Registration Number							–
Name							

TOEIC Form ST-05

MATERIAL CEDIDO POR CAPMAN

TOEIC® Listening and Reading Test

Read the directions on the back cover.

Do not break the seal until you are told to do so.

This test book and the answer sheet must be handed in separately as instructed at the end of the test.

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LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

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1.

2.

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PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.

8. Mark your answer on your answer sheet.

9. Mark your answer on your answer sheet.

10. Mark your answer on your answer sheet.

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PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. Why is the woman calling?
(A) To cancel an order
(B) To complain about a product
(C) To redeem a gift card
(D) To renew a warranty

33. What does the man ask the woman about?
(A) A model name
(B) A brand of coffee
(C) A catalog number
(D) A date of purchase

34. What does the man offer to do?
(A) Provide a discount
(B) Send a free sample
(C) Extend a warranty
(D) Issue a refund

35. Where do the speakers work?
(A) At a hotel
(B) At a department store
(C) At a restaurant
(D) At a call center

36. What does the man ask about?
(A) How many people have applied for a promotion
(B) If a manager is in the lobby
(C) Whether a position is available
(D) When new shifts will be assigned

37. What does the woman say the man should be prepared to do?
(A) Handle customer complaints
(B) Work within a budget
(C) Get to know local clients
(D) Work evening hours

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38. What is the conversation mainly about?

(A) An enlargement of office space
(B) A move into a new market
(C) An increase in staff numbers
(D) A change in company leadership

39. Why does the woman say, “I can’t believe it”?

(A) She strongly disagrees.
(B) She would like an explanation.
(C) She feels disappointed.
(D) She is happily surprised.

40. What do the men imply about the company?

(A) It was recently founded.
(B) It is planning to adjust salaries.
(C) It is in a good financial situation.
(D) It has offices in other countries.

Screen Size	System Price
11 inches	$799
13 inches	$899
15 inches	$999
17 inches	$1,099

41. What does the woman ask the man to do?

(A) Order some equipment
(B) Find a new vendor
(C) Repair a laptop
(D) Contact a job candidate

42. What problem does the man mention?

(A) A designer has left the company.
(B) A supplier has increased its prices.
(C) A computer model has been discontinued.
(D) A departmental budget has been reduced.

43. Look at the graphic. What size screen will the man order?

(A) 11 inches
(B) 13 inches
(C) 15 inches
(D) 17 inches

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PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What does the speaker say about the repair?
(A) It is not required.
(B) It has been finished early.
(C) It will be inexpensive.
(D) It is covered by a warranty.

72. When can the listener pick up his car?
(A) Today
(B) Tomorrow
(C) Next week
(D) In two weeks

73. What does the speaker offer to do?
(A) Look for a used part
(B) Refund the cost of a charge
(C) Send an invoice
(D) Arrange a ride

74. What kind of business does the speaker work for?
(A) A restaurant
(B) A supermarket
(C) A furniture store
(D) A fitness center

75. Why does the speaker assign extra work to the listeners?
(A) A deadline is approaching.
(B) A staff member is unwell.
(C) Many customers are expected.
(D) Equipment needs to be unpacked.

76. What does the speaker ask listeners to tell customers about?
(A) New business hours
(B) Discount cards
(C) A special dish
(D) A holiday sale

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77. What bothers the man about Torland Advertising?

(A) Their failure to meet deadlines
(B) Their problems with staffing
(C) Their request to revise a contract
(D) Their focus on cost cutting

78. What does the man mean when he says, "Here's the thing"?

(A) He will demonstrate a product.
(B) He has forgotten a word.
(C) He has found what he was looking for.
(D) He will introduce a point to consider.

79. What are the listeners asked to look at?

(A) A design idea
(B) A business contract
(C) An advertisement
(D) A budget

Program

Presenter	***Time***
Ms. Carbajal	1:00–1:50
Mr. Buteux	1:55–2:45
BREAK	2:45–3:00
Mr. Chambers	3:00–3:50
Ms. Ohta	3:55–4:45

80. Where most likely is the speaker?

(A) At an award ceremony
(B) At a musical performance
(C) At a retirement celebration
(D) At a training seminar

81. What are listeners asked to do?

(A) Stay seated during the break
(B) Carry their valuables with them
(C) Return any borrowed equipment
(D) Share printed programs with others

82. Look at the graphic. Who will be the final presenter?

(A) Ms. Carbajal
(B) Mr. Buteux
(C) Mr. Chambers
(D) Ms. Ohta

This is the end of the Listening test. Turn to Part 5 in your test book.

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READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test 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 time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Customer reviews indicate that many modern mobile devices are often unnecessarily ------- .

(A) complication
(B) complicates
(C) complicate
(D) complicated

102. Jamal Nawzad has received top performance reviews ------- he joined the sales department two years ago.

(A) despite
(B) except
(C) since
(D) during

103. Gyeon Corporation's continuing education policy states that ------- learning new skills enhances creativity and focus.

(A) regular
(B) regularity
(C) regulate
(D) regularly

104. Among ------- recognized at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.

(A) who
(B) whose
(C) they
(D) those

105. All clothing sold in Develyn's Boutique is made from natural materials and contains no ------- dyes.

(A) immediate
(B) synthetic
(C) reasonable
(D) assumed

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PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following e-mail.

To: Project Leads
From: James Pak
Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for ------- **131.** employees. At Pak Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly ------- **132.** a deep understanding of the design process. ------- **133.**, they can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. ------- **134.**.

Thank you for your support.

James Pak
Pak Designs

131. (A) interest
(B) interests
(C) interested
(D) interesting

132. (A) develop
(B) raise
(C) open
(D) complete

133. (A) After all
(B) For
(C) Even so
(D) At the same time

134. (A) Let me explain our plans for on-site staff training.
(B) We hope that you will strongly consider joining us.
(C) Today's training session will be postponed until Monday.
(D) This is the first in a series of such lectures.

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PART 7

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following advertisement.

Used Car For Sale. Six-year-old Carlisle Custom. Only one owner. Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. Struts replaced two weeks ago. Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to sell. Owner going overseas at the end of this month and must sell the car. Call Firoozeh Ghorbani at (848) 555-0132.

147. What is suggested about the car?
(A) It was recently repaired.
(B) It has had more than one owner.
(C) It is very fuel efficient.
(D) It has been on sale for six months.

148. According to the advertisement, why is Ms. Ghorbani selling her car?
(A) She cannot repair the car's temperature control.
(B) She finds it difficult to maintain.
(C) She would like to have a newer model.
(D) She is leaving for another country.

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Questions 149-151 refer to the following article.

On Monday, Salinas Products, a large food distributor based in Mexico City, announced its plans to acquire the Pablo's restaurant chain. Pablo Benavidez, the chain's owner, had been considering holding an auction for ownership of the chain. He ultimately made the decision to sell to Salinas without seeking other offers. According to inside sources, Salinas has agreed to keep the restaurant's name as part of the deal. Mr. Benavidez started the business 40 years ago right after finishing school. He opened a small food stand in his hometown of Cancún. Following that, he opened restaurants in Puerto Vallarta and Veracruz, and there are now over 50 Pablo's restaurants nationwide.

149. What is suggested about Mr. Benavidez?

(A) He has hired Salinas Products to distribute his products.
(B) He has agreed to sell his business to Salinas Products.
(C) He has recently been hired as an employee of a school.
(D) He has been chosen to be the new president of Salinas Products.

150. According to the article, where is Mr. Benavidez from?

(A) Cancún
(B) Veracruz
(C) Mexico City
(D) Puerto Vallarta

151. What is indicated about the Pablo's restaurant chain?

(A) It was recently sold in an auction.
(B) It will soon change its name.
(C) It was founded 40 years ago.
(D) It operates in several countries.

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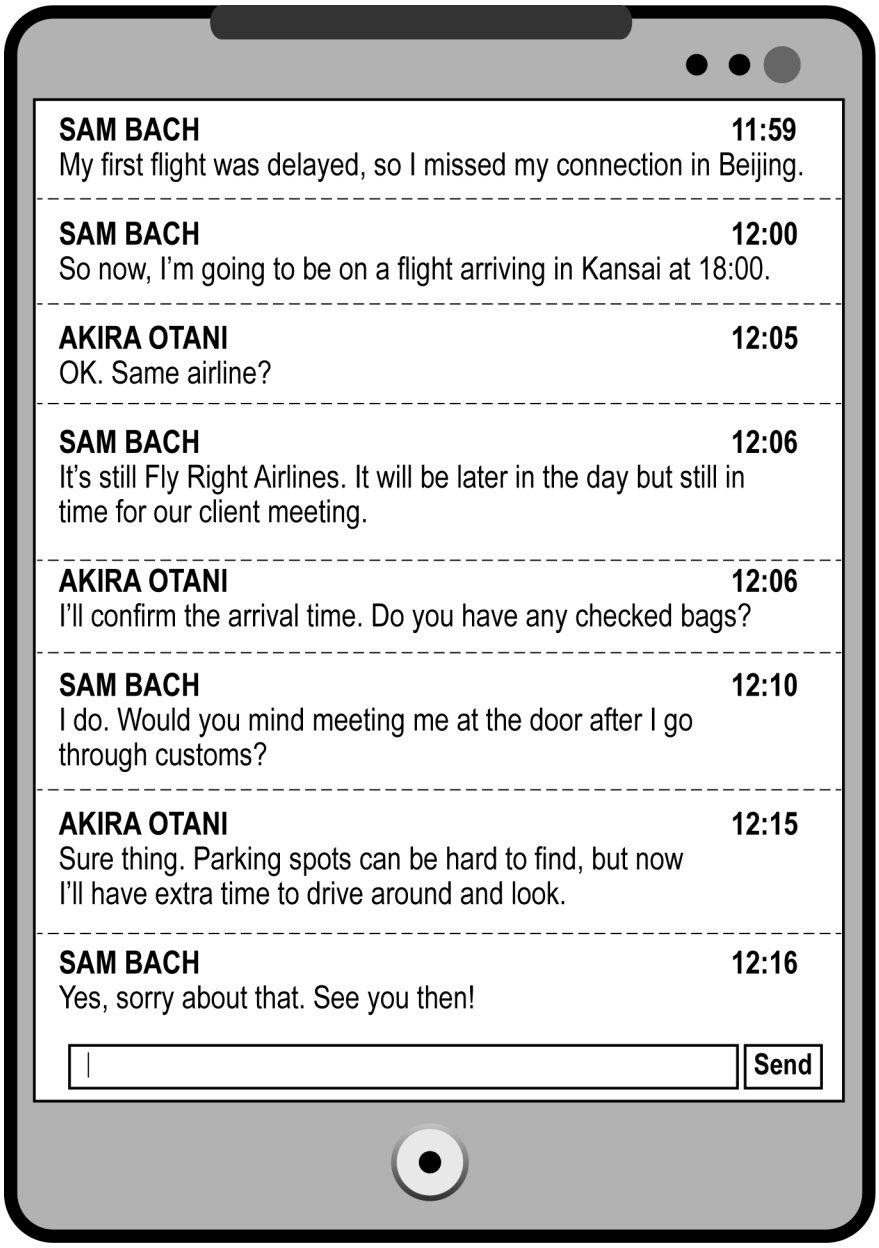
Questions 152-153 refer to the following text message chain.



152. What is suggested about Mr. Bach?

(A) He has been to Kansai more than once.
(B) He currently works in Beijing.
(C) He is on a business trip.
(D) He works for Fly Right Airlines.

153. At 12:15, what does Mr. Otani mean when he writes, "Sure thing"?

(A) He has confirmed the arrival time of a flight.
(B) He is certain he will be able to find a parking place.
(C) He agrees to wait at the door near the customs area.
(D) He knows Mr. Bach must pass through customs.

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Questions 161-164 refer to the following information.

Notice Board Space Available to Community Groups

Mooringtown Library is pleased to invite local community groups to use the free advertising space on its new notice board, located outside the front entrance of the library. Space on the board is available for up to four weeks at a time.

Notices must be approved in advance at the library's front desk and must meet the following requirements. All content must be suitable for public display. The notice must be written or printed on standard-quality paper with dimensions of either 8.5 in x 11 in or 5.5 in x 8.5 in. The desired start and end date for display should be written in the front bottom right corner. — [1] —. Any notices that do not meet these requirements will not be considered and will be discarded. — [2] —.

— [3] —. Submissions are now being accepted at the Mooringtown Library front desk. Please have the actual notice, in the format in which you would like it to appear, with you when you arrive. Within one business day, you will receive a call confirming that your notice has been added to the board. — [4] —.

Mooringtown Library
www.mooringtownlib.co.au

161. What is indicated about advertising space on the Mooringtown Library notice board?

(A) It is available at no charge.
(B) It can be used for any length of time.
(C) It is open to all area businesses.
(D) It is intended mainly for sporting events.

162. What is NOT a stated requirement for a notice to be placed on the board?

(A) It must meet certain size requirements.
(B) It must be marked with posting dates.
(C) It must be reviewed beforehand.
(D) It must be signed by a librarian.

163. What should an advertiser bring to the library when making a submission?

(A) An outline of proposed content
(B) A final version of the notice
(C) A completed submission form
(D) A letter from an organization

164. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"The name and telephone number of the person posting the notice must be clearly marked on the back."

(A) [1]
(B) [2]
(C) [3]
(D) [4]

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Questions 176-180 refer to the following advertisement and e-mail.

http://www.businessaudiopro.com

Business Audio Pro

Enhance Your Company's Image with a Professionally Recorded Telephone Greeting

A professional, personalized voicemail message creates an excellent first impression. **Business Audio Pro** meets your specifications to record a customized telephone greeting within three business days!

Services We Offer:

1. **Professional Voice Talent for Voicemail Messages**–We have numerous male and female voice actors with a wide range of tones, accents, and dialects. Visit businessaudiopro.com to hear examples of what each actor sounds like and choose the one that best suits your needs.
2. **On-Hold Messages**–We also create professional on-hold messages with pleasant music to enhance your customers' experience.
3. **Customized Script Writing**–Our experienced script writers can help you craft a personalized message that distinguishes you and your business.
4. **Multilingual Voice Production**–For those with a multilingual customer base, we offer services in a wide range of languages.

Send us an e-mail (inquiry@businessaudiopro.com) with your contact information and your specific needs. A representative will call you within 24 hours to discuss your project and provide a price estimate.

To:	inquiry@businessaudiopro.com
From:	j.annesly@anneslydata.com
Date:	June 25
Subject:	Request

I found your notice in the newspaper and wish to use your services for my data-processing and transcription business. I am looking specifically for a professionally recorded voicemail greeting intended for my clients, and I wonder if you would be available to write and record this for me, and how soon. Since I work with English- and Spanish-speaking clients, I would like the message to be recorded in both languages. Please reach out to me at my mobile phone between the hours of 10:00 A.M. and 5:00 P.M. I hope to hear from you soon.

Thank you,

Jody Annesly
Annesly Data
512-555-6879 (mobile)
342 Maymill Road, Fort Worth, TX 70609

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176. According to the advertisement, why should customers visit the Business Audio Pro Web site?

(A) To hear voice samples
(B) To add a new phone number
(C) To submit a credit card payment
(D) To request recording equipment

177. What is suggested about Business Audio Pro?

(A) It fills orders once a week.
(B) It advertises in the newspaper.
(C) It specializes in data-processing services.
(D) It has recently expanded its business.

178. Who most likely is Ms. Annesly?

(A) An actor
(B) A script writer
(C) A sales associate
(D) A business owner

179. What service does Ms. Annesly NOT request from Business Audio Pro?

(A) Professional voice talent
(B) On-hold messages
(C) Customized script writing
(D) Multilingual voice production

180. What will Ms. Annesly most likely do within 24 hours?

(A) Meet with an actor
(B) Visit a recording studio
(C) Write a script
(D) Speak with a representative

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Questions 196-200 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc.

Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

http://www.sparkypaints.com/shoppingcart

Sparky Paints, Inc.

Order Summary #3397		**Customer:** Arun Phan	
Item	**Size**	**Quantity**	**Price**
Caspian Blue SP 237	n/a	1	$0.00
Deep Sea Blue SP 298	n/a	1	$0.00
Stormy Blue SP 722	n/a	1	$0.00
Misty Gray SP 944	Gallon	2	$50.00
		Tax (8 percent)	$4.00
		Expedited shipping	$18.99
		Total	**$72.99**

Proceed to Checkout

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From: Arun Phan <arun.phan@tnet.com>

To: Customer Support <support@sparkypaints.com>

Date: March 12

Subject: Order #3397

Hello,

Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house; the others looked too green on my walls.

Thank you,

Arun Phan

196. In the advertisement, the word "top" in paragraph 1, line 2, is closest in meaning to

(A) maximum
(B) favorite
(C) important
(D) upper

197. What are Sparky Paints customers advised to do?

(A) Apply an adhesive to color samples
(B) Visit a store to compare paint colors
(C) Adjust the color on their computer monitor
(D) Order samples of several similar colors

198. What is most likely true about order #3397 ?

(A) It arrived within two business days.
(B) It included an extra sample.
(C) It was shipped in February.
(D) It contained four gallons of paint.

199. Which color does Mr. Phan indicate that he likes?

(A) Caspian Blue
(B) Deep Sea Blue
(C) Stormy Blue
(D) Misty Gray

200. What problem does Mr. Phan mention in his e-mail?

(A) He received the wrong item.
(B) He was charged the wrong price.
(C) The delivery time was too long.
(D) The instructions were too confusing.

Stop! This is the end of the test. If you finish before time is called, you may go back to Parts 5, 6, and 7 and check your work.

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~~TEST OF ENGLISH~~
~~FOR~~
~~INTERNATIONAL COMMUNICATION~~

SCRIPT FOR THE LISTENING COMPREHENSION SECTION

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(N) **Listening Test**

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

(N) **PART I**

Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

(N) Look at the example item below. [3 seconds]

(N) Now listen to the four statements.

(M-Cn) (A) They're moving some furniture.

(B) They're entering a meeting room.

(C) They're sitting at a table.

(D) They're cleaning the carpet.

(N) Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

(N) Now Part 1 will begin.

1. (N) Look at the picture marked number 1 in your test book.

(W-Am) (A) He's shoveling some soil.
(B) He's moving a wheelbarrow.
(C) He's cutting some grass.
(D) He's planting a tree. [5 seconds]

2. (N) Look at the picture marked number 2 in your test book.

(M-Au) (A) A woman is putting on a pair of shoes.
(B) A woman is dusting a television screen.
(C) A woman is watching television.
(D) A woman is plugging a power cord into an outlet. [5 seconds]

(N) Go on to the next page. [5 seconds]

(N) **PART 2**

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

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(N) Now let us begin with question number 7.

7. (W-Br) Where's the new fax machine?

(M-Cn) (A) Next to the water fountain.
(B) I'll send a fax tomorrow.
(C) By Wednesday. [5 seconds]

8. (W-Br) How well does Thomas play the violin?

(M-Cn) (A) Sure, I really like it.
(B) Oh, he's a professional.
(C) I'll turn down the volume. [5 seconds]

9. (W-Am) Martin, are you driving to the client meeting?

(M-Au) (A) Oh, would you like a ride?
(B) Nice to meet you, too.
(C) I thought it went well! [5 seconds]

10. (M-Cn) Mariko announced that she's retiring in April.

(W-Am) (A) How many did you count?
(B) I'm not tired at all.
(C) Right, she's been here twenty-five years. [5 seconds]

(N) **PART 3**

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

(N) Questions 32 through 34 refer to the following conversation.

(W-Am) Hello. I'm calling about a coffee machine I purchased from your Web site. It stopped working even though I haven't had it for very long. I expected it to last much longer than this.

(M-Au) Oh, I'm sorry to hear that. Our warranty covers products for up to a year. Do you know when you bought it?

(W-Am) I've had it for a little over a year, so the warranty has probably just expired. This is so disappointing.

(M-Au) Well, I'll tell you what we can do. Although we can't replace it, since you're a valued customer I can offer you a coupon for forty percent off your next purchase.

32. (N) Why is the woman calling? [8 seconds]

33. (N) What does the man ask the woman about? [8 seconds]

34. (N) What does the man offer to do? [8 seconds]

(N) Questions 35 through 37 refer to the following conversation.

(M-Au) Oh, hi Yolanda—I'm surprised to see you at the front desk this late. Don't you usually work at the hotel in the morning?

(W-Am) Actually, I'm going to be working the evening shift for a while; I'm covering for a front-desk supervisor who was just promoted, but only until the hotel hires a permanent replacement.

(M-Au) Oh, so there's a front-desk supervisor position open? I've been looking for a chance to take on a managerial role. Are they still accepting applications?

(W-Am) Yes, and if you don't mind working evening hours, I think you have a good chance at the job. I'd contact the manager right now, though—she's starting interviews this week.

35. (N) Where do the speakers work? [8 seconds]

36. (N) What does the man ask about? [8 seconds]

37. (N) What does the woman say the man should be prepared to do? [8 seconds]

(N) Go on to the next page. [5 seconds]

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(N) Questions 38 through 40 refer to the following conversation with three speakers.

(M-Au) Have you two taken a look at the progress they've made upstairs on the office expansion? It looks great!

(W-Am) I know! //I can't believe it!// And the offices up there have amazing views of the city.

(M-Cn) I wonder which division will move up there when it's finished.

(W-Am) I heard it's the research department.

(M-Au) Ah, because they have the most people.

(W-Am) Probably. I'd love to have an office on that floor, though.

(M-Cn) Yeah. Well, the company must be making good money if they're adding that space!

(M-Au) I think you're right, there!

38. (N) What is the conversation mainly about? [8 seconds]

39. (N) Why does the woman say, "I can't believe it"? [8 seconds]

40. (N) What do the men imply about the company? [8 seconds]

(N) Questions 41 through 43 refer to the following conversation and list.

(W-Br) Larry, we have a new graphic designer starting next month and we'll need to set her up with a laptop and extra monitor. Can you place orders for those?

(M-Cn) Sure. You know our vendor has raised their prices, right?

(W-Br) Really?

(M-Cn) Yes. I just looked at the catalog a few minutes ago, and their current models are more expensive.

(W-Br) Right. Well, our budget per work area is $1,000 maximum. So let's order the system with the largest screen that falls within that price.

(M-Cn) OK. I'll take a look at the prices again and place the order.

41. (N) What does the woman ask the man to do? [8 seconds]

42. (N) What problem does the man mention? [8 seconds]

43. (N) Look at the graphic. What size screen will the man order? [12 seconds]

(N) **PART 4**

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

(N) Questions 71 through 73 refer to the following telephone message.

(M-Cn) Hello Mr. Lee, this is Thomas from BKS Auto Shop calling with some information about your car repair. I know we told you that it would take until next week to get the part we ordered, but we got the part early, and I was able to finish the repair. We're going to be closing for the day in a few minutes, but you're welcome to come get your car anytime tomorrow. If you need a ride to the shop tomorrow, let me know, and I can arrange one for you.

71. (N) What does the speaker say about the repair? [8 seconds]

72. (N) When can the listener pick up his car? [8 seconds]

73. (N) What does the speaker offer to do? [8 seconds]

(N) Questions 74 through 76 refer to the following talk.

(W-Am) OK, before you start serving food, I want to let you know that the restaurant is a bit understaffed tonight. Tamara called me this afternoon to let me know that she has a cold. So I'm asking each of you to be in charge of one extra table tonight. Please also remember to tell each table of guests about our new menu special—it's a rice dish with assorted grilled vegetables. I think it'll be very popular because many of our customers have been asking for more vegetarian options. That's all for tonight.

74. (N) What kind of business does the speaker work for? [8 seconds]

75. (N) Why does the speaker assign extra work to the listeners? [8 seconds]

76. (N) What does the speaker ask listeners to tell customers about? [8 seconds]

(N) Go on to the next page. [5 seconds]

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(N) Questions 77 through 79 refer to the following excerpt from a meeting.

(M-Au) So I called this meeting to discuss our contract with Torland Advertising and to decide whether we should … ahm … should continue to use them to develop our radio advertising materials. I had a discussion with their people yesterday and I have to say, I'm a little concerned. They seem much more focused on cutting their costs than they are on providing good quality advertising for us. //Here's the thing.// If we decide to end this business relationship, we'll need to pay them for anything they've already developed. Please take a minute to look at this contract with me. You'll see that's part of the agreement we made.

77. (N) What bothers the man about Torland Advertising? [8 seconds]

78. (N) What does the man mean when he says, "Here's the thing"? [8 seconds]

79. (N) What are the listeners asked to look at? [8 seconds]

(N) Questions 80 through 82 refer to the following talk and program.

(W-Br) We're happy to see you all at this seminar this afternoon—we have a lot of useful information to cover. But before we start, a few administrative details. There will be one break, half way through the afternoon. You can leave your laptops here if you leave the room—there will always be someone in here—but do keep your money and phones or … ah … other small electronic devices with you. Don't leave them at the tables. And please note that there's an error in your printed program: there will be a change—a switch—in times for the last two presenters. Ms. Ohta has to leave a little early today.

80. (N) Where most likely is the speaker? [8 seconds]

81. (N) What are listeners asked to do? [8 seconds]

82. (N) Look at the graphic. Who will be the final presenter? [12 seconds]

(N) This is the end of the Listening test. Turn to Part 5 in your test book.

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Item Number	Key
1	A
2	D
7	A
8	B
9	A
10	C
32	B
33	D
34	A
35	A
36	C
37	D
38	A
39	D
40	C
41	A
42	B
43	C
71	B
72	B
73	D
74	A
75	B
76	C
77	D
78	D
79	B
80	D
81	B
82	C

Item Number	Key
101	D
102	C
103	D
104	D
105	B
131	C
132	A
133	D
134	B
147	A
148	D
149	B
150	A
151	C
152	C
153	C
161	A
162	D
163	B
164	A
176	A
177	B
178	D
179	B
180	D
196	B
197	D
198	A
199	C
200	A

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