

## 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.

### PART 6: TEXT XCOMPLETION ANSWERS

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

To: Tim Belic <timbelic@yaboo.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

The answers are: 1 = to 2 = in 3 = up 4 = to 5 = to 6 = to 7 =  
in 8 = of 9 = to 10 = to 11 = of 12 = of 13 = to 14 = to 15 =  
of 16 = to 17 = to