

TOEIC Reading Part 6

Directions: Read the texts that follow. A word or phrase is missing in some of these sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text.

Questions 1 - 3 are based on the following e-mail

To: Tim Belic <timbelic@yahoo.mail>
From: Melisa Brent <mb@cablestream.net>

Mr. Belic,

Thank you for your letter informing us that your cable package _____1_____ contains many of the channels you ordered.

- A. still
- B. already
- C. not yet
- D. no longer

Over the weekend, our facilities experienced a rare _____2_____ failure that caused some cable channels to be disrupted.

- A. technique
- B. technician
- C. technical
- D. technically

Our technicians insist that the problem will be fixed shortly. We will notify you when services _____3_____ resumed.

- A. are
- B. had
- C. have been
- D. will have been

Thank you again for informing us of this issue. We assure you we will remedy this inconvenience quickly.

Sincerely,

Melisa Brent

Questions 4 - 7 are based on the following information

Several early iPhone 4 customers have discovered critical issues with the phone's display and _____ that could pose major problems for Apple's newest mobile device.

- A. receptionist
- B. reception
- C. receiving
- D. retirement

Multiple Apple- and gadget-focused websites are receiving reports that the iPhone's much-discussed "Retina Display" is _____ to a yellow discoloration, either as a thin line of yellow or as a circular tint.

- A. sustainable
- B. probable
- C. possible
- D. susceptible

That's not the only problem: There are now countless videos online that show how holding the new iPhone _____ its sides can decrease reception quality.

- A. for
- B. to
- C. by
- D. next to

We've received a growing number of tips about these complaints, as well.

Message board _____ on Mucrumors are buzzing with negative reviews of the discolored iPhone 4 screens.

- A. threads
- B. continue
- C. sewing
- D. line

Questions 8 - 12 are based on the following complaint

Hi there.

I would like to start off by ____8____ that we have been loyal customers to Doll for over ten years.

- A. speaking
- B. say
- C. mentioning
- D. told

My parents purchased their first desktop from Doll in the mid 90's, and have ordered several other desktops from the company thanks to my advice - being the most technically ____9____ of the family,

- A. orientation
- B. oriented
- C. knowledge
- D. with knowledge

I recommended that we continue to order from Doll since you produced a ____10____ product at a reasonable price.

- A. reliable
- B. unreliable
- C. depending
- D. honest

This is the one of the root causes of my discontent - with my first computer, a Studio 1735 laptop from Doll, I have experienced a multitude of problems and headaches that I ____11____ expected.

- A. would have never
- B. will have never
- C. would never
- D. will never

I have no problem taking the time to explain everything in full (as it has already wasted hours and hours of my time), since I believe that there will be some form of explanation or response given (which will hopefully act as compensation if Doll wishes for our ____12____ business).

- A. continuous
- B. continue
- C. contentment
- D. continued

ADDITIONAL ACTIVITY

Questions 1-17 are based on the following letter

This letter is an authentic complaint to a phone company

Dear Sir, I am writing this letter 1) _____ complain 2) _____ the strongest terms about the poor service that I have received from your company.

- 1.
- A. to
 - B. so
 - C. but
 - D. on

- 2.
- A. at
 - B. in
 - C. with
 - D. on

We signed 3) _____ 4) _____ your telephone and internet service package two months ago because your advertising suggests that you are better than Telco.

- 3.
- A. down
 - B. off
 - C. up
 - D. out

4.
A. too
B. for
C. with
D. to

In addition, you promise 5) _____ deal with problems quickly and efficiently, something that Telco were unable or unwilling 6) _____ do.

5.
A. dealing
B. so
C. too
D. to

6.
A. toe
B. toward
C. to
D. into

However, 7) _____ the first month 8) _____ service you managed 9) _____ cause me 10) _____ lose two days worth 11) _____ business because 12) _____ poor administration.

7.
A. on
B. in
C. at
D. inside

8.
A. or
B. of
C. on
D. for

9.
A. to
B. with
C. for
D. so

10.
A. to
B. as
C. as well as
D. in line with

11.
A. either
B. of
C. neither
D. but

12.
A. for
B. forward
C. of
D. on

The main problem was that you failed 13) _____ provide me with the correct telephone number, 9818 8747, that you had promised when I completed the contract. This phone number was an established business line which I had been using for the last three years.

13.
A. so
B. although
C. but
D. to

Obviously this meant that my clients were unable 14) _____ contact me and it cost me many hours 15) _____ phone calls 16) _____ resolve the matter with your support centre. I would appreciate it if this situation could be resolved and a substantial rebate offered on my first three month's account.

14.
A. to
B. nevertheless
C. with
D. of

15.

- A. to
- B. too
- C. of
- D. for

16.

- A. with
- B. to
- C. too
- D. of

I look forward 17) _____ hearing from you soon.

17.

- A. for
- B. of
- C. too
- D. to

Yours Faithfully Charlie Williams

HOMEWORK

Similar or Opposite

1. _____ hot - cold
2. _____ warm - hot
3. _____ dry - wet
4. _____ open - close
5. _____ start - stop
6. _____ love - like
7. _____ fast - slow
8. _____ shut - close
9. _____ glad - happy
10. _____ easy - simple
11. _____ noisy - louder
12. _____ easy - hard
13. _____ dislike - hate
14. _____ cold - chilly
15. _____ mad - angry
16. _____ right - wrong
17. _____ strong - weak
18. _____ large - huge
19. _____ smart - clever
20. _____ under - over