

understood that from our team of experts and specialists in the field, you are getting the most informed opinions available. And things just got better! We're making you this very special offer: a two-year subscription to *Coffee Aficionado* for only \$32.95.

Practice 2

Questions 4–6 refer to the following passage.

White Noise Is Good Noise

We live in an _____ noisy world. Heavy traffic, barking dogs, and loud music from our

4. (A) increase
(B) increased
(C) increasingly
(D) increasing

neighbors are all examples of the kind of noise pollution that many people find unbearable. Doctors now cite noise disturbance as one of the most common causes of anxiety and depression in their patients. One way to reduce _____ impact is the use of a white noise generator in the home or office. White noise

5. (A) its
(B) their
(C) your
(D) our

is sound at a certain frequency that effectively blocks out or neutralizes other sounds. White noise actually occurs often in nature: pouring rain, waterfalls, or surf crashing on the beach are all examples. Some units simply reproduce recordings of these sounds, _____ other more sophisticated units generate

6. (A) when
(B) nevertheless
(C) likewise
(D) whereas

white noise electronically.

ANSWER KEY

- | | |
|------|------|
| 1. A | 4. C |
| 2. D | 5. A |
| 3. C | 6. D |

GLOSSARY

The following is a glossary for the words in all five lists.

List 1

<i>ad noun</i>	advertisement
<i>advertise verb</i>	to show that something is for sale/that you want something
<i>advertisement noun</i>	notice which shows that something is for sale/that you want something
<i>applicant noun</i>	a person who applies, as for employment
<i>application noun</i>	asking for a job; a request, or a form filled out in making one; any thing applied, as a remedy
<i>apply verb</i>	to ask for a job; to refer to; to make a request; to put or spread on
<i>beneficent adjective</i>	doing or resulting in good
<i>beneficial adjective</i>	producing benefits; advantageous; favorable
<i>beneficially adverb</i>	producing benefits; advantageous; favorable
<i>beneficiary noun</i>	anyone receiving or to receive benefit, as funds from a will, an insurance policy, etc.
<i>benefit noun</i>	anything contributing to improvement; advantage; payments made by an insurance company, public agency; a public performance, bazaar, etc. with the proceeds going to help some person or cause
<i>benefit verb</i>	to receive advantage; to profit
<i>confide verb</i>	to trust (in someone), especially by sharing secrets
<i>confidence noun</i>	trust; assurance; belief in one's ability
<i>confident adjective</i>	full of confidence; certain; sure of oneself
<i>confidential adjective</i>	secret; entrusted with private matters
<i>employ verb</i>	to give work to someone, usually for payment; to use
<i>employee noun</i>	a person who is employed by an employer; one who works for another
<i>employer noun</i>	a person who hires workers and pays them for their work

employment <i>noun</i>	working; a job
experience <i>noun</i>	something that happens to you; knowledge of something because you have seen it or done it
experience <i>verb</i>	to have experience of; to undergo
interview <i>noun</i>	a talk with someone, often broadcast or reported in a newspaper
interview <i>verb</i>	to talk with someone; to ask questions of someone
interviewee <i>noun</i>	the person being interviewed
interviewer <i>noun</i>	the person conducting the interview; a person asking someone questions
person <i>noun</i>	a human being
personal <i>adjective</i>	private, individual; belonging to one person
personalized <i>adjective</i>	made personal; marked with one's name, etc.
personnel <i>noun</i>	persons employed in any work, enterprise, service, etc.; a department for hiring employees, etc.
position <i>noun</i>	the way in which a person or thing is placed or arranged; one's attitude or opinion; rank; employment, job
position <i>verb</i>	to put in a certain position
train <i>verb</i>	to teach someone or an animal how to do something; to practice for a sport
trainee <i>noun</i>	a person being trained
trainer <i>noun</i>	a person who trains others
training <i>noun</i>	instruction, practice

List 2

accept <i>verb</i>	to agree to receive something; to agree to something
acceptable <i>adjective</i>	worth accepting; satisfactory
acceptance <i>noun</i>	the act of receiving something; an approval
accepting <i>adjective</i>	a willingness to accept
attend <i>verb</i>	to take care of; to go with; to be present at
attendance <i>noun</i>	the number of persons attending
attendant <i>noun</i>	one who attends or serves
attention <i>noun</i>	mental concentration or readiness; notice or observation; care or consideration
develop <i>verb</i>	to grow or make grow; to use for a better purpose; to start to get
developers <i>noun</i>	those who develop things, especially real estate and projects
development <i>noun</i>	thing that develops; being developed; area where new houses are built

<i>expect verb</i>	to think/to hope that something is going to happen or is true
<i>expectation noun</i>	anticipation; a thing looked forward to
<i>expecting verb</i>	anticipating
<i>facilitate verb</i>	to make easy or easier, to assist
<i>facility/facilities noun</i>	skill; dexterity; a building that facilitates some activity
<i>form/forms noun</i>	shape; paper with blank spaces that you have to write in; state/condition
<i>format noun</i>	the shape, size, and arrangement of something such as a book; the arrangement or plan of a presentation
<i>form verb</i>	to shape, to make
<i>network noun</i>	an arrangement of parallel wires; a system of interconnected roads, individuals; a chain of transmitting radio and TV stations
<i>network verb</i>	to connect; to interconnect wires, roads, individuals
<i>networking noun</i>	the making of contacts and trading of information; the interconnection of computer systems
<i>procedure/procedures noun</i>	the act or method of proceeding in an action; a series of steps taken to accomplish an end; a guideline
<i>proceed verb</i>	to go on; to carry on some action; to take legal action
<i>proceeding noun</i>	a going on with what one has been doing; a course of action; a record of transactions
<i>process noun</i>	the course of being done; course of time, etc.; method of doing something, with all the steps involved
<i>process verb</i>	to prepare by or subject to a special process
<i>processing noun</i>	preparation by a special process
<i>specific adjective</i>	definite; peculiar to or characteristic of something; of a particular kind
<i>specifically adverb</i>	definite, peculiar with respect to a particular action
<i>specification noun</i>	a list of particulars, as to size, quality, etc.; something specified
<i>specifics noun</i>	specified details, particulars
<i>specify verb</i>	to describe details

List 3

<i>account noun</i>	a counting; a record of business transactions, bank/charge account; a credit customer; an explanation, report
<i>account verb</i>	to give a financial reckoning; to give reasons
<i>accountant noun</i>	one whose work is accounting
<i>accounting noun</i>	the figuring and recording of financial accounts
<i>budget noun</i>	a stock of items; a plan adjusting expenses to income; estimated cost of living, operating
<i>budget verb</i>	to put on a budget; to plan (your time)

consult <i>verb</i>	to talk things over; to seek information or instruction from; to consider
consultant <i>noun</i>	a person who consults another; a person who gives professional or technical advice
consulting <i>adjective</i>	advising
document <i>noun</i>	anything printed, written, etc. that may be used to record or prove something
document <i>verb</i>	to provide with or support by documents
documentation <i>noun</i>	being documented or having documents
firm <i>adjective</i>	solid, hard; showing determination; strong, certain
firm <i>noun</i>	a business company
interest <i>noun</i>	a right to, or share in something; advantage; a feeling of curiosity, concern about something; money paid for the use of money
interest <i>verb</i>	to involve or excite the interest or attention of; to cause to have an interest, share in
interested <i>adjective</i>	having an interest or share; feeling or showing interest
interesting <i>adjective</i>	exciting curiosity or attention; of interest
inventory <i>noun</i>	an itemized list of goods, property, etc., as of business; the store of goods for such listing, stock
organization <i>noun</i>	an organizing or being organized; any organized group, as a club
organize <i>verb</i>	to arrange for; to establish; to persuade to join a cause, group
pay <i>noun</i>	money paid, wages, salary
pay <i>verb</i>	to give what is due; to settle; to give (a compliment, attention, etc.); to be profitable
payable <i>adjective</i>	that can be paid; due to be paid
payment <i>noun</i>	a paying or being paid; something paid
profit <i>noun</i>	advantage, gain; financial gain, the sum remaining after deducting costs
profit <i>verb</i>	to gain financially; to benefit; to be of advantage
profitability <i>noun</i>	having profit, capability to gain profit
profitable <i>adjective</i>	having profit, advantageous

List 4

arrange <i>verb</i>	to put in the correct order; to classify; to prepare or plan
arrangement <i>noun</i>	an arranging; a plan; a settlement
brochure <i>noun</i>	a short printed document for informational or promotional purposes, a pamphlet
complete <i>adjective</i>	whole; entire; thorough
complete <i>verb</i>	to finish; to make whole or perfect
completion <i>noun</i>	the finishing/end of something
manage <i>verb</i>	to control the movement or behavior of; to have charge of; direct

management <i>noun</i>	a managing or being managed; the person managing a business, institution, etc.
manager <i>noun</i>	one who manages
managerial <i>adjective</i>	of a manager or management
operate <i>verb</i>	to be in action; act; work
operation <i>noun</i>	the act or method of operating; any of a series of procedures in some work or plan as in industry or warfare; any surgical procedure
operational <i>adjective</i>	having to do with the operation of a device, system; that can be used; in use
operator <i>noun</i>	a person who operates a machine (a telephone operator); a person engaged in business or industrial operations
policy <i>noun</i>	wise management; principle, plan; a written insurance contract
post <i>verb</i>	to put up; to announce/warn by posting notices; to mail
postage <i>noun</i>	the amount charged for mailing something
postal <i>adjective</i>	of mail or post offices
postmaster <i>noun</i>	a manager of a post office
present <i>adjective</i>	being at a specified place; the present time or occasion
present <i>noun</i>	the present time or occasion; a gift
present <i>verb</i>	to introduce (a person); to exhibit, show; to give a gift
presentation <i>noun</i>	a presenting or being presented; something presented
proposal <i>noun</i>	a proposing; a proposed plan; an offer of marriage
propose <i>verb</i>	to put forth for consideration, approval; to plan or intend
supervise <i>verb</i>	to oversee or direct
supervisor <i>noun</i>	one who oversees or directs

List 5

commerce <i>noun</i>	trade on a large scale, as between countries
commercial <i>adjective</i>	of commerce or business; made or done for profit
commercial <i>noun</i>	a paid advertisement, often on television or radio
compete <i>verb</i>	to be in rivalry; contend
competent <i>adjective</i>	capable, fit; sufficient
competition <i>noun</i>	a contest, match
competitive <i>adjective</i>	liking competition
competitor <i>noun</i>	one who competes
export <i>noun</i>	anything exported
export <i>verb</i>	to send to another country or region for sale
exporter <i>noun</i>	one who exports
global <i>adjective</i>	worldwide
industrial <i>adjective</i>	having to do with industries or with the people working in industries

industrialize <i>verb</i>	to establish or develop industrialism; organize as an industry
industry <i>noun</i>	steady effort; any branch of productive, manufacturing enterprise; any large-scale business activity; the owners and managers of industry
international <i>adjective</i>	between or among nations; concerned with the relations between nations; of or for people in various nations
internationalize <i>verb</i>	to become international, develop international relations
market <i>noun</i>	a gathering of people for buying and selling things; a place where goods are sold; trade; demand (for goods, etc.)
market <i>verb</i>	to offer for sale; to sell
marketing plan <i>noun</i>	a plan to sell/promote goods
negotiate <i>verb</i>	to settle a transaction; to discuss with view a to reaching an agreement
negotiations <i>noun</i>	discussions toward an agreement
negotiator <i>noun</i>	one who negotiates agreements
promote <i>verb</i>	to raise to a higher rank or position; to further growth
promotion <i>noun</i>	a raise; increase in rank or position
promotional <i>adjective</i>	of or for growth in sales
trade <i>noun</i>	an occupation, skilled work; buying and selling; commerce
trade <i>verb</i>	to carry on a business; to exchange; barter

VOCABULARY EXERCISES ANSWERS

LIST 1

Exercise 1

1. advertise
2. apply
3. benefit
4. confide
5. employ
6. train

Exercise 2

1. advertisement
2. profit
3. confidential
4. beneficiary
5. experience
6. employ
7. position
8. trainee
9. question
10. personal

Exercise 3

1. application
2. interview
3. advertise
4. personal
5. employees
6. beneficial

Exercise 4

1. c
2. d
3. a
4. e
5. f
6. b

Exercise 5

1. employment
2. personalized
3. positions
4. training
5. confided
6. beneficially

LIST 2

Exercise 1

1. development
2. specification
3. acceptance
4. attendance
5. expectation

Exercise 2

1. at
2. to
3. for
4. with
5. of
6. to
7. for
8. around

Exercise 3

1. specifically
2. processing
3. developers
4. accepting
5. attendance
6. attending
7. networking
8. procedures

Exercise 4

1. networks
2. forms
3. processing
4. format
5. acceptable
6. expected
7. form
8. specifications
9. developing
10. facilitate
11. attendance

LIST 3

Exercise 1

1. accountant
2. consulting
3. documentation

Exercise 2

1. due/owing
2. cash/check
3. economize/plan

Exercise 3

1. profitable
2. paid
3. organize

Exercise 4

1. interesting
2. payable
3. profitability

4. interest	4. savings/loan	4. inventory	4. interest
5. organization	5. business/foundation	5. interests	5. documentation
6. payment	6. paper/birth certificate	6. firm	6. account
7. profitable	7. advisor/mentor	7. documented	7. consultant
8. firm		8. consult	
		9. budget	
		10. account	

LIST 4

Exercise 1	Exercise 2	Exercise 3	Exercise 4
1. arrangement	1. e	1. operating	1. c
2. brochure	2. d	2. posted	2. d
3. completely	3. a	3. policy	3. a
4. fulfillment	4. f	4. management	4. e
5. managerial	5. b	5. complete	5. b
6. overhead	6. c	6. managerial	
7. rule		7. brochure	
8. stamps		8. arranged	
9. gift		9. supervises	
10. propose			

LIST 5

Exercise 1	Exercise 2	Exercise 3	Exercise 4	Exercise 5
1. c	1. domestic	1. c	1. promoting	1. competed
2. d	2. farm	2. a	2. Industrial	2. exporting
3. b	3. stall	3. f	3. industries	3. industrialized
4. a	4. criticize	4. e	4. market	4. has marketed
5. e	5. loser	5. d	5. negotiated	5. negotiated
		6. b	6. internationally	6. to trade
			7. compete	
			8. commercials	
			9. promotional	

| PART FIVE |

Practice Test

HOW TO TAKE THIS PRACTICE TEST

To get the most out of this Practice Test, try taking it under conditions that are similar to what you will face on Test Day. Find a quiet place where you can work uninterrupted for approximately two hours. Time yourself according to the actual TOEIC exam time limits—give yourself 45 minutes to complete the Listening Comprehension Section and 75 minutes to complete the Reading Comprehension Section. Make sure you have a comfortable desk, your audio CD, and several No. 2 pencils. Use the answer grid on page 238 to record your answers.

You will find prompts throughout the Listening Comprehension Section (Parts I–IV), indicating which tracks to play on the audio CD.

Remember, you can review any question within a section, but once you start the Reading Comprehension Section, do not go back to any questions from the Listening Comprehension Section. You will not be able to do that on the real test.


You will find the answer key, scoring information, and explanations following the test. A transcript of the Listening Comprehension Section can be found in Part 6 of this book.

Good luck!

IMPORTANT INFORMATION

- Use only a No. 2 or HB pencil to complete this answer sheet. Do not use ink.
- Mark one—and only one—answer to each question. Be sure to fill in completely the space for your intended answer choice. If you erase, do so completely. Mark no stray marks.

Right Mark: ●

Wrong Marks: 

LISTENING SECTION				READING SECTION											
1	A	B	C D	51	A	B	C D	101	A	B	C D	151	A	B	C D
2	A	B	C D	52	A	B	C D	102	A	B	C D	152	A	B	C D
3	A	B	C D	53	A	B	C D	103	A	B	C D	153	A	B	C D
4	A	B	C D	54	A	B	C D	104	A	B	C D	154	A	B	C D
5	A	B	C D	55	A	B	C D	105	A	B	C D	155	A	B	C D
6	A	B	C D	56	A	B	C D	106	A	B	C D	156	A	B	C D
7	A	B	C D	57	A	B	C D	107	A	B	C D	157	A	B	C D
8	A	B	C D	58	A	B	C D	108	A	B	C D	158	A	B	C D
9	A	B	C D	59	A	B	C D	109	A	B	C D	159	A	B	C D
10	A	B	C D	60	A	B	C D	110	A	B	C D	160	A	B	C D
11	A	B	C D	61	A	B	C D	111	A	B	C D	161	A	B	C D
12	A	B	C D	62	A	B	C D	112	A	B	C D	162	A	B	C D
13	A	B	C D	63	A	B	C D	113	A	B	C D	163	A	B	C D
14	A	B	C D	64	A	B	C D	114	A	B	C D	164	A	B	C D
15	A	B	C D	65	A	B	C D	115	A	B	C D	165	A	B	C D
16	A	B	C D	66	A	B	C D	116	A	B	C D	166	A	B	C D
17	A	B	C D	67	A	B	C D	117	A	B	C D	167	A	B	C D
18	A	B	C D	68	A	B	C D	118	A	B	C D	168	A	B	C D
19	A	B	C D	69	A	B	C D	119	A	B	C D	169	A	B	C D
20	A	B	C D	70	A	B	C D	120	A	B	C D	170	A	B	C D
21	A	B	C D	71	A	B	C D	121	A	B	C D	171	A	B	C D
22	A	B	C D	72	A	B	C D	122	A	B	C D	172	A	B	C D
23	A	B	C D	73	A	B	C D	123	A	B	C D	173	A	B	C D
24	A	B	C D	74	A	B	C D	124	A	B	C D	174	A	B	C D
25	A	B	C D	75	A	B	C D	125	A	B	C D	175	A	B	C D
26	A	B	C D	76	A	B	C D	126	A	B	C D	176	A	B	C D
27	A	B	C D	77	A	B	C D	127	A	B	C D	177	A	B	C D
28	A	B	C D	78	A	B	C D	128	A	B	C D	178	A	B	C D
29	A	B	C D	79	A	B	C D	129	A	B	C D	179	A	B	C D
30	A	B	C D	80	A	B	C D	130	A	B	C D	180	A	B	C D
31	A	B	C D	81	A	B	C D	131	A	B	C D	181	A	B	C D
32	A	B	C D	82	A	B	C D	132	A	B	C D	182	A	B	C D
33	A	B	C D	83	A	B	C D	133	A	B	C D	183	A	B	C D
34	A	B	C D	84	A	B	C D	134	A	B	C D	184	A	B	C D
35	A	B	C D	85	A	B	C D	135	A	B	C D	185	A	B	C D
36	A	B	C D	86	A	B	C D	136	A	B	C D	186	A	B	C D
37	A	B	C D	87	A	B	C D	137	A	B	C D	187	A	B	C D
38	A	B	C D	88	A	B	C D	138	A	B	C D	188	A	B	C D
39	A	B	C D	89	A	B	C D	139	A	B	C D	189	A	B	C D
40	A	B	C D	90	A	B	C D	140	A	B	C D	190	A	B	C D
41	A	B	C D	91	A	B	C D	141	A	B	C D	191	A	B	C D
42	A	B	C D	92	A	B	C D	142	A	B	C D	192	A	B	C D
43	A	B	C D	93	A	B	C D	143	A	B	C D	193	A	B	C D
44	A	B	C D	94	A	B	C D	144	A	B	C D	194	A	B	C D
45	A	B	C D	95	A	B	C D	145	A	B	C D	195	A	B	C D
46	A	B	C D	96	A	B	C D	146	A	B	C D	196	A	B	C D
47	A	B	C D	97	A	B	C D	147	A	B	C D	197	A	B	C D
48	A	B	C D	98	A	B	C D	148	A	B	C D	198	A	B	C D
49	A	B	C D	99	A	B	C D	149	A	B	C D	199	A	B	C D
50	A	B	C D	100	A	B	C D	150	A	B	C D	200	A	B	C D



To hear the audio portion for Part I, play track 6 on Audio CD 2.

SECTION 1—LISTENING COMPREHENSION SECTION

In the Listening Comprehension Section, you will have the chance to demonstrate how well you understand spoken English. The Listening Comprehension Section will take approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the answer sheet. Do not write them in the test book.

PART I: PHOTOGRAPHS

Directions: For each question, you will hear four statements about the photograph in your test book. When you hear the statements, choose the one statement that best describes what you see in the photograph. Then, find the number of the question on your answer sheet and mark your answer. The statements will not be written in your test book and will be spoken just once.

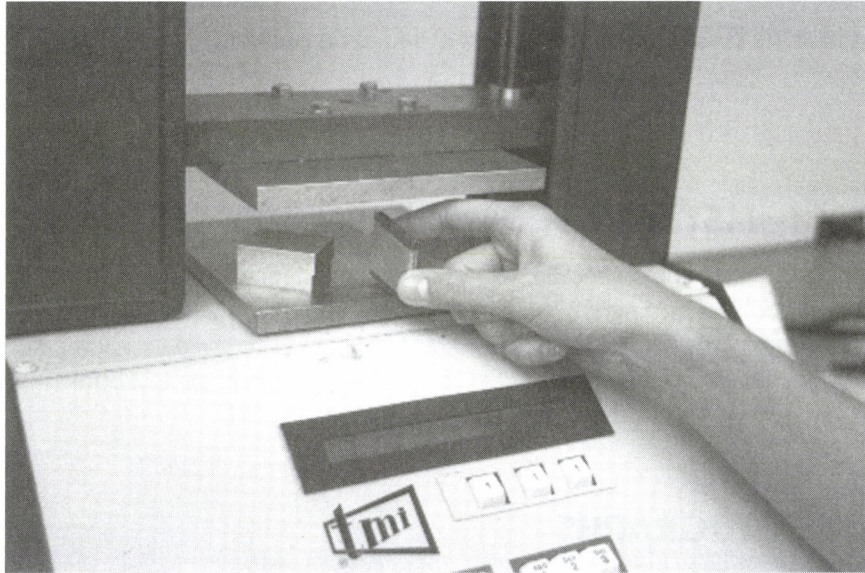


Now, listen to the four statements.

A B C D

Statement (B), *They're gathered around the table*, best describes what is in the photograph. Therefore, you should fill in choice (B) in your answer sheet.

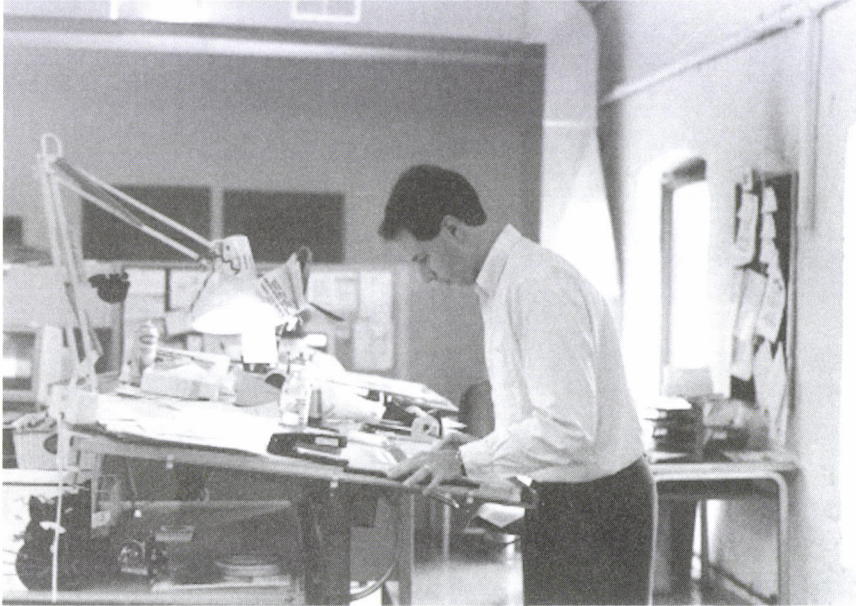
1.



2.



3.



4.



5.



6.



7.



8.



9.



10.





To hear the audio portion for Part II, play track 7 on Audio CD 2.

PART II: QUESTION-RESPONSE

Directions: You will hear a question or statement and three responses spoken in English. They will be spoken only once and will not be printed in your test book. Choose the best response to the question or statement and mark the letter on your answer sheet.

Listen to a sample question:

Sample Answer



Choice (B), *It's the second room on the left*, is the best response to the question. Therefore, you should fill in choice (B) in your answer sheet.

11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.

23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.
32. Mark your answer on your answer sheet.
33. Mark your answer on your answer sheet.
34. Mark your answer on your answer sheet.
35. Mark your answer on your answer sheet.
36. Mark your answer on your answer sheet.
37. Mark your answer on your answer sheet.
38. Mark your answer on your answer sheet.
39. Mark your answer on your answer sheet.
40. Mark your answer on your answer sheet.



To hear the audio portion for Part III, play track 8 on Audio CD 2.

PART III: SHORT CONVERSATIONS

Directions: You will now hear a number of conversations between two people. You will be asked to answer three questions about what the speakers say. Select the best response to each question and mark the letter on your answer sheet. The conversations will be spoken only once and will not be printed in your test book.

41. What are the speakers planning?
- (A) A luncheon
 - (B) A conference
 - (C) A seminar
 - (D) A dinner
42. How many people are expected to attend?
- (A) 50
 - (B) 55
 - (C) 60
 - (D) 65
43. What has changed?
- (A) The time
 - (B) The number of people
 - (C) The venue
 - (D) The catering company
44. What are the speakers talking about?
- (A) A conference
 - (B) A job interview
 - (C) A project meeting
 - (D) A presentation

45. Who asked questions?
- (A) The personnel director
 - (B) A researcher
 - (C) The office manager
 - (D) A client
46. How does the man feel?
- (A) Pleased
 - (B) Disappointed
 - (C) Worried
 - (D) Surprised
47. What has Mr. Jansen called about?
- (A) Air tickets
 - (B) Travel insurance
 - (C) A meeting confirmation
 - (D) A hotel reservation
48. Where is Ms. Brody?
- (A) Traveling abroad
 - (B) At the travel agency
 - (C) At home
 - (D) In a meeting
49. What does Mr. Jansen need to know regarding Ms. Brody's trip?
- (A) Where she plans to travel
 - (B) When she will arrive
 - (C) Which airline she is traveling with
 - (D) What she will be presenting

50. Who is the man?
- (A) A job applicant
 - (B) An employee
 - (C) A government official
 - (D) A customer
51. Where will the speakers go?
- (A) A factory
 - (B) A government office
 - (C) A conference
 - (D) A restaurant
52. What will the man need to wear?
- (A) A suit and tie
 - (B) Safety equipment
 - (C) An ID badge
 - (D) A microphone
53. Who are the speakers talking about?
- (A) A painter
 - (B) A writer
 - (C) A sculptor
 - (D) An actor
54. Where are the speakers?
- (A) New York
 - (B) London
 - (C) Paris
 - (D) Glasgow

55. What event do the speakers refer to?
- (A) An exhibition
 - (B) A dinner
 - (C) A conference
 - (D) A play
56. Who are the men?
- (A) Electricians
 - (B) Plumbers
 - (C) Movers
 - (D) Decorators
57. Where is the blue box?
- (A) In the office
 - (B) In the kitchen
 - (C) In the bedroom
 - (D) In the truck
58. Where are the men working?
- (A) In an office block
 - (B) In a factory
 - (C) In a house
 - (D) In a school
59. Where are the speakers?
- (A) At a cafe
 - (B) In a supermarket
 - (C) In an office
 - (D) At home

60. Where is the man going?
- (A) To a bank
 - (B) To the marketing department
 - (C) To the post office
 - (D) To a bookstore
61. What does the woman want?
- (A) A copy of a report
 - (B) Some food
 - (C) A book
 - (D) Some stamps
62. Why is Colleen Rankin in Australia?
- (A) She works there.
 - (B) She is on vacation there.
 - (C) She is on a business trip there.
 - (D) She has retired there.
63. When will the woman return from Australia?
- (A) Thursday
 - (B) Friday
 - (C) Saturday
 - (D) Sunday
64. Who is the man in relation to the woman?
- (A) Her boss
 - (B) Her employee
 - (C) Her customer
 - (D) Her travel agent

65. What goods are the speakers talking about?
- (A) Newspapers
 - (B) Office equipment
 - (C) Clothes
 - (D) Electrical appliances
66. Where has the shipment come from?
- (A) Shanghai
 - (B) Dublin
 - (C) Dubai
 - (D) Hong Kong
67. What has caused the delay?
- (A) Payment problems
 - (B) Bad weather
 - (C) Customs issues
 - (D) Manufacturing problems
68. What are the speakers talking about?
- (A) A desktop computer
 - (B) A printer
 - (C) A laptop computer
 - (D) A scanner
69. What does the special offer include?
- (A) A rebate
 - (B) Extra user support
 - (C) An extended warranty
 - (D) Extra equipment
70. What does the man ask for?
- (A) A reduction in price
 - (B) A catalog
 - (C) A product demonstration
 - (D) A business card



To hear the audio portion for Part IV, play track 9 on Audio CD 2.

PART IV: SHORT TALKS

Directions: You will now hear short talks given by a single speaker. You will be asked to answer three questions about what the speaker says. Select the best response to each question and mark the letter on your answer sheet. The talks will be spoken only once and will not be printed in your test book.

71. What event will occur on May 28?
- (A) A speech
 - (B) A play
 - (C) A ballet
 - (D) A concert
72. How much is the cheapest ticket without the discount?
- (A) \$3
 - (B) \$8
 - (C) \$13
 - (D) \$18
73. Where can people buy tickets?
- (A) In local stores
 - (B) At the student union office
 - (C) On the Internet
 - (D) From the speaker
74. What is Mr. Park's title?
- (A) Head chef
 - (B) Head waiter
 - (C) Vice president
 - (D) Customer service representative

75. What will Mr. Park mainly focus on this year?
- (A) Food presentation
 - (B) Waiters
 - (C) Menu items
 - (D) Customer service
76. What does the speaker want the employees to do?
- (A) Contact Mr. Park directly.
 - (B) Ask questions after the talk.
 - (C) Wear their uniforms.
 - (D) Continue to treat customers well.
77. Where is this introduction taking place?
- (A) At a board of directors meeting
 - (B) At a store managers meeting
 - (C) At a retirement dinner
 - (D) At a shareholders meeting
78. What is one of Mr. Nazar's accomplishments?
- (A) Strengthening domestic sales
 - (B) Directing company policy
 - (C) Increasing production
 - (D) Reducing overhead
79. What is one of Mr. Nazar's goals in his new role?
- (A) Merging operations
 - (B) Retraining staff
 - (C) Reducing expenses
 - (D) Expanding international sales

80. Where is it expected to rain?
- (A) Zurich
 - (B) Southeastern Switzerland
 - (C) The northern valleys
 - (D) Geneva
81. How much snow is expected today in the mountains?
- (A) 7 centimeters
 - (B) 15 centimeters
 - (C) 30 centimeters
 - (D) 40 centimeters
82. Where has snow already been reported?
- (A) The suburbs of Zurich
 - (B) Along the Italian-Austrian border
 - (C) In the southern mountains
 - (D) Along the French border
83. What did Mr. Hausman do?
- (A) Published a book
 - (B) Wrote the speech
 - (C) Opened a bank
 - (D) Introduced the speaker
84. According to the speaker, in what areas have new challenges been created?
- (A) Business and industry planning
 - (B) Industry management and regulation
 - (C) Financial and capital services
 - (D) International markets for capital

85. What is this talk mainly about?
- (A) Regulating capital markets
 - (B) The history of industry management
 - (C) Financial services and business planning
 - (D) Banking changes in the past 20 years
86. What kind of company does the speaker work for?
- (A) Travel agency
 - (B) Construction company
 - (C) Hotel chain
 - (D) Customer service company
87. In what area does the business excel?
- (A) Personnel
 - (B) Customer service
 - (C) Interior design
 - (D) Building design
88. What does the speaker ask the board of directors to make available?
- (A) A team of interior designers
 - (B) New furniture for the lobbies
 - (C) Money to upgrade the facilities
 - (D) Customer service goals
89. What is the purpose of this announcement?
- (A) To conclude the evening's program
 - (B) To introduce an guest
 - (C) To advertise a product
 - (D) To begin the evening's program

90. Who will be the guest next week?
- (A) A corporate vice president
 - (B) Dr. McDermott
 - (C) An employee motivation expert
 - (D) Peter Thompson
91. What topic was probably discussed on the program?
- (A) Crisis management
 - (B) Managing change
 - (C) Inspiring workers
 - (D) Contemporary technology
92. What is the speaker doing?
- (A) Announcing a meeting
 - (B) Summarizing a previous meeting
 - (C) Beginning a meeting
 - (D) Interrupting a meeting
93. How many agenda items are there?
- (A) 3
 - (B) 4
 - (C) 5
 - (D) 6
94. What is the first item on the agenda?
- (A) Welcoming new staff
 - (B) Projecting budgets
 - (C) Announcing job cuts
 - (D) Reporting on progress
95. Who is speaking?
- (A) Captain of the flight
 - (B) Lead flight attendant
 - (C) Member of the ground staff
 - (D) Copilot

96. Where is the flight going?
- (A) Edinburgh
 - (B) Manchester
 - (C) Liverpool
 - (D) London
97. What delayed the flight?
- (A) A mechanical problem
 - (B) A late arriving flight
 - (C) Weather conditions
 - (D) A security alert
98. What is the talk mainly about?
- (A) A piece of research
 - (B) Annual sales figures
 - (C) A proposal for a new hotel
 - (D) Management techniques
99. What is the speaker's main interest?
- (A) The effects of tourism
 - (B) The cost of vacation packages
 - (C) How to organize hotels
 - (D) The demand for tourism
100. What was measured?
- (A) Money spent
 - (B) Pollution
 - (C) Tourist numbers
 - (D) Money earned

Stop! This is the end of the Listening Comprehension Section of the exam. Turn to Part V.

You will have one hour and 15 minutes to complete Parts V, VI, and VII of the exam.

SECTION 2—READING COMPREHENSION

In the Reading Comprehension Section, you will read a variety of texts and answer different types of questions. The Reading Comprehension Section will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the allotted time. Mark your answers on the separate answer sheet. Do not write them in the test book.

PART V: INCOMPLETE SENTENCES

Directions: A word or phrase is missing in the following sentences. Four answer choices are given below each of the sentences. Choose the best answer to complete the sentence. Then mark the letter on your answer sheet.

101. Mr. Griffin is well known for saying _____ comes to his mind.

- (A) anything
- (B) everyone
- (C) whatever
- (D) anymore

102. All visitors must be _____ by a security officer while they are on-site.

- (A) detected
- (B) accompanied
- (C) revised
- (D) arrested

103. The factory shuts down every August for _____.

- (A) maintenance
- (B) maintain
- (C) maintained
- (D) maintainer

104. Mr. Masuyama has excelled in his new position as senior account executive; _____, he deserves a raise.
- (A) yet
 - (B) or
 - (C) although
 - (D) thus
105. Though Mr. Ramirez is not a citizen of the United States, he has had to pay U.S. income taxes _____.
- (A) moreover
 - (B) anyway
 - (C) anyhow
 - (D) since
106. Suzko Industries has hired additional inspectors to ensure that the highest production quality is _____.
- (A) achieve
 - (B) achiever
 - (C) achievement
 - (D) achieved
107. For questions concerning any of the policies in this handbook, please consult _____ the head of your department.
- (A) at
 - (B) with
 - (C) about
 - (D) for
108. During the seminar, Ms. Williams taught _____ how to calculate the annual return on an investment.
- (A) they
 - (B) their
 - (C) them
 - (D) themselves

109. Customers have three weeks _____ report a credit dispute.
- (A) to
 - (B) until
 - (C) before
 - (D) so
110. Dr. Allan forecasts that world demand for _____ ceramics will increase by 8 percent next year.
- (A) advance
 - (B) advanced
 - (C) advancing
 - (D) advancement
111. Though he received the fax early Monday morning, Mr. Medina waited until Friday to _____.
- (A) rely
 - (B) delay
 - (C) relay
 - (D) reply
112. The directors will go _____ the street to the main office to meet the department managers.
- (A) across
 - (B) by
 - (C) of
 - (D) against
113. As economic links between the two regions _____, the flexibility of the international banking sector will be tested.
- (A) strong
 - (B) strength
 - (C) strengthen
 - (D) stronger

114. Please send the _____ documents instead of photocopies.
- (A) original
 - (B) originate
 - (C) origin
 - (D) originality
115. To comply with the new environmental regulations, the power plant design will need to be drastically _____.
- (A) alternated
 - (B) avoided
 - (C) altered
 - (D) attached
116. The one _____ that sets the company apart is its self-directed team approach to management of operations.
- (A) element
 - (B) elemental
 - (C) elements
 - (D) elementary
117. The luncheon was held to honor the senior employees who will be retiring _____ June.
- (A) at
 - (B) in
 - (C) among
 - (D) on
118. The annual percentage rate for purchases may _____ from month to month.
- (A) vary
 - (B) variety
 - (C) various
 - (D) varied

119. Mr. Teska _____ the weaknesses in the proposal.

- (A) entered into
- (B) joined with
- (C) signed up
- (D) pointed out

120. I support Mr. Lin's goals of more efficient management, but I object to the methods proposed to achieve _____ goals.

- (A) those
- (B) there
- (C) them
- (D) their

121. Applicants must submit two letters _____.

- (A) refer
- (B) of reference
- (C) refers to
- (D) a referred

122. Parking is limited to hotel guests, and _____ will be towed.

- (A) violated
- (B) violate
- (C) violating
- (D) violators

123. Mr. Loder was able to hand out most of the _____ items that we brought to the trade show.

- (A) promotional
- (B) promoted
- (C) promote
- (D) promotes

124. If you are late for the meeting, please enter the boardroom _____.
- (A) quieter
 - (B) quietly
 - (C) quietest
 - (D) quiet
125. Architect Jon Rushmore _____ a huge foyer with a large marble staircase.
- (A) enlightens
 - (B) entrusts
 - (C) envisions
 - (D) enlists
126. When facing challenges in the workplace, it is often best to prioritize tasks to put them in _____.
- (A) confirmation
 - (B) perspective
 - (C) satisfaction
 - (D) reinforcement
127. Mr. Hamilton received a promotion _____ he developed the most successful advertising campaign of the year.
- (A) though
 - (B) while
 - (C) because
 - (D) due
128. The designers are coming on Friday morning _____ the floors for new carpeting.
- (A) to measure
 - (B) is measured
 - (C) a measurement
 - (D) for measurable

129. The lab has developed a novel _____ to synthesizing industrial polymers.

- (A) access
- (B) arrival
- (C) commitment
- (D) approach

130. Many workers report that they prefer being alone at the office because they can _____ more work done.

- (A) get
- (B) be
- (C) do
- (D) go

131. The store will be closed _____ Saturday and Sunday while we take inventory.

- (A) neither
- (B) both
- (C) either
- (D) and

132. Everyone agreed that Mr. Osbourne's presentation _____.

- (A) was a better
- (B) had better
- (C) has best
- (D) was the best

133. Ms. O'Hara is a good teacher because she has a lot of _____.

- (A) patience
- (B) patient
- (C) is patient
- (D) has patience

134. In her new capacity, Ms. Ricketts will _____ all financial services.
- (A) coordination
 - (B) coordinating
 - (C) coordinated
 - (D) coordinate
135. Management blames the decrease in profits on overall lower consumer demand, _____ is linked to high inflation across all economic sectors.
- (A) there
 - (B) where
 - (C) who
 - (D) which
136. The jurors _____ for four hours before they reached a verdict.
- (A) delivered
 - (B) depended
 - (C) deliberated
 - (D) defined
137. In a recent poll, most people say the _____ of the personal computer has had the greatest impact on modern life.
- (A) inventive
 - (B) invent
 - (C) invention
 - (D) inventor
138. Hiring and training salespeople who customers can trust is _____ important for our success.
- (A) valuably
 - (B) critically
 - (C) largely
 - (D) successfully

139. Formal guidelines for bidding on contracts are _____ by the committee.
- (A) having drafted
 - (B) a draft
 - (C) being drafted
 - (D) the draft
140. Dr. Lao's original data was found to contain significant errors, and so he has begun _____ research again from scratch.
- (A) himself
 - (B) him
 - (C) he
 - (D) his

PART VI: TEXT COMPLETION

Directions: Read the texts found in the following pages. A word or phrase is missing in the sentences below the text. Four answer choices are given below each of the sentences. Choose the best answer to complete the sentence. Then mark the letter on your answer sheet.

Questions 141–143 refer to the following email message.

From: Margaret Kim <m.kim@kr_consulting.com>
To: Susan Parker <s_parker@parkerdesigns.com>
CC: Kevin Rutland <k.rutland@kr_consulting.com>
Date: October 10th, 2009 11:14:21 A.M.
Subject: Finally getting back to you . . .

Dear Susan,

So sorry that I have not been able to reply to your message earlier, but this really is the first _____ I've had in

141. (A) opening
(B) opportunity
(C) prospect
(D) occurrence

a week to sit down and respond to emails. I don't know if I told you, but last week we had the auditors visit the office, and so I'm sure you can imagine how busy we were.

Anyway, I've had a look at the plans you sent and I'm really excited by them. You really seem to have understood what we are looking for. Kevin Rutland has also taken a look at them and is _____ impressed.

142. (A) just as
(B) the same
(C) identically
(D) alike

There are a number of things that we'd like to discuss with you, and we think it's best if you come to our office here in Vermont. Please let us know when would be a _____ date for you.

143. (A) suited
(B) convenient
(C) nicely
(D) fitted

Obviously we will cover travel and accommodation. Look forward to hearing from you soon.

Regards,
Margaret

Questions 144–146 refer to the following advertisement.

PhotoMatic

Specialists in professional quality pre-owned and refurbished photographic equipment.

WANTED

We urgently _____ your cameras, lenses, cases, and other accessories.

144. (A) ask
(B) require
(C) demand
(D) invite

We have customers all over North America, Europe, and beyond searching for secondhand professional equipment _____ good condition.

145. (A) on
(B) at
(C) of
(D) in

We are also interested in telescopes, binoculars, and collectable vintage cameras.

Top Prices Paid

We will buy for cash directly but are also happy to sell on your behalf on a commission _____.

146. (A) way
(B) basis
(C) kind
(D) means

We can arrange to collect from you, or you can send directly to your nearest PhotoMatic outlet with shipping and handling charges covered by us.

For more details, please contact us at (212) 333-4444 or call your nearest PhotoMatic outlet, or visit us online at www.photomatic.com.

Questions 147–149 refer to the following warranty card.

NINDO LIMITED WARRANTY

THIS WARRANTY IS VALID ONLY FOR PRODUCTS PURCHASED IN EUROPE

For other countries, please contact the store where purchased.

This product is warranted to the original _____ to be free from defects of quality at the time of purchase and

147. (A) purchaser
(B) card
(C) seller
(D) store

for a period of 12 months after the date of purchase. If, during the warranty period, your product is found to be defective, the product will be repaired using NINDO replacement parts, _____ the product will

148. (A) so
(B) and
(C) or
(D) too

be replaced with the same or similar model within a reasonable period of time. To obtain these warranty services, you must produce this card and proof of purchase in the form of a _____ sales receipt.

149. (A) buying
(B) repaired
(C) defective
(D) valid

Questions 150–152 refer to the following review.

With this classic text, Bob Bingley has done more to alter views of *Change Management* than any other author before or since. He explains the main concepts behind the management of change with clarity, originality, and humor. _____

- 150. (A) She
- (B) He
- (C) This
- (D) That

deals with change in all its aspects and from the viewpoint of all those that _____ by change.

- 151. (A) are affected
- (B) affected
- (C) is affected
- (D) have affected

The book looks at what change means for both large-scale and small-scale organizations. Bingley successfully shows that, _____ the right techniques and a logical approach, even the most sweeping changes

- 152. (A) gives
- (B) he gave
- (C) to give
- (D) given

can be implemented without disruption. This new edition includes a preface by the author and several new chapters on the impact of technology on the management of change.

PART VII: READING COMPREHENSION

Directions: In this part, you will read a selection of text, such as magazine or newspaper articles, letters, or advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter on your answer sheet.

Questions 153–154 refer to the following table.

	Year 3	Year 2	Year 1
Sales	\$679,823	\$379,722	\$489,357
Net Income	\$14,805	\$19,977	\$35,465
Earnings per Share	\$0.75	\$1.04	\$1.89
Shareholders Equity	\$275,242	\$257,515	\$245,006
Return on Equity ⁽¹⁾	5.3%	7.8%	14.5%

⁽¹⁾ Defined as net income divided by shareholder equity, minus extraordinary items. (Periods listed are years ending Dec. 31.)

153. How much money did each share make in Year 2?

- (A) \$1.04
- (B) \$14.50
- (C) \$14,805
- (D) \$379,722

154. What must be subtracted to determine Return on Equity?

- (A) Extraordinary items
- (B) Net income
- (C) Shareholders equity
- (D) Earnings per share

Questions 155–156 refer to the following passage.

Laser Printers

Laser printers use xerographic technology similar to that used in photocopiers. They can reproduce an almost limitless variety of type forms and sizes, as well as complex graphics. Images are electronically created on a light-sensitive drum, usually with a scanning laser. Powdered toner adheres to areas where light touches the drum and then transfers to a sheet of paper, which is briefly heated to fuse the toner to the paper permanently. They operate very quickly. A typical laser printer can print 20 color pages a minute, compared to 12 for an ink-jet printer; older dot-matrix printers can take 45 seconds to print a single page. When they were first introduced, laser printers typically cost over a thousand dollars. Now prices have dropped to only a few hundred, at most.

155. What is implied as an advantage of laser printers?

- (A) Speed
- (B) Ease of use
- (C) Low ink costs
- (D) Superior printing quality

156. According to the passage, how much did early laser printers cost?

- (A) A few hundred dollars
- (B) Approximately \$500
- (C) \$500–\$700
- (D) Over \$1,000

Questions 157–158 refer to the following letter.

The
Growing
Economy
Fund

May 12, 2009

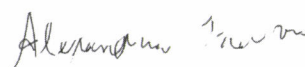
Dear Investor:

Last week, the Board of Trustees of The Growing Economy Fund declared a 100% share dividend. This has the same effect as a 2-for-1 share split. This transaction will occur Thursday, May 24, to shareholders of record at the close of business on Wednesday, May 23.

As a result of this transaction, the number of shares you owned before the transaction will be doubled, while the net asset value will be reduced by half. The reduced net asset value makes it easier financially for people who prefer to purchase shares of the fund in 100-share increments. This does not alter the total value of your Growing Economy Fund investment. It simply means that you will own twice the number of shares at half the price per share.

If you have any questions, please avail yourself our toll-free information number. Registered brokers are available 24 hours a day.

Yours truly,



Alexandria Gadbois
Secretary for the Board of Trustees
The Growing Economy Fund

157. When will the transaction take effect?

- (A) May 23
- (B) May 24
- (C) December 31
- (D) January 1

158. What will happen to shares of the fund?

- (A) They will be reduced to half their original number.
- (B) They will double in number.
- (C) They will be offered for sale at a lower price.
- (D) They will be available to the public for the first time.

Questions 159–161 refer to the following passage.

SALES FORECASTS

Sales forecasts should be based on prices that adequately consider the market for the product, and its value to the customer versus competitive products in the marketplace.

- (5) Investors sense a serious danger signal when an entrepreneur suggests there is no competition for his or her product or service. The product may be unique but there are probably other products that function similarly.

If so, the pricing has to be evaluated in light of those products.

- (10) Pricing should also reflect cost considerations. The price should produce a return sufficient to cover the level of expenses typical for a company in that industry. In high-technology businesses, for example, higher gross margins generally are needed to provide for the higher costs of research and development, as well as marketing and distribution.

159. According to the passage, what makes investors nervous?

- (A) Products and services that fall in value
- (B) Sales forecasts that fail to account for changes in energy prices
- (C) Entrepreneurs who set their prices too low
- (D) Claims that a product or service has no competitors

160. The term *a return* as used in line 9 of the passage is closest in meaning to

- (A) *a profit.*
- (B) *come back.*
- (C) *an expense.*
- (D) *departure.*

161. What is implied about high-technology businesses?
- (A) Their value to customers is difficult to measure.
 - (B) Their product prices are more competitive.
 - (C) Their sales are lower than other industries.
 - (D) Their research and development costs are high.

Questions 162–164 refer to the following form.

CREDIT APPLICATION FORM	
1. Background	
Name: <u>Sarah P. Taylor</u>	Date of Birth: <u>Feb. 25, 1975</u>
Highest Educational Degree: <u>Master's</u> # of Dependents/Ages: <u>2 (Ages 3 & 5)</u>	
2. Employment and Income	
Name of Company: <u>Binational Commission</u> Position: <u>Director</u> Years at Job: <u>4</u>	
Address: <u>5 Ahmed El-Ali Street, Alexandria, EGYPT</u> Years at Present Address: <u>2</u>	
Telephone: <u>842-5001</u> Monthly Wage Income: <u>\$3,500</u>	
Other Monthly Income: <u>\$1,500</u> Source of other Income: <u>Trust Annuity</u>	
3. Credit References	
Bank: <u>National Bank of Egypt</u> Account Number: <u>34-55090</u>	
Account Type: <u>Checking</u> Balance: <u>\$12,000</u> Credit Card(s): <u>None</u>	
Account Number(s): <u>N/A</u> Balance: <u>N/A</u>	
Other Debt: (Type) <u>Car loan</u> Loan Institution: <u>National Bank of Egypt</u>	
Balance: <u>\$5,500</u>	

162. How many years has the applicant worked for the Binational Commission?
- (A) 1
 - (B) 2
 - (C) 3
 - (D) 4

163. How many sources of income does the applicant have?

- (A) 1
- (B) 2
- (C) 3
- (D) 4

164. How much money does the applicant owe?

- (A) \$1,500
- (B) \$3,500
- (C) \$5,500
- (D) \$12,000

Questions 165–167 refer to the following information.

WARRANTY INFORMATION

For coverage under this limited warranty, proof of the date and place of purchase must be submitted. The easiest way to do this is to complete the attached warranty card and mail it now.

If warranty service is needed, contact our customer service department at the address or phone number below. If defects appear under normal use, Umbrellas Unlimited will replace the product free of charge.

This warranty does not apply to damage that has been caused by customer abuse. Also, present color technology does not enable us to warrant against color fading over time. We suggest that the golf umbrella be stored away from direct sunlight when not in use.

This warranty is good for three years. Umbrellas Unlimited will not, under any circumstances, be liable for injury caused by misuse of any product. This warranty is not applicable outside the USA.

165. What must a customer do to activate the warranty?

- (A) Complete the attached warranty card.
- (B) Provide proof of purchase.
- (C) Register online.
- (D) Call the customer service department.

166. What is implied about color fading?
- (A) It can be caused by damage to the umbrella.
 - (B) It has not been reported to have happened.
 - (C) It is guaranteed not to happen.
 - (D) It may occur over time.
167. What is *NOT* true about the company's warranty?
- (A) It does not cover damage due to customer abuse.
 - (B) It is in effect for three years.
 - (C) It is honored worldwide.
 - (D) It promises replacement of defective products.

Questions 168–171 refer to the following passage.

Subjective Prices Versus and Objective Prices

There are two ways to price items: subjectively and objectively.

A subjectively priced item is based either on what the seller perceives it is worth or what the seller thinks someone will pay for it. Generally these items have an aesthetic, rather than a utilitarian, value. Retailers of subjectively priced items include artists, some highly (5) skilled craftspeople, and sellers of antiques and collectibles. An objectively priced item, on the other hand, is priced according to some concrete formula based on its actual cost to produce.

Almost all traditional retailers, from the corner grocer to the new car dealer, sell objectively priced items.

(10) When buying a subjectively priced item, first analyze your needs and weigh your options. This is accomplished by answering three questions: *What do I want? Is it worth my money?* and *Is it important to me?*

168. According to the passage, how do subjectively and objectively priced items differ?
- (A) Objectively priced items are usually more expensive.
 - (B) Subjectively priced items have an aesthetic value.
 - (C) Objectively priced items are less utilitarian.
 - (D) Subjectively priced items are more common.

169. What is implied about antiques?

- (A) They are priced subjectively.
- (B) They were probably made by skilled craftspeople.
- (C) They are sometimes overpriced.
- (D) Their prices go up and down.

170. What can be inferred about most traditional retailers?

- (A) They set their prices based on what they perceive consumers will pay.
- (B) They set prices using a formula based on the cost to produce their goods.
- (C) They tend to make higher profits than nontraditional retailers.
- (D) They tend to analyze the needs of their customers.

171. The word *weigh* as used in line 10 of the passage is closest in meaning to the word

- (A) *decide*.
- (B) *count*.
- (C) *evaluate*.
- (D) *reduce*.

Questions 172–175 refer to the following weather report.

High pressure moving across northern Mexico will funnel cooler air down the Northwest Coast. Temperatures will be at least 3 to 6 degrees lower throughout Baja, California, and Sonora. The cooler air will not reach the Southwest, where temperatures will soar past 32, some 6 degrees above normal. Because of low humidity and a stable atmosphere, afternoon thunderstorms are unlikely. Dry conditions will also persist across Durango.

A low-pressure system will move slowly east through the northeastern region of Mexico today, spreading showers and heavy thunderstorms across Coahuila and Nuevo Leon. Winds from the north behind this system will dislodge a pool of cold air over Texas. The leading edge of this chilled air will reach Monterrey later today, but the core of the cold air will not arrive until midweek. A cold front trailing this low-pressure system will push showers and thunderstorms across the Chihuahua and Durango later today. Showers may form as far west as the eastern slopes of the Sierra Madre.

172. What conditions will northwestern Mexico experience?

- (A) Cool air
- (B) Rain
- (C) Low humidity
- (D) Dry conditions

173. Where will temperatures be higher than usual?
- (A) Baja, California
 - (B) Sonora
 - (C) The Southwest
 - (D) The northeastern region
174. When will the majority of the cold air from Texas reach Monterrey?
- (A) That morning
 - (B) Later that afternoon
 - (C) The next day
 - (D) Midweek
175. What will the cold front cause?
- (A) Dry air
 - (B) Strong winds
 - (C) Rainstorms
 - (D) Snow

Questions 176–180 refer to the following report.

Company Profile: Synco Corporation

The Synco Corporation ranks among the leading international manufacturers of tires and industrial products made from rubber and plastics. Last year, it was first in tire sales in Germany, second in Europe, and fourth worldwide.

Despite last year's severe recession, lower exchange rates, and steep drops in automotive sales, Synco recorded a net income of 50 million euros on sales of 10 billion euros, an all-time high. A dividend of 3 million euros is planned.

Extensive measures to streamline production resources, cut costs, and create new products have substantially enhanced Synco earnings potential for next year and beyond. A public offering of new stock will be made July 1.

176. Who is the report probably written for?

- (A) Synco administrators
- (B) Prospective investors
- (C) Potential suppliers
- (D) Synco competitors

177. What is *NOT* mentioned about Synco?

- (A) Its position for plastics sales
- (B) Its rankings for tire sales
- (C) Its measures to improve performance
- (D) Its plans for paying dividends

178. What were Synco's total sales in the previous year?

- (A) 3 million euros
- (B) 50 million euros
- (C) 1 billion euros
- (D) 10 billion euros

179. What is implied about automotive sales in the previous year?

- (A) Their decline should have decreased Synco's revenues.
- (B) Their increase is responsible for Synco's record sales.
- (C) They reached an all-time high.
- (D) They were lower than expected.

180. What is expected for Synco?

- (A) Its new products will be cheaper.
- (B) Its earnings will grow.
- (C) It will expand its market share.
- (D) Its stock price will remain high.

Questions 181–185 refer to the following advertisement and letter.

The International Employment Newsletter

No matter where your career is headed, we can help to identify the best direction for you. *The International Employment Newsletter* is written for all professionally minded people seeking a new position or hoping to improve their current status. Each issue contains hundreds of regional, national, and international job opportunities. In addition, we offer expert career advice, such as letter and résumé writing for beginning job seekers, and negotiating and networking strategies for experienced professionals.

Regardless of where you are with your career, *The International Employment Newsletter* can help you.

Look for us at your local newsstand or subscribe today for convenient home delivery.

The International Employment Newsletter
1644 Madison Avenue
New York, NY 10017

December 3rd, 2008

Elizabeth Ralls
245 5th Avenue
New York, NY 10001

Dear Ms. Ralls,

Thank you for your subscription to *The International Employment Newsletter*. Your subscription is for the period January to June. However, should you be interested in extending your subscription to a full 12 months, bear in mind that we are currently making the following special offer: take out a 12-month subscription before the end of January and you will receive a 10 percent discount. If you are interested, please complete the form on the reverse of this letter and return it in the enclosed postage-paid envelope.

Remember that you can cancel your subscription at any time and we will be happy to refund your remaining balance. You'll only pay for copies of *The International Employment Newsletter* that you have actually received—no more.

Sincerely,

Heinrich Gill
Sales Manager

181. What service is offered by *The International Employment Newsletter*?

- (A) Translation and interpretation
- (B) Preparation for job interviews
- (C) Résumé preparation
- (D) Work visa applications

182. What is learned about *The International Employment Newsletter*?

- (A) It is available only by subscription.
- (B) It is published every two weeks.
- (C) It can be read on the Internet.
- (D) It can be purchased at newsstands.

183. How long is Ms. Ralls's current subscription?

- (A) 3 months
- (B) 6 months
- (C) 1 year
- (D) 2 years

184. What is available to Ms. Ralls until the end of January?

- (A) A book
- (B) A discount
- (C) A special edition
- (D) A class

185. What has been included with the letter?

- (A) A coupon
- (B) A survey form
- (C) A sample issue
- (D) An envelope

Questions 186–190 refer to the following notice and email message.

The Piano Tuners' Guild of Northern Ireland invites you to
The 10th PTGNI Convention
Friday 16th to 17th of March 2009
Bay View Hotel, Portrush, County Antrim
Registration forms and further details available from: www.ptgni.org/resgistration.html

Highlights

Opening plenary session: Friday 9:00 A.M.

Derrick Gill, UK

As chairperson of the PTGNI, Derrick opens the 10th convention and welcomes delegates to what promises to be a stimulating and enjoyable weekend.

Keynote presentation: The Apprenticeship Crisis Friday 11:00 A.M.
James Townsend, USA.

We're proud to be able to welcome Mr. Townsend, president of the North American Association of Piano Technicians, on his second appearance at a PTGNI convention. Mr. Townsend's thought-provoking talk concentrates on the key problems facing the profession worldwide: the lack of trainee technicians entering the field, and on what can be done to halt the drain.

Hybrid Tuning Saturday 10:30 A.M.
Randy Wilson, USA

Once thought of as mutually exclusive, traditional aural tuning and high-tech digital tuning techniques can in fact be used together. Mr. Wilson will show how tradition and technology can come to the aid of the modern tuner. The session will be full of useful tips on how the two techniques can complement each other, and on how to avoid common pitfalls.

RayTone RT50—Next-generation Tuning Saturday 3:00 P.M.
Gunter Kliebermann, Germany

We are very happy to welcome Mr. Kliebermann to this year's convention. His presentation introduces the long-awaited RayTone RT50. He will discuss the key improvements of the RT50 over its predecessor, the RT40—now standard equipment for many technicians. Mr. Kliebermann's session also includes demonstrations of many of the "hidden" features of the RT series. We are grateful to RayTone for their support in making this presentation possible.

Note: Rooms for attendees are available at the Bay View Hotel and at the Clear Sands Hotel. Contact them directly to make reservations.

To: Mike Stern <m_stern@ptgni.org>
From: Greg Watts <g_watts@ptgni.org>
Date: Friday, January 31st, 2009
Subject: Convention Posters

Mike

Just a quick note to say that the posters for the convention have come from the printers. They look great, but the problem is that in the title it says this is our tenth convention, when in fact it's our eleventh. It's too late to do anything about it now—it will take a week to have them reprinted, and we don't have time—we're already running late on distributing these. Besides, I'm sure most people won't even notice. If they do, we'll just have to joke about it. What else can we do?

The posters have been delivered to our office, so we'll need to organize distribution. Speak to you on Monday.

Greg

186. What is *NOT* mentioned in the notice?

- (A) Which hotels attendees can stay at
- (B) What time the talks are scheduled
- (C) How much the convention costs to attend
- (D) How to get further information about the convention

187. Whose presentation is about a new piece of equipment?

- (A) Gunter Kliebermann's
- (B) Randy Wilson's
- (C) James Townsend's
- (D) Derrick Gill's

188. What is the keynote presentation about?

- (A) How to train new technicians
- (B) The difficulties of being an apprentice
- (C) The future of the piano technician profession
- (D) How the tuning profession is different in the United States

189. What can be inferred about Greg and Mike?

- (A) They are training to be piano tuners.
- (B) They will present at the convention.
- (C) They organize the convention.
- (D) They are printers.

190. What is wrong with the posters?

- (A) The dates
- (B) The size
- (C) The colors
- (D) The title

Questions 191–195 refer to the following notice and email message.

CORPORATE NOTICE

Congratulations to all employees! Our third-quarter report has just been completed, and shows a profit increase of 15% over the same quarter a year ago. With the current growing market, we anticipate an even greater increase in net profits by the end of our fiscal year this June. As you know, a profit-sharing plan is being developed, and should be ready for implementation in July. Keep up the good work!

To: k.wheeler@tibs.com
From: d.scrivner@tibs.com
Date: April 15th, 2009 2:24:18 P.M.
Subject: profit sharing

Hi Kate,

Just wondering if you've heard the news about the profit-sharing plan. There was a notice up on our department board announcing that profits are up 15% from the same time last year, and that the profit-sharing plan will be ready by July. Where have we heard that before! Was the notice sent to your department, too? I'll be very surprised if the plan starts in July. They've been promising it for the last two years and nothing's happened. Have you heard anything?

David

191. What had been completed?

- (A) A quarterly report
- (B) A profit-sharing plan
- (C) Employee evaluations
- (D) A market analysis

192. When is the profit-sharing plan expected to go into effect?

- (A) The following week
- (B) The following month
- (C) At the end of the next fiscal year
- (D) At the start of the next fiscal year

193. How did David learn about the news?

- (A) An email was sent to all employees.
- (B) A notice was posted in his department.
- (C) A colleague told him.
- (D) He read it in a newspaper.

194. What can be inferred about Kate and David?

- (A) They work in different companies.
- (B) They are not pleased about the news.
- (C) They are pleased about the news.
- (D) They work in different departments.

195. When did the company first suggest a profit-sharing plan?

- (A) Three years ago
- (B) Two years ago
- (C) A year ago
- (D) Six months ago

Questions 196–200 refer to the following letter and email message.

Tribune Consulting
251 Williams Street
Portsmouth, VA 23704

January 14th, 2009

Mr. John Samuels
ShredMaster Paper Shredder Corporation
1440 7th Avenue
New York, NY 10001

Dear Mr. Samuels:

We recently ordered the Personal X paper shredder from your company. After receiving it, and upon further consideration, we have determined that we require a shredder that can destroy larger volumes of paper at one time. We realize also that many of our documents will have staples or paper clips. If you carry a shredder that is better suited for high-volume commercial needs, we would appreciate your sending literature. In the meantime, I am returning the Personal X under shipping number A–135, with another copy of this letter. Upon receipt, please send a memo of credit for our records.

I apologize for any inconvenience this may have caused, but sincerely hope that we can order a larger capacity model from you soon.

Sincerely,
Anne Markowitz
Purchasing Agent
Tribune Consulting

To: Paul Steinz <p.stein@shredmaster.com>
From: Gina Andrews <g.andrews@shredmaster.com>
Date: January 17th, 2009 2:25:02 P.M.
Subject: Product return
Attachments: Tribune.doc

Paul,

A customer has just returned a Personal X shredder because it's not heavy duty enough for their needs.

They've asked if we have another model that can cope with larger volumes of paper and with staples as well. I think what they really need is the Office X, but I'm not sure if we have any in stock. Could you check? Also, can you please send her a brochure and give a quote stating our current price for the Office X?

I've scanned the original letter and attached it to this email.

Thanks

Gina

196. Why has the paper shredder been returned?
- (A) It does not suit the customer's needs.
 - (B) It is too expensive.
 - (C) It is broken.
 - (D) It is not what the customer ordered.
197. What is probably one of Anne Markowitz's duties?
- (A) Researching industry trends
 - (B) Handling customer complaints
 - (C) Buying supplies for her company
 - (D) Preparing her company's brochures
198. What can be inferred about the Personal X?
- (A) It cannot handle documents with staples.
 - (B) It is no longer in stock.
 - (C) It can shred credit cards and CDs.
 - (D) It can shed up to seven pages at one time.

199. What does Gina Andrews want to know?
- (A) Which replacement model to recommend
 - (B) Which models are currently in stock
 - (C) Where to send the Office X
 - (D) Where the invoice should be sent
200. What will Paul Steinz send to Anne Markowitz?
- (A) The Personal X
 - (B) The Office X
 - (C) A price quote
 - (D) A letter of apology

Stop! This is the end of the exam. If you finish before time is called, you may go back to Parts V, VI, and VII and check your work.

PRACTICE TEST ANSWER KEY

Part I	Part II	Part III	Part IV	Part V	Part VI	Part VII
1. A	11. C	41. A	71. D	101. C	141. B	153. A
2. C	12. A	42. D	72. D	102. B	142. A	154. A
3. B	13. C	43. B	73. C	103. A	143. B	155. A
4. A	14. B	44. B	74. C	104. D	144. B	156. D
5. D	15. A	45. C	75. D	105. B	145. D	157. B
6. A	16. A	46. A	76. D	106. D	146. B	158. B
7. D	17. C	47. B	77. B	107. B	147. A	159. D
8. A	18. B	48. D	78. A	108. C	148. C	160. A
9. B	19. C	49. A	79. C	109. A	149. D	161. D
10. A	20. A	50. D	80. A	110. B	150. B	162. D
	21. C	51. A	81. C	111. D	151. A	163. B
	22. C	52. B	82. B	112. A	152. D	164. C
	23. A	53. C	83. D	113. C		165. B
	24. B	54. D	84. A	114. A		166. D
	25. B	55. B	85. C	115. C		167. C
	26. A	56. A	86. C	116. A		168. B
	27. C	57. D	87. B	117. B		169. A
	28. B	58. C	88. A	118. A		170. B
	29. A	59. C	89. A	119. D		171. C
	30. B	60. A	90. D	120. A		172. A
	31. A	61. B	91. C	121. B		173. C
	32. C	62. A	92. C	122. D		174. D
	33. B	63. D	93. D	123. A		175. C
	34. A	64. A	94. D	124. B		176. B
	35. B	65. C	95. B	125. C		177. A
	36. B	66. A	96. A	126. B		178. D
	37. C	67. C	97. C	127. C		179. A
	38. A	68. C	98. A	128. A		180. B
	39. C	69. D	99. A	129. D		181. C
	40. B	70. A	100. B	130. A		182. D
				131. B		183. B
				132. D		184. B
				133. A		185. D
				134. D		186. C
				135. D		187. A
				136. C		188. C
				137. C		189. C
				138. B		190. D
				139. C		191. A
				140. D		192. D
						193. B
						194. D
						195. B
						196. A
						197. C
						198. A
						199. B
						200. C

