

## **TOEIC LESSON MANAGEMENT**

(25- minute lesson)

### **GENERAL INSTRUCTIONS**

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

### **Part III: Short Conversations**

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

### **REVIEW HOMEWORK from TOEIC 3-2** (refer to TOEIC 3-2 for answers)

## Part 3: Short Conversations Tapescripts

**1. W: Please sit down, Mr. Klein. I'm Jessie Brown. What can I do for you?**

**M: I want to open checking and savings accounts at your bank. We are new in this area.**

**W: Oh, where are you from?**

1. Where are the two people now?
- A. At a restaurant
  - B. At a bank
  - C. At school
  - D. At an airport

**2. M: Could you show me which forms I should fill out for a business license?**

**W: I'm not sure, sir, but I think our small business department can help. They are on the 3rd floor in this building.**

**M: Okay. I'll check with them. Thanks**

2. Why does the man need help?
- A. He cannot find his business license.
  - B. He does not know which form to use.
  - C. He does not know where the business center is.
  - D. He doesn't know if office expenses are reimbursable.

**3. W: Hey, Cindy. How are you doing with your new business?**

**M: Hey, Greg. It's going well. I signed up two new clients last week, and now I have five total.**

**W: Wow, five already. That's great! How do you like being self-employed?**

**M: Oh it's wonderful. I can work from home, and even from the coffee shop. And I can set my own hours. I did a conference call last week while I was wearing my night gown and bathrobe.**

3. What are the speakers talking about?
- A. The man's job
  - B. The man's salary
  - C. The woman's business
  - D. The woman's clients

**4. M: Barbara, did the wire transfer from Seoul come through yet?**

**W: Let's see. Yes, it came through yesterday. After paying the bank's wire fee, it totaled \$1,750.**

**M: What? The original wire was for \$2,000. That bank fee is too high!**

**W: I agree, it is. I'll shop around today and see if I can find a bank that charges a lower one.**

4. What does the woman offer to do?

- A. Try and find a different bank
- B. Call the bank and complain
- C. Return money to the sender
- D. Pay the wire transfer fee

**5-6. M: Hello, Sue? This is Damon Guenther. My plane had an electrical problem, so my flight from Munich was delayed and I missed my connecting flight here in Chicago. The earliest flight I can catch leaves at 4:30 and arrives in Denver at 7, so I'm going to miss the presentation at 3 today.**

**W: I'm sorry to hear that, Damon. Unfortunately, we can't reschedule the presentation, because Sam Hawthorn has come from Boston to give it, and he has to return tonight. But I'd really like you to see it.**

**M: I know. Is there any way you could set it up as a videoconference? That way, I could stay in Chicago and participate online.**

**W: That's a good idea. I'll try. Let me talk with our technical support crew, and I'll get back to you soon. Meanwhile, go ahead and book the 4:30 flight. In a worst-case, we'll videotape the presentation and you can watch it tonight after you arrive.**

5. What is the man's problem?

- A. His flight had no electricity.
- B. His plane arrived late.
- C. He has to return to Boston.
- D. He can not find a hotel.

6. When will the man's flight depart?

- A. At 3
- B. At 4:30
- C. At 7
- D. At midnight

**7-8. —W: Hello, Lance Smithers? This is Victoria Balderston in corporate headquarters. The reason I'm calling is that I haven't received last month's expense reports from your office yet, and they were due on Tuesday. Was this something that was overlooked?**

**M: No, I actually sent them to you on Monday with the company courier. I'm sure of it. You haven't received them yet? That's strange.**

**W: Yes, it is. Listen, I can check with the courier's office, but in the meantime, could you send please the expense reports again today, just to ensure that I have them by this afternoon? I'd really appreciate it.**

**M: Sure, no problem. Let's see, it's 8:45. I'll try to get them on the 9 o'clock courier run, but if I miss that I'll have them ready for the 11 o'clock pickup. Sorry about the confusion.**

7. Who most likely are the speakers?

- A. Neighbors
- B. Friends
- C. Colleagues
- D. Parents

8. What does the man plan to do?

- A. Fax information to the woman
- B. Deliver reports via courier
- C. Finish a report by the afternoon
- D. Telephone the courier's office

**9-10. W: So in summary Michael, your review is mostly favorable. You met four of your seven incentive goals, which means your bonus will total \$3,000. You got high marks for promptness and dedication, and need to improve your business etiquette and time management. Do you have any questions?**

**M: Yes, just a couple. What do you do with my performance review after I review it and sign it? Will you use it next year in deciding on salary increases?**

**W: Those are good questions. Your review will go into your file, which is part of your permanent employment record. It will be considered in determining salary, but it's just one factor among many. We'll also consider your overall performance since you joined the company, and any improvement made following this evaluation. In general, you're doing very nice work. Keep up the good work, and you shouldn't have any worries.**

**M: Thank you, Ms. Donaldson. I appreciate your fairness, and I enjoy working for you.**

9. What is the woman's position?

- A. Employee
- B. Manager
- C. Counselor
- D. Receptionist

10. What are the speakers mainly discussing?

- A. The man's performance review
- B. The woman's job duties
- C. How to get a salary increase
- D. What is in the man's file

**11. M: Wow, everything looks so good! I'm not sure what to order.**

**W: Have anything you like. It's on the company. Personally, I recommend the lobster. It's fresh from Maine -- the best in town. But the steaks are also quite good. They use only grass-fed Angus cows. And for dessert, you've got to try the New York Cheesecake!**

**M: Well thank you. That all sounds delicious. I think I'll have the lobster and a bowl of clam chowder. How about you?**

**W: I'm going to try a T-bone steak and a Caesar salad. Now, what type of wine do you fancy?**

11. Who will pay for the meal?

- A. The man
- B. The woman's company
- C. The man's firm
- D. The man and the woman

**12. W: Good morning. Welcome to Boston. Are you here for the management convention?**

**M: Yes, I am. Where do I go to check in?**

**W: The registration tables are on the left side of the room. After you register, go to the tables on the right for a schedule of seminars and more information about convention activities. There's free coffee and donuts in the foyer.**

**M: Thank you. Before I start, I need to use the restroom.**

12. What does the woman plan to do?

- A. Drink coffee
- B. Talk to management
- C. Register
- D. Take a trip

**13. M: Wanda, something personal's come up, and I need to rearrange my schedule for Wednesday. Could you please call Jim Haskell and move our Wednesday morning meeting to 8 a.m. Thursday?**

**W: Sure. Eight Thursday with Mr. Haskell. What about your Wednesday afternoon conference call with Ms. Witherspoon and Mr. Dirks?**

**M: Oh yes. See if you can push that forward to one o'clock Tuesday. If you can, reschedule any current Tuesday afternoon meetings to next week.**

**W: OK. One on Tuesday. I'll see what I can do, and I'll let you know in a few minutes.**

13. When does the man want to hold the conference call?

- A. Monday morning
- B. One o'clock Tuesday
- C. Wednesday afternoon
- D. 8 a.m. Thursday

**14. W: Our revenues are down 20 percent this quarter. Anyone have ideas how to bring them up?**

**M: I think we need to promote more heavily. Our new X-3PO is a great product. Once more people know about it, sales will soar. This will create demand for our other products.**

**W: So, are you saying we should spend more money on advertising?**

**M: Not necessarily. But we should try different advertisements designed to get the X-3PO in customers' hands. Like 2-for-1 deals, and free downloads on new X-3POs.**

14. What are the speakers mainly discussing?

- A. Why sales have declined
- B. When to launch a new product
- C. Where to advertise
- D. How to make more money

**15. M: Here's your withdrawal receipt. How would you like your bills? Are 20s OK?**

**W: Could I get three 20s, three 10s, a five and five ones?**

**M: Sure. Is there anything else I can help you with today?**

**W: No thank you.**

15. Where is this conversation most likely taking place?

- A. In an office
- B. In a store
- C. In a meeting
- D. In a bank