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TOEIC ICON

RC BASIC

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TOEIC ICON

R/C

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PREFACE

The new TOEIC test was first administered in May, 2006 with tasks redesigned to be "more authentic" and "more closely resemble what a person using the language in the real world would have to do." According to ETS, the new TOEIC test emphasizes authentic language contexts which require learners to use multiple strategies and abilities to comprehend and connect information. While the number of test items and the basic test format are kept unchanged, several major changes are introduced: a shift from individual questions to sets of questions in Part 3, a replacement of error recognition questions by text completion questions in Part 6, the inclusion of questions based on two interrelated passages in Part 7 and a broader range of accents are used in the Listening section. The reason for all these changes is of course part of the test designers' commitment to continually re-evaluating and improving the test, but at the same time, a response to some criticism that there is a weak correlation between a high TOEIC score and the real ability to communicate in English. Time will tell whether, and how well, the new TOEIC test can improve the accuracy in measuring the testtakers' proficiency, but it is clear that the enhancements in the new test do reflect how the language is used in a more authentic setting. It is also clear that the new test will pose new challenges to most testtakers, who have been more or less comfortable with the traditional version of the test for many years.

The TOEIC **ICON** series is designed to help you cope with these new challenges. Starting with the Basic level (LC and RC), the TOEIC **ICON** series introduces basic vocabulary and grammar patterns through step-to-step lessons, provides you with extensive practice to acquire them and at the same time builds up your skills and strategies to effectively handle all parts of the test. The higher level, Intensive level, is intended to give you more in-depth practice to help you achieve a high score on the new TOEIC. Whether your target score is an entry level of 400s or a more advanced score of 700-800s, the TOEIC **ICON** series is your ideal choice.

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Structure of the book

This book provides you with a step-by-step guide through the three parts of the New TOEIC Reading Comprehension test. There are 20 units (14 units for Part 5 and 6, and 6 units for Part 7) with these recurring sections:

1. Basic Grammar Points (Parts 5, 6)/ Reading Task Overview (Part 7)

Key grammar points necessary for the TOEIC Reading Comprehension test are introduced through study pages at the beginning of each section. For Part 7, this section gives an overview of the TOEIC reading passages and question patterns.

2. Grammar Practice/ Give It a Try: (Parts 5, 6)/ Test-taking Tips (Part 7)

This section provides you with extensive practice on the grammatical points or the reading strategies that you have learned from Section 1.

3. Familiarize Yourself with Part 6/ Reading Comprehension Practice (Part 7)

This section introduces the vocabulary related to the topic areas that frequently appear on the TOEIC. In Part 7, it provides practice exercises that have the same format as the TOEIC actual test.

4. Check-up Test

This section tests your understanding of the main points of each unit and can be used to measure progress/ achievement after every unit.

5. A **Half Test** and an **Actual Test** are given at the back of the book to help you check progress after the training program.

PART 5&6 (14 Units)	PART 7 Single Passages (5 Units)	PART 7 Double Passages (1 Unit)
Basic Grammar Points Check! Check!	Reading Task Overview Question Patterns	Reading Task Overview
Grammar Practice	Test-taking Tips Word Study	Test-taking Tips Word Study
Familiarize Yourself with Part 6	Reading Comprehension Practice	Reading Comprehension Practice
Check-up Test	Check-up Test	Check-up Test
Half Test		
Actual Test		

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What's the New TOEIC?

TOEIC, which stands for Test of English for International Communication, measures English proficiency in a work-related environment at advanced and intermediate levels. It is designed to give an accurate measurement of the English capabilities of people who do not use English as their mother tongue. Each year there are 4 million people from more than 60 countries taking the test for various purposes, from seeking jobs to getting promotions.

Beginning in May 2006, the New TOEIC has been redesigned to better address the real demands of workplace communicative English. Tasks are more authentic and reflect the use of English in a truly international business setting compared to the traditional version of the test.

TOEIC Test Areas

As TOEIC measures the candidate's proficiency in the workplace and everyday communication, the test questions are based on real-life work settings in an international environment (meetings, travel, telephone conversations, etc.). To ensure that the test measures what it is supposed to in a fair, valid and reliable way, these characteristics are common of the test items:

- Vocabulary, grammar and idioms are not specifically American English.
- Culture-specific and job/profession-specific situations are avoided.
- Names from different countries are included.
- Different English accents are used throughout the test – mainly American, British, Canadian and Australian accents.

Structure of the Test

The new TOEIC test is a two-hour, paper-and-pencil, multiple-choice test that consists of 200 questions divided into two separately-timed sections:

Section	Part	Task	Number of Questions	Time	Maximum Score
LISTENING COMPREHENSION	1	Photographs	10	45 minutes	495
	2	Question-Response	30		
	3	Short Conversations	30		
	4	Short Talks	30		
READING COMPREHENSION	5	Incomplete Sentences	40	75 minutes	495
	6	Text Completion	12		
	7	Reading Comprehension	48		
TOTAL	7 Parts		200 questions	120 minutes	990

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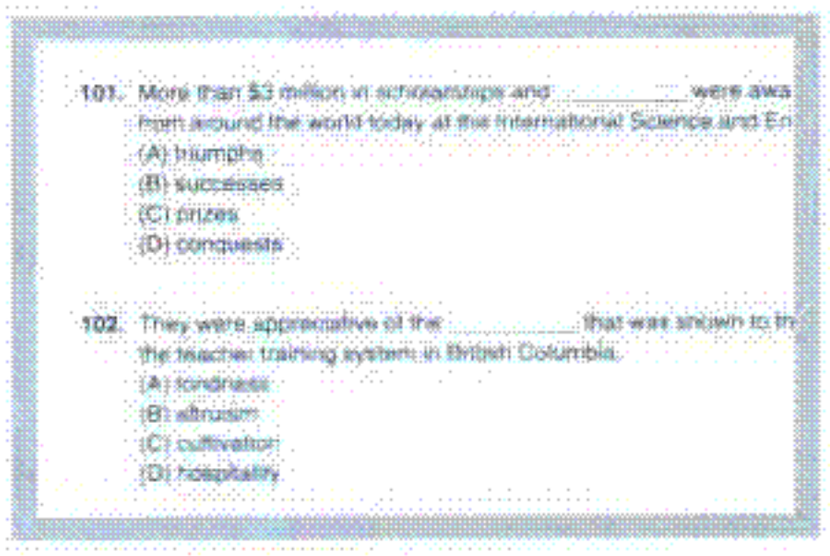
The New TOEIC Reading Comprehension Section

This section measures the candidate's ability in understanding written English. You will be tested on your knowledge of vocabulary, grammar and the ability to identify the main idea of a reading passage. There are three parts to this section.

Part 5 – Incomplete Sentences

- 40 questions

In Part 5 you will read incomplete sentences. Each sentence is followed by four answer choices with words or phrases. You are to choose the answer choice that best completes the sentence and mark your answer on the answer sheet.

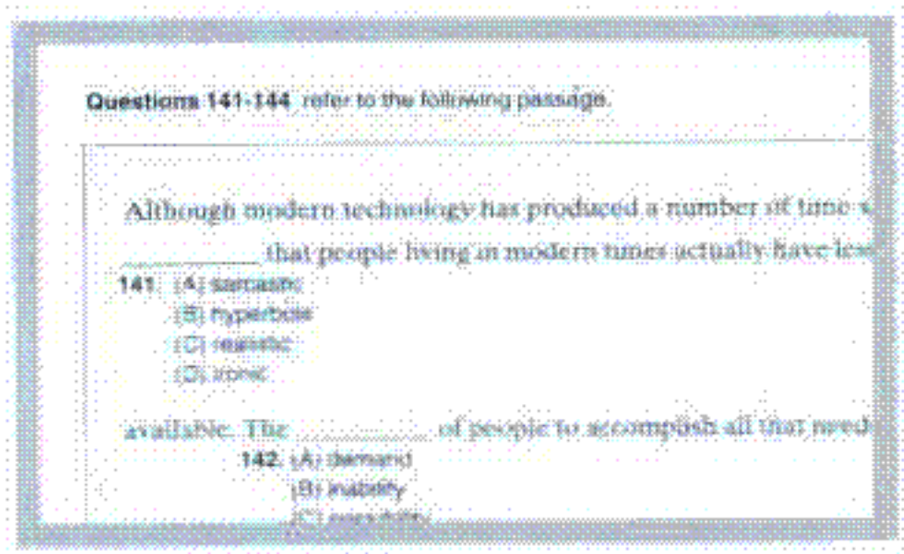

101. More than $3 million in scholarships and _____ were awa
from around the world today at the International Science and En
(A) triumphs
(B) successes
(C) prizes
(D) conquests

102. They were appreciative of the _____ that was shown to th
the teacher training system in British Columbia.
(A) kindness
(B) altruism
(C) cultivation
(D) hospitality

Part 6 – Text Completion

- 12 questions

In Part 6 you will read four cloze passages – passages with a word or phrase missing in some of the sentences. Each incomplete sentence is followed by four answer choices. You are to choose the answer choice that best completes the sentence and mark your answer on the answer sheet. Note that you may have to refer to other parts of the passage to complete the sentence.


Questions 141-144 refer to the following passage.

Although modern technology has produced a number of time
_____ that people living in modern times actually have les
141. (A) sarcasm
(B) hyperbole
(C) realism
(D) irony

available. The _____ of people to accomplish all that need
142. (A) demand
(B) inability

Part 7 – Reading Comprehension

- 48 questions

In Part 7 there are 8-10 single passages and 4 sets of double passages. The passages may be in the forms of letters, emails, announcements and advertisements. Each single passage is followed by 2-4 questions. You should select the best response to each of the questions printed in your testbook. Each of the 4 double passage sets requires you to read two related texts and answer questions about them. You will need to refer to information from both texts to be able to answer some of the questions.

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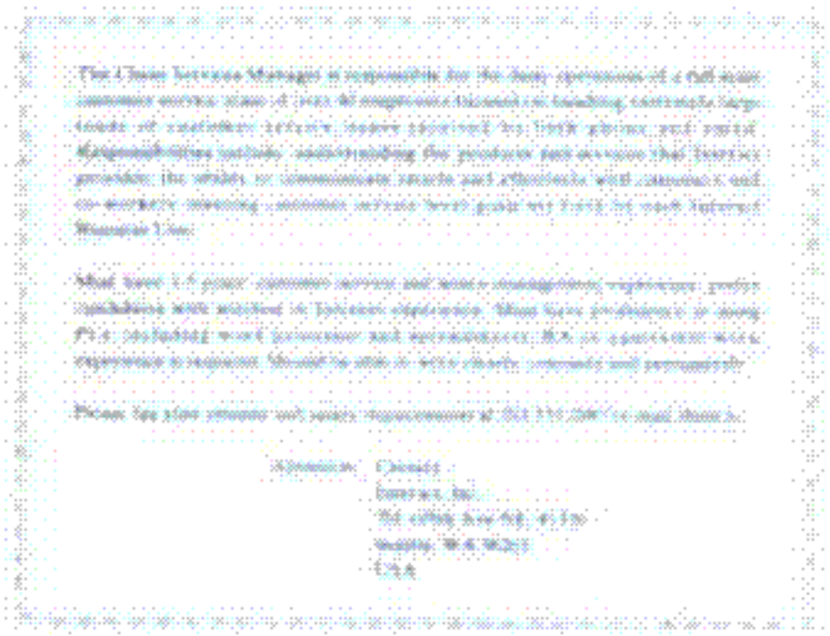
Single Passage

Questions 153-155 refer to the following advertisement.



153. What is a duty of the position?
(A) Receiving customers' phone calls
(B) Setting the monthly sales goals
(C) Supervising employees
(D) Appraising the performance of workers

154. What is NOT a requirement for the position?
(A) Managerial experience
(B) Computer proficiency
(C) Writing skills
(D) Experience in Web design

155. What should candidates submit to apply for the position?
(A) A reference letter
(B) Desired amount of pay
(C) Shift preference
(D) A medical history

Double Passage

Questions 181-185 refer to the following notice and letter.

181. Why is Joanie Simpson mentioned in the notice?
(A) All reservations should be sent to her.
(B) She will be speaking at the conference.
(C) She is the president of the Society of Architects.
(D) She is coordinating the speeches at the conference.

182. How is this year's meeting different from those of previous years?
(A) It is more expensive than before.
(B) Guests must all have reservations.
(C) Its duration is longer than in the past.
(D) It will have several keynote speakers.

183. What does Eric Hatfield write about the upcoming meeting?
(A) He will be giving the keynote speech.
(B) Reservations must be made in advance.
(C) They may have to cancel one of the exhibitions.
(D) Some events will allow the audience to participate.

184. What does Eric Martin ask in his letter?
(A) If people who aren't society members can attend the meeting.
(B) If he can participate in one of the forums.
(C) If he can send one check to pay for three people's fees.
(D) If he is allowed to pay the fees of other individuals.

185. What does Eric Martin say about his friends?
(A) They are not interested in becoming society members.
(B) They attended college together.
(C) They work at a different company.
(D) They don't have enough money to pay their fees.

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PART 5 & 6

Unit 01 Subject and Verb Agreement

Unit 02 Verbs

Unit 03 Passive Voice

Unit 04 Tenses and Conditionals

Unit 05 Infinitives

Unit 06 Gerunds

Unit 07 Participles

Unit 08 Nouns and Articles

Unit 09 Pronouns

Unit 10 Adjectives and Adverbs

Unit 11 Comparisons

Unit 12 Prepositions

Unit 13 Conjunctions

Unit 14 Relative Pronouns

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PART

5&6

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Unit 01 Subject and Verb Agreement

1 Agreement of subject and verb in number

A. General rules

Singular subjects take singular verbs.
Plural subjects take plural verbs.

Ms. Avery [sing. S] has [sing. V] the authority.

These documents [pl. S] are [pl. V] to be sent immediately.

B. Forms of singular verbs

	Form of singular verbs		Examples of singular verb forms	Examples of plural verb forms
Regular	V + s	Most of the verbs	explains / wears	explain / wear
	V + es	Verbs ending in -ch/-sh/-s/-x	catches / wishes dresses / relaxes	catch / wish dress / relax
	-y → -ies	Verbs ending in a consonant + y	worries / tries	worry / try
Irregular			does / is / goes / has	do / are / go / have

Check Check!

1. The trees along the street _____ to be watered at least once a week.

(A) needs (B) need
(C) needing (D) to need

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2 Subject + [modifier] + verb

A. Subject + [modifier] + verb

Sometimes a subject can be followed immediately by a modifier – a prepositional phrase (with, along with, together with...), a participial phrase, a to-infinitive phrase, or a relative clause.

In most of the cases, these modifiers do not alter the number of the subject.

S + [phrase] + V

The ranking list of the world's top 50 universities ~~were~~ (→ was) in today's newspaper.
(prepositional phrase)

The office supplies to be used for the presentation ~~is~~ (→ are) kept in the second cabinet.
(to-infinitive phrase)

The contract, along with other documents, ~~are~~ (→ is) going to be sent by the end of this month.
(prepositional phrase)

S + [clause] + V

The main reason why the new product failed to appeal to customers ~~were~~ (→ was) not its price, but its quality.

B. Agreement in number between an antecedent and the verb in a relative clause

The verb in a relative clause must agree in number with the antecedent of the subjective relative pronoun.

Please make calls to **the customers** on the list who ~~has~~ (→ have) not visited our website since June.

- The antecedent of **who** is **the customers**, which is in plural, so the verb should be in plural (i.e. **have** in this case).

Check Check!

2. Being a supervisor of many staff members ____ many skills and abilities.

(A) require (B) requires
(C) to require (D) requiring

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3 Subjects that always take singular verbs

Some subject combinations always take a singular verb in spite of their plural meaning or seemingly plural form.

A. Determiners / indefinite pronouns as subjects

[every / each] + singular noun + singular verb

[one of / each one of / either of / neither of] + plural noun + singular verb

[every / some / any / no] + [one / body / thing] + singular verb

Each manager ~~are expected~~ (→ is expected) to hand in the progress reports by this Friday.

Neither of the directors ~~were~~ (→ was) told to attend the seminar.

Everybody ~~were~~ (→ was) waiting for the show to begin.

B. Noun clauses / gerunds / to-infinitives as subjects

As subjects, noun clauses, gerunds and to-infinitives always take a singular verb.

What you told me ~~were~~ (→ was) a great help.
(noun clause)

Distributing the agendas ~~are~~ (→ is) Mr. Adam's job.
(gerund)

To take pictures in the galleries are (→ is) strictly prohibited.
(to-infinitive)

Check Check!

3. Having extensive experience in the field _____ the main reason he was appointed as the general manager of the Slaken Convention Center.

(A) was (B) were (C) being (D) are

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C. Nouns denoting prices / weights / periods of time / proper nouns / names of subjects as subjects

Although these nouns may have plural forms, they always take singular verbs.

Prices / weights / periods of time

Another **six months** ~~are~~ (→ is) needed for the project to be thoroughly completed.
Fifty-one kilometers ~~are~~ (→ is) the expected distance to the destination.

cf. When you think of units of time separately, you may use a plural verb, as in the example below:

Three weeks have passed since the deadline.

Proper nouns often take singular verbs

Britz Motors ~~have~~ (→ has) expressed an interest in expanding into the European market.

Names of subjects

economics	ethics	linguistics	mathematics
politics	physics	statistics	

Economics ~~are~~ (→ is) the study of the management of the production, distribution, and consumption of goods and services.

Check! Check!

4. At least three weeks _____ needed to finish the project.

(A) had (B) have
(C) are (D) is

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4 Idiomatic expressions

1. The number of *vs.* A number of

- **The number of + plural noun + singular verb**

The real subject is **the number**, so the verb must be in singular.

The number of unemployed college graduates ~~are~~ (→ is) increasing.
↘ The verb **is** agrees with the subject **The number**.

- **A number of + plural noun + plural verb**

The real subject is the plural noun, so the verb must be in plural.

A number of mistakes ~~was~~ (→ were) made by the entry-level employee.
↘ The verb **were** agrees with the subject **mistakes**.

2. Subject-verb agreement with correlative conjunctions

- **both A and B + plural verb**

The subject consists of A and B, so it must take a plural verb.

Both writing skills **and** speaking proficiency ~~is~~ (→ are) required to apply for the position.

- **either A or B / neither A nor B / not A but B / not only A but also B**

In these structures, the verb agrees with its nearest subject.

Either his parents **or** he ~~have~~ (→ has) to sign the contract.

- **A as well as B**

In this structure, the verb agrees with A.

James, **as well as** his two sons, ~~are~~ (→ is) well known as a writer.

Check check!

5. A number of celebrities from all over the world _____ part in the International Film Festival.

(A) take (B) takes (C) has taken (D) taking

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1 - 4. Choose the appropriate words in the brackets.

1. Cooperating with teammates (are / is) the most important factor of all.
2. The copying machines that (was / were) bought a month ago did not work.
3. The designers of those products (work / works) with a team of engineers.
4. The Marketing Department of World Net (need / needs) an innovative method to advertise the new product.

5 - 8. Correct the underlined words or phrases.

5. The side effects of the medicine is written on the side of the bottle.
6. The merger between the two banks were in the interests of all.
7. No one are allowed to enter the building without permission.
8. Both she and I am employed in the Sales Department.

9 - 12. Select the best answer that completes each sentence.

9. Everyone on the board of directors with the planned merger.
   (A) agreeing (B) have agreed
   (C) agree (D) agrees

10. Success in business certain strategies that satisfy both the employer and the employees.
    (A) requires (B) require
    (C) is required (D) requiring

11. Not only the painting method but also the colors the interest of art critics.
    (A) has aroused (B) have aroused
    (C) arouses (D) arousing

12. The number of corrections made during the first stage the charges significantly.
    (A) has influenced (B) have influenced
    (C) are influencing (D) influencing

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Vocabulary related to travel

- **passport**
  issue a passport
- **identification**
  She carries identification with her at all times.
- **apply for**
  apply for a visa for the United States
- **immigration**
  the Exit and Entry Control Bureau; the Immigration Bureau
- **embassy**
  He is attached to the embassy.

Questions 1-4 refer to the following explanation.

Without a passport, international (1) _____ is virtually impossible. A passport is a form of picture identification that is issued by the federal government. Applying for a passport is fairly simple. All citizens are eligible, and it only takes about six weeks for one to be (2) _____. All travelers must present their passports when entering and leaving their home countries, and they must (3) _____ this process upon entering a (4) _____ country. In most cases, countries require their foreign visitors to have a visa. Travelers are advised to consult with the country's embassy prior to visiting to ensure that their immigration procedure is smooth.

1. (A) travel
   (B) business
   (C) calling
   (D) education

2. (A) manufactured
   (B) processed
   (C) printed
   (D) created

3. (A) concede
   (B) endure
   (C) repeat
   (D) participate

4. (A) neighboring
   (B) foreign
   (C) friendly
   (D) host

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- **journey**
  a sentimental journey
- **cruise**
  a long-distance cruise
- **voyage**
  a vagabond voyage
  a voyage around the world
- **excursion**
  How did you enjoy your excursion?
- **getaway**
  He made his getaway in the car.
- **itinerary**
  Failure to cancel a confirmed booking may result in the automatic cancellation of the entire itinerary.
- **destination**
  Word came that the party had gotten to their destination.
- **book**
  He booked a ticket for Paris.
- **reserve**
  reserve a seat on a plane
- **fare**
  a railway fare
  single[double] fares
- **flyer**
  a frequent flyer
- **customs**
  pass through customs
- **declare**
  Do you have anything to declare?
- **confiscate**
  confiscate smuggled goods
- **luggage[baggage]**
  The car was heavily weighed down with luggage.
- **duty-free**
  a duty-free shop
- **takeoff**
  announce a hold on all takeoffs
- **landing**
  an emergency landing
- **flight attendant**
  My dream is to be a flight attendant.

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. Every staff member _____ to be trained in security procedures to ensure the safety of customers' private information.

(A) requirement
(B) is required
(C) requires
(D) requiring

2. Our website has a page that _____ frequently asked questions by its users.

(A) answer
(B) answers
(C) was answered
(D) answering

3. The benefits of exercising regularly while pregnant _____ staying sedentary during pregnancy.

(A) is surpassing
(B) surpassing
(C) surpasses
(D) surpass

4. The decision regarding the merger of the two companies _____ to the public yesterday.

(A) was announced
(B) were announced
(C) announced
(D) announcing

5. Thanks to the recent anti-smoking campaign, the number of smokers in the country _____.

(A) has reduced
(B) reduce
(C) to reduce
(D) having reduced

6. The regulations governing animal research _____ many provisions to safeguard animal welfare.

(A) contains
(B) contain
(C) have been contained
(D) is containing

7. An increasing number of insurance companies _____ to use credit records to determine insurance premiums and coverage.

(A) wants
(B) want
(C) has wanted
(D) wanting

8. Using employee performance evaluations, you can identify employees within your company that _____ more training.

(A) needs
(B) need
(C) need to
(D) needing

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9. Please complete all the sections on the reverse side of this form, and return it to us in the provided.

(A) stamp
(B) postage
(C) address
(D) envelope

10. Teledot, Inc. has introduced a mobile phone which allows _____ to information on the Internet.

(A) access
(B) accessed
(C) accessing
(D) accessible

11. All _____ who successfully complete their preliminary interviews will be notified within the next week.

(A) apply
(B) applied
(C) applicants
(D) applications

12. The job opening is for an _____ person who has worked in this field for three to five years.

(A) experience
(B) experiences
(C) experiencing
(D) experienced

13. Anyone who is over the age of 16 is _____ to take part in the contest.

(A) reliable
(B) voluntary
(C) eligible
(D) contrary

14. Please _____ from making any video or tape recordings during the concert.

(A) refrain
(B) avoid
(C) prevent
(D) contact

15. Financial analysts must monitor every industry _____ to make accurate predictions for their clients.

(A) widely
(B) closely
(C) earnestly
(D) truly

16. The inspector _____ the plant manager about the sanitary conditions at the factory.

(A) requested
(B) succeeded
(C) reached
(D) questioned

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following notice.

All travelers are warned that visiting the countries of Nicaragua, Honduras, and Guatemala is not _____ at this moment.

17. (A) advised
(B) admirable
(C) acceptable
(D) approved

In the _____ of the devastating earthquake that struck those countries last week, social order in all three countries has completely collapsed. Domestic travel is severely _____ because most of their roads have been destroyed.

18. (A) path
(B) damage
(C) wake
(D) passing

19. (A) abolished
(B) restricted
(C) banned
(D) postponed

Due to the rising number of deaths, the possibility of outbreaks of disease is strong. The governments have declared martial law and are letting their militaries handle recovery efforts. All three governments request that people, international aid workers excepted, not visit their countries, as their presence will be a burden and contribute to their difficulties.

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Unit 02 Verbs

1 Verb forms

A. auxiliaries + bare infinitive

Auxiliaries (will, would, shall, should, etc.) must be followed by a bare infinitive.

Not is added right after an auxiliary to form negative sentences.
[auxiliary + not + bare infinitive]

The subject and the auxiliary are inverted to form questions.
[auxiliary + subject + bare infinitive]

To make sure you have not left any blanks, you **should** ~~checking~~ (→ check) the form once again.
There **will** ~~is~~ (→ be) major personnel shifts in the latter half of the year.

B. be + present participle / past participle

Present participles are used after the verb **to be** in continuous tenses to express an active meaning.
Past participles are used after the verb **to be** to denote a passive meaning.
Bare infinitives are never used after the verb **to be**.

They **are** ~~discuss~~ (→ discussing) the matter in the conference room.
No one **was** ~~admit~~ (→ admitted) to the seminar without an invitation.

C. have / has / had + past participle

To form perfect tenses, past participle forms of verbs are used after **have/has/had**.

The conference **had** ~~start~~ (→ started) thirty minutes before I reached the hall.

Check Check!

1. Carl Yankowski has _____ as CEO of Palm, Inc., and Eric Benhamou will take over until a replacement is found.
   (A) resignation (B) resigning
   (C) resigns (D) resigned

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2 Types of intransitive verbs

A. Complete intransitive verbs

A complete intransitive verb is complete in meaning by itself; it doesn't need any object or complement at all.

The performance **begins** in 15 minutes.

B. Incomplete intransitive verbs

An incomplete intransitive verb is not complete in meaning by itself. These verbs are followed by complements, which can be a noun or an adjective in most of the cases. A complement helps describe or give information about the subject.

Mr. Railey **is** the **manager** of the Sales Department.
- **be** is an incomplete intransitive verb; the noun **manager** tells us who Mr. Railey is.

We **are proud** to have been selected as members of the club.
- The adjective **proud** gives information about how **we** feel.

C. Intransitive verbs with adjectives as subject complements

The "become" group	become / come / fall / get / go / grow / make / run / turn
The "remain" group	remain / hold / keep / lie / stand / stay
The "seem" group	seem + (to be) / appear + (to be) / turn out + (to be)
Verbs of perception	feel / look / smell / sound / taste

Her face **turned red** when he pointed out her mistakes.
- The verb **turned** is a link(ing) verb. It takes the adjective **red** as a subject complement to denote the state of the subject **her face**.

The dish you made **looked** ~~strangely~~ (→ strange) but **tasted** ~~well~~ (→ good).

EXERCISE

2. The position has remained _____ since Mr. Ron Myers retired.

(A) vacancy
(B) vacant
(C) to be vacant
(D) vacate

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3 Intransitive or transitive verbs?

Intransitive verb + prep + object

Some intransitive verbs always take a fixed preposition followed by an object. They may look like transitive verbs in form; however, these are strictly intransitive in nature.

Below is a list of the intransitive verbs that are normally followed by a preposition and an object. You should learn each collocation as a single vocabulary item.

abide by	account for
agree with	apologize to
benefit from	compete with
consent to	contribute to
deal with	depend on
dissent from	graduate from
insist on	interfere with
look at	look for
look into	object to
proceed with	participate in
refer to	refrain from
rely on	respond to
subscribe to	succeed in
sympathize with	talk about
think of	wait for

We ~~proceeded~~ (→ proceeded with) our work after a two-week break.
Mr. Shell ~~insists~~ (→ insists on) the freshest produce for his restaurant.
We're ~~looking~~ (→ looking into) the possibility of merging the two departments.
The Vice President ~~subscribed~~ (→ subscribed to) a business journal.

CHECK CHECK!

3. More than 150 people from various industries and governments _____ the symposium.
(A) attended (B) participated
(C) traveled (D) engaged

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4 Complete transitive verbs

A complete transitive verb normally takes an object. Certain transitive verbs can take two objects.

A. Complete transitive verbs with one object

Be careful not to use two objects with verbs that can take only one.

Ms. Benson explained the staff members the new schedule. (X)

→ Ms. Benson **explained** the new schedule. (O)

→ Ms. Benson **explained** the new schedule to the staff members. (O)

↳ Since the verb **explain** cannot take two objects, **the staff members** should be changed into an adverbial phrase to maintain grammatical accuracy.

Note that all the verbs in the box below can take only one object. When they are used with a that-clause, this pattern must be observed:

announce → announce (+ to + object) + that-clause
introduce → introduce (+ to + object) + that-clause
mention → mention (+ to + object) + that-clause
suggest → suggest (+ to + object) + that-clause

B. Complete transitive verbs with two objects

Some verbs can take two objects: a direct object that refers to things and an indirect object that refers to people. These verbs are called ditransitive verbs.

Please **pass** me the salad bowl.

↳ **me** is the indirect object and **the salad bowl** is the direct object.

I **offered** him a book I had read before.

↳ **him** is the indirect object and **a book** is the direct object.

Below is a list of common verbs that can take two objects.

bring / give / hand / inform / lend / loan / offer / owe / pay / pass / send / show / take / teach / tell

Check Check!

4. The manager _____ to the employees that there would be changes in personnel.

(A) informed
(B) announced
(C) told
(D) answered

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5 Incomplete transitive verbs

An incomplete transitive verb has an object and an objective complement. The complement can be a noun, a to-infinitive, a bare infinitive, or a participle.

The president **appointed** her assistant manager.

↳ **her** is the object of **appointed**. **Assistant manager** is the objective complement. In this case, the noun **assistant manager** is in apposition to the object **her**.

A. Incomplete transitive verbs that take bare infinitives as objective complements

have / let / make / bid see / watch / hear / listen to / feel / smell	+ object + bare infinitive

Mr. Wright **had** his workers **sort** through the documents.

↳ **had** is a causative verb (meaning to make somebody do something), so the objective complement is a bare infinitive (i.e. **sort**).

B. Incomplete transitive verbs that take to-infinitives as objective complements

advise / allow / appoint / ask / encourage expect / force / recommend / remind / invite persuade / request / tell / want / warn	+ object + to-infinitive

The manager **reminded** the secretary **to make** calls to the VIP customers.

↳ **to make** is the objective complement of the verb **reminded**.

C. Incomplete transitive verbs that take participles as objective complements

Objective complements can be present participles or past participles depending on the relationship between the object and the action denoted by the complement.

find / keep / see / watch / hear / listen to / feel / smell + object + (present / past) participle

People **found** the performance **interesting**.

↳ Present participle **interesting** is used because the combination <object + complement> has an active meaning (i.e. **The performance interested people.**).

Check! Check!

5. Companies should create a training program that allows their employees _____ the knowledge and skills necessary to be good performers.

(A) developing (B) to develop
(C) develop (D) developed

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6 Transitive or intransitive verbs?

Be careful not to use prepositions after transitive verbs even though in some cases, it may seem "reasonable" to do so.

Below is a list of some transitive verbs that are often mistakenly used as intransitive verbs, especially by Vietnamese learners:

approve for (x)	approve (o)
accompany with (x)	accompany (o)
attend at (x)	attend (o)
alert to (x)	alert (o)
contact to (x)	contact (o)
answer to (x)	answer (o)
discuss about (x)	discuss (o)
enter into (x)	enter (o)
approach to (x)	approach (o)
explain about (x)	explain (o)
inspect into (x)	inspect (o)
provide with (x)	provide (o)
leave from (x)	leave (o)
mention about (x)	mention (o)
reach at (x)	reach (o)
resemble with (x)	resemble (o)
visit to (x)	visit (o)

Mr. Jenson himself ~~answered to~~ (→ answered) the phone when I called the office.
The manager will ~~mention about~~ (→ mention) the problem to his staff tomorrow.
If you are interested in the position, please ~~contact to~~ (→ contact) us by e-mail.
Visitors need an admission ticket to ~~enter into~~ (→ enter) the building.

Check it out

6. It is essential that you _____ your eye doctor at least once every 12 months to check the health of your eyes.

(A) visit (B) come
(C) stay (D) drop

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1 - 4. Choose the appropriate words in the brackets.

1. The customers were (wait / waiting) in line to exchange their receipts for the gift certificates.
2. We need to (look / watch) carefully at the advantages and disadvantages of the new system.
3. It remains to be seen whether the cancer will respond (to / at) the treatment.
4. The CEOs of manufacturing-related companies will (attend / attending) the international trade fair.

5 - 8. Correct the underlined words or phrases.

5. The floor was sweep when I arrived in the morning.
6. The employees tried to think an alternative way to encourage sales among teenagers.
7. Mr. Spaniel invited me coming to his house for dinner.
8. This booklet provides with useful information about local services.

9 - 12. Select the best answer that completes each sentence.

9. The users of this machine must _____ the instructions carefully before operating it.
   (A) reads (B) read
   (C) reading (D) to read

10. All of the board members _____ to the plan.
    (A) objected (B) opposed
    (C) contrasted (D) conflicted

11. Passive smoking _____ to the development of lung cancer.
    (A) brings (B) causes
    (C) contributes (D) carries

12. After looking over his résumé, we have _____ the conclusion that Michael Moore is suitable for the position.
    (A) reached (B) accessed
    (C) arrived (D) came

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Vocabulary related to illnesses and diseases

- **flu shot**
  Only 39 percent of the staff has had a flu shot this year.
- **inoculate**
  inoculate a person against smallpox
- **immunity**
  immunity to[from] ~
- **resistance**
  develop[acquire] resistance
- **sickness**
  Sickness necessitated her change of attitude.
- **walk-in**
  a walk-in clinic
- **administer**
  administer a dose to a person

Questions 1-4 refer to the following passage.

Notice to Riverside Hospital Patients
As winter approaches, it's time to think about renewing your flu shots. The hospital currently has enough in supply to inoculate anyone who wants one. However, if supplies run low, we will be forced to restrict shots to those most (1) _____ to the flu. This includes babies and young children, the elderly, and pregnant women. Please be advised that flu shots do not provide 100% (2) _____ from the flu. They do, however, greatly (3) _____ the body's resistance to sickness and help prevent severe cases from appearing. They are also only good for a year. If you haven't gotten a shot in twelve months, you should get one now. We offer walk-in service for flu shots; appointments are not necessary. There is a (4) _____ charge of $20 for each shot administered.

1. (A) illness
   (B) vulnerable
   (C) sickened
   (D) likely

2. (A) immunity
   (B) coverage
   (C) treatment
   (D) vaccination

3. (A) persevere
   (B) help
   (C) aggravate
   (D) heighten

4. (A) cash
   (B) optional
   (C) reduced
   (D) nominal

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- **exhale**
  exhale a cloud of smoke
- **inhale**
  inhale[draw in] cigarette smoke
- **breathe**
  have difficulty breathing
- **patient**
  The patient was speechless but still sensible.
- **examine**
  have one's health examined
- **diagnose**
  diagnose[name, identify] a disease
- **treat**
  They treated me with a new drug.
- **therapy**
  a time-tested therapy
- **relieve**
  relieve homesickness
- **alleviate**
  alleviate one's hunger
- **acupuncture**
  a practitioner of acupuncture and moxibustion
- **medication**
  He's on medication.
- **prescription**
  fill a prescription
- **pill**
  swallow a pill down
- **antibiotics**
  a tolerance to antibiotics
- **limb**
  sever a limb from the body
- **respiratory**
  a respiratory disease
- **lung**
  The president was diagnosed with lung cancer in October 1999.
- **physician**
  Nature is the best physician.
- **remedy**
  remedy an evil

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. Analysts say that the price of oil is likely to _____ high in the coming months and could rise further.

(A) remain (B) maintain
(C) sustain (D) continue

2. We are having a meeting this Friday to _____ what to prepare for Mr. Peterson's farewell party.

(A) discuss (B) talk
(C) converse (D) confer

3. We provide consumers with all the information to enable them _____ informed purchasing choices about the goods we supply.

(A) making (B) make
(C) to make (D) made

4. Failure to _____ with the regulations may lead to a $500 fine.

(A) follow (B) observe
(C) conform (D) comply

5. We recommend having the brakes of your car _____ every 20,000km, or once a year.

(A) check (B) checking
(C) checked (D) to check

6. We _____ each item before shipping to ensure the quality of our products.

(A) look (B) refer
(C) inspect (D) give

7. The superintendent _____ the five candidates recommended by the screening committee.

(A) interviewed (B) spoke
(C) told (D) talked

8. A good manager creates a work environment that encourages all employees _____ their creative talents.

(A) utilize (B) utilization
(C) to utilize (D) utility

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9. As soon as we have _____ the report, we will bring it to the manager so that it can be approved.

(A) completes
(B) completion
(C) completed
(D) to complete

10. Library employees are not responsible for personal belongings left _____.

(A) unattended
(B) untouchable
(C) disabled
(D) dissatisfied

11. A cotton shirt may _____ when washed or dried at high temperatures.

(A) narrow
(B) lessen
(C) shrink
(D) reduce

12. The company _____ its international market share by forming a strategic partnership with Power-Tech Incorporated.

(A) included
(B) inclined
(C) exhibited
(D) expanded

13. The audience found the documentary film on the extinction of dinosaurs to be _____.

(A) fascinating
(B) fascinated
(C) fascinate
(D) fascination

14. After carefully reviewing the submitted _____, the manager picked 20 candidates to interview.

(A) applicants
(B) applications
(C) applicator
(D) applicable

15. We are dedicated to _____ our customers the best level of service.

(A) making
(B) restoring
(C) offering
(D) controlling

16. Please inform your supervisor _____ if there are any changes in the plan.

(A) prompt
(B) promptly
(C) prompting
(D) promptness

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following explanation.

Hypothermia is a serious _____ that can affect even the most accomplished
17. (A) disease
(B) ache
(C) issue
(D) problem

outdoorsmen. It happens when the body loses heat faster than it can be reproduced. For most people, normal body temperature is 98.6° Fahrenheit; _____, exposure to water
18. (A) however
(B) therefore
(C) actually
(D) continual

for just a few minutes can drop it to 70° or 60°F. People with hypothermia often exhibit symptoms like shivering, slurred speech, and numb hands. If they don't receive _____,
19. (A) treatment
(B) a towel
(C) a vaccination
(D) a consultation

it can lead to weakness, drowsiness, unconsciousness, or, in extreme cases, death. All people who participate in outdoor activities should know how to prevent hypothermia and what to do when it occurs.

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Unit 03 Passive Voice

1 Voices

A. Active voice and passive voice

In the active voice, the subject is the agent or the doer of the verb, but in the passive voice, the subject receives the action of a transitive verb. The pattern of the passive voice is always be + past participle with no object following it.

A car hit the man.

- The focus of the active voice is the doer of the action (**a car**) and the action itself (**hit**).

The man was hit by a car.

- The focus of the passive voice is the person or thing (**the man**) affected by the action (**hit**).

The secretary reserved the rooms for the buyers.

- The focus of the active voice is the doer of the action (**the secretary**) and the action itself (**reserved**).

The rooms for the buyers were reserved by the secretary.

- The focus of the passive voice is the person or thing (**the rooms**) affected by the action (**reserved**).

B. Active or passive?

Subject + _____ + object → active voice

Test items which have the form **Subject + _____ + object** require an active form verb in the blank.

Teenagers spend their pocket money mostly on buying clothes.

Subject + _____ + adverbial phrase → passive voice possible

Test items which have the form **Subject + _____ + adverbial phrase** may require a passive form verb in the blank.

The application was supposed to be sent only to the new employees.

check check!

1. The products damaged during shipment or packaging should _____ immediately.

(A) replace (B) have replaced
(C) be replaced (D) be replacing

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C. Passive expressions used with prepositions other than **by**

Some passive expressions are used with prepositions other than **by**, and should be learned by heart. These include the following:

be disappointed / be frightened / be surprised	+	at
be engaged / be interested / be involved	+	in
be composed / be made / be tired	+	of
be dedicated / be known / be married	+	to
be bored / be crowded / be filled / be pleased / be satisfied	+	with

The executives were satisfied to (→ with) the presentation.
Our team is composed by (→ of) the best employees in our company.

D. Active sentences with a passive meaning

Some verbs are used with a passive meaning despite their active forms. These include:

cut	peel	read
sell	wash	

Tomatoes peel easily if you scald them in hot water.
• tomatoes peel = tomatoes are peeled

Certain verbs are followed by gerunds in active forms, but the meanings denoted by these gerunds are in fact passive. In this case, the gerunds can be replaced by to be + past participle.

deserve / require / want / need + gerund [to be + past participle]

The old closet **needs painting**.
= The old closet **needs to be painted**.

Ms. Fischer **deserves promoting**.
= Ms. Fischer **deserves to be promoted**.

Check Check!

2. The landlord should fix any appliances that need .

(A) repaired (B) to be repairing
(C) to repair (D) repairing

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2 Passive voice of causative verbs and verbs of perception

A. Passive voice of causative verbs

Causative verbs in the passive voice have the form <be + p.p. + to + infinitive>.

The boss made the secretary complete the order sheet.

→ The secretary was made to complete the order sheet by the boss.

↳ The causative verb **made** in the active sentence is changed to **was made to**... in the passive voice.

cf. The director had the machines repaired.

The boss had the order sheet completed.

↳ The causative verb **had** in these sentences cannot be changed into the passive form although it is a transitive verb.

B. Passive voice of verbs of perception

The passive form of verbs of perception is: be + past participle + to + infinitive.

I saw Mr. Pitt go down the stairs.

→ Mr. Pitt was seen **to go (=going)** down the stairs (by me).

check check

3. The third team had the mission successfully _____ before the set time limit.

(A) complete
(B) completing
(C) completed
(D) being completed

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3 Verbs that cannot be used in the passive voice

A. Intransitive verbs cannot be used in the passive voice

Only transitive verbs can have a passive form. Be careful not to use intransitive verbs in passive construction. These verbs are often misused by foreign speakers of English.

appear	arrive	become	come	disappear	
exist	happen	remain	stay	occur	take place

Some of the items I ordered ~~were arrived~~ (→ arrived) two days later.
All the participants ~~were remained~~ (→ remained) in their seats during the recess.

B. Verbs that express the meanings of possession, existence or a state cannot be used in the passive voice

The following verbs (some of them are transitive) cannot be used in the passive voice:

become	belong to	have	lack	meet	resemble

These files and discs ~~are belonged to~~ (→ belong to) the Sales Department.

The meal was had by us with the buyers from the Philippines. (X)
→ We had the meal with the buyers from the Philippines. (O)

The manager ~~was become~~ (→ became) the general manager when I got back from my business trip.

Check Check

4. An unexpected problem _____ during the ceremony.

(A) occurred
(B) was occurred
(C) occurring
(D) occur

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4 Core formation of the passive voice

No matter what grammatical structures the passive voice is embedded in, remember its core formation is [be + past participle].

A. Passive voice with perfect tenses

Formation: [have / has / had + been + past participle]

If your application ~~has accepted~~ (→ has been accepted), we will give you a call.

B. Passive voice with auxiliaries

Formation: [auxiliary + be + past participle]

Details regarding the program ~~will be post~~ (→ will be posted) on the website by next Friday.

C. Passive voice with to-infinitives

Formation: [to + be + past participle]

The reservations were supposed ~~to make~~ (→ to be made) before the end of last week.

D. Passive voice in relative clauses

Formation: [relative pronoun + be + past participle]

The library, ~~which built~~ (→ which was built) in 1820, is used as a museum now.

Check up check-1

5. In order _____ for the position, an application with your résumé must be submitted to the Personnel Department by September 5.

(A) consideration (B) considering

(C) to be considered (D) to consider

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1 - 4. Choose the appropriate words in the brackets.

1. The new employee (assigned / was assigned) to the Sales Department.
2. I am (interested about / interested in) applying for the position.
3. The error sign (was appeared / appeared) on the monitor when the computer was turned on.
4. The museum, which (designed / was designed) by Arnold Schmidt, was built in 1995.

5 - 8 Correct the underlined words or phrases.

5. Menus posted at the entrance to the dining room.
6. The planned meeting will postponed until next week.
7. This event is scheduled to hold on February 3.
8. The manager had the contract examining by Mr. Harrison before she sent it to the Marketing Department.

9 - 12. Select the best answer that completes each sentence.

9. The attached documents _____ confidential information.
   (A) contain (B) is contained
   (C) contains (D) have containing

10. The issue will be _____ as soon as we address the current agenda.
   (A) dealt (B) dealing
   (C) dealt by (D) dealt with

11. All customers may not be _____ with our products, but we should never stop trying.
   (A) satisfied (B) satisfying
   (C) satisfy (D) satisfaction

12. Diesel prices, which _____ more than 50% over the past two years, are expected to continue to rise.
   (A) was risen (B) risen
   (C) have risen (D) rising

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Vocabulary related to the media

fiction
Fact is stranger than fiction.

autobiography
His autobiography, or rather his memoirs, will be published soon.

epic
The Iliad is regarded as the archetype of epic poetry.

feature
a film featuring famous actors

copy
a sample copy

Questions 1-4 refer to the following book review.

Bruce Venarde's latest spy thriller will grab your attention and refuse to let it go until you've finished reading all 350 pages of riveting (1) _____. *Operation Sparrow Hawk* is Venarde's fourth book to feature his secret agent protagonist John Kyler, and this may be the best of all his novels. While some may (2) _____ at spy novels and deem them unworthy of being considered literature, Venarde (3) _____ takes modern-day issues and weaves them into his story, the result of which is a book sure to hit the bestseller lists. Set in contemporary times, Kyler travels around the world, making stops in Asia, Europe, and the Middle East, as he attempts to infiltrate a terrorist group and prevent them from destroying Paris. The book is a roller-coaster ride with (4) _____ ups and downs. Be sure to pick up a copy and read it; you won't be disappointed.

1. (A) fiction
   (B) autobiography
   (C) saga
   (D) epic

2. (A) disregard
   (B) scoff
   (C) ignore
   (D) consider

3. (A) inaptly
   (B) understandably
   (C) aptly
   (D) skillfully

4. (A) countless
   (B) few
   (C) no
   (D) plethora

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- **article**
  an article on China
- **draft**
  a draft copy
- **edit**
  edit a magazine
- **compile**
  compile materials into a magazine
- **editor**
  a financial editor
- **edition**
  an abridged edition
- **censorship**
  fail to pass the censorship test
- **copyright**
  The copyright on this novel will end in two years' time.
- **headline**
  The news was written in big headlines.
- **newsstand**
  The newsstands are manned by one clerk.
- **press conference**
  He was primed with the latest news for the press conference.
- **subscribe to**
  subscribe to a magazine
- **periodical**
  On the desk there were several periodicals from the current month.
- **broadcast**
  broadcast on Channel 7
- **quarterly**
  quarterlies *n (pl)*
- **publication**
  An expert reviewed the manuscript before publication.
- **manuscript**
  Please note that your manuscript should be sent to us by the appointed day.
- **proofread**
  Can you proofread my paper?

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. We found out after the vacation that some of the files _____.

(A) was disappeared
(B) disappear
(C) had disappeared
(D) had been disappeared

2. Your documents _____ in the top drawer with the clients' files.

(A) placed
(B) is placed
(C) was placed
(D) are placed

3. The first automobile company, which _____ in 1889, produced over a thousand cars a year.

(A) established
(B) is established
(C) was established
(D) were established

4. The farewell banquet will _____ at the Mariet Hotel tomorrow from 6:00 p.m. until 9:00 p.m.

(A) be holding
(B) be held
(C) have held
(D) hold

5. To stay awake during the flights, pilots _____ to chew gum or eat sugar cubes to stay alert.

(A) advised
(B) advising
(C) to advise
(D) are advised

6. Protective gear must _____ at all times in laboratories where chemicals are used.

(A) wear
(B) have worn
(C) be worn
(D) be wearing

7. More than half of the employees at E&M Electronics _____ to work by either subway or bus.

(A) is commuting
(B) commutes
(C) has commuted
(D) commute

8. Owing to the high rate of unemployment and widespread crisis awareness, wages _____ moderately in the early years of the 1990s.

(A) rise
(B) risen
(C) rose
(D) were risen

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9. The operation manual is written easily so that it can be correctly _____ by users.

(A) understand
(B) understanding
(C) understandable
(D) understood

10. The gift shop carries a wide _____ of gifts and souvenirs for adults visiting the museum.

(A) condition
(B) crowd
(C) variety
(D) type

11. The hotel must _____ me for a major mistake it made on the bill when I stayed there last month.

(A) correct
(B) compensate
(C) compliment
(D) complain

12. In order to _____ books, patrons must present a valid identification card issued by the library.

(A) borrow
(B) lend
(C) lease
(D) owe

13. We will _____ any faulty parts with new ones within 90 days of purchase.

(A) replace
(B) remove
(C) repair
(D) reproduce

14. If you're still having trouble finding answers to your questions or need more information, please _____ our Customer Service Department.

(A) suggest
(B) revise
(C) contact
(D) depend

15. Please check whether the name of the _____ corresponds to the name on the order sheet.

(A) receipt
(B) reception
(C) recipient
(D) receive

16. Shipping charges are the _____ of the customer and are non-refundable.

(A) responsibility
(B) necessity
(C) requirement
(D) commitment

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PART VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

It's not often that a book changes public opinion. Eric Wilson's book *The Keys to Investing*, surprisingly, has done exactly that. With sales already _____ five million in just its

17. (A) surpassing
(B) covering
(C) arriving at
(D) overtaking

seventh month of publication, Wilson's book is altering the way regular people think about investing in the stock market. Brokers have noticed a _____ increase in the number of

18. (A) sharp
(B) curious
(C) minor
(D) possible

new individual investors, and this has directly resulted in over $10 billion of fresh _____

19. (A) investment
(B) capital
(C) cash
(D) funds

being injected into the various stock exchanges. Since his book uses simple terminology to explain how to invest in the market, he has given regular people the confidence that they too can own and trade stock.

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Unit 04 Tenses and Conditionals

1 Tenses

A. The basics of tenses

Tenses are any of the forms of a verb which show the time (present, past or future) and the mood (simple, perfect or continuous) in which an action happens. Basically, there are present tenses, past tenses, and future tenses. Each kind of tenses consists of the simple, the continuous, the perfect and the perfect continuous tense. Verb tenses can be identified by some time expressions or the contexts in which the tenses are used.

Tenses	Forms of verbs	Uses
Present tense	Bare infinitive: I / we / you / they / plural nouns -s or -es: he / she / it / singular nouns	To express a general fact, a permanent state, a present habit or routine
Past tense	Regular verbs: V+ed Irregular verbs: forms vary	To express an action, a state or an experience in the past
Future tense	will (shall) + bare infinitive	To express a possible action, a plan or a hope in the future
Present perfect tense	have / has + past participle	To express an action that happened in the past and still has a result or connection to the present time
Past perfect tense	had + past participle	To express an action happening from a certain period in the past to a specific period in the past
Future perfect tense	will + have + past participle	To express an action that will happen or complete before another action or a specific period in the future

Check Check!

1. Daniel Brown ____ on a business trip until next Friday.

(A) is (B) has been
(C) will be (D) would being

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B. Agreement of tenses between main clauses and subordinate clauses

When the verb in the main clause is in the present tense, the verb(s) in the subordinate clause(s) may be in any tense.

When the verb in the main clause is in the past tense, the verb(s) in the subordinate clause(s) must be in the simple past or past perfect tense.

The janitor **reported** that the lights ~~goes~~ (→ went) out an hour ago.

- As **reported** in the main clause is in the simple past tense, the verb **went** in the subordinate clause must be in the simple past tense.

We **noticed** that the copying machine ~~has~~ (→ had) already been repaired.

- As the action of repairing happened before that of noticing, **repaired** in the subordinate clause must be in the past perfect tense, i.e. had ... repaired.

2 Some adverbs and time expressions used as tense indicators

A. The simple present tense

This tense is often used with the following adverbs and time expressions.

always	usually	each/every	generally

Mr. Smith **usually** ~~touched~~ (→ touches) his nose when he feels uncomfortable.

People **generally** ~~thought~~ (→ think) expensive clothes make them look more important.

B. The present perfect tense

This tense is often used with the following adverbs and time expressions.

since	for	ever	recently
so far	for the last five years	in the last/past few years	
over the past years			

There ~~is~~ (→ has been) rapid growth in science and technology **over the past few years**.

More than 500 applicants ~~submitted~~ (→ have submitted) their resumés **so far**.

Check Check!

2. Ms. Kent ____ at the company for the last 15 years.

(A) worked (B) has worked
(C) are working (D) works

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C. The simple past tense

This tense is often used with the following adverbs and time expressions.

yesterday	last week / month / year
at that time	five weeks / months / years ago
in + year in the past	those days
the other day	

We ~~have made~~ (→ made) an adjustment **last week**.
We ~~have sent~~ (→ sent) the information you requested **the other day**.

D. The simple future tense

This tense is often used with the following adverbs and time expressions.

tomorrow, in a week, in two months, in a few days, next week/month/year
By + [a noun denoting time], subject + will + bare infinitive
By the time + subject + simple present tense, subject + will + have p.p.

The product you ordered ~~arrive~~ (→ will arrive) **next week**.
↳ **next week** is a future tense indicator, so **will arrive** must be used to create agreement.

By next month, my driver's license ~~is~~ (→ will be) invalid if I don't renew it.

By the time you ~~will arrive~~ (→ arrive) at the conference room, the event will have finished.
↳ **By the time** refers to some point of time in the future before which some actions have been finished or completed. Normally it is a future perfect tense indicator.

The simple future tense is often used in that-clauses following such verbs as **predict**, **wait**, **expect** or **hope** to express expectations or predictions.

anticipate / expect / predict / estimate / foresee + that + subject + will + bare infinitive

Economists **predict** that the company ~~lost~~ (→ will lose) its reputation in the event that they merge.

The executives **expect** that the new sales campaign ~~help~~ (→ will help) increase sales of the new product.

Check Check!

3. The President _____ a quick announcement at the meeting tomorrow.

(A) makes
(B) made
(C) will make
(D) would have made

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3 Tenses in adverbial clauses of time/condition

Adverbial clauses of condition are introduced by such conjunctions as **if, unless**, or **provided/providing (that)**.

Adverbial clauses of time are introduced by such conjunctions as **when, before, after, as soon as, until, once**, or **while**.

In these clauses, the simple present tense must be used to express future meanings. The simple future tense is used in the main clauses.

If we want to express an action in the future perfect tense, we must use the present perfect tense instead.

Before you ~~will go~~ (→ go) on to the next stage, the manager will give you some more details.

↳ Although the subordinate clause expresses a future meaning, the verb **go** is in the simple present tense because the clause is introduced by **Before**.

If you ~~will want~~ (→ want) more information about our product, we will send you a brochure.

↳ Although the subordinate clause expresses a future meaning, the verb **want** is in the simple present tense because the clause is introduced by **If**.

In a similar way, the perfect aspect in a subordinate clause of time is expressed by **have/has + p.p.** instead of **will have + p.p.**

A new air conditioner **will be** purchased **as soon as** we **have investigated** all the models available on the market.

↳ After **as soon as/when/while...**, the present perfect tense (**have/has + p.p.**) must be used instead of the future perfect tense.

Check Check!

4. You will receive your membership card after you _____ me the documents.

(A) fax
(B) will fax
(C) are faxing
(D) would fax

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4 Conditional sentences

A. The basics of conditional sentences

A conditional sentence begins with **if** or **unless** and is used to talk about a possible situation and its result.

If we **stayed** in a hotel, it **would cost** too much money.

B. Types of conditional sentences

Present real conditional	If + subject + verb in present tense..., subject + will[can/may/should] + bare infinitive... If + subject + verb in present tense..., bare infinitive... (imperative mood)
Future conditional	If + subject + should + bare infinitive..., subject + will[shall/would/should] + bare infinitive...
Present unreal conditional	If + subject + verb in past tense..., subject + would[could/should/might] + bare infinitive...
Past unreal conditional	If + subject + had + past participle..., subject + would[could/should/might] + have + past participle...
Mixed conditional	If + subject + had + past participle..., subject + would[could/should/might] + bare infinitive...

Check! Check!

5. If our products _____ not as reliable as we advertise, we wouldn't have such a large market share.

(A) are (B) were

(C) had been (D) would be

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C. Present real conditional

This is used to talk about something that is generally true or happens often.

If + subject + verb in present tense	S + will[can/may/should] + bare infinitive
	please + bare infinitive (imperative mood)

If she **speaks** Chinese, our company **will hire** her.

If there **is** any trouble during usage, we **will send** you a brochure.

Should is used to make the sentence sound more polite.

If you **should** have any problems with the new computer, **please notify** our Technical Service Department in a timely manner.

D. Future conditional

This is used to talk about something that may possibly happen in the future, although the speaker thinks that the possibility is small.

If + subject + should + bare infinitive, subject + will[shall/would/should] + bare infinitive

If you **should** need to contact me, I **should be** back in my office at around 4.

Check Up

6. If you _____ online to our company again in the future, you will find your previous application by entering your full name.
(A) apply (B) applied
(C) applying (D) applies

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E. Present unreal conditional

This is used to talk about something contrary to the present facts.

If + subject + verb in past tense..., subject + would[could/should/might] + bare infinitive...

If I were in your situation, ~~I will~~ (→ would) tell the truth.
You ~~may have~~ (→ might) save time and money **if you checked** your car at least once a month.

F. Past unreal conditional

This is used to talk about something contrary to the facts in the past.

If + subject + had + past participle..., subject + would[could/should/might] + have + past participle...

If I had taken care of my health, **I would not have suffered** from so many illnesses.
If you **had reported** the incident earlier, we **could have prepared** for the worst.

Check! Check!

7. If the application had been submitted in time, she _____ the chance to get the job.

(A) had (B) will have
(C) would have (D) would have had

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G. Omission of **if** and inversion of subject and verb

In formal English, you can omit **if** and put the auxiliary verb at the beginning of the clause if the auxiliary is one of these: **were, had** or **should**.

If they **should accept** our offer, we **will be** glad to cooperate.
= **Should** they **accept** our offer, we **will be** glad to cooperate.

If they **had taken** my advice, they **would have won** the contest.
= **Had** they **taken** my advice, they **would have won** the contest.

H. Mixed conditional

This is used to talk about something contrary to the facts in the past that has an impact on the present situation.

If + subject + had + past participle..., subject + would[could/should/might] + bare infinitive

If I had taken your advice then, **I would be** a lawyer now.
= As I didn't take your advice then, I am not a lawyer.

Check Check!

8. Had the conference hall had enough space, we would _____ the meeting there.

(A) held
(B) hold
(C) have held
(D) have hold

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5 Verbs and adjectives that always require the present subjunctive form to follow

A. Such verbs as **ask**, **suggest**, **insist**, **request**, **demand**, or **recommend** must be followed by a that-clause in which the verb is in the present subjunctive form.

ask / suggest / insist / request / demand / recommend + that + subject + (should) + bare infinitive

The presiding judge **demanded** that all three suspects ~~received~~ (→ receive) mental evaluations.

The computer engineer **suggested** that the unused program files ~~are~~ (→ be) deleted.

B. Similarly, verbs in that-clauses that follow such adjectives as **necessary**, **imperative**, **important**, etc. must be in the present subjunctive form.

It is + necessary / imperative / important / essential + that + subject + (should) + bare infinitive

It is **important** that those in their fifties ~~getting~~ (→ get) medical examinations regularly.

It is **necessary** that all the new employees ~~submitting~~ (→ submit) copies of their IDs or driver's licenses.

Check! Check!

9. The Food and Drug Administration requested that physicians _____ the use of listed medicines because they could have negative side effects.

(A) restrict (B) restricted

(C) have restrict (D) have restricted

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1 - 4. Choose the appropriate words in the brackets.

1. Ms. Zinet will distribute the documents after she (complete / completes) reorganizing the materials.
2. Ms. Wilkins (will visit / visited) the office the other day.
3. Experts expect that interest rates (will rise / rise) gradually over the next year.
4. The unemployment rate (is declining / has declined) steadily over the past 15 months.

5 - 8. Correct the underlined words or phrases.

5. Since she was promoted to Sales Manager, the sales figures increased.
6. Last month's sales level has been greater than any other month's performance.
7. As soon as you will finish the report, please bring it to me so that it can be proofread.
8. Mr. Johnson will be able to join us provided that there will be an extra concert ticket.

9 - 12. Select the best answer that completes each sentence.

9. The semiconductor industry at a tremendous rate over the last decade.
(A) are progressing (B) were progressed
(C) progress (D) has progressed

10. Economists predict that the Federal Reserve Board interest rates unchanged.
(A) leave (B) will leave
(C) left (D) have left

11. By the time you the report, Ms. Walker will have come back from her vacation.
(A) finish (B) finished
(C) will finish (D) finishing

12. If you more information on purchasing the books, feel free to contact us at any time.
(A) need (B) needs
(C) would need (D) will need

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1 - 4. Choose the appropriate words in the brackets.

1. If you (want / wanted) to comment about anything, please feel free to contact us.
2. If a computer engineer (was / were) around, the computer would be operating in no time.
3. If we (were / had been) aware of their custom, we would not have made the mistake.
4. It is essential that your password (consists / consist) of more than six letters and numbers.

5 - 8. Correct the underlined words or phrases.

5. You may have exchanged the product without a receipt if the tag is not removed.
6. If we had been aware of the dissatisfaction of the customer, we would take steps to solve the situation.
7. Nearly 60% of retirees would have continued their work if their working environment was better.
8. It is essential that users have read the instructions first before using the machine.

9 - 12. Select the best answer that completes each sentence.

9. If you have more than one year's experience in the field, you may _____ for the job.
   (A) apply (B) applying
   (C) have application (D) have applying

10. _____ the employee followed the safety procedures properly, the accident could have been avoided.
    (A) Having (B) If had
    (C) Had (D) Has

11. The safety inspector insists that the packing machines _____ immediately to avoid any future accident.
    (A) is replaced (B) had been
    (C) replaced (D) be replaced

12. It is imperative that adjustments in domestic fuel prices _____ sooner rather than later.
    (A) is made (B) be made
    (C) was made (D) will be made

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Vocabulary related to elections

ballot
cast a ballot

voter
register a voter

re-election
the re-election of half the committee

run for
He announced he would run for president

senator
The governor's friends are encouraging him to become a senator.

Questions 1-4 refer to the following comment on the elections.

With all the ballots now counted, it is clear that the voters have sent a message to their politicians: we don't want you anymore. The governor, lieutenant governor, and attorney general were all voted out of office. (1) _____, a large percentage of state senators running for re-election also failed in their (2) _____. The voters' anger appears to have crossed party lines, with members of both parties losing in almost equal percentages. It is our opinion that the voters, who have been (3) _____ to a number of statewide scandals since the last elections two years ago, are simply tired of politics as usual. We hope that the new batch of politicians elected will not follow the lead of the old ones but will govern in a more efficient and less scandalous (4) _____.

1. (A) However
   (B) So
   (C) Additionally
   (D) Therefore

2. (A) elections
   (B) bids
   (C) fines
   (D) runs

3. (A) endured
   (B) suffered
   (C) faced
   (D) subjected

4. (A) attempt
   (B) manner
   (C) term
   (D) routine

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- **bill**
  tack an amendment on to the bill
- **legislation**
  passable legislation
- **judiciary**
  judiciary proceedings
- **session**
  Congress is now in[out of] session
- **congress**
  Congress is sitting now.
- **senate**
  He represents Michigan in the Senate.
- **House of Representatives**
  be elected to the House of Representatives
- **municipal**
  a municipal[city] council
- **autonomy**
  from governance to autonomy
- **convention**
  nominated at the U.S. Republican National Convention
- **election**
  the winner of the election
- **candidate**
  a successful candidate
- **campaign**
  an election campaign
- **sanction**
  economic[military] sanctions
- **ratify**
  ratify a treaty
- **veto**
  exercise the power[right] of veto
- **abolish**
  War should be abolished.
- **ban**
  put a ban on
  lift a ban on
- **sovereignty**
  various political schedules aimed at restoring Iraq's sovereignty

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. Ms. Parriot _____ a fixed form last week that can be useful at the meetings.

(A) create
(B) creates
(C) created
(D) creating

2. The profit rate of the company _____ steadily over the past five years under the new management.

(A) has grown
(B) grow
(C) growth
(D) is growing

3. The rate of people changing occupations _____ over the last two years.

(A) increased
(B) have been increased
(C) has increased
(D) have increased

4. By next year, I _____ at this company for 10 years.

(A) work
(B) will worked
(C) will have work
(D) will have worked

5. If the fax machine were not out of order, we probably _____ the documents in time.

(A) would fax
(B) will fax
(C) fax
(D) have faxed

6. If you _____ for the job, we would have asked you for more documentation.

(A) was qualified
(B) were qualified
(C) have been qualified
(D) had been qualified

7. The customer requested that we _____ the marked items very carefully.

(A) handle
(B) had handle
(C) handling
(D) had handling

8. If I had heard the weather forecast, I would _____ my umbrella on my way out.

(A) bring
(B) brought
(C) have brought
(D) had brought

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9. This precision instrument is _____ of measuring humidity and temperature accurately.

(A) capable
(B) considerate
(C) afraid
(D) full

10. New programs _____ installed on the computers after the furniture is moved to the new office.

(A) had been
(B) has been
(C) would be
(D) will be

11. The awards ceremony will be _____ on Tuesday, January 24.

(A) happened
(B) held
(C) taken
(D) opened

12. Mr. Alexander _____ the corporation two years ago as a public relations manager.

(A) join
(B) joined
(C) joining
(D) who joins

13. All the applications were first reviewed to exclude those which did not _____ the minimum requirements for the position.

(A) meet
(B) qualify
(C) produce
(D) manufacture

14. Increased hours of operation during August and September of this year contributed to greater _____ availability.

(A) production
(B) productive
(C) product
(D) productivity

15. A financial planner can help you decide _____ how much you'll need to have put away to meet your goals.

(A) exact
(B) exactness
(C) exactly
(D) exacting

16. Television advertising is extremely high-impact, but it's _____ to buy spots on major networks.

(A) expensive
(B) easy
(C) reasonable
(D) exclusive

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following public service announcement.

This is to remind all eligible voters of the state elections next Tuesday, November 3. _____ this is a non-presidential election year, there are still a number of important

17. (A) Because
(B) Even though
(C) Since
(D) So

elections that are being _____. There will be votes for governor, lieutenant governor,

18. (A) awarded
(B) run
(C) challenged
(D) contested

and secretary of state, and every seat for state representative is up for grabs. In addition, every city and county is holding its own local elections. While it is too late to register to vote in this election, if you are a registered voter, please be sure to _____ aside the time

19. (A) set
(B) remember
(C) cast
(D) take

next Tuesday to vote. It's important that every citizen exercise his right to vote; it doesn't matter for whom you vote. Just be sure that you do it.

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Unit 05 Infinitives

1 Uses of Infinitives

A. Infinitives used as nouns

Infinitives can function as subjects, objects or complements.

To please every customer is not easy. as subject

We hope **to receive** an affirmative answer from you. as object

Our plan this year is **to expand** our business. as complement

B. Infinitives used as adjectives

To-infinitives are placed after nouns to modify them.

We had a chance **to win** the competition.

C. Infinitives used as adverbs

To-infinitives can modify verbs, adjectives, adverbs, or whole sentences to express purposes, reasons, conditions, results, etc. To-infinitives are also used after some adjectives such as **pleased**, **satisfied**, **surprised**, etc. to modify them.

More research is needed **to understand** the problem. purpose

We were very happy **to hear** from you so soon. reason

It would be better **to exercise and watch** your weight. condition

Check Check!

1. Many people didn't mind waiting for hours _____ at the restaurant.

(A) eat
(B) to eat
(C) eating
(D) for eating

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2 Subjects of infinitives

The subject of an infinitive is the doer of the action denoted by the infinitive. Note that it is not always the grammatical subject of a sentence.

A. The subject of the infinitive and the subject of the sentence are the same.

We expect to attend the seminar.

→ **We** is the subject of the sentence and also the subject of the to-infinitive.

B. The subject of the infinitive is the object of the sentence.

We expect **you** to attend the seminar.

→ **you** is the object of the sentence, but it is the subject of the to-infinitive.

C. for + object

The phrase **for + object** is the actual subject of the sentence.

It was impossible **for us** to meet the deadline.

→ **us** is the subject of **to meet**.

D. of + object

This structure is often used after such adjectives denoting human characters as **careless, cruel, kind, honest, polite,** etc.

It is so careless **of you** to make such a foolish mistake.

→ In terms of meaning, **you** is the subject of the to-infinitive **to make**...

Check! Check!

2. We regret that it is no longer possible _____ to provide free information.

(A) we
(B) our
(C) for us
(D) of our

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3 Bare infinitives

Bare infinitives are infinitives without **to**. They can be used as objective complements or used in certain idiomatic expressions.

A. Bare infinitives as objective complements after verbs of perception or causative verbs

have / let / make + object + bare infinitive
feel / hear / notice / see / watch + object + bare infinitive

In these patterns, the bare infinitive functions as an objective complement following verbs of perception or causative verbs.

I **heard** you **talk** on the phone with Ms. Pett.
The customer service staff **let** me **use** the phone in the lobby.

B. Bare infinitives in idiomatic expressions

Below are some idiomatic expressions with bare infinitives.

We did nothing but **argue** about the decision.
You had better **see** a doctor before your flu gets worse.

Check Check!

3. The stadium is filled with thousands of fans waiting to watch the two rival teams

(A) play
(B) to play
(C) played
(D) plays

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4 Words that are followed by infinitives

Note that some verbs, nouns, and adjectives can take to-infinitives after them, not just gerunds:

Verbs + to-infinitives	agree / afford / ask / attempt / choose / decide / expect / fail / happen / intend / manage / need / plan / prefer / propose / promise / refuse / seem / want / wish
Nouns + to-infinitives	ability / chance / decision / effort / failure / honor / opportunity / plan / reluctance / right / time / way
Adjectives + to-infinitives	able / advisable / certain / difficult / hard / likely / necessary / ready / sure / willing

We **expect** ~~to hearing~~ (→ to hear) from you as soon as possible.

We **intended** ~~to apologizing~~ (→ to apologize) for the damage to the product during shipping.

Their **plan** ~~to saving~~ (→ to save) traveling expenses was quite amazing.

You will be **able** ~~purchase~~ (→ to purchase) our goods and services online within a month.

Check Check!

4. Having failed _____ the book in time, I had to pay 2 dollars in late fees.

(A) to return (B) return
(C) returned (D) returning

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5 To + V-ing

Be careful not to confuse to-infinitives with the combination **to + V-ing** in which **to** is a preposition and must be followed by a noun equivalent.

be accustomed to V-ing
be dedicated[devoted] to V-ing
be opposed to V-ing
be[get] used to V-ing
look forward to V-ing
come close to V-ing
contribute to V-ing
object to V-ing
when it comes to V-ing
with a view to V-ing

Some people **are** more **accustomed to** ~~write~~ (→ writing) by hand than to ~~type~~ (→ typing).

The employees **were devoted to** ~~work~~ (→ working) on the new project.

Check-up

5. I look forward to _____ from you.

(A) hear
(B) heard
(C) be heard
(D) hearing

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1 - 4. Choose the appropriate words in the brackets.

1. We were delighted (to have / for having) you here.
2. The purpose of this meeting is (to discuss / discuss) the upcoming promotional campaign.
3. We expect (hearing / to hear) from you as soon as possible.
4. We are always ready (providing / to provide) our customers with the highest level of service.

5 - 8. Correct the underlined words or phrases.

5. Companies are adopting radical corporate strategies for remaining competitive in the global marketplace.
6. We will give every participant an opportunity to winning the prize.
7. Construction workers are like to be the next victims of the economic slowdown.
8. By renovating the old cultural center, the city will be able secure more space for citizens to use.

9 - 12. Select the best answer that completes each sentence.

9. Mr. Glennon refused _____ sole credit for the management and shared the honor with his staff members.
   (A) take (B) to take
   (C) taking (D) to taking

10. Consumers have the right _____ for a refund if the product is defective or of low quality.
   (A) asking (B) to be asked
   (C) ask (D) to ask

11. Motorists are advised _____ care because of poor visibility in the fog this morning.
   (A) take (B) to take
   (C) taking (D) to taking

12. We are dedicated _____ customers with high-quality products at reasonable prices.
   (A) provide (B) to provide
   (C) providing (D) to providing

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Vocabulary related to traffic

- **congested**
  The traffic was very congested.
- **traffic**
  a traffic sign
- **gridlock**
  avoid traffic gridlock
- **lane**
  the outside lane
- **public transportation**
  In addition, supervisors are asked to encourage employees to use public transportation or to carpool.
- **vehicle**
  a commercial vehicle

Questions 1-4 refer to the following comment on traffic.

It has come to the mayor's attention that traffic in the city is too congested. Mayor Dysinger intends to make the changes necessary to alleviate (1) _____ on the city's roads. First, the city will widen Main Street by two lanes, one (2) _____ for east and westbound traffic. Second, the mayor's office will purchase more buses and encourage citizens to take public (3) _____ whenever possible. And finally, the mayor's office will ask people to use car pools so as to decrease the number of vehicles on the (4) _____. We are confident that these changes will lead to an improved traffic situation.

1. (A) gridlock
   (B) construction
   (C) parking
   (D) pollution

2. (A) travelling
   (B) individually
   (C) each
   (D) going

3. (A) facilities
   (B) transportation
   (C) bridges
   (D) streets

4. (A) lot
   (B) bypass
   (C) roads
   (D) route

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bypass
You had better take the bypass rather than drive through the middle of town.

passenger
a passenger plane

commuter
a commuter bus

shuttle
shuttle transportation

aboard
Welcome aboard!

walkway
an overhead walkway

highway
a toll-free highway

pedestrian
a pedestrian crossing

route
take a different route

congestion
traffic congestion

chauffeur
He is rich enough to afford a chauffeur.

cab
take a cab

limousine (= limo)
The limousine had us at the palace in ten minutes.

subway[metro]
It might be better to go by subway.

crew
The ship and crew were lost.

chartered
a chartered bus

ferry
suspend ferry service

detour
make a detour of five miles

fine
The fine shall not exceed $300.

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. The board of directors held a meeting _____ the investment.

(A) discussion
(B) for discussing
(C) discuss
(D) to discuss

2. Economists from all over the world will be visiting Korea to _____ with Ms. Paik.

(A) meet
(B) to have met
(C) meeting
(D) met

3. We would really like to _____ our appreciation for your efforts in the last fundraising campaign.

(A) express
(B) expressing
(C) expressive
(D) expression

4. It is dishonest _____ such a lie and not feel guilty about it.

(A) of you to tell
(B) with you to tell
(C) to you to tell
(D) you to tell

5. The second contestant gained the chance _____ the competition.

(A) win
(B) won
(C) winning
(D) to win

6. We could not afford _____ a new copying machine because it was quite expensive.

(A) buying
(B) to buying
(C) buy
(D) to buy

7. Most companies are adopting new programs _____ accounting tasks.

(A) to handling
(B) to be handling
(C) handle
(D) to handle

8. Because the Accounting Department did not provide the needed figures in time, we failed _____ the presentation deadline.

(A) to meeting
(B) meeting
(C) to meet
(D) meet

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9. According to the estimate by the construction company, it may cost _____ less to build a new office building than to remodel the existing one.

(A) massively
(B) significantly
(C) fundamentally
(D) particularly

10. The restoration project of the historic building was suspended during the final stage of _____ due to the lack of funds.

(A) development
(B) environment
(C) component
(D) incident

11. The public relations division _____ us that the completed design of the publicity booklet should be submitted by Friday.

(A) explained
(B) informed
(C) expressed
(D) inquired

12. Companies are increasingly outsourcing their non-core activities _____ operating costs.

(A) reduced
(B) reducing
(C) to reduce
(D) will reduce

13. We are sorry to tell you that the items you have ordered have _____ sold out and that we are not able to order more, either.

(A) mostly
(B) closely
(C) already
(D) yet

14. The members of our club _____ in the event may receive invitations upon request.

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

15. The mechanic inspected the car parts _____ in order to spot any defects.

(A) close
(B) closely
(C) closeness
(D) closed

16. Please take a few moments _____ this questionnaire and return it to us at your earliest convenience.

(A) complete
(B) be completed
(C) to complete
(D) completing

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following announcement.

Drivers should know that the Rainbow Bridge will be closed to northbound traffic on the morning of Tuesday, April 4. Because of the multi-car accident that occurred on the bridge last weekend, the bridge _____ minor structural damage and is in need of repairs. The repairs should only take a few hours to complete. If no _____ problems are discovered, the northbound lanes will be opened by 4 p.m. on Tuesday. The repairs will not affect southbound traffic. We apologize for the _____ this will cause motorists, but we need to ensure the bridge's stability to maximize the safety of our citizens. Motorists are encouraged to leave for work early on Tuesday morning to avoid traffic jams and to take an alternate route to get to their destinations.

17. (A) resulted
(B) suffered
(C) took
(D) adhered

18. (A) bonus
(B) superficial
(C) extravagant
(D) additional

19. (A) construction
(B) time
(C) inconvenience
(D) problems

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Unit 06 Gerunds

1 Uses of gerunds

A. Gerunds as subjects

Leaving chemical products near flammable items is very dangerous.

↳ The gerund phrase **Leaving chemical products...** is the subject of the sentence and takes a singular verb.

B. Gerunds as objects

Gerunds can be used as objects of transitive verbs or prepositions.

We really **enjoyed** ~~talk~~ (→ talking) to Professor Janey from France.

↳ The verb **enjoy** must be followed by a gerund, not an infinitive.

You can change your life **by** ~~to shift~~ (→ shifting) towards a healthier diet.

↳ The gerund **shifting** is the object of the preposition **by**.

Members can receive their invitations **by** ~~to make~~ (→ making) a phone call.

↳ The gerund **making** is the object of the preposition **by**.

C. Gerunds as complements

Gerunds can be used as subjective complements.

His key to success is **acknowledging** his own imperfections.

check check!

1. Our next speaker is Ms. Deckersons, who has succeeded in _____ the new graphics software.

(A) develop (B) development

(C) developing (D) to develop

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2 Verbs that are followed by gerunds

A. Verbs that are followed by gerunds

Group 1: verbs that mean "completing something"	finish / give up / discontinue / quit / stop
Group 2: verbs that mean "disliking something"	risk / dislike / mind / avoid / resist / put off / postpone / delay
Group 3: others	admit / advocate / allow / appreciate / consider / deny / enjoy / imagine / permit / practice / recall / recommend / suggest

The physician **suggested** ~~reduce~~ (→ reducing) levels of alcohol intake.
You should **consider** ~~see~~ (→ seeing) a doctor if your headache gets worse.

B. Verbs that are followed by either gerunds or infinitives

- begin / continue / like / propose / start + gerund/to-infinitive
- stop + gerund = cease to do something
  stop + to-infinitive = cease one activity to do another
- forget / remember + gerund → the action expressed by the gerund happened in the past
  forget / remember + to-infinitive → the action expressed by the to-infinitive is a future one

We started **working** (= to work) on the rough draft.

I didn't forget **driving** you to the airport **last** Saturday.
- **forget** + gerund denotes an activity that happened in the past.

I didn't forget **to drive** you to the airport **this** Saturday.
- **forget** + to-infinitive denotes an activity that will happen in the future.

Check Point 4

2. We are considering _____ production facilities to cut down on shipping costs.

(A) relocate
(B) relocated
(C) to relocate
(D) relocating

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3 Subjects of gerunds

The subject of a gerund is the doer of the action denoted by the gerund. Note that it is not always the grammatical subject of a sentence.

A. The subject of the gerund and the subject of the sentence are the same.

Smoking is bad for your health.

We are sure of having a chance of success.

- In both of the sentences, the subjects of the gerunds are also the subjects of the sentences.

B. The subject of the gerund is not the subject of the sentence.

Subjects of gerunds may be expressed by a possessive adjective or an objective pronoun.

We complained about ~~he~~ (→ him/his) never meeting deadlines.

- The possessive adjective **his** or the objective pronoun **him** denotes that the subject of **never meeting deadlines** is **he**, not **we**.

Check Up

3. We really appreciate your ____ this meeting and volunteering your help.

(A) attendance
(B) attending
(C) attend
(D) to attend

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4 Some common expressions with gerunds

Note that **to** in some of these expressions is a preposition and requires a gerund to follow.

be aware of V-ing	be busy V-ing
be capable of V-ing	be dedicated/devoted to V-ing
be opposed to V-ing	be[get] used to V-ing
cannot help V-ing	come close to V-ing
contribute to V-ing	have difficulty V-ing
insist on V-ing	instead of V-ing
It is no use V-ing	look forward to V-ing
make a point of V-ing	object to V-ing
succeed in V-ing	the fact of V-ing
upon/on V-ing	when it comes to V-ing
with a view to V-ing	

It is no use ~~to regret~~ (→ regretting) the past.
We **had difficulty** ~~communication~~ (→ communicating) with the client from Russia.
We **look forward to** ~~meet~~ (→ meeting) you in person to discuss the matter.

Check Check!

4. Saunas can help those people having difficulty _____ to be more relaxed and sleep soundly.

(A) sleeping (B) to sleep
(C) sleep (D) will sleep

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1 - 4. Choose the appropriate words in the brackets.

1. (Designate / Designating) the right person to a position is not an easy task.
2. The Dena Co. tried to overcome the financial crisis by (to reduce / reducing) its number of employees.
3. Ms. Sherman admitted (to make / making) the mistakes.
4. You need to make a point of (keep / keeping) to the set schedule.

5 - 8. Correct the underlined words or phrases.

5. Think happy thoughts can benefit you more than you can imagine.
6. After to finish your project, please give me a hand.
7. Some residents were opposed to name the high school after Martin Luther King.
8. Over half of his speech was devoted to discuss the issue of unemployment.

9 - 12. Select the best answer that completes each sentence.

9. He enjoys his wife with household tasks every weekend.
   (A) help (B) to help
   (C) helping (D) helped

10. By borrowing from a few banks, he managed to avoid bankruptcy.
    (A) declare (B) declaration
    (C) to declare (D) declaring

11. If you wish to exchange for size or color, please return it to us within 30 days of your order.
    (A) receipt (B) received
    (C) receiving (D) receive

12. Ms. Wrigley has decided to stop applicants because she has found a well-qualified person.
    (A) interview (B) interviewed
    (C) to interview (D) interviewing

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Vocabulary related to the environment

cage up
The lion was caged up in its pen.

natural habitat
Mountain areas are the natural habitat of the golden eagle.

environment
an unstructured school environment

surroundings
cheerful surroundings

Questions 1-4 refer to the following article.

Many zoos are (1) _____ a paradigm shift in the way they treat their animals. They no longer keep their animals caged up and living on concrete floors. Instead, many zoos are attempting to recreate the animals' natural habitats. This puts the animals more at ease and is also aesthetically pleasing. While some zoos, notably the San Diego Zoo, improved their animals' (2) _____ many years ago, it is now becoming (3) _____, and zoos worldwide are following suit. The result has been twofold: the number of paying customers has greatly increased, and the animals themselves seem more (4) _____ their surroundings.

*follow suit

1. (A) rejecting
   (B) undergoing
   (C) resulting
   (D) impressing

2. (A) diets
   (B) environments
   (C) health care
   (D) safety

3. (A) an event
   (B) a hobby
   (C) a trend
   (D) a habit

4. (A) pleased with
   (B) stressed by
   (C) uncomfortable in
   (D) realistic in

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Part 6 Wordlist

- **acid rain**
  Acid rain is harmful to the environment.
- **contamination**
  radioactive contamination
- **pollution**
  pollution control facilities
- **pollutant**
  a water pollutant
- **waste**
  industrial waste
- **rubbish**
  This rubbish must be burned.
- **discharge**
  industrial discharge
- **litter**
  litter toys about the room
- **dump**
  a dump heap
- **ecology**
  observe the ecology of fish
- **ecosystem**
  a riverine ecosystem
- **wildlife**
  a wildlife sanctuary
- **habitat**
  the rainforest habitat
- **flood**
  The flood washed away the bridge.
- **overflowing**
  keep water from overflowing
- **torrential**
  a torrential rain
- **drought**
  shrink from drought
- **recycling**
  Empty bottles go in this box for recycling.
- **purification**
  natural purification
- **preserve**
  We took care to preserve trees where their presence was necessary.

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. _____ various information regarding computer skill not only offline but also online is part of our business.

(A) Provide
(B) Provided
(C) Providing
(D) Provides

2. Before _____ off your own ability, try to cooperate with your teammates first.

(A) showed
(B) showing
(C) to show
(D) show

3. The suspects finally admitted _____ the crime.

(A) commit
(B) commits
(C) to commit
(D) committing

4. The secretary was busy _____ calls to the customers who have cancelled their orders.

(A) make
(B) to make
(C) making
(D) to making

5. We continued _____ about the problem after the five-minute break.

(A) talk
(B) talked
(C) talking
(D) talks

6. _____ your career after graduating from college is an important decision to make.

(A) Select
(B) To be selected
(C) Selecting
(D) To selecting

7. We make a point of _____ our interviews in private and peaceful surroundings.

(A) conducted
(B) conduct
(C) to conducting
(D) conducting

8. You can make your cake soft or firm by _____ the amount of milk you add to the batter.

(A) varies
(B) varying
(C) varied
(D) vary

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9. We would appreciate it if you took our products into _____.

(A) consider
(B) considered
(C) considering
(D) consideration

10. We are committed to _____ high-quality products and services that meet our customers' needs.

(A) offering
(B) offer
(C) offered
(D) be offered

11. James Miller has _____ whether or not to accept a transfer to the Chicago office.

(A) decided
(B) deciding
(C) decision
(D) decidedly

12. Please refrain _____ stepping over the line when the train is entering the station.

(A) from
(B) against
(C) about
(D) with

13. Awarding employees bonuses for meeting customer _____ goals is likely to have a positive effect on future profits.

(A) satisfied
(B) satisfactory
(C) satisfy
(D) satisfaction

14. This is the perfect gift for the person who _____ has everything.

(A) ever
(B) still
(C) already
(D) yet

15. Jose Fernandez used to _____ as a sales manager at a clothing company.

(A) serving
(B) serve
(C) have served
(D) served

16. When dealing with obstinate customers, customer service representatives should not be _____ with them.

(A) argue
(B) argumentative
(C) argumentatively
(D) argument

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

In the 1970s, helping animals facing extinction became a cause of many groups. This culminated in the Endangered Species Act (ESA) of 1973, which enacted legislation that protected plants and animals threatened with extinction and made _____ for replenishing their numbers. In the decades since it became law, the ESA has been an _____ success. Many species of plants and animals, now protected by the government, have made remarkable _____, and some of them have even been taken off the endangered list. The most cited example is the American Bald Eagle, which has seen its numbers grow exponentially thanks to the ESA. Hopefully, the ESA will continue its success in the future and will save other species from extinction as well.

17. (A) requirements
(B) provisions
(C) instructions
(D) divisions

18. (A) unqualified
(B) undetermined
(C) unknown
(D) understood

19. (A) comebacks
(B) stories
(C) retreats
(D) U-turns

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Unit 07 Participles

1 Types of participles

A. Present participles

- Present participles of intransitive verbs: to express the meaning of "in the process of doing something"

The **rising** cost of oil is a burden to those who own vehicles.
↳ The cost of oil is increasing/going up.

Any **remaining** staff members are to report to the security room.

- Present participles of transitive verbs: to express the meaning of "causing the effect of"

The manager announced the **disappointing** results to the staff members.
↳ The results caused disappointment to the staff members.

The **confusing** situation made everyone upset.

B. Past participles

- Past participles of intransitive verbs: to express the meaning of "having finished or being complete"

The road was filled with **fallen** leaves.
↳ The leaves were no longer on the trees.

Mr. Anderson, our director, is a **retired** military officer.

- Past participles of transitive verbs: to express the meaning of "being caused by something"

There were ten **recorded** messages on my answering machine.
↳ The messages were recorded.

Do not enter the **restricted** areas in the building.

Practice

1. Ms. Lauren left a _____ impression on the executives at the job interview.

(A) last
(B) later
(C) lasted
(D) lasting

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2 Participles that modify nouns

A. Participles can precede nouns to modify them

- Present participles can precede nouns to modify them.

accelerating distribution costs	approaching storm
confusing problem	declining demand
declining price	demanding supervisor
discouraging survey result	existing equipment
growing business	lasting impression
leading company	misleading information
mounting pressure	remaining staff
rising cost	visiting professor

- Past participles can precede nouns to modify them.

attached schedule	completed project
confirmed reservations	customized products
damaged buildings	detailed information
demonstrated ability	endangered species
finished products	guided tour
limited capacity	qualified workers
requested documentation	stamped envelope
trained workforce	written consent

B. Participles can be placed after nouns to modify them

Actually, these are the reduced forms of relative clauses in which subjective relative pronouns and the verb **to be** have been omitted.

- Present participles can be placed after nouns to modify them.

  Employees **(who are) requesting** vacation time should turn in their forms.

- Past participles can be placed after nouns to modify them.

  The invitations **(which were) sent** last Monday will arrive soon.

Check Up

2. The letter _____ in the morning was an invitation to an end-of-the-year party.

(A) send
(B) sent
(C) sending
(D) to send

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3 Participles as complements

Participles can function as subjective or objective complements. Depending on whether the meaning is active or passive, present participles or past participles are used as complements.

A. Participles as subjective complements

They seemed ~~overwhelming~~ (→ overwhelmed) by the large scale of it.

↳ The past participle **overwhelmed** is used as an adjective following the linking verb **seemed**.

B. Participles as objective complements

Participles can function as objective complements to give more information about the object.

Most people thought the article ~~surprised~~ (→ surprising).

↳ The present participle **surprising** gives information about the object (the article) and has an active meaning (i.e. the article surprises them).

She could not make herself ~~understanding~~ (→ understood) to the people.

↳ The past participle **understood** is used to denote a passive meaning (she was not understood by the people).

C. have / get + object + past participle

In causative forms, bare infinitives are normally used as objective complements. But when you have a passive relationship between the object and the complement (i.e. the object is affected by the action denoted by the complement), a past participle is used instead.

We had to **have** all the computers **examined**.

↳ The past participle **examined** is used as a complement to **all the computers** with a passive meaning (the computers were examined).

D. Present participles replacing main clauses

When two actions by the same subject occur simultaneously, it is possible to use a present participle to replace a main clause.

The participants sat **reading** the workshop material.

↳ The present participle phrase **reading the workshop material** replaces the clause **and they were reading the workshop material**.

Check Point

3. Mr. Williamson could not make himself ____ by the manager.

(A) understand
(B) understood
(C) understanding
(D) to understand

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4 Participles to express opinions and feelings

Participles can be used as adjectives. Be careful not to confuse them. Present participles as adjectives are active and mean "having this effect", whereas past participles are passive and mean "affected in this way".

Present participles	Past participles
amusing	amused
confusing	confused
depressing	depressed
disappointing	disappointed
embarrassing	embarrassed
exciting	excited
exhausting	exhausted
fascinating	fascinated
frightening	frightened
interesting	interested
relaxing	relaxed
shocking	shocked
surprising	surprised
tiring	tired

Customers were very ~~interesting~~ (→ interested) in the new product.

↳ The new product was interesting. Customers were interested.

The audience was ~~surprising~~ (→ surprised) by the sudden appearance of the actor.

↳ The audience was surprised. The sudden appearance of the actor surprised them.

We have some ~~disappointed~~ (→ disappointing) results to report to our staff members.

↳ The results will disappoint them.

Background music and sound effects were added to make the performance excited (→ exciting).

↳ The performance will excite people.

CHECK CHECK!

4. All of the audience agreed that the performance was extremely _____.

(A) shock
(B) shocking
(C) shocked
(D) to shock

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5 Formation of participial phrases

1. When two actions by the same subject occur simultaneously, the subject of the subordinate clause can be omitted.
2. As the subject is omitted, the structure is no longer a clause, and therefore the conjunction can also be omitted. (In some cases, it is not possible, though, if the meaning is vague.)
3. After steps (1) and (2), **to be** can also be omitted, leaving the (present or past) participle at the beginning of the new structure. If the original sentence does not contain the verb **to be**, an **-ing** ending will be added to the infinitive form of the verb.
4. Depending on the meaning of the original subordinate clause, either a present participle or a past participle is used.

As we didn't have enough time, we decided to continue the meeting tomorrow.

→ Not **having** enough time, we decided to continue the meeting tomorrow.

• Subjects of the two clauses are the same, so the first subject (**we**) is omitted, together with the conjunction **as**.

Although I understand his situation, I still can't forgive him.

→ **Understanding** his situation, I still can't forgive him.

• The meaning is active, as the doer of the action **understanding** is I, so a present participle is used.

As all the rooms were occupied, Mr. Peterson had to stay at my place.

→ All the rooms **being occupied**, Mr. Peterson had to stay at my place.

• Note that the subjects are different in this case. The combination S + V-ing + (Object) is called an absolute structure.

Though they are located near the capital, the villages lack basic health facilities.

→ Though **located** near the capital, the villages lack basic health facilities.

• The meaning is passive (the villages cannot locate themselves) and the conjunction **though** is retained to emphasize the meaning of concession.

Check-Up

5. The weather _____ fine, the train will leave at the appointed time.

(A) is (B) are
(C) be (D) being

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6 Independent participle phrases without an explicit subject

When the subject of the subordinate clause refers to the public in general, it can be omitted even though the subject of the main clause is different.

considering	judging from
frankly speaking	generally speaking
strictly speaking	

If we speak generally, customers tend to evaluate a product by its brand name.
= **Generally speaking**, customers tend to evaluate a product by its brand name.

If we are speaking strictly, the law should be equal for everyone, whether they are rich or poor.
= **Strictly speaking**, the law should be equal for everyone, whether they are rich or poor.

If we judge from his manner of speaking, he seems to be interested in political issues.
= **Judging from** his manner of speaking, he seems to be interested in political issues.

Check Check!

6. _____, some of the employees are not qualified for their positions.

(A) Frank speak
(B) Frankly speak
(C) Frank speaking
(D) Frankly speaking

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1 - 4. Choose the appropriate words in the brackets.

1. All participants (taking / taken) the test should sign up.
2. He seemed to be (exciting / excited) when I met him.
3. Mr. Clair kept our sales representatives (informing / informed) of your arrival.
4. Mental labor can be more (exhausting / exhausted) than physical work.

5 - 8. Correct the underlined words or phrases.

5. The audience thought the program on wildlife was fascinated.
6. Overnight camping is no longer permitting in the national park.
7. D&W Electronics is not responsible for damage causing as a result of the carelessness of users.
8. When given your speech, you should speak loudly and distinctly.

9 - 12. Select the best answer that completes each sentence.

9. We decided to accept the terms of the contract because the work seemed quite .....
(A) interest (B) to interest
(C) interested (D) interesting

10. We deeply appreciate that you have made the whole procedure well-.....
(A) organize (B) organized
(C) organizing (D) organization

11. We picked up our plane tickets today and are really ..... about our trip to Japan next week.
(A) excite (B) excited
(C) to excite (D) exciting

12. Landlords who plan to raise the rent must provide their tenants with a ..... notice at least three months before the lease ends.
(A) writing (B) write
(C) wrote (D) written

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Vocabulary related to customer service

complaint
When we receive your letter, we will send you a simple complaint form to fill out and return to us.

customer
the best magnets to attract customers

response
a swift response

customer service
I work as a customer service representative and deal with a lot of people daily.

Questions 1-4 refer to the following statement.

Customers who are not completely satisfied with the service they receive or who would like to make a complaint are (1) _____ to log on to the company's web site and file their complaint over the Internet. All complaints will receive a response (2) _____ twenty-four hours, excepting those posted on weekends, which will be answered by Monday afternoon. This company is dedicated to providing the best customer service possible, and we take all complaints and suggestions (3) _____. Please do not hesitate to leave us your comments. We will do everything within our (4) _____ to ensure that your dealings with us are as pleasant as possible.

1. (A) suggested
(B) warned
(C) implored
(D) advised

2. (A) within
(B) near
(C) around
(D) for

3. (A) happily
(B) seriously
(C) studiously
(D) well

4. (A) ability
(B) power
(C) strength
(D) company

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- **guarantee**
  a money-back guarantee
- **warrant**
  Who can warrant it to be true?
- **terms and conditions**
  in compliance with the terms and conditions
- **liability**
  limited liability
- **repair**
  beyond repair
- **replacement**
  replacement parts
- **refund**
  He got a refund by returning the items.
- **recall**
  The defective cars were all recalled
- **return**
  return goods
- **expire**
  My driver's license expires next month.
- **extend**
  extend one's visa
- **warranty**
  It's still under warranty, so we'll fix it free of charge.
- **be liable for**
  be liable for the debt
- **instruction**
  detailed instructions
- **specifications**
  shipping specifications
- **complaint**
  I have no complaints.
- **defect**
  All products are tested for defects before shipping.
- **malfunction**
  the malfunctioning of an engine
- **cover**
  Afterwards, the policy will cover 30% of all expenses to a maximum of $3,000

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. He promised to help me with the report as soon as he gets his work

(A) done
(B) do
(C) doing
(D) did

2. Workers dangerous chemicals are required to wear protective gear such as safety goggles and gloves.

(A) handled
(B) are handling
(C) handling
(D) handle

3. The building unoccupied for three years used to be a movie theater.

(A) remains
(B) remained
(C) remaining
(D) has remained

4. The new employee who joined two months ago came up with the plan.

(A) amaze
(B) amazement
(C) amazing
(D) amazed

5. Ms. Wayne made an mistake during the presentation for the executives.

(A) embarrass
(B) embarrassed
(C) to embarrass
(D) embarrassing

6. We are not responsible for items lost or during delivery.

(A) to damage
(B) damage
(C) damaged
(D) damaging

7. For more information on the event, please e-mail us at the following address.

(A) details
(B) detailed
(C) detail
(D) in detail

8. been informed of the financial condition of the company, Ms. Jenson didn't submit her résumé.

(A) Having
(B) Had
(C) Has
(D) Have

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9. Vehicles not ____ their parking permit will be towed away at the owner's expense.

(A) displayed
(B) display
(C) displays
(D) displaying

10. Don't place heavy items on top of boxes ____ fragile items.

(A) to contain
(B) contain
(C) contained
(D) containing

11. Please refer to the ____ document for further information regarding this workshop.

(A) enclosing
(B) to enclose
(C) enclosed
(D) encloses

12. Many economists expressed concern about the impact of ____ oil prices on the global economy.

(A) rose
(B) rise
(C) rising
(D) risen

13. Patrons ____ to check out audio-visual materials must present valid identification.

(A) are wishing
(B) wished
(C) who wishes
(D) wishing

14. Newly hired staff are required to attend the orientation ____ for Monday, February 6.

(A) is scheduled
(B) schedule
(C) scheduled
(D) to schedule

15. Employees ____ in the office after 9:00 p.m. are asked to notify the security officer when they leave.

(A) remain
(B) are remaining
(C) remained
(D) remaining

16. To order by mail, fill out the order form in your catalog and mail it in the envelope ____.

(A) provide
(B) provides
(C) provided
(D) providing

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PART 5 **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following e-mail.

TO: All employees

FROM: Deborah Miller

RE: Customer Service

It has come to my attention that our customer service is in _____ need of

17. (A) extra
(B) enhanced
(C) dire
(D) possible

improvement. I have received a number of complaints, both directly and indirectly, about how some customers have been treated rudely by our employees. In one case, a customer reported being verbally _____ by a worker here. Let me remind everyone that we

18. (A) ignored
(B) abused
(C) punished
(D) disgraced

should treat all of our customers with dignity and respect. We cannot operate without our customers. Two clients have threatened to cancel their accounts with us because of their _____ with our service. From today, I am instituting a zero-tolerance policy towards

19. (A) feelings
(B) displeasure
(C) opinion
(D) understanding

rude behavior. The next justified complaint against an employee will result in that individual's job being terminated. I regret having to take such drastic measures, but I am left with no choice.

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Unit 08 Nouns and Articles

1 Countable nouns vs. uncountable nouns

A. Countable nouns: common nouns / collective nouns

- Always use an article (a/an/the) before a singular countable noun. If there are no articles before a countable noun, the noun must be in the plural form.

  a person/people, an exam/examinations

- A countable noun in the plural form can be preceded by a quantifier/ demonstrative adjective.

  a file - two files - some files - lots of files
  an applicant - two applicants - few applicants - many applicants

B. Uncountable nouns: abstract nouns / proper nouns

- **The** can precede an uncountable noun, but **a/an** cannot. Uncountable nouns do not have plural forms.

  a Vietnam (X) → Vietnam (O) an air (X) → air (O) oils (X) → oil (O)

- When expressing plural concepts, the uncountable nouns must be used with their quantity/container expressions (e.g. water - a glass of water, equipment - a piece of equipment, cheese - a slice of cheese).

  two water (X) → two glasses of water / little water / much water (O)
  two advices (X) → a piece of advice / some advice / plenty of advice (O)

- List of uncountable nouns that frequently appear in the TOEIC test

  baggage(= luggage) / equipment / knowledge / advice / merchandise / information / evidence / experience / advertising / furniture / clothing / news / attendance

Follow the green signs to claim your ~~luggages~~ (→ luggage).

- **Luggage** is an uncountable noun, so it cannot be used in the plural form.

Check Check!

1. Mr. Wallace has served as a sales manager at a company that manufactures office _____.

   (A) equipment (B) printer
   (C) photocopier (D) computer

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2 Agreement between determiners and nouns

A. Determiners + nouns

a / an / each / every / another + singular noun
both / (a) few / many / various / several + plural noun
(a) little / much / a great deal of + uncountable noun
all / some / plenty of / lots of / a lot of + plural noun/ uncountable noun

Each ~~contestants~~ (→ contestant) ~~were~~ (→ was) given three chances.
- **Each** is followed by a singular noun. The verb must be in singular.

Both ~~candidate~~ (→ candidates) ~~was~~ (→ were) fully qualified for the position.
- **Both** is followed by a plural noun. The verb must be in plural.

Several ~~case is~~ (→ cases are) under discussion.
- **Several** is followed by a plural noun. The verb must be in plural.

A great deal of ~~efforts were~~ (→ effort was) spent to merge the two companies.
- **A great deal of** is followed by a singular noun. The verb must be in singular.

B. Quantity + of

millions [thousands / hundreds / dozens] of ~

~~Million of~~ (→ Millions of) people gathered around the theater to watch the show.

cf. four million [thousand / hundred / dozen] ~

The performance was a big success with over ~~four millions~~ (→ four million) people in attendance.

Check! Check!

2. We will take _____ possible measure to ensure the happiness of our customers.

(A) every
(B) other
(C) some
(D) a lot

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3 Compound nouns (noun + noun)

A compound noun is made up of two (or more) words put together to form a single noun.

- The first noun is in the singular form and functions like an adjective (i.e. it modifies the second noun). Note that adjectives do not take **-s** to form plurals.

advertising company	assessment policies
communication skills	customer satisfaction
exercise facilities	expiration date
health benefits	installment payments
insurance coverage	job performance
market surveys	marketing strategy
maternity leave	opening address
performance appraisal	safety standards
service desk	shipping charges

- In some rare exceptions, the first noun is made plural:

communications satellite	customs declaration
sales analysis[figures]	savings account
benefits package	

Job ~~opens~~ (→ openings) at large enterprises have decreased by 30% compared to last year.

The ~~expiring~~ (→ expiration) date of your passport is 10/21/08.

Check Check 1

3. _____ companies will fully reimburse the cost of any products damaged during shipment.

(A) Deliver (B) Delivering
(C) Delivery (D) Delivered

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4 Confusable nouns

Be sure to check the meaning of each of the nouns in the following pairs and learn all of them by heart to avoid possible confusion:

account	accountant
architecture	architect
authorization	author
consultation	consultant
contribution	contributor
development	developer
engineering	engineer
foundation	founder
illustration	illustrator
manufacture	manufacturer
performance	performer
physics	physicist
presidency	president
prosecution	prosecutor
receipt	recipient
representation	representative
residence	resident
rivalry	rival
subscription	subscriber
supervision	supervisor
translation	translator

A few buildings you see here were designed by a Japanese architecture (→ architect).

→ Architects, not architecture, design buildings.

The heater was sent back to the ~~manufacture~~ (→ manufacturer) for repair.

→ Only manufacturers can repair things. Manufacture is a verb.

Check-Check!

4. Sign your name in the _____ book before entering the conference.

(A) attend (B) attending
(C) attendant (D) attendance

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5 V-ings or nouns?

A. Noun vs. V-ing

Verbs can take either nouns or gerunds as objects. However, only gerunds can take objects, and nouns cannot.

We sent the brochure, which explains the ~~changing~~ (→ changes) in our regulations.
↳ The prepositional phrase **in our regulations** helps eliminate the choice **changing**.

You need to submit the form within a week of ~~receipt~~ (→ receiving) this notification.
↳ The noun **receipt** cannot take an object (i.e. **this notification**).

B. Distinguishing nouns ending in -ing and ordinary countable nouns

Note that many nouns ending in **-ing** are originally gerunds, but they have become "pure" nouns through the course of time, and now can be modified by determiners like ordinary countable nouns.

advertisement	advertising
bank	banking
clothes	clothing
house	housing
lender	lending
market	marketing
plan	planning
process	processing
price	pricing
print	printing
seat	seating
ship	shipping
speed	speeding
ticket	ticketing

Check! Check!

5. Due to severe weather conditions, many flights are subject to _____.

(A) cancelling
(B) cancel
(C) cancellation
(D) cancelled

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6 Definite and indefinite articles

A. The indefinite article

The indefinite article **a/an** precedes a singular countable noun when it is mentioned for the first time, meaning "one".

Ms. Avery has requested to open ~~account~~ (→ an account) at ~~bank~~ (→ a bank) in Japan.

→ Since **account** and **bank** are singular countable nouns, there must be an indefinite article before each of them.

B. The definite article

The definite article **the** precedes a noun that has become definite as a result of being mentioned a second time.

the only thing of its kind	**the** sun[moon] / **the** earth / **the** world
before a noun that is made definite	**The** files that were on the desk are missing.
in fixed expressions of time and place	in **the** morning[afternoon] in **the** past[present, future] / **the** front[back]
in superlatives	**the** most efficient way / **the** tallest building
before ordinal numbers	**the** first[second, third] / **the** Second World War
the + adj = a class of persons	**the** young = young people / **the** old = old people **the** poor = poor people / **the** rich = rich people
in double comparatives	**The** shorter the book is, **the** easier it is to read.
in the expression "the (comparative) of the two"	The latter suggestion is **the** better of the two.
in the expression "quantity + of the + noun"	One of **the** files was missing. Many of **the** shops were closed during the holiday. Half of **the** research has been done.

Check Check!

6. One of _____ that I ordered has not arrived yet.

(A) items (B) an item
(C) the items (D) item

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7 Examples of articles

A. Fixed expressions with articles

a/an	at a distance	at a loss
	as a result	as a rule
	in a hurry	make a decision
	make a mistake	reach an agreement
	take a vacation	What a pity!
the	all the time	exactly the same
	in the end	just the right amount
	on the contrary	to the point

She ran down the hall ~~in hurry~~ (→ in a hurry) so as not to be late for the appointment.

B. Omissions of articles

◑ Articles can be omitted when used with nouns concerning meals, sports, seasons, transportation, and subjects of study.

Mr. Jacobs is out to have ~~a lunch~~ (→ lunch) with a client.
Girls seem to enjoy playing ~~the baseball~~ (→ baseball) more than basketball.
In Australia, it is ~~the summer~~ (→ summer) in ~~the January~~ (→ January).
Most of the applicants majored in ~~the economics~~ (→ economics).

◑ Fixed expressions with no articles

in error	in time	in order to
take advantage of	in front of	in haste
on duty	on purpose	

You need to ~~take the advantage of~~ (→ take advantage of) every chance you get.

EXERCISE

7. After a long debate on Dr. Merkin's new theory, we found out that his opinion was

(A) in error (B) in an error
(C) in the error (D) errors

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1 - 4. Choose the appropriate words in the brackets.

1. Only qualified (applicants / applications) will be interviewed.
2. All (residences / residents) are asked to use the rear entry during the construction.
3. (Thousand / Thousands) of people have sent request forms to get free samples.
4. All of the international flights were delayed (as result of / as a result of) the heavy rain warning.

5 - 8. Correct the underlined words or phrases.

5. So many people have applied that it took more than originally expected to review each résumés.
6. Mr. Jenkins expressed his regretted over the worsening financial conditions.
7. The company needed translation to deal with the foreign buyers.
8. In an order to get a refund, you need to visit our shop in person with the receipt.

9 - 12. Select the best answer that completes each sentence.

9. The strengths and weaknesses of each employee must be taken into _____ when assigning special projects.
   (A) account (B) accountant
   (C) accounting (D) accounts

10. To attract media _____, stories and events have to be different and newsworthy.
   (A) covering (B) covered
   (C) coverage (D) cover

11. The department manager encouraged employee _____ in the pension plan.
   (A) to participate (B) participation
   (C) participant (D) participating

12. If you are interested in traveling, we hope some of these tips will be of _____ to you.
   (A) use (B) useful
   (C) user (D) useable

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Vocabulary related to staff recruitment (Human Resources Department)

entice
entice[allure, seduce] a girl with fair words

package
benefits package

perk
secure enough funds to dole out perks to employees

daycare center
We have decided to institute a daycare center to meet the needs of our 200 employees with families.

hire
hire a clerk

Questions 1-4 refer to the following explanation.

In an attempt to entice top employees to work for them, the Human Resources Departments of many companies have begun offering unique (1) _____ packages. One such perk is on-site daycare centers. These are very appealing to women who don't desire to (2) _____ their careers but who also want to take care of their children. By providing professional daycare services for their employees, many companies have been able to hire workers they (3) _____ would have missed out on. And these women also get the opportunity to further their careers without having to (4) _____ their children.

1. (A) beneficial
   (B) contract
   (C) employment
   (D) hiring

2. (A) sacrifice
   (B) finish
   (C) terminate
   (D) continue

3. (A) similarly
   (B) elsewhere
   (C) likelihood
   (D) otherwise

4. (A) neglect
   (B) abuse
   (C) raise
   (D) educate

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- **recruit**
  It is not easy to recruit qualified staff.
- **vacancy**
  a vacancy in the Cabinet
- **opening**
  an opening for clerk
- **field**
  dominate the field
- **position**
  I am not in a position to comply with your request.
- **career**
  He sought a career as a lawyer.
- **aptitude**
  She has musical aptitude.
- **applicant**
  The first applicant is definitely a cut above the rest.
- **benefits**
  These philosophical arguments aside, the new trial system will bring practical benefits as well.
- **bachelor**
  receive a Bachelor of Arts
- **certificate**
  a health certificate
  a marriage certificate
- **qualification**
  a medical qualification
- **requirement**
  a residence requirement
- **skill**
  He played with great skill.
- **résumé**
  Only after screening the résumés, will we conduct personal interviews.
- **referral**
  Now talk to your doctor, and ask for a referral to a therapist.
- **replacement**
  the replacement of man's labor by machinery
- **overtime**
  work overtime

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. The architect won a prize for his _____ for the National Arts Center.

(A) design
(B) designer
(C) designed
(D) designing

2. As employees' interest in health has increased, the company has decided to install exercise _____ in the cafeteria building.

(A) facility
(B) facilitation
(C) facilitate
(D) facilities

3. Countries impose import tariffs as _____ for domestically produced goods.

(A) protection
(B) protector
(C) protecting
(D) protect

4. A complete _____ of the bridge will be made to determine the exact nature of the work required to restore it.

(A) inspector
(B) inspecting
(C) inspection
(D) inspect

5. Reservations for _____ should be made by the date indicated below.

(A) attendance
(B) attend
(C) attention
(D) attending

6. A number of _____ from various institutes will be involved in the project.

(A) professor
(B) professionals
(C) profession
(D) profess

7. Supervisors are asked to complete a _____ evaluation for each employee once a year.

(A) performance
(B) performing
(C) performed
(D) perform

8. The corporation's _____ has warned the president of a possible investigation by the Internal Revenue Service.

(A) advice
(B) advise
(C) advisor
(D) advising

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9. Our product is _____ recommended among those that are on the market.

(A) high
(B) higher
(C) highest
(D) highly

10. If workshop courses are held during regular working hours, you must obtain your supervisor's _____.

(A) approve
(B) approval
(C) approves
(D) approvingly

11. Because people tend to buy expensive vehicles in times of _____, Jupiter Motors has decided to import luxury cars from Germany and Japan.

(A) prosper
(B) prosperity
(C) prosperous
(D) prosperously

12. One of the major _____ to the charitable organization is the Universal Group.

(A) donations
(B) donors
(C) donates
(D) donating

13. Consumer _____ of energy-efficient consumer electronics does not seem to have markedly changed.

(A) aware
(B) awareness
(C) is aware
(D) are aware

14. Site foremen must ensure that _____ worker on the site, as well as all visitors, is wearing the appropriate safety gear.

(A) some
(B) each
(C) many
(D) all

15. The Employee of the Year was awarded to Mr. Robert O'Brien in recognition of his _____ to the company.

(A) reputation
(B) demonstration
(C) consideration
(D) dedication

16. In the last 10 years, multinational _____ have become increasingly controversial.

(A) corporate
(B) corporation
(C) corporately
(D) corporations

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following explanation.

Most companies have a hiring process that is very rigid and not subject to variation. In the past, it was not uncommon for friends or relatives of employees to be hired with others not even being given a fair chance. While _____ like this still exists, the hiring practices

17. (A) customs
(B) nepotism
(C) bribes
(D) sinecures

of most companies are designed to eliminate this possibility and to ensure _____.

18. (A) fairness
(B) ruthlessness
(C) understanding
(D) practicality

Additionally, government regulations stipulate that all people must be considered for employment _____ of age, sex, race, or religion. To avoid the possibility of lawsuits,

19. (A) despite
(B) forgetful
(C) because
(D) regardless

most companies instruct their Human Resources Departments to follow their hiring regulations to the letter and not to deviate in any way, lest a complaint be filed against them and the company end up in litigation.

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Unit 09 Pronouns

1 Personal pronouns

Persons	Singular/ Plural	Subject pronouns	Possessive adjectives	Object pronouns	Possessive pronouns
1st person	Singular	I	my	me	mine
2nd person		you	your	you	yours
3rd person		he	his	him	his
		she	her	her	hers
		it	its	it	-
1st person	Plural	we	our	us	ours
2nd person		you	your	you	yours
3rd person		they	their	them	theirs

- Subject pronouns precede verbs.

  Mayfield has proven that her (→ she) is deserving of the position.

- Object pronouns follow transitive verbs and prepositions.

  This book provides ~~yours~~ (→ you) with information on preparing various legal documents.

- Possessive adjectives (or possessive determiners) precede nouns to modify them.

  The numbers you entered do not match ~~yours~~ (→ your) account number.

- Possessive pronouns show ownership. A possessive pronoun is used in exchange for a possessive adjective together with a noun.

  You may use all the materials in the office except Ms. Stevens' and my (→ mine).

PRACTICE

1. The technicians said _____ had fully examined all the computers in the office.

   (A) they
   (B) their
   (C) theirs
   (D) them

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2 Agreement

A. Case

- Subject pronouns occupy the subject position (i.e. preceding verbs).

  ~~Her~~ (→ She) will help you find the way to the office.

- Object pronouns occupy the object position (i.e. following transitive verbs or prepositions).

  The president promised ~~they~~ (→ them) a pay raise. object of a transitive verb

  Additional information on the theory was given to ~~she~~ (→ her). object of a preposition

B. Agreement between nouns and pronouns in number

Singular nouns take singular pronouns, and plural nouns take plural pronouns.

The instructor told **the participants** that ~~he~~ (→ they) must follow the rules during the training.

→ **They** must be used instead of **he** because the antecedent (**the participants**) is a plural noun.

Practice Test

2. When she is faced with a problem, Cathy Williams always tries to solve without asking for any help from others.

(A) them (B) it

(C) herself (D) this

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3 Reflexive pronouns

	Singular	Plural
1st person	myself	ourselves
2nd person	yourself	yourselves
3rd person	himself	themselves
	herself	
	itself	

A. The reflexive pronoun is used to emphasize the subject or object, and can be omitted.

The manager (herself) will be presiding over the meeting.

She has corrected all the errors in the documents (herself).

B. The reflexive pronoun is used when the object of a sentence is the same as the subject. In this case, it cannot be omitted.

The police officer identified **himself** and asked for people's cooperation.

- **identify** is a transitive verb, and requires an object. **Himself** cannot be omitted.

He always talks to **himself** when he is concentrating.

- The preposition **to** requires an object. **Himself** cannot be omitted.

C. Fixed expressions with reflexive pronouns

by oneself (= alone)	for oneself
in itself	in spite of oneself
of itself	between ourselves

Check Exam

3. Mr. Chandler and James Trevor tried to repair the car by , but it was beyond their ability.

(A) them (B) they

(C) their (D) themselves

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4 Indefinite pronouns

The other is used to refer to the second of two people or things, which is not the one you already have or have mentioned. **Another** refers to one more in addition to the one already mentioned.

one ... the other	**One** refers to the first of the two persons or things. **The other** refers to the second.
one ... another	**One** refers to a person or thing among a group. **Another** refers to any person or thing from the rest of the group.

A. one ... the other

The other refers to the second thing or person. **The others** refers to the rest of the group.

One of the two documents is to be sent to Mr. Perkins, and **the other** should be sent to Ms. Wayne.

B. one ... another

Another refers to one more in addition to the one already mentioned.

One representative at your agency offered us a discounted rate, but **another** said that we must pay full price.

CHECK CHECK

4. Of the two new employees, one has been assigned to the Marketing Division and ____ has become a part of the Public Relations Division.

(A) other (B) the other

(C) another (D) others

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1 - 4. Choose the appropriate words in the brackets.

1. Your parents' perspective may differ from (you / yours).
2. All salespeople are doing (his / their) best to meet the sales target.
3. We started early to give (us / ourselves) enough time.
4. One of the two sisters became a popular actor, and (another / the other) achieved fame in the music industry.

5 - 8 Correct the underlined words or phrases.

5. We were surprised to see that Ms. Yamahashi has completed all the work by her.
6. The president told the employees that they had decided to accept the proposal.
7. The analysts say that the trade monopoly for itself is not the problem.
8. You can easily send money from one of your accounts to other by Internet banking.

9 - 12. Select the best answer that completes each sentence.

9. The team leader asked his members to submit _____ suggestions on how to enhance productivity by the end of the week.
   (A) his (B) their
   (C) your (D) its

10. The workshop for improving managerial skills has been postponed until tomorrow morning because the lecturer could not make _____ flight this morning.
   (A) him (B) his
   (C) himself (D) he

11. If more than 30 couples register for the trip to Hawaii, the travel agency will treat _____ to a fine dinner.
   (A) them (B) their
   (C) they (D) theirs

12. To finish the project successfully, neither team member must disregard _____ opinion.
   (A) others (B) another's
   (C) other's (D) the other's

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Familiarize Yourself with Part 6

Vocabulary related to salaries and wages

salary
A computer engineer commands a good salary nowadays.

commission
get a commission of 10 percent

revenue
national revenues

wage
a uniform wage
a wage raise

profit
a profit making corporation

Questions 1-4 refer to the following statement.

The majority of companies that employ a sales staff pay them by (1) _____ rather than just giving them a straight salary. This ensures that the company's sales force will exert (2) _____ effort in an attempt to increase their salaries. Accordingly, increased sales not only result in higher salaries for the workers but also in higher (3) _____ for the company. Both (4) _____ regard this as a win-win situation; the employees because their wages are higher, and the companies because their profits increase.

1. (A) wages
   (B) commission
   (C) check
   (D) bonuses

2. (A) incremental
   (B) potential
   (C) individual
   (D) maximum

3. (A) promotions
   (B) expectations
   (C) revenues
   (D) production

4. (A) people
   (B) individuals
   (C) companies
   (D) sides

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promotion
They scrambled after the promotion in the office.

remuneration
remuneration for one's service

compensation
unemployment compensation

pre-tax
a pre-tax profit

tax-deductible
And remember, all purchases are tax-deductible!

dividend
a preferred dividend

allotment
one's allotment

reimbursement
He failed to submit the required receipts to his company for reimbursement.

allowance
an overtime allowance

incentive
an incentive wage system

reward
earn a magnificent reward

leave
sick leave
maternity leave

pension
The pension was her only support.

income
How much income tax do you pay?

beneficiary
the beneficiary of the insurance policy

payroll
The monthly payroll reports need to be returned by the end of the week.

paycheck
present one's paycheck at the bank

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. Training people to be effective employees is as important as recruiting .

(A) them
(B) him
(C) one
(D) itself

2. All employees need to have attendance sheets signed by the director at the end of every month.

(A) they
(B) them
(C) their
(D) theirs

3. We were surprised that Ms. Kendrick finished the work by .

(A) us
(B) him
(C) their
(D) herself

4. If you need assistance, please don't hesitate to contact .

(A) you
(B) ours
(C) us
(D) mine

5. Teachers should try to understand students and be someone who can be relied on.

(A) they
(B) them
(C) their
(D) himself

6. Mr. Perkins helped an old lady who had trouble completing the form by .

(A) her
(B) hers
(C) she
(D) herself

7. One economist expects that the market will recover from the slump soon; says we need to wait and see.

(A) another
(B) other
(C) one
(D) they

8. Comparing the two reports, one report is well organized while is disorganized.

(A) other
(B) another
(C) others
(D) the other

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9. Our staff will _____ send the catalogue you have requested.

(A) happy
(B) happily
(C) happiness
(D) happier

10. The final report indicating the results of the dealings needs to be presented _____ writing.

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

11. Most of the job seekers answered that they hesitate to apply for a company if the company doesn't have _____ own website.

(A) his
(B) her
(C) its
(D) theirs

12. Plants are _____ economic and medical importance.

(A) both great
(B) greater
(C) of great
(D) some great

13. The main purpose of the upcoming meeting is to provide the public with _____ information on our new product.

(A) accurate
(B) earnest
(C) dignified
(D) outspoken

14. Managers should provide _____ advice to help employees improve their job performance.

(A) ongoing
(B) upcoming
(C) forwarding
(D) outgoing

15. The political scandal _____ the reputation of the company.

(A) damaged
(B) flawed
(C) lame
(D) infamous

16. Ms. Perkin suggested _____ the proposal offered by the Nestop Corp.

(A) accept
(B) to accept
(C) accepting
(D) to accepting

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following statement.

it has long been known that people with college degrees have higher salaries

17. (A) Because
(B) Since
(C) While
(D) Nevertheless

than those without them, the percentage difference in salaries has been steadily rising over the past decade. The difference in salaries between those with college degrees and those without them used to be about 17%, but it now stands at 24% and promises to increase in the future. Most analysts attribute to the number of highly specialized jobs,

18. (A) some
(B) this
(C) fact
(D) issue

particularly those to computers, which are being created. These jobs are high

19. (A) connecting
(B) using
(C) needed
(D) related

paying and require more than a high school education. If this should continue, it is possible that more people who previously wouldn't have will begin attending college in an effort to increase the size of their bank accounts.

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Unit 10 Adjectives and Adverbs

1 Adjectives

A. Forms

-ic	energetic	**-ate**	moderate	**-ing**	interesting
-ible	possible	**-ical**	logical	**-ile**	hostile
-ed	bored	**-y**	cloudy	**-al**	mechanical
-less	hopeless	**-ory**	compulsory	**-ly**	costly
-ial	industrial	**-ish**	sluggish	**-ive**	attractive
-ous	generous	**-able**	comfortable	**-ful**	colorful

B. Uses of adjectives

- Adjectives modify nouns.

We need to think of **something** special in order to attract customers.

↳ Adjectives often precede nouns to modify them. When modifying such indefinite pronouns as **something, anything, nothing**..., adjectives come after the pronoun they modify.

- Adjectives can function as subject or object complements.

The new virus, which is spread by air, **is** ~~fatally~~ (→ fatal).

↳ Adjectives function as subject complements when they follow such verbs as **be**, **become**, **remain**, etc.

He found the book ~~usefulness~~ (→ useful) for studying marketing.

↳ Adjectives can be used immediately after an object to describe or give more information about the object. In this way, they function as object complements.

- Predicative adjectives: Some adjectives cannot stand before nouns. They must follow **to be** or linking verbs.

afraid	alike	alive	alone
ashamed	asleep	awake	aware
content	unable	worth	

This product is **worth** ten times the suggested price.

Check Check!

1. There has been a car accident due to a _____ driver.

(A) drink (B) drinks
(C) drunk (D) drinking

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2 Confusable adjectives

A. Adjectives that look like adverbs

Note that some adjectives are formed by adding **-ly** to nouns and some adverbs are formed by adding **-ly** to adjectives.

daily	timely	weekly	orderly
monthly	costly	quarterly	lively
yearly	lonely	friendly	elderly
lovely	deadly	silly	

The waiters working at the new Italian restaurant are very friend (→ friendly).

- **friendly** is an adjective, functioning as a subject complement.

The materials should arrive in a time (→ timely) manner so we can begin the construction immediately.

- **timely** is an adjective, modifying **manner**.

B. Adjectives confusable in meanings

appreciable appreciative	industrial industrious
beneficent beneficial	memorable memorial
classic classical	momentary momentous
continual continuous	responsible responsive
considerable considerate	sensitive sensible
economic economical	respectful respective
healthful healthy	successive successful

CHECK CHECK!

2. Job seekers spend _____ time writing their résumés and cover letters.

(A) consider
(B) considerate
(C) considerable
(D) consideration

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We are ~~appreciable~~ (→ appreciative) of your doing business with us.
↳ **appreciative** = thankful; **appreciable** = significant

The sales rate of cold drinks has increased by a ~~considerate~~ (→ considerable) amount.
↳ **considerate** = thoughtful; **considerable** = significant

3 Functions of adverbs

An adverb modifies a verb, another adverb, an adjective, a prepositional phrase, an adverbial clause, a past participle, or a whole sentence.

- An adverb can modify a verb.
  Mr. Littleton **spoke** forcefully to the audience.

- An adverb can modify another adverb.
  She speaks **extremely** carefully when talking to her boss.

- An adverb can modify an adjective.
  Certain issues are quite **uncomfortable** to talk about with strangers.

- An adverb can modify a past participle.
  The newly **released** computer CD contains a lot of programs.

- An adverb can modify a whole sentence.
  Recently, a ten-screen multiplex was built in the city.

3. _____, our homepage is no longer listed on the site.

(A) Regret
(B) Regretful
(C) Regrettably
(D) Regrettable

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4 already/yet/still/finally

A. already

Already is used in affirmative sentences to say that something has happened before a particular time. It is mainly used in the past tense, present perfect tense and past perfect tense.

We have **already** sent holiday cards to our clients.

B. yet

Yet is used for talking or asking about something that has not happened (always in negatives or questions).

We have not sent holiday cards to our clients already (→ yet).

- **Yet** must be used in negative sentences.

Have you sent holiday cards to our clients **yet**?

- **Yet** must be used in questions.

C. still

Still can be used in both affirmative and negative sentences to denote the meaning that a situation continues to exist up to a particular time.

We are **still** discussing changes to our work environment.

D. finally

Finally is used to refer to a result of something after a long time, process, or series of events.

After waiting in line for two hours, we ~~already~~ (→ finally) bought the tickets.

check!check!

4. Some of the requested revisions have not _____ been made.

(A) already (B) yet
(C) still (D) finally

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5 Be careful of the changes in meaning when adding -ly to an adjective to form an adverb

clean	cleanly
close	closely
deep	deeply
free	freely
hard	hardly
high	highly
late	lately
near	nearly
short	shortly
wide	widely
most	mostly

The products were delivered **late**.

Lately, I've been redecorating the house.

Artificial flavors are ~~wide~~ (→ widely) used in a variety of food products.
→ **wide** = broad, fully open or extended; **widely** = in a lot of different places by different people

The ~~mostly~~ (→ most) effective way to tell the story of the company would be to lay it out in chronological order.
→ **most** = nearest to something; **mostly** = mainly, generally

Check it out

5. We couldn't start the meeting on time because the important documents relevant to the matter arrived _____.

(A) late (B) lately

(C) later (D) lateness

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1 - 4. Choose the appropriate words in the brackets.

1. Some (used / useful) tips about making a speech are printed in bold lettering.
2. Her device is (origin / original) and remarkable.
3. The (day / daily) affairs of employees are reported in the journal.
4. The report could have been organized intelligently if all the data had been reviewed more (close / closely).

5 - 8. Correct the underlined words or phrases.

5. We need something coldness to cool off the engine.
6. The monotonous scenery all looked like.
7. The ongoing recession is main due to the unpredictability of government policies.
8. City officials have not already decided how to finance the project.

9 - 12. Select the best answer that completes each sentence.

9. This ticket remains for three months.
   (A) effect (B) effective
   (C) effectively (D) effectual

10. If you have a engagement and cannot attend the orientation, please notify your immediate managers.
    (A) previous (B) prevalent
    (D) present (D) premature

11. Expansion into the cell phone market would require a trained workforce as well as massive capital investment.
    (A) high (B) highness
    (C) higher (D) highly

12. The president has approved the proposal after a month of examination.
    (A) already (B) finally
    (C) mostly (D) lastly

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Vocabulary related to economics

recession
The economy is still in recession.

economic indicator
According to economic indicators, the economy remains robust.

decline
International oil prices have declined.

capitalist country
90 percent of multinational corporations have their headquarters in developed capitalist countries.

depression
long years of economic depression

manipulate
Governments are using markets to manipulate the economy.

Questions 1-4 refer to the following passage.

A recession is a time when a country's economic (1) _____ are in decline. In general, when a country's Gross Domestic Product (GDP) falls for two quarters, the country is said to be in a recession. Most capitalist countries (2) _____ recessions every five to ten years. Most are of a mild nature; however, if prices, in addition to GDP, begin to fall, a depression may begin. Governments tend to become more active in their attempts to manipulate the economy to (3) _____ this from happening, but inept economic management can lead a country into a (4) _____ recession. When this kind of mismanagement occurs, it could be years before a country can right itself economically.

*right itself

1. (A) supplies
(B) sources
(C) depression
(D) indicators

2. (A) fall into
(B) have
(C) last
(D) start

3. (A) cease
(B) assist
(C) prevent
(D) maintain

4. (A) prolonged
(B) serious
(C) considerable
(D) worst

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slump

recover from the slump

slowdown

Construction workers are likely to be the next victims of the economic slowdown.

plummet

Housing prices have plummeted in recent months.

flourishing

Business is flourishing.

boom

a boom in book sales

brisk

drive a brisk export trade

crash

a sweeping crash

boost

boost the economy

stabilize

stabilize population changes

changeable

The weather is changeable these days.

steady

rise at a steady pace

balanced

a balanced portfolio of stocks

depressed

This weather makes me so depressed.

sluggish

sluggish corporate investments

stagnant

The market is extremely stagnant.

soaring

soaring increases in sales

downsize

The company is downsizing and laying off many workers.

volatile

An extremely volatile market threatens sustainable growth.

fluctuate

fluctuate between hopes and fears

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Check-up Test

Part V **Select the best answer that completes each sentence.**

1. The nuclear power plant will not become _____ until all the safety equipment has been thoroughly tested.

(A) operate
(B) operation
(C) operational
(D) operative

2. This warranty does not cover damage caused by _____ maintenance.

(A) improper
(B) improperly
(C) property
(D) properly

3. Surprisingly, the General Manager's _____ occupation was serving in the military.

(A) former
(B) formerly
(C) formal
(D) formality

4. We are pleased to recommend Elizabeth because she is _____ and diligent.

(A) reliable
(B) reliant
(C) reliably
(D) rely

5. Supervisors should take notice of the _____ merits of each employee.

(A) respective
(B) respectful
(C) respectable
(D) respect

6. Even though Ms. Shin was hired only a week ago, she _____ knows the names of a hundred employees.

(A) already
(B) once
(C) yet
(D) finally

7. Those who are invited to the annual convention meeting must arrive _____ at 7 o'clock.

(A) prompt
(B) promptness
(C) promptly
(D) prompted

8. The survey shows that most of the students _____ know anything about proper Korean usage.

(A) hard
(B) hardly
(C) hardest
(D) harder

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9. If the directions are strictly _____, you won't have any trouble operating the machine.

(A) follow
(B) follows
(C) following
(D) followed

10. Electronic emissions are _____ of causing damage to the health of young children and older adults.

(A) liable
(B) potential
(C) capable
(D) possible

11. The _____ of the book depends on when the editing process is complete.

(A) complete
(B) completed
(C) completely
(D) completion

12. They were prepared to give their books to _____ came there first.

(A) whom
(B) those
(C) whoever
(D) however

13. The train was _____ crowded that the child was almost separated from his parents.

(A) so
(B) because
(C) however
(D) such

14. We would appreciate it if you could send us an order sheet at your earliest _____.

(A) option
(B) probability
(C) requirement
(D) convenience

15. Sensible stock investors are usually not overly concerned about _____ happens in any particular period.

(A) who
(B) what
(C) which
(D) that

16. _____ raised from the annual Christmas campaign will be donated to orphanages.

(A) Profits
(B) Prices
(C) Revenue
(D) Money

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PART VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

Financial experts admit they are puzzled by the market's strange behavior during the previous day's trading. Although all the economic signs _____ that the market would rise, the market nose-dived _____ and lost over 5% of its value in the first three

17. (A) indicated
(B) insisted
(C) involved
(D) incited

18. (A) therefore
(B) after
(C) reversal
(D) instead

hours of trading. Experts stated there was no logical reason for this; the economy grew at a 4.1% rate in the third quarter, and unemployment is at a four-year low. Some economists insisted that _____ were merely involved in profit taking. This makes sense in light of the fact that the market has risen 14% over the past two months. Experts stated that the market was due for a slight negative correction. Nevertheless, a large majority of brokers are high on the market and don't expect today's losses to reoccur any time in the near future.

19. (A) everyone
(B) buyers
(C) investors
(D) owners

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Unit 11 Comparisons

1 Comparative forms

	Forms
Comparatives: more	· One-syllable adjectives/adverbs: stem + -er + than · Multi-syllable adjectives/adverbs: more + stem + than
Comparatives: less	less + adjectives/adverbs + than
Equal comparison	as + adjectives/adverbs + as

A. Comparatives: more

The PC I bought was ~~cheap~~ (→ cheaper) **than** the price that was written in the brochure.

↳ **cheap** is a one-syllable adjective.

Inside, the building was **more beautiful** ~~as~~ (→ than) what we could tell from the outside.

↳ **beautiful** is a multi-syllable adjective.

B. Comparatives: less

The color of leaves in September is **less** ~~darker~~ (→ dark) than in July.

↳ **less** is used with the stem form of the adjective (i.e. **dark**). Be careful not to use double comparatives.

C. Equal comparison

Time flies **as** ~~faster~~ (→ fast) **as** a bullet.

↳ **as ~ as** is used with the stem form of the adjective (i.e. **fast**). Be careful not to use double comparatives.

Check! Check!

1. Knowledge is acquired _____ by experience than by books or other materials.

(A) more easy
(B) easier
(C) easiest
(D) more easily

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D. Irregular comparisons

Stem	Comparative	Superlative
good/well	better than	the best
bad/ill	worse than	the worst
many/much	more than	the most
little	less than	the least

This picture came out **well**.

This picture came out **better than** the first one.

This picture came out **the best** of all the other pictures.

E. Comparative forms of adjectives which have a Latin origin

The preposition **to** is used instead of **than** for adjectives which end in **-or** and for those that have a Latin origin.

inferior to	prefer A to B	superior to
senior to	prior to	

John in the Sales Department is **senior** ~~than~~ (→ to) me by four years.

Our company **prefers** an enthusiastic worker **to** a person of quiet capability.

CHECK-UP

2. _____ his position as the General Manager at the Hotel Excalibur, he worked as the Chief Administrator at the National Tourism Organization.

(A) Earlier
(B) Earlier to
(C) Prior
(D) Prior to

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2 Superlative

the + superlative + of all the + plural noun
the + superlative + in + singular noun (indicating places)

The one that is displayed is the ~~more~~ (→ most) popular of all the items.
Spring Park is the ~~close~~ (→ closest) park in this area.

comparative + than + any other + singular noun

Our magazine is read more than ~~another~~ (→ any other) monthly journal in the country.

negative subject + comparative + than
= negative subject + so (as) + stem + as

At a press company, **nothing is more important than** meeting the deadline.
= At a press company, **nothing is as important as** meeting the deadline.

one of the + superlative (+ of all the) + plural noun

This is one of the fine (→ finest) (of all the) computers on the market.

3. Our employees are the highly skilled in the industry.

(A) so (B) most
(C) such (D) much

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3 Idiomatic expressions of comparison

A. The + comparative + of the two

Normally, you do not use **the** with comparatives except when it occurs in the idiomatic expression **the (comparative) of the two**.

Of the two items that you saw, I think the latter is ~~the best~~ (→ better).

The executives unanimously agreed that the first suggestion was **the better of the two**.

- **the better of the two** is an idiomatic expression.

B. The + comparative, the + comparative

You use this expression to say that one situation depends on another.

~~More~~ (→ The more) electricity you use, **the higher** your bill will be.

The closer a store is to the busiest areas, **the more expensive** its prices are.

C. Be careful not to employ double comparison forms

The wine you picked first is ~~more cheaper~~ (→ cheaper) than the one you just chose.

That was ~~the most greatest~~ (→ the greatest) movie I have ever seen.

Check Check

4. The majority of the people felt the first picture was _____ impressive of the two that were shown.

(A) more (B) most

(C) the more (D) the most

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4 More on comparatives and superlatives

A. Fixed expressions

more than–	at best
at the latest	at least / at most
at the earliest	at one's highest / at one's lowest
at the earliest convenience	

Since you are on the waiting list, you need to wait **at least** a week to place an order.
You need to fax the tax receipt by tomorrow afternoon **at the latest**.
The first official results are not expected until Tuesday **at the earliest**.

B. Comparison intensifiers

a lot / even / (by) far / much / still + comparatives
(by) far / much / still / very + superlatives

Much more overtime will need to be worked to finish the project.
This offer is **the very best** one of all the other suggestions.

Check Check!

5. We expect a ten-percent increase in annual profits _____ unless our new product becomes a hit.

(A) at best (B) at the best
(C) at the most (D) at the least

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1 - 4. Choose the appropriate words in the brackets.

1. Ms. Wayne was promoted to manager (early / earlier) than Ms. Page.
2. The grey building around the corner is as (old / older) as the red one across the street.
3. The more information we have about you, (better / the better) prepared we are to meet your needs.
4. We would appreciate it if you turned in this file ten days from now (at latest / at the latest).

5 - 8. Correct the underlined words or phrases.

5. Analysts have reported that pastel colors make people feel more comfortable as primary colors.
6. We prefer an enthusiastic worker than an experienced worker.
7. More easily you can see the ocean, the higher the price of the room is.
8. This book is easier to understand than the another book in the shop.

9 - 12. Select the best answer that completes each sentence.

9. After several revisions, the design became more elaborate _____ the initial plan.
   (A) more (B) to
   (C) as (D) than

10. The Windows operating system is superior _____ a Macintosh in terms of its compatibility.
   (A) to (B) as
   (C) than (D) of

11. We were glad to hear that Ms. Austin was recognized this quarter for making the _____ contribution to the company.
   (A) greatest (B) most greatest
   (C) greater (D) greatly

12. He earns _____ more money now than he used to.
   (A) very (B) so
   (C) such (D) far

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Familiarize Yourself with Part 6

Vocabulary related to energy and power

conservation
wildlife conservation

heating
heating bills
an efficient heating system

nuclear
nuclear fuel

solar
solar energy
a solar calendar

geothermal
a geothermal power plant

alternative energy
He is doing research in alternative energy.

Questions 1-4 refer to the following article.

Now that oil prices have passed the (1) _____ important barrier of $60 per barrel, energy conservation is on the (2) _____ of many Americans. Rising gasoline prices and the promise of higher heating bills in winter have led many people to begin saving energy. Furthermore, the government has started to consider developing (3) _____ energy sources like nuclear, solar, and geothermal power. If oil prices remain at their current (4) _____ for the next several months, it is expected that the cry for cheaper energy sources by the population will get louder.

1. (A) physically
   (B) psychologically
   (C) magically
   (D) imaginary

2. (A) bills
   (B) thoughts
   (C) list
   (D) minds

3. (A) alternative
   (B) future
   (C) extreme
   (D) manmade

4. (A) conditions
   (B) situation
   (C) value
   (D) levels

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resource
untapped resources
a wasteful use of rich resources
develop natural resources

lumber
clear lumber[timber]

petroleum
an overabundance of petroleum

exploit
exploit mineral resources

power plant
a power plant which generates 100,000 kilowatts of power

conserve
Remember, we all need to do our part to conserve energy!

fossil
If we do nothing about it, fossil fuels are in danger of running out.

clone
Although two clones are identical genetically, they may develop in different ways.

genetic
a genetic map

dominant
a dominant character
a dominant gene

recessive
a recessive character
a recessive gene

manipulation
gene manipulation

therapy
gene therapy

Antarctic
explore the Antarctic continent
an Antarctic expedition

equator
Singapore lies on the equator.

exhaust (fumes)
exhaust control

greenhouse
the greenhouse effect
a greenhouse gas

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Check-up Test

PART V **Select the best answer that completes each sentence.**

1. Italy brings in ____ more tourism revenue than any other country in Europe.

(A) very
(B) the very
(C) far
(D) quite

2. The evidence which was brought forward by him was ____ than we had expected.

(A) weaker
(B) weak
(C) weakest
(D) weakness

3. This is ____ price we have ever offered to customers before.

(A) the lower
(B) the lowest
(C) the more lowest
(D) the most lowest

4. The service at Bailey's Sandwiches is far ____ than that at Fastee Burgers.

(A) quickest
(B) quicker
(C) quickly
(D) quick

5. The restaurant at the corner is better than ____ place in town.

(A) the others
(B) one another
(C) other
(D) any other

6. The upgraded computers run as ____ as the new ones.

(A) efficiently
(B) more efficiently
(C) efficient
(D) efficiency

7. The more detailed symptoms you can provide, ____ it is for your doctor to make an accurate diagnosis.

(A) easy
(B) easier
(C) easily
(D) the easier

8. Women prefer humorous and relaxed men ____ merely handsome men.

(A) than
(B) as
(C) to
(D) by

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9. As the company joins the ranks of leading companies, the _____ of continuing development awaits us.

(A) prospect
(B) prospects
(C) prospected
(D) prospective

10. The board of directors has pledged to make improvements in the working environment _____ the next three months.

(A) by
(B) until
(C) over
(D) since

11. They described what happened as if they _____ all the details of the unfortunate incident.

(A) had known
(B) know
(C) knew
(D) known

12. The courier company has received over 10 complaints a day about the constantly _____ phone lines and the operators' rude manners.

(A) busy
(B) hurried
(C) rapid
(D) quick

13. After a few weeks of poor sales, the vaccine program which Veralid, Ltd. has developed is gaining _____ in the IT market.

(A) tension
(B) insistence
(C) occasion
(D) momentum

14. The general administrator suggested a possible action _____ she thinks may improve the current financial situation.

(A) who
(B) whose
(C) which
(D) what

15. The editor of the newsletter will not save space for pictures of the banquet unless he can be _____ of receiving them in time.

(A) to assure
(B) assures
(C) assuring
(D) assured

16. Many of the airports have _____ taken measures to put their security forces on maximum alert to avoid terrorism.

(A) shortly
(B) already
(C) ever
(D) once

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PART VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following explanation.

Geneticists _____ perform groundbreaking work thanks to high-tech laboratories

17. (A) routine
(B) nearly
(C) today
(D) recently

and even higher-tech computers, but it was a man conducting simple experiments in his garden who did some of the _____ work in genetics. Gregor Mendel was a

18. (A) original
(B) prime
(C) primary
(D) creation

nineteenth century Augustinian monk interested in nature, so he crossed pea plants with one another in a number of experiments. Curious about why some plants had atypical characteristics, he bred generation after generation of pea plants and discovered the nature of dominant and _____ genes. So far ahead of his time were Mendel's

19. (A) recessive
(B) faulty
(C) retarded
(D) minor

experiments that it took several decades for other scientists to understand the significance of his work. That is hardly the case today, where *Mendel's Experiments with Plant Hybrids* is one of the most influential of all scientific texts.

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Unit 12 Prepositions

1 Prepositions of location and direction

A. at/in/on

at	an event or an exact location	at the bus stop at a baseball game at City hall
in	a nation, city, or an enclosed place or within boundaries	in Seoul / in Canada in the living room
on	a place that is physically on top of another place	on the wall / on the table on First Street

I am acquainted with Mr. Jacob, as I met him **at** a party before.
Most of the agencies are located **in** major international capitals.
You will be able to find Kate in her office **on** the second floor.

B. into/out of/within/throughout

into	into a room / into a building into a car / into the kitchen
out of	out of the car
within	within walking distance
throughout	throughout the city

She got **out of** the car and went **into** a store.
There arose a strong demand for housing **throughout** the province.

Check Check

1. Most of our offices are located _____ Vancouver, Canada.

(A) in (B) at
(C) on (D) to

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2 Prepositions of time

A. at/in/on

at	a point of time	at nine o'clock / at 6:30 / at night / at the moment
in	months, years, seasons, in the morning/evening ...	in October / in winter / in 2006 / in the evening
on	days of the week/ specific dates	on Tuesday on the 28th of October

Ms. White wakes up **at** five o'clock in the morning to go to work.
Compared to the summer, the rate of sales in cold drinks decreased by 40% **in** winter.
The New Year's Day Festival begins **on** the first Friday of January.

B. during/for/over

during	during + specific events/occasions	during our holiday during the strike
for	for + number + period of time	for six months for half an hour / for ages
over	can be used in exchange for **for/during**	over the vacation over the twelve months

During the conference, they discussed the introduction of industrial robots.
We have been chosen as the leading company **for** the past five years.
Some managers attended a workshop **over** the summer vacation.

Check it out!

2. Do not take pictures of the displays _____ the tour.

(A) for
(B) during
(C) of
(D) at

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C. by *vs.* until

by	used to refer to an action or event completed at or before a particular time (= no later than)	by Monday / by 5 o'clock
until	If something happens until a particular time, it continues and then stops at that time. (= continuing up to)	until Monday / until 11:30 / until midnight

Mail and e-mail received **by** 12:00 p.m. will be accepted.

Our shop is open **until** 8 o'clock every night.

D. for *vs.* since

for	for + a period of time	for a week / for a long time / for five days
since	since + the starting point of a period	since Monday / since 1980 / since 3 o'clock

Kelly has been working here **for** six months.

Kelly has been working here **since** April.

E. beyond/within

beyond	in excess of the limits	beyond midnight / beyond 2006 / beyond the level of 5%
within	in the interior of an enclosed place or in the period of time	within 24 hours / within my reach / within a tight budget

Accepting the offer and signing the contract are **beyond** my authority.

You will receive a reply to your question **within** an hour.

Check Check!

3. Be sure to submit your evaluation to your department head _____ October 31.

(A) in
(B) for
(C) since
(D) by

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3 Common expressions with prepositions

A. Prepositional phrases

apart from	as a result of
aside from	at all times
at the rate of	be accompanied by
by the end of	due to
in accordance with	in advance
in comparison with	in light of
in place of	in spite of
in view of	on the recommendation of
on top of	with regard to

Children must **be accompanied** by their parents.

We plan to send samples to customers **by the end** of this week.

B. Verbs + prepositions

account **for**	agree **with/to**
approve **of**	assist **with**
be exposed **to**	break **down**
comply **with**	consist **of**
deprive A **of** B	be faced **with**
interfere **with**	invest **in**
recover **from**	replace A **with** B
subscribe **to**	wait **for**

We all **agreed** ~~at~~ (→ with) the Vice President's alternative plan.

Damaged or defective goods should be **replaced** ~~to~~ (→ with) new ones immediately.

Check Up

4. There won't be any problem if you comply _____ company policy.

(A) with (B) to

(C) as (D) under

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C. Nouns + prepositions

appointment **with**	approach **to**
at one's expense	be **on** the rise
by means **of**	cause **of**
demand **for**	effect **on**
guarantee **of**	in accordance **with**
in anticipation **of**	in comparison **with**
in cooperation **with**	in observance **of**
on behalf **of**	**out of** business
out of print	tax **on**

In accordance ~~to~~ (→ with) the law, you will be fined 50,000 won for speeding.

If you want to make an **appointment** ~~for~~ (→ with) Ms. Wallace, you need to speak to her secretary.

D. Be + adjective / past participle + preposition

be accustomed to	be angry with
be appreciative of	be attached to
be aware of	be capable of
be dedicated to	be eligible for
be enthusiastic about	be equal to
be equipped with	be famous[known] for
be inferior to	be known as
be pleased with	be polite to

Graphs and charts showing the results **are attached** ~~on~~ (→ to) this document.

Our hospital **is** fully **equipped** ~~by~~ (→ with) state-of-the-art medical equipment.

Check Check!

5. The manager was pleased _____ the suggestions which will help improve work efficiency.

(A) by (B) of

(C) in (D) with

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1 - 4. Choose the appropriate words in the brackets.

1. The Playhouse Theater will reopen (on / in) June under new management.
2. The following invoice indicates the amount to be paid (by / until) June 1.
3. Kelly Moore has worked in real estate development (for / since) several years and is highly qualified in the field.
4. Most customers said that they were pleased (of / with) the service they received.

5 - 8. Correct the underlined words or phrases.

5. Meals are served in our dining rooms located at the first floor.
6. Those whose passports are valid only by next month should prepare to renew them.
7. All guests must confirm their reservations three days before advance.
8. Protective eyewear must be worn in all times while working in the laboratory.

9 - 12. Select the best answer that completes each sentence.

9. Latecomers are seated in the rear of the theater ____ the first intermission.
   (A) until (B) by
   (C) in (D) on

10. All of the employees will receive a bonus ____ the end of this month.
   (A) in (B) at
   (C) to (D) on

11. We were accustomed ____ the old policy, so we became confused by the change.
   (A) with (B) to
   (C) at (D) into

12. We chose Ms. Rhee because she seemed to be enthusiastic ____ the job.
   (A) in (B) at
   (C) with (D) about

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Vocabulary related to money

exchange
monetary exchange

financial
financial markets
a financial crisis
financial resources

liberalization
the liberalization of the dress code

monetary
monetary reform
a monetary crisis

capital
unemployed capital
a capital fund

transfer
transfer a title to land to a person

Questions 1-4 refer to the following article.

The governments of several South American nations, including Brazil and Argentina, (1) _____ announced a number of changes in their monetary exchange policies. Long considered some of the most (2) _____ in the world, the liberalization of their financial markets was applauded by economists throughout the region. A number of recessions have (3) _____ many of these countries, and implementing monetary reform has long been cited as one way to cure the region's economic ills. The major change announced was that the transfer of capital from one country to another would become a quicker, more efficient process. This should help encourage investment in the region and (4) _____ the economies of South America to future success.

1. (A) jointly
(B) aside
(C) formerly
(D) regretfully

2. (A) stringent
(B) divided
(C) uniform
(D) bizarre

3. (A) tarnished
(B) plagued
(C) devoured
(D) pillaged

4. (A) incite
(B) inscribe
(C) spur
(D) preclude

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- **finance**
  the capital of American finance
- **currency**
  foreign currency
  local currency
- **liquidity**
  Hynix suffered a liquidity crisis as late as in 2002 but has since been on the recovery track.
- **budget**
  a budget bill
- **note**
  a bogus note
- **change**
  Keep the change.
- **check**
  cash one's check
- **counterfeit**
  counterfeit dollar bills
- **forgery**
  The painting is a forgery.
- **investment**
  He is shopping for an investment.
- **securities**
  liquidate one's securities
- **share[stock]**
  deferred shares
  a speculative stock
  stock exchange
- **bond**
  a public bond
  corporate bond
- **portfolio**
  For the amount you have to invest, I think a modest blue chip stock portfolio would be the best thing.
- **mortgage**
  a mortgage payment
- **collateral**
  I just want you to put up some collateral for a loan.
- **expense**
  spare no expense
- **expenditure**
  the total expenditure
  annual expenditure
- **asset**
  assets and liabilities
- **estate**
  a speculator in real estate
  the sole right to the estate

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Check-up Test

Select the best answer that completes each sentence.

1. The contract indicates that the estimate must be sent ____ this Friday.

(A) by (B) until
(C) for (D) since

2. We are planning to expand our business to cities that are located ____ Europe.

(A) to (B) in
(C) on (D) out

3. The company has rewarded the managers who have worked for the company ____ the past twenty years.

(A) during (B) for
(C) at (D) within

4. The president of our company will fly to New York ____ Saturday to attend the International Business Seminar.

(A) at (B) in
(C) on (D) to

5. Both documents announce that the new policy will not take effect ____ the end of this month.

(A) at (B) to
(C) by (D) until

6. Ms. Winsler made a statement ____ behalf of our company.

(A) as (B) on
(C) in (D) at

7. If I had known that the store stays open ____ 10 in the evening, I would have told you.

(A) at (B) until
(C) during (D) by

8. Employees who have worked at the company for more than three years are eligible ____ paid vacations.

(A) for (B) with
(C) to (D) within

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9. According to company policy, each department manager is _____ to make all the decisions within his/her division.

(A) to authorize
(B) authorizing
(C) authorized
(D) to be authorized

10. Once the executives have reached their final decision, they will _____ it with the Vice President.

(A) discuss
(B) discuss about
(C) discuss with
(D) discussion

11. The Cava Corporation will need to change its marketing strategy if it wants _____ its position as a market leader.

(A) to maintain
(B) maintaining
(C) maintained
(D) maintainable

12. It is not easy to decide who to choose _____ Mr. Kent and Ms. Page to be the next manager.

(A) between
(B) among
(C) in
(D) into

13. _____ training programs is part of the supervisor's job.

(A) Development
(B) Developing
(C) Developed
(D) Develop

14. Please contact the Technical Services Department for instructions on _____ a password.

(A) creation
(B) creating
(C) creative
(D) creatively

15. Most scientists would probably agree that research is, _____ itself, noble work.

(A) in
(B) through
(C) for
(D) at

16. He was hoping to find a _____ priced, new car.

(A) decent
(B) good
(C) cheap
(D) reasonably

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

We anticipate that the stock market will continue its _____ trend over the next several weeks. Recent economic indicators have been positive, and this foretells a rise in stock prices. The national unemployment numbers released last week were lower than expected, and the entire _____ added over 200,000 new jobs last month. Furthermore, _____ of these jobs were white collar, meaning that they are higher paying. Manufacturing numbers were also up, indicating that the country's factories are continuing to be productive. We are very bullish on the market now, and we believe this is the time for our investors to jump into the market rather than get out.

17. (A) positively
(B) unique
(C) upward
(D) rising

18. (A) country
(B) union
(C) business
(D) field

19. (A) none
(B) most
(C) one
(D) few

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Unit 13 Conjunctions

1 Coordinating conjunctions

Coordinating conjunctions are used to join together two or more items which are equally important, e.g. two or more words, phrases, clauses, etc. Typical coordinating conjunctions are **and, but, or, for, so, yet,** etc.

and	to join two items that are related in some way
but	to add something different or surprising
or	to indicate choices
for	to give reasons
so	to show results
yet	to introduce something surprising

The new building is very modern **and** innovative.
We worked extended hours, **but** we couldn't complete the task.
She wanted red **or** pink wallpaper.
The room was hot, **for** the air conditioner was not working.
All the employees are in the auditorium, **so** the offices are empty.
The meeting started thirty minutes ago, **yet** some of the seats are still vacant.

Check check!

1. You need to make copies of the report and _____ them to each manager.

(A) distribute
(B) distributing
(C) distribution
(D) distributor

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2 Correlative conjunctions

Correlative conjunctions are pairs of conjunctions that work together to coordinate two balanced words, phrases and clauses.

both A and B	→ Plural verbs
not A but B either A or B neither A nor B not only A but also B	→ Verbs agree with B
A as well as B	→ Verbs agree with A

Both the color **and** the style ~~matches~~ (→ match) our product's concept.

Not the computers **but** the Internet connection ~~were~~ (→ was) malfunctioning.

Either her colleagues **or** she ~~are~~ (→ is) going to attend the seminar.

Neither the employees ~~or~~ (→ nor) the instructor ~~were~~ (→ was) in the lecture hall.

Not only the files **but also** the disc ~~were~~ (→ was) misplaced.

The Hoover Dam is **not only** an interesting tourist spot **but also** an essential source of power for certain areas of the country.

check check!

2. The food at the restaurant across the street is neither good _____ cheap.

(A) and
(B) or
(C) nor
(D) but

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3 Subordinate conjunctions

A. Conjunctions introducing adverbial clauses of time

as	after	as long as	as soon as
before	until	when	while

The session will begin **as soon as** everyone is seated.
Mr. Martino will take charge of this project **while** the manager is away.

B. Conjunctions introducing adverbial clauses of reason

as	because	now that	since

Items 1 through 10 can't be ordered **because** the products are out of stock.
Now that all the materials are gone, we need to postpone the meeting.

C. Conjunctions introducing adverbial clauses of condition

if	providing/provided that	in case
unless	so long as	

If you want to take the chance to win a free MP3, just register online.
We will move on to the next stage **unless** anyone has an objection to the decision.

Practice Quiz

3. _____ you have reviewed the enclosed contract carefully, please sign on the dotted line, and mail it to our office.

(A) Upon (B) Later
(C) Then (D) After

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D. Conjunctions introducing adverbial clauses of purpose

so (that) / in order that

Leave your number **so (that)** Ms. Shin can give you a call after the meeting.
The travel agent changed my reservation **in order that** I could take a later flight.

E. Conjunctions introducing adverbial clauses of result

so + adjective/ adverb + that = such + noun + that

The package was **so** heavy **that** the deliveryman couldn't pick it up.
= The package was **such** a heavy one **that** the deliveryman couldn't pick it up.

F. Conjunctions introducing adverbial clauses of concession

although / even though / though　　while

Although some applications were submitted late, we decided to accept them all.
Even though interest rates are low, people are refusing to borrow money from banks.
While we understand you are in a hurry, you need to wait for your turn.

Practice

4. _____ the number of flights to China has increased, tickets are still in short supply.
(A) Although　　(B) Unless
(C) After　　(D) In spite of

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4 Conjunctions that introduce noun clauses: that and if/whether

A. that + subject + verb

A that-clause can function as a subject, an object or a complement.

That-clauses as subjects

That the earth is round is an established fact.
subject

That-clauses as objects

I believe **that you study hard**.
object

That-clauses as complements

One of the characteristics of leather is **that it has a fibrous structure**.
complement

B. If/whether + subject + verb

If/whether begins a noun clause in a sentence.

~~If~~ (→ Whether) you have won the prize or not will be announced on our website by next Monday.

Check-up

5. Successful retailers know ..... they must, at all times, meet their customers' needs.

(A) about (B) what
(C) that (D) it

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5 Prepositions and subordinating conjunctions that have the same meanings

Subordinating conjunction + subject + verb
Preposition + noun/ noun phrase/ pronoun

Preposition + noun/ noun phrase/ pronoun	Subordinating conjunction + subject + verb
because of	because
despite/in spite of	although/even though
during	while
except	except that
without	unless
in case of	if

Despite the traffic, I arrived on time.
= **Although the traffic was bad**, I arrived on time.

The opening of the new factory outlet will be postponed **because of construction delays**.
= The opening of the new factory outlet will be postponed **because there are construction delays**.

We went to a lot of places **during our vacation**.
= We went to a lot of places **while we were on vacation**.

Guests of employees are not permitted to enter the offices **without a security escort**.
= Guests of employees are not permitted to enter the offices **unless they are escorted by a security guard**.

Check-up

6. You may not enter the building _____ showing your valid driver's license.

(A) without
(B) unless
(C) besides
(D) consequently

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6 Conjunctive adverbs

Conjunctive adverbs are adverbs that join two clauses. In this manner, they are like conjunctions. However, when using a conjunctive adverb to join two clauses, you need a semicolon (;), not a comma (,).

A. Conjunctive adverbs that show result

accordingly	consequently	hence
therefore	thus	

The tickets were sold out; **therefore**, we had to watch the next show.

B. Conjunctive adverbs that show addition

besides	furthermore
in addition	moreover

The party was over when I got there; **besides**, I didn't even want to go.

C. Conjunctive adverbs that show concession

however	nevertheless	nonetheless

The play was over when I got to the theater; **however**, I had the chance to meet the performers in person.

Check-Check

7. The number of smokers is decreasing; , the number of teenager smokers is increasing.
   (A) however (B) besides
   (C) hence (D) moreover

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1 - 4. Choose the appropriate words in the brackets.

1. Not my parents but I (am / are) going to register at the hotel.
2. You may leave your seat only (while / during) the 20-minute recess.
3. People want refrigerators which are both inexpensive (and / but) energy efficient.
4. (In case of / If) there is a fire, please leave the building as quickly as possible.

5 - 8 Correct the underlined words or phrases.

5. Both the interviewee's style of dress and his or her attitude is important factors.
6. We will give you time to take pictures and ask questions while the speech is over.
7. Because of the manager was absent from work yesterday, the meeting was postponed.
8. Despite the price of the new model was not released to the public, the model is almost sold out.

9 - 12. Select the best answer that completes each sentence.

9. Responses to upset customers should include _____ anger nor impatience.
   (A) either (B) neither
   (C) not (D) with

10. _____ the soaring increases in sales, the staff members were given no compensation for their efforts.
    (A) Although (B) Because of
    (C) While (D) Despite

11. _____ the students are very vocal about their course content and assignments is the most interesting fact of the survey.
    (A) That (B) But
    (C) Since (D) After

12. All the rooms were occupied; _____, we had to get a room at a hotel somewhere outside the city.
    (A) nonetheless (B) in addition
    (C) otherwise (D) therefore

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Familiarize Yourself with Part 6

Vocabulary related to healthcare

medical
It was in the days when medical services were rare.

surgery
plastic surgery

patient
cure a patient

operation
He was at the clinic recovering from an operation on his leg.

sight
short sight

Questions 1-4 refer to the following article.

Due to the ( ) _____ medical breakthroughs of the past few months, laser eye surgery has become much safer. Accordingly, the number of patients opting for this surgery has increased significantly. The ( ) _____ of successful operations to unsuccessful ones has improved dramatically from ten years ago, when it was common for people's sight either not to improve or, in some drastic ( ) _____, for people even to go blind. On account of the efforts of numerous medical researchers, however, improvements in the surgical process have led to the number of failures being ( ) _____ almost to zero.

1. (A) recent
   (B) present
   (C) current
   (D) traditional

2. (A) percent
   (B) comparison
   (C) ratio
   (D) amount

3. (A) operations
   (B) cases
   (C) discoveries
   (D) options

4. (A) reduced
   (B) changed
   (C) altered
   (D) improved

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fit

I am now well and fit to travel.

longevity

The secret to longevity is to be moderate in everything.

nutrition

Getting insufficient nutrition robbed him of his sight.

fitness

a fitness center

gym

This gym has a full range of sports equipment.

workout

It has just the right amount of vitamins and minerals that your body desperately needs after a hard and sweaty workout

ailment

a slight ailment

symptom

develop the symptoms of tuberculosis

fatigue

He was half dead with fatigue.

fever

have a slight[high] fever

allergy

I have an allergy to pollen.

paralysis

infantile paralysis
cerebral paralysis

heart attack

He had a heart attack.

cancer

Her father died of cancer in 1962 when she was only five.

diabetes

suffer from diabetes

contagious

contagious[epidemic] conjunctivitis

poisoning

be stricken by food poisoning
mercury poisoning

sweat

a face wet with sweat

vomit

vomit up one's breakfast

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Check-up Test

Select the best answer that completes each sentence.

1. _____ the market price is quite expensive, the sales rate is steadily increasing every month.

(A) Because (B) Although
(C) Yet (D) Unless

2. Ms. Walker changed her clothes _____ Mr. Peers had spilt coffee on her blouse.

(A) because (B) because of
(C) in spite of (D) therefore

3. _____ the suspect is innocent or not will be proven in court.

(A) While (B) Whether
(C) Although (D) If

4. _____ Nina Hamai and Teresa Chang will make arrangements for the banquet which will be held in a month.

(A) Either (B) Unless
(C) Both (D) Before

5. If you bring in this coupon _____ the event-hour, you will get a free T-shirt and a hat.

(A) while (B) during
(C) until (D) by

6. The clubhouse policy states _____ children under the age of 13 must be accompanied in the pool by an adult.

(A) since (B) what
(C) after (D) that

7. Something went wrong with the stage set; _____, the show began 30 minutes later.

(A) furthermore (B) in addition
(C) therefore (D) because

8. The fax machine was out of order, and _____, we ran out of fax paper also.

(A) however (B) besides
(C) but (D) so

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9. The design of the building changed _____ after it was examined by the board of directors.

(A) considerable
(B) consider
(C) considerably
(D) consideration

10. We need to think of an _____ sales campaign before the new product is shown to the consumers.

(A) excitement
(B) exciting
(C) excitable
(D) excite

11. Mr. Ricks _____ him of the final decision yesterday morning.

(A) spoke
(B) announced
(C) reported
(D) informed

12. Applicants may turn in their résumé either by e-mail _____ by visiting the office.

(A) nor
(B) and
(C) or
(D) so

13. Although he had been asked to make an opening speech at the seminar, Mr. Peterson had to _____ the offer because of his bad health.

(A) deteriorate
(B) faint
(C) weaken
(D) decline

14. Ms. Meyers is used to _____ with difficult customers.

(A) handling
(B) caring
(C) bothering
(D) dealing

15. Your order will be shipped immediately upon _____ your payment.

(A) receipt
(B) received
(C) receive
(D) receiving

16. If I _____ this word, I could translate the whole sentence.

(A) know
(B) knew
(C) had known
(D) would know

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PART VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

medicine refers to any kind of medical treatment that is outside the traditions

17. (A) Exotic
(B) Custom
(C) Alternative
(D) Contrived

of Western medicine. Folk , holistic healing, and acupuncture fall into this

18. (A) illnesses
(B) remedies
(C) sayings
(D) herbs

category. Acupuncture is a of Oriental medicine that involves inserting needles

19. (A) sect
(B) partition
(C) union
(D) branch

to stimulate various parts of the body to relieve pain. Originating in Asia, acupuncture has long been viewed with suspicion by doctors in the West. But thanks to the work of some, acupuncture is slowly gaining acceptance in Western medicine. While still not universally accepted, many doctors are now willing to admit the efficacy of acupuncture in certain situations.

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Unit 14 Relative Pronouns

1 Relative pronouns and antecedents

Case / Antecedent	Subject	Object	Possessive
People	who	whom	whose
Things	which	which	whose / of which
People/things	that	that	

- Subjective case: antecedent + subjective relative pronoun + verb

Most of the **people** who were surveyed said that they preferred a smaller car.

↳ The relative pronoun **who** is the subject of the relative clause.

- Objective case: antecedent + objective relative pronoun + subject + verb

The **product** which you purchased has to be returned within seven days for a full refund.

↳ The relative pronoun **which** is the object of the verb **purchased** in the relative clause. Note that if the antecedent is a thing or an animal, you can use either **which** or **that** to begin a relative clause.

- Possessive case: antecedent + possessive relative pronoun + noun

The **customer** whose name was on the waiting list just left the restaurant.

↳ The possessive relative pronoun **whose** is used regardless of whether the antecedent is a person or thing.

Practice 67-72

1. The event received coverage in a newspaper _____ is widely distributed in the region.
   (A) who (B) whom
   (C) whose (D) that

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2 Relative pronoun "that"

A. "That" can be used for both people and things.

The secretary reports every meeting **that** is arranged for the president.

The person (that) we are looking for is Mr. Wright.

↘ Objective relative pronouns can be omitted.

B. When to use and not to use "that"

- **That** must be used when the antecedent is a combination of "persons + things" or "persons + animals".

  Now you will watch the trainer and the seals **that** are the stars of our show.

- **That** must be used when the antecedent is modified by any of the following words: **all**, **every**, **any**, **each**, **the only**, **the very**, and superlatives.

  This is the most interesting novel **that** I have ever read.

  It is the only phone in the office **that** works.

- **That** is not used after prepositions.

  Please meet Mr. Schindler about that (→ about whom) I told you yesterday.

- **That** is not used after a comma (,).

  An appraisal of Navarro's gold deposits was carried out in 2001, after that (→ after which) a decision was made to proceed with the development of a mine.

Exercise 1

2. Describe any activities in _____ you participated for your community.

(A) who (B) whom
(C) which (D) that

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3 Relative pronoun "what" and compound relative pronouns

A. Relative pronoun "what"

What is the relative pronoun that has already included its antecedent.

~~That~~ (= What) occurs at the construction site must be reported to the supervisor.
→ **The things that** (= The things which) occur at the construction site must be reported to the supervisor.
↳ **what** = the thing(s) that / the thing(s) which

B. Compound relative pronouns

Form: Relative pronouns + -ever

These relative pronouns have already included their antecedents and are used to introduce noun clauses.

who(m)ever (= anyone who(m))
whichever (= anything that/which)
whatever (= anything that/which)

Whoever turns in the report first will get an additional point.
↳ **whoever** = anyone who

I'll take **whichever** tent you're not using.
↳ **whichever** introduces a noun clause as the object of **take**. Within the noun clause, **whichever** functions as a modifier to the noun **tent**.

~~What~~ (= Whatever) you decide to do, there will be support from the company.
↳ **Whatever** is the object of **to do**, meaning *anything that/which*.

Check Check

3. A paid holiday will be given to _____ team has the highest sales.

(A) which
(B) whichever
(C) who
(D) whoever

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4 Relative adverbs and compound relative adverbs

A. Relative adverbs

A relative adverb can be used in place of a relative pronoun + a preposition and is equivalent to the structure of a preposition + which.

When	Expresses time, meaning "at which" or "on which"
Where	Expresses place, meaning "in which" or "on which"
Why	Expresses reason, meaning "for which"
How	Expresses manner, meaning "in which"

The manager will report at 5 o'clock **when** (= at which time) she gets the results.
- **When** refers to 5 o'clock.

The instructor will tell you **how** (= the way in which) you can operate the machine.
- Note that **the way how** is hardly used.

B. Compound relative adverbs

A compound relative adverb begins an adverbial clause and it also includes an antecedent.

Time / place	whenever = at any time when wherever = to or in any place where
Concession	whenever = no matter when wherever = no matter where however = no matter how

Choose **wherever** you want to visit.
However convenient the courier service is, I don't trust it.

Practice

4. _____ you go, it will be an honor to accompany you.

(A) Wherever
(B) Whatever
(C) Whomever
(D) Whoever

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1 - 4. Choose the appropriate words in the brackets.

1. Ms. Page is the author (who / whom) I always talked about.
2. The office supplies, (that / which) were quite expensive, have been distributed to the staff.
3. I wanted to know the reason (when / why) Mr. Peterson was transferred.
4. (Whenever / Whatever) you place an order, it is okay with us.

5 - 8. Correct the underlined words or phrases.

5. The item <u>which</u> code number includes four fives is the one I ordered.
6. The last two résumés of the applicants <u>whom</u> I looked through left a lasting impression.
7. The company announced their new leave policy, <u>that</u> will go into effect in two weeks.
8. Ms. Craig insists that she take responsibility for every accident <u>what</u> happened during the construction.

9 - 12. Select the best answer that completes each sentence.

9. Mr. Bickerson will lead you to the building _____ you should go to.
   (A) who (B) which
   (C) whose (D) whom

10. Mr. Simon, _____ is the head of the main office, is responsible for all administrative functions.
   (A) who (B) he
   (C) whose (D) whom

11. _____ you send the package, just make sure it gets there before noon tomorrow.
   (A) Wherever (B) However
   (C) Where (D) Whenever

12. This is the spot _____ the terrible car accident happened.
   (A) when (B) where
   (C) why (D) how

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Familiarize Yourself with Part 6

Vocabulary related to trading companies

corporation
a multinational corporation

quarter
In the fourth quarter, our unit labor costs fell by 3.1 percent.

profit
unrealized profit (paper profit)

in the red
I am in the red.

firm
move up in a firm

Questions 1-4 refer to the following article.

After several years of disappointing results, it appears that the Acme Corporation is actually going to (1) _____ a profit this quarter. Experts don't expect the numbers to amount to anything significant, but considering that the company has been in the red and has accumulated (2) _____ losses over the past five years, this is a reason to celebrate. Insiders say the company has its new CEO, Michael Kato, to thank for its sudden (3) _____. Mr. Kato has made it his mission to transform Acme into a profitable firm. It appears that he has been successful; however, it remains to be seen if this is a one-time event or (4) _____ of things to come.

*have a person to thank

1. (A) deliver
   (B) turn
   (C) collect
   (D) distribute

2. (A) staggering
   (B) miniscule
   (C) unearned
   (D) considered

3. (A) revolution
   (B) turnaround
   (C) upheaval
   (D) reverse

4. (A) an omen
   (B) a portent
   (C) an image
   (D) a look

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personnel
a personnel division[department]

competent
He is competent to do the task.

incompetent
He is incompetent to manage[for managing] the hotel.

adapt
adapt oneself to circumstances

colleague
a colleague at work

payroll
be placed on the regular payroll

appoint
appoint a new secretary

demotion
His new appointment is a demotion.

morale
improve the morale

fire
He was fired from his job.

lay off
Why do we have to lay off half of the workers?

resign
His visage clearly showed that he would resign.

enterprise
a small-scale enterprise

headquarters
Have you ever been to the headquarters in Los Angeles?

branch
We are about to open a new branch in your area.

subsidiary
He set up an independent subsidiary company.

affiliate
an affiliated workshop

transfer
Her husband has been transferred to another branch in Boston.

liability
a joint and several liability

term
a one-year term of office

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Check-up Test

Select the best answer that completes each sentence.

1. Of the fifty applicants registered today, most had more than three years of experience in the field.

(A) who
(B) which
(C) of which
(D) what

2. At certain shops in populous areas, they sell imitation bags and shoes, is illegal.

(A) where
(B) and
(C) but
(D) which

3. you said to Ms. Johanssen was clearly inappropriate and unprofessional.

(A) Who
(B) That
(C) What
(D) Whom

4. The only benefit given to employees is health insurance, only covers 90% of medical bills.

(A) which
(B) that
(C) it
(D) they

5. Those of you passports have expired should inform the travel agency.

(A) who is
(B) whose
(C) whom
(D) what

6. I would like to see the manager with I talked on the phone yesterday.

(A) who
(B) when
(C) whom
(D) that

7. you ask for information, we will be happy to help you with all our heart.

(A) Whoever
(B) Wherever
(C) Whatever
(D) Whenever

8. Roaming service makes it possible to use your mobile phone you go in France, Japan, or Canada.

(A) what
(B) wherever
(C) whatever
(D) whomever

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9. Mr. Jerkin _____ for home by the time his sales staff reported their figures for the day.

(A) has left
(B) had left
(C) had been left
(D) is leaving

10. Both sides in the conflict have _____ to the terms of the peace treaty.

(A) agreed
(B) consisted
(C) approved
(D) protested

11. The President _____ us that time was running short and ordered the executives to appoint a financial advisor immediately.

(A) mention
(B) mentioned
(C) mentioning
(D) mentioned to

12. The representatives from Westside has announced that they are considering _____ clothing for teenagers.

(A) make
(B) to make
(C) made
(D) making

13. The exhibition on ancient remains of China, _____ attracted a large number of people, will last until the end of the month.

(A) whose
(B) which
(C) what
(D) that

14. A customer asked for a refund for a _____ refrigerator he bought a week ago.

(A) decisive
(B) defective
(C) delicate
(D) definite

15. A streetcar, _____ is easy to find in San Francisco, is one of the means of transportation that people use frequently.

(A) which
(B) what
(C) whom
(D) who

16. The psychologists pointed out that a child who communicates well with his/her parents often handles problems as _____ as some adults.

(A) efficiently
(B) efficient
(C) efficiency
(D) most efficient

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Part VI **For each empty space in the text, select the best answer to complete the text.**

Questions 17-19 refer to the following article.

Brand recognition is what all marketing experts hope their product can attain. When a brand is recognized by a majority of the people, its sales are practically _____ to increase. Furthermore, when a brand becomes associated with a certain kind of product, it is sure to attain the dominant position in the _____, a position from which its competitors will likely not be able to dislodge it. Take Coca Cola for example. Coke has become so with cola that the two words are practically interchangeable. That is a perfect _____ example of a product with high brand name recognition. Similarly, Xerox has entered the language as another word for 'copy'. It is no surprise, therefore, that Xerox copiers have long been best sellers.

17. (A) guaranteed
(B) determined
(C) fortunate
(D) required

18. (A) world
(B) business
(C) market
(D) advertisement

19. (A) ubiquitous
(B) synonymous
(C) respected
(D) related

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PART 5&6

Useful Vocabulary

Verbs
Nouns
Adjectives
Adverbs
Idioms

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accept acceptable *a.*

Should they **accept** our offer, we will be glad to cooperate.

accumulate

I have **accumulated** extensive experience in the pharmaceutical field.

acknowledge

His key to success is **acknowledging** his own imperfections.

adapt adapt to

Most companies are **adapting** new programs to handle accounting tasks.

admit admission *n.*

The suspects finally **admitted** to committing the crime.

advertise advertisement *n.*

Our department needs a new method to **advertise** this product.

alleviate alleviation *n.*

Using alcohol or caffeine is not helpful in **alleviating** stress.

alter

Being more organized in your personal life is one of the common techniques for **altering** stress.

appoint appointed *a.*

He was **appointed** as General Manager.

approve approval *n.*

The president has finally **approved** the proposal after a month of examining it.

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arrange

After the customers finish filling out the questionnaires, please **arrange** them in alphabetical order.

assess

The interviewers will **assess** your ability to communicate in English.

assure assurance *n.*

I **assure** you that our company provides the highest level of quality work.

attend

Mr. Barren put off his arrival date in order to **attend** the meeting.

award award – a prize

The company **awarded** the Employee of the Year a prize.

celebrate celebration *n.*

Mr. Williams has just left the office to **celebrate** his wife's 35th birthday.

check

It is necessary that the machine be **checked** every other month.

compare compared to[with]

Choose the lowest subscription rate after **comparing** prices.

correct *v.&a.*

Some mistakes in the document have not been **corrected**.

damage *v.&n.*

The delivery company will pay for the goods **damaged** during the shipment.

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debate *v.,n.*

Having **debated** for a long time, all of the employees were exhausted in the end.

delay

All of the international flights were **delayed** as a result of the heavy rain warning.

deserve

Ms. Fischer **deserves** a promotion.

designate designation *n.*

Designating the right person to a position is not an easy task.

dismiss dismissal *n.*

We considered it improper to **dismiss** him for such a little mistake.

display

The goods **displayed** on the table were sold out.

earn

Depending on your abilities, you can **earn** a great deal of money.

enclose enclosure *n.*

Our illustrated catalogue, which is **enclosed**, shows various types of bathroom fittings and the sizes available.

estimate estimation *n.*

The editor **estimates** that there will be fewer subscribers.

examine examination *n.*

The manager had the contract **examined** by Mr. Harrison.

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exclude excluding *prep.*

All the suggestions were first reviewed to **exclude** those which did not meet minimum profit rates.

expand expansion *n.*

Our plan this year is to **expand** our business.

expect expectation *n.*

We **expect** total sales to rise 5 percent.

expire

Those of you whose passports have **expired** should inform the travel agency.

feature

A dynamic program **featuring** hands-on workshops has been prepared.

forgive

Although I understand his situation, I still can't **forgive** him.

further

Discover job opportunities, and **further** your career with our community.

hire

If she speaks Chinese, our company will **hire** her.

include

The item whose code number **includes** four fives is the one I ordered.

infect infection *n.*

The engineers are looking for possible ways to restore the **infected** program files.

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influence

The advertising campaign has **influenced** the marketing strategy.

injure injury *n.*

Many workers are seriously **injured** while doing their jobs on construction sites.

install installation *n.*

New programs will be **installed** on the computers.

introduce introduction *n.*

Teledot, Inc. has **introduced** a mobile phone which allows access to information on the Internet.

mention

The problems that you **mentioned** have been brought to the attention of our Housekeeping Department.

misplace misplacement *n.*

Not only the files but also the disc was **misplaced**.

nominate nomination *n.*

Most of the staff **nominated** him for manager.

notice

We **noticed** that the copying machine had already been repaired.

occupy occupancy *n.*

All the rooms being **occupied**, Mr. Peterson had to stay at my place.

occur

An unexpected problem **occurred** during the ceremony.

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overcome

We were able to **overcome** some difficult periods thanks to your support.

predict prediction *n.*

Many economists **predict** that the Federal Reserve Board will leave interest rates unchanged.

prefer

We **prefer** an enthusiastic worker to an experienced worker.

prevent prevent A from V-ing

By obeying all safety procedures, nearly all common work-related accidents can be **prevented**.

promote

We prepared an extensive advertising campaign to **promote** our new product.

pursue

Individuals have the right to **pursue** their own happiness.

remove removal *n.*

Alter your life by **removing** the sources of stress.

replace replacement *n.*

The products damaged during shipment or packaging should be **replaced** immediately.

require

Both writing skills and speaking proficiency are **required** to apply for the position.

reserve

The users **reserve** the right to refuse spam mail.

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retain

The company made an effort to **retain** its workers.

ruin

Mr. Benson smokes too much, which can seriously **ruin** his health.

satisfy satisfactory *a.*

We have changed our products to **satisfy** our customers.

secure

By renovating the old cultural center, the city will be able to **secure** more space for its citizens to use.

set

The third team had the mission successfully completed before the **set** time limit.

stimulate

We expect that the extensive advertising will **stimulate** sales of the waterproof cell phones.

submit submit A to B

All applications must be **submitted** no later than March 1st.

supervise supervisor *n.*

Supervising hundreds of staff members is difficult work.

transit in transit

The products were damaged in **transit**.

treat

You are expected to **treat** others as you would like to be treated.

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account

We recommended his setting up an **account** with us.

adjustment adjust v. *adjust to ~

Adjustments to schedule should be made in advance.

alumni alumnus *n.* sing.

The Adel University **Alumni** Conference will take place on August 8 ~ 11.

analyst analyze v.

Hundreds of renowned **analysts** will be in attendance at the seminar.

announcement announce v.

The president will make a quick **announcement** at the meeting tomorrow.

appearance appear v.

Our product is attractive in **appearance**.

application apply v. apply for

If your **application** has been accepted, we will give you a call.

appreciation appreciate v.

Ms. Glazer gave Mr. Davis the Employee **Appreciation** Award.

assignment assign v.

The new employees got the credit for successfully completing the **assignments** by themselves.

authority

Accepting the offer and signing the contract are beyond my **authority**.

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awareness aware *a.*

The purpose of this program is to raise consumers' **awareness** of how technology affects personal privacy.

banquet

The **banquet** will be held in a month.

bottom get to the bottom of

Get to the **bottom** of everything you need to know about diet and health.

candidate

Both **candidates** were fully qualified for the position.

charity

The secretary informed the President that there would be a **charity** concert the following night.

colleague

Professor Kim introduced a new teaching method to his **colleagues**.

compensation compensate A for B

The employees were not given sufficient **compensation** for their efforts.

complaint complain of[about]

Effective **complaint** management can help you keep present customers and attract new ones.

conference

They are discussing the matter in the **conference** room.

congestion

Being stuck in traffic **congestion** in the morning, I was late for work.

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construction

The sidewalk will remain closed until **construction** of the building is complete.

consumption consume *v.*

The **consumption** of foreign-made cars has risen for the last few years.

contestant

Each **contestant** was given three chances.

contract *n.&v.*

Either his parents or he has to sign the **contract**.

contractor

Many building **contractors** have found our equipment easy to install.

contribution

He is famous for his **contribution** to the company.

court

Whether the suspect is innocent or not will be proven at **court**.

deadline

It was impossible for us to meet the **deadline**.

demand

Domestic producers cannot meet the growing **demand**.

detail

Details regarding the program will be posted on the website by next Friday.

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device

Her **device** is original and remarkable.

entrance enter n.

Same-day tickets can be purchased at the **entrance**.

environment

We are still discussing changes to our work **environment**.

evaluation

Be sure to submit your **evaluation** report to your department head by October 31.

executive *n.&a.*

The **executives** will interview the applicants after the meeting.

expense

Their plan to save traveling **expenses** was quite amazing.

factor

Cooperating with teammates is the most important **factor** of all.

fair

The CEOs of manufacturing-related companies will attend the international trade **fair**.

field

We are looking for an experienced person who has worked in this **field**.

forecast

According to the weather **forecast**, it is certain that there will be heavy rainfall.

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growth grow *v.*

The graph shows the continuing **growth** in sales.

handling

Please check the items on the list that need special **handling**.

honor

Wherever you go, it will be an **honor** to accompany you.

imperfection imperfect *a.*

Each of us has **imperfections** to overcome.

impression

My general **impression** of the lectures was good.

incident

We are sorry for the inconvenience and annoyance this **incident** caused.

instructor

Neither the employees nor the **instructor** was in the lecture hall.

intensity intense *a.*

We keep our employees well trained through our Special **Intensity** Training program.

lack

While the **lack** of service you experienced is unusual and not the standard, there is no excuse for it.

landscape *n.& v.*

He is one of the most famous **landscape** painter.

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limit *n.&v.*

Sometimes it is okay to walk away, to let go, to say "no", and to know your **limits**.

majority major *a.*

The **majority** of people surveyed said that the quality of service was fine.

notification notify *v.*

You need to submit the form within a week of receiving this **notification**.

objective *n.&a.*

The **objective** of the survey is to examine issues related to credit card use.

obstacle

The biggest **obstacle** to implementing the new bill is the lack of available funds.

offer

This **offer** is the very best one of all the others suggested.

performance job performance

This review covers Ms. Brown's job **performance**.

pollutant pollution *n.*

The heavy use of **pollutants** has contributed to the destruction of the ozone layer.

precision

This **precision** instrument is capable of measuring humidity and temperature accurately.

presentation

Don't make the **presentation** too long, or you will lose your audience's attention.

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proficiency have proficiency in

Successful candidates must have **proficiency** in using PCs.

proxy

If you are unable to attend the meeting personally, you may appoint another shareholder as your **proxy**.

publicity

The completed design of the **publicity** booklet should be submitted by Friday.

quotation quote *v.*

We have enclosed a detailed **quotation** for bathroom showers.

regulation regulate *v.*

We sent the brochure, which explains changes in our **regulations**.

reputation build a reputation as

Over the past decade, Microtech has built a **reputation** as a world-class supplier of office equipment.

respondent *n.&a.* respond *v.*

Some **respondents** answered that they buy lottery tickets every day.

term

Manuals include some technical **terms** that are difficult to understand.

valuables *n.pl.*

Please do not leave your **valuables** unattended.

welfare *n.&a.*

The work environment and **welfare** conditions are much better than before.

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accurate

Answers to the following questions will help the doctor make an **accurate** diagnosis.

additional

Additional information on the theory was given to her.

advance *n.&n.*

Some local hotels also sell **advance** tickets to their guests.

alternative *n.&v.*

For drivers who are heading north, it is advisable to take an **alternative** road.

annual

The **annual** growth rate of the Sales Department is not increasing as expected.

certain

Team members were **certain** that our team would win the game.

compact

This **compact** electric heater is easily portable.

competitive

Only those who come up with original ideas will survive in a **competitive** market.

complicated

The problem is **complicated**.

confident confidence *n.*

Ms. Lindsay has a variety of experience in marketing, and she feels **confident** in herself.

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confusing *cf.* confused

The **confusing** situation made everyone upset.

considerable

The sales rate of cold drinks has increased by a **considerable** amount.

corporate corporation *n.*

The training will take place in the **Corporate** Education Center.

defective

Damaged or **defective** goods should be replaced with new ones immediately.

delicate

Handy offers the most **delicate**, handmade leather goods in the area.

disappointing disappointed

The manager announced the **disappointing** results to the staff members.

efficient efficiency *n.*

HN Travel is providing services that are highly **efficient**.

empty

All the employees are in the auditorium, so the offices are **empty**.

equivalent equivalent to

A BA or **equivalent** work experience is required.

essential *n.&n.*

It is **essential** that doctors be aware of protecting patients' privacy.

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expeditious

I will appreciate your **expeditious** handling of this matter.

extended extension *n.*

We worked **extended** hours, but we couldn't complete the task.

extensive

We are looking for a financial advisor who has **extensive** experience.

free free of charge

We offer **free** delivery of your purchase.

frugal

We are in a period of economic crisis, so be sure to be **frugal**.

frustrated

It made me **frustrated** to wait in line for hours to buy the ticket.

impressive

The new coach made the team give an **impressive** performance.

inappropriate — appropriate

What you said to Ms. Johanssen was clearly **inappropriate** and unprofessional.

inhospitable inhospitality *n.*

The heater is designed to operate in the most **inhospitable** environments.

invalid — valid

By next month, my driver's license will be **invalid** if I don't renew it.

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irritable irritability *n.*

People tend to be **irritable** when stress builds up.

mandatory

Participating in the workshop is **mandatory**.

popular popularity *n.*

This item is as **popular** as the one that is displayed.

preliminary

Success in starting a business depends on **preliminary** market research.

primary a primary color

Pastel colors make people feel more comfortable than **primary** colors.

regular regularly *ad.*

The equipment should be checked on a **regular** basis.

remaining remains *n. pl.*

Any **remaining** staff members are to report to the security room.

remarkable remarkably *ad.*

An experimental drug has produced **remarkable** results when tested on a wide range of cancers.

resistant resist *v.*

The heater has a metal case, finished in corrosion-**resistant** paint.

spacious

The room was far more **spacious** and clean than it looked in the picture.

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strict

The new dress code is far more **strict** than the original one.

successive

After working late for two **successive** weeks, my back started to ache.

supplementary

The **supplementary** explanation allows an even greater understanding of the machine's dual-use.

temporary

Neither student cards nor **temporary** licenses are accepted as ID for taking the test.

tense *a.&v.*

Stress means things that happen in your life which make you feel **tense** or angry.

unique

This sofa, the style of which is **unique**, is the one I bought.

unprecedented

Scientists are witnessing the **unprecedented** destruction of the ozone layer over the northern hemisphere.

vacant

The position has remained **vacant** since Mr. Ron Myers retired.

whole

The **whole** building was destroyed by a fire in 1995.

worth

This product is **worth** ten times the suggested price.

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acutely

He is **acutely** conscious that this transition could risk social unrest.

badly

The meeting was very **badly** organized. / We are **badly** in need of a new refrigerator.

barely

We could **barely** hear the speaker's voice.

carefully

We need to look **carefully** at the advantages and disadvantages of the new system.

closely

The report could have been organized intelligently if all the data had been reviewed more **closely**.

concisely

Successful candidates should be able to write clearly and **concisely**.

conveniently

Through this database you can **conveniently** access the sales figures of the firm.

currently

The requirement that all engineers in the Research Department be licensed is **currently** being reevaluated.

deeply

We **deeply** appreciate that you have made the whole procedure well organized.

definitely

Job seekers who are interested in working abroad should **definitely** register for the upcoming job fair held at City Hall.

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distinctly

When giving your speech, you should speak loudly and **distinctly**.

domestically

Countries impose import tariffs as protection for **domestically** produced goods.

eagerly

We **eagerly** accepted the challenge.

easily

You can **easily** send money from one of your accounts to another by Internet banking.

effectively

Employees seem to work less **effectively** on Mondays and Fridays.

efficiently

We should run our facilities as **efficiently** as possible.

entirely

This organization depends **entirely** on voluntary donations.

eventually

The inspector **eventually** arrived at the conclusion that the safety complaints were invalid.

exactly

The insurance company said it needed a complete report on **exactly** how the accident happened.

extremely

She speaks **extremely** carefully when talking to her boss.

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finally

When our group **finally** arrived, they had been waiting for three hours.

forcefully

Mr. Littleton spoke **forcefully** to the audience.

formally

China and India **formally** object to the peace plan.

fully

Delivery companies will **fully** reimburse the cost of any products damaged during shipment.

generally

Generally speaking, customers tend to have doubts about a product before they actually use it.

hardly

Mr. Chang **hardly** had a moment to himself during the seminar.

highly

This item is **highly** recommended by those who have already used it.

initially

Company losses have gotten worse than financial advisors had **initially** predicted.

invariably

Diesel is **invariably** much more economical than its petroleum equivalent.

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luxuriously

The apartment was **luxuriously** appointed with the finest furniture available in the country.

mainly

The ongoing recession is **mainly** due to the unpredictability of government policies.

moderately

Consumer spending increased **moderately** during the first quarter.

mostly

Teenagers spend their pocket money **mostly** on buying clothes.

nearly

The sales rate of MP3 players is **nearly** twice that of CD players.

newly

The poor functioning of a **newly** purchased computer is usually the result of an improper system configuration.

originally

Repairs and replacement of components will be made considering both safety and the **originally** planned design.

probably

The product you ordered will **probably** arrive next week.

promptly

Please inform your supervisor **promptly** if there are any changes in the plan.

monthly

The property price rose **monthly** due to inflation.

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Bộ sách các bạn đang xem được LEAP tổng hợp, scan và chia sẻ miễn phí! Nếu có phản hồi gì mong các bạn gửi về email hoặc liên lạc qua số hotline cho chúng mình nhé! Chúng mình rất cám ơn và mong rằng sẽ được gặp các bạn trong những khóa học của chúng mình!

LEAP ENGLISH CENTRE

No 4C10, Alley 281, Tran Quoc Hoan st, Cau Giay, Hanoi

Tel: 0462.971.057

Hotline: 0968.468.253

Facebook: https://www.facebook.com/leap.edu.vn

Email: leap.hanoi@gmail.com

Website: www.leap.edu.vn

recently

The restaurant has **recently** begun to look for a new supplier for fresher ingredients.

regularly

Ms. Wang will visit **regularly** to keep track of what happens at the construction site.

relatively

Vegetarians have a **relatively** low rate of heart disease.

safely

Delivering products **safely** is as important as having them delivered fast.

seemingly

Experts at the Ministry of Economics said that the **seemingly** boundless growth has, in fact, slowed.

seriously

We know that Mr. Bergman takes his role **seriously** and does his best.

slightly

Compared with other life insurance policies, this policy works in a **slightly** different manner.

slowly

The chairman walked **slowly** down the hallway, escorted by security.

steadily

In the last four months, figures for sales of the products have risen **steadily**.

strictly

To take pictures in the galleries is **strictly** prohibited.

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strongly

We **strongly** suggest that you consult a doctor if you have any negative reactions to this medication.

successfully

Thanks to the employees' hard work, we finished the project **successfully**.

temporarily

The item you requested is **temporarily** out of stock.

thoroughly

Another six months is needed for the project to be **thoroughly** completed.

tightly

Please tie this package more **tightly** than the first one.

timely

Your letter arrived **timely**.

unanimously

The executives **unanimously** agreed that the first suggestion was the better of the two.

usually

The company **usually** charges a small fee for research services they provide for other firms or individuals.

utterly

We have recently conducted an investigation into the Sisco Co. and have concluded that it is **utterly** reliable.

widely

Artificial flavors are **widely** used in a variety of food products.

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access to access *n.*

Access to these documents is restricted.

be accompanied by accompany *v.*

Children must **be accompanied by** their parents.

agree with agreement *n.*

Everyone on the board of directors **agrees with** the planned merger.

apply for

If you have more than one year's experience in the field, you may **apply for** the job.

be attached to attach *v.*

Graphs and charts showing the results **are attached to** this document.

belong to belongings *n. pl.*

These files and discs **belong to** the Sales Department.

bring forward

The evidence which was **brought forward** by him was weaker than we had expected.

in charge of

She is **in charge of** the Accounting Department.

be composed of compose *v.*

Our team **is composed of** the best employees in our company.

be acquainted with acquaint *v.*

I **am acquainted with** Mr. Jacob, as I met him at a party before.

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comply with compliance *n.*

Check if the voltage **complies with** that of your office.

communicate with communication *n.*

We had difficulty **communicating with** the client from Russia.

cooperate with cooperatively *adv.*

To be a team member, you should learn how to **cooperate with** your teammates.

deal with

Three major ways we can **deal with** stress are: alter it, avoid it, or accept it.

be entitled to entitle *v.*

Members will **be entitled to** a further 15% discount.

be devoted to devotion *n.*

The employees **were devoted to** working on the new project.

have difficulty V-ing difficulty *n.*

We **had difficulty deciding** which of the three applicants to hire.

distribute distribution *n.*

The documents were **distributed** to the directors by the secretary.

be eligible for eligible *a.*

Only those who complete the training program will **be eligible for** promotions.

make every effort effort *n.*

We will **make every effort** to meet your needs.

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encourage A to + bare infinitive encourage *v.*

All employees are **encouraged to** take 5 days of training.

be equipped with equip *v.*

The newly-built buildings **were equipped with** state-of-the-art facilities.

be located in locate *v.*

We are planning to expand our business to cities that **are located in** Europe.

prefer A to B prefer *v.*

Women **prefer** humorous and relaxed men **to** merely handsome men.

participate in participant *n.*

Employees are encouraged to **participate in** the charity event.

recover from recovery *n.*

Some economists expect that the market will **recover from** the slump soon.

rely on

Teachers should try to understand their students and be someone who can be **relied on**.

be responsible for responsible *a.*

You should always remember that you **are responsible for** the whole project.

be suitable for suitably *ad.*

The product **is suitable for** use outdoors.

report to

Any guest whose valuables are missing or stolen should **report to** the front desk.

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PART 7

Unit 01 Advertisements

Unit 02 Announcements and Memos

Unit 03 Business Letters

Unit 04 News and Articles

Unit 05 Others (Manuals, Invitation Letters, etc.)

Unit 06 Double Passages

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Unit 01 Advertisements

Advertisements are easy-to-read items in Part 7. They inform the readers about a company, services, and product features for commercial purposes.

The advertisements in Part 7 cover a wide range of topics, including recruitment, parking lots, holiday resorts, apartments for rent, tourist buses, computer courses, workshops, gymnasiums, limousine services, sanitation services, airlines companies, etc.

As you read the advertisements in Part 7, it is important to identify who (the advertiser) is advertising what (facts as well as the purpose of advertising) and the target audience of these advertisements. Look for details that give information about the strengths/advantages of the products or special services offered to customers, as these are the focus of many TOEIC reading questions.

Sample questions

1 General questions

Below are the questions that ask about the general content of the advertisements. You should read the first part of an advertisement carefully and look for the cues that help select the best answer to each question.

- **What is being advertised?**
  What is the advertisement about?

- **What is the (main) purpose of the advertisement?**
  What is the purpose of the advertisement?

- **What is the target audience of the advertisement?**
  For whom is the advertisement intended?
  Who would (most likely) be interested in the advertisement?

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2 Fact questions

These questions focus on the strengths and features of the product/service being advertised.

- **Questions about product features**

  What is mentioned[stated] as a feature of the product?
  What is a strength of the product[service]?
  What advantage of the product is NOT stated in the advertisement?
  What is NOT stated as an advantage of the company?
  What is NOT mentioned as a feature of the product?

- **Questions about types of jobs**

  In what department[field] is the advertised position?

- **Questions about duties or responsibilities**

  What is a duty[responsibility] of the position?
  What does the advertisement mention as one of the responsibilities of the job?

- **Questions about requirements or qualifications**

  What is mentioned as a requirement of the job?
  What is NOT stated[mentioned] as a requirement for the position?

- **Questions about benefits package or compensation**

  What is NOT a compensation for the position?

- **Questions about application methods**

  How can people apply for the position?
  What is stated about the application process?

- **Questions about other details of the advertisement**

  To whom are the special prices being offered?
  What is NOT mentioned in the advertisement?
  When does the special discount apply?
  Where can the product be purchased?
  What should interested people do to get a price discount?

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Examine the Content

[Sample 1]

Place and time of the sale

Title of the advertisement

Spring Clearance Sale

At the United Department Store
From Wednesday to the end of the week

Information about discount rates applied to each sale item

All products are at least **25% off**
Electronics and toys are up to **40% off**
Both men and women's
clothes are up to **50% off**
And jewelry is up to a whopping **65% off**

Special offers

We'll even provide free delivery for purchases of $500 or more
Sign up for a store credit card, and save an extra 10% on all purchases

There is something for everyone at

United Department Store
100 Main Street
Peoria, Il
Tel: 213-4587

Information about the advertiser's name, address, telephone number, etc.

1. For how long will the sale last?

   (A) 3 days
   (B) 4 days
   (C) 5 days
   (D) 7 days

2. According to the advertisement, which of the following is NOT correct?

   (A) Some bracelets may be on sale at 65% off.
   (B) Every item in the store is on sale.
   (C) People with new store credit cards can save more money.
   (D) All purchases will be delivered at no charge.

3. What is the minimum discount for a product purchased with a new store credit card?

   (A) 25%
   (B) 35%
   (C) 50%
   (D) 60%

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[Sample 2]

Executive Chef / Head Chef

Duties and responsibilities

Company Name: *MountainHigh Resort*

Company name

Position Description: We are looking for an experienced individual capable of serving 70 to 80 meals three times daily in a rural resort environment. Applicants must have experience in dining, culinary skills in both hot and cold meals, and ensure the quality preparation of all menu items. High standards of proper kitchen sanitation, food storage and handling must be maintained. A working knowledge of food cost controls is essential.

The position description gives information about working conditions, qualifications, benefits package, etc.

Additional information about how to apply is available in the next part of the ad.

Job Profile
Start Date: November 25
Job Category: Resort
Job Type: Full-time
Compensation: Negotiable
Job Location(s): Colorado

Job description highlights

1. What is true about the job opening?

(A) The interview will be conducted on November 25.
(B) It is a temporary position.
(C) A full benefits package will be offered.
(D) Prior experience is a prerequisite.

2. What is NOT a responsibility of the job?

(A) Keeping the kitchen clean
(B) Hiring kitchen staff
(C) Preserving food materials
(D) Food cost management

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Advertisements Wordlist

□ Product and service advertisements

accommodation = lodging
advantage
amenities
appliance
brochure
business hours
clearance sale
collection
commercial
compatible
complimentary = free
comprise
coupon = voucher
customize
customer service representatives
detergent
devise
durable *n.* durability
estimate
expert
expertise
extension
facilities
feature
flexible working time
gift certificate
grand opening
handle
handmade
household items
household security system
installment
launch
literature
mail order
newsletter
occupancy
patent
portable
prerequisite
promotional gift
publication
questionnaire
real estate agency = realtors
recruit
relocation company
room service
round-trip ticket
sales representatives
selection
shipping fee
specialist *cf.* specialty
specialize in
specification
spectacular
subscription *v.* subscribe to
supplementary food
travel agency
versatile

□ Recruitment advertisements

applicant = candidate
application *cf.* application form
bilingual
competitive salary
cover letter
duty = responsibility
experience
fluency *a.* fluent
job description
full-time job = regular job
job opening = vacancy
medical history
must
part-time job
pension
proficiency *a.* proficient
promotion
qualification
qualified
quality
reference letter
requirement
résumé = curriculum vitae
salary expectations
shift
shift preference
skilled

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Reading Comprehension Practice

Questions 1-2 are based on the following advertisement.

Looking for some fun for the whole family?
Here are some great options around the city. Try them!

Jungle World - A tropical Asian rainforest, home to white-cheeked gibbons, Malayan tapirs and tree kangaroos. The World of Darkness gives visitors a glimpse into the secret world of bats and naked mole-rats. Best of all, for family fun, the Children's Zoo features interactive exhibits, like a spider's web on which kids can climb and a prairie dog tunnel to crawl through.

The Maryland Aquarium - Believe it or not, you can tour the tidewaters of Maryland, the Pacific coastland or a tropical rainforest without leaving Baltimore. Or go deeper and deeper through an Atlantic coral reef into the open ocean, observing numerous species of fish and the sharks that swim at the lowest depths.

The Baltimore Museum of Art - The BMA is nothing to sneeze at. Over the years, 200,000 square feet have been added to the original building, creating two new wings of display space. An additional 90,000 square feet of gardens create a lush park for sculptures. Children can even fingerpaint on canvas out on the terrace.

1. What is the advertisement about?
   (A) Cultural tours to exotic countries
   (B) Family entertainment in the city
   (C) Local animal life lectures
   (D) Special exhibits in parks

2. What is NOT an option?
   (A) An interactive play area
   (B) A marine life aquarium visit
   (C) A meal on a riverboat
   (D) An art workshop for children

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Questions 3-5 refer to the following classified ad.

Employment Opportunity - Staff Accountant

The World Institute for Seniors (WIS) is a nonprofit public policy center. Currently, WIS operates with a staff of 25 employees and regular volunteers and is located in downtown Oakland, California.

The Staff Accountant is responsible for performing accrual accounting for the agency, including accounts payable, accounts receivable, and general ledger maintenance. She/he also prepares invoices and reports to funders.

Bachelor's degree and a minimum of 2 years experience in nonprofit accounting, including production of financial statements, are a must.

Send résumé and salary history to:

World Institute for Seniors
Attn: Associate Search Committee
510 16th Street, Suite 100
Oakland, CA 94612
FAX: (510) 763-4109 NO CALLS PLEASE

3. What is NOT a duty of the position?

(A) Issuing paychecks
(B) Sending invoices
(C) Managing accounts receivable
(D) Bookkeeping

4. What is a requirement for the position?

(A) Sociology qualifications
(B) Spreadsheet skills
(C) Accounting experience
(D) Writing skills

5. What should candidates submit to apply for the position?

(A) A curriculum vitae
(B) A sample financial statement
(C) A medical history
(D) A reference letter

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http://xtroom.com/forum/Forum-Chuyen-de-TOEIC

Check-up Test

Questions 1-2 refer to the following advertisement.

Established in 1930, the Rose Gardens, Inc. is a family-owned, full service garden center. We are located at the intersection of Route 57 and Goodhill Road in Lower Weston, just 2 miles North of Merritt Parkway Exit 38.

We offer a huge selection of nursery items including trees, shrubs, grass seeds, fertilizers and mulch. We also offer a multitude of landscape services. We are open from March 1st to December 24th for all your seasonal needs, including Christmas trees, wreaths, roping, poinsettias, annuals, perennials, and houseplants. We accept a variety of credit cards for your convenience and offer free delivery of your purchase in Westport and Weston.
Just give us a call for our hours or for a free consultation.

The Rose Gardens, INC.
1 Goodhill Road
Weston, CT 06883
(203) 555-4698 Fax (203) 555-1387

1. What is being advertised?
   (A) A flower shop
   (B) A landscaping service
   (C) A lumber company
   (D) A gift store

2. What is NOT true about the company?
   (A) They close for 2 months a year.
   (B) They provide free delivery within a certain area.
   (C) They offer customized items.
   (D) They have been in business since 1930.

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Questions 3-4 refer to the following advertisement.

Now you can purchase BMA products for your business the easy way through BMA Business Direct. You'll find a wide variety of BMA products for your company, plus options including leasing and corporate accounts to make it simple. You can order online anytime, day or night, because we have a dedicated sales team ready to meet your needs. All BMA PCs have unmatched storage capacity and are shipped directly from our factory. Visit BMA Business Direct today at our website: www.BMA-biz.com.

3. What type of customer is this advertisement directed at?

(A) Wholesalers
(B) Retail store owners
(C) Regular companies
(D) Business students

4. What does the company claim about their computers?

(A) They are the fastest available.
(B) They are the most inexpensive.
(C) They have the longest warranty.
(D) They can store the most information.

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Questions 5-7 refer to the following advertisement.

The Client Services Manager is responsible for the daily operations of a full-scale customer service team of over 40 employees focused on handling extremely large loads of customer service issues received by both phone and email.
Responsibilities include: understanding the products and services that Interact provides; the ability to communicate clearly and effectively with customers and co-workers; meeting customer service level goals set forth by each Interact Business Unit.

Must have 3-5 years' customer service and senior management experience; prefer candidates with wireless or Internet experience. Must have proficiency in using PC's, including word processor and spreadsheets. BA or equivalent work experience is required. Should be able to write clearly, concisely and persuasively.

Please fax your résumé and salary requirements at 203-555-2987 or mail them to:

Attention: Careers
Interact, Inc.
701 105th Ave NE, #1320
Seattle, WA 98201
USA

5. What is a duty of the position?
   (A) Receiving customers' phone calls
   (B) Setting the monthly sales goals
   (C) Supervising employees
   (D) Appraising the performance of workers

6. What is NOT a requirement for the position?
   (A) Managerial experience
   (B) Computer proficiency
   (C) Writing skills
   (D) Experience in Web design

7. What should candidates submit to apply for the position?
   (A) A reference letter
   (B) Desired amount of pay
   (C) Shift preference
   (D) A medical history

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Questions 8-10 are based on the following advertisement.

25607 Coventry Blvd., Spring, Texas
Custom Built Home by Creekwood:
5 bedrooms, 3 1/2 baths, 3-car garage. This home has both a formal study and game room.

3811 Antioch Circle, Carrollton, Texas
Mint Condition!
Wood Floors in Living and Dining Rooms, Kitchen Tiled. Two Fireplaces and Three Full Baths! Oversized Cul De Sac Lot. Backyard leads to Wooded Area. Very Private! With Playground, Ponds, Jogging Trail and Golf Nearby!

58th St./Lexington, New York, New York
Prime Midtown, Class A office space.
Two furnished and wired offices plus secretarial stations, conference room, reception area and kitchen. Ample parking and access to a law library. Space is perfect for lawyers. Associate/Paralegal desks included. Negotiable price and terms.
Call today: Mr. Paff 212-872-2208

135 West Church Street Mount Airy, NC
4-unit complex in downtown area close to everything. On/off-street parking, front/back porches w/ all units. Great rental property w/ positive cash flow potential. Each unit has 1100 sq ft, with 2 bd., 1 bath w/ large living and dining rooms. Complex is located in a very nice neighborhood.

8. Where could one see this advertisement?
(A) On a billboard
(B) In a remodeling magazine
(C) In the real estate section of the paper
(D) In an economics journal

9. What is advertised on Church St.?
(A) A single family home
(B) An office space
(C) A vacant lot
(D) An apartment complex

10. Which area is NOT listed?
(A) Dallas, Texas
(B) Spring, Texas
(C) New York, New York
(D) Mount Airy, NC

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Questions 11-14 refer to the following advertisement.

Imagine yourself relaxing in a South Pacific island paradise.
Imagine yourself traveling through the historic cities of Europe.
Or imagine trekking through the jungles of Thailand or Africa.

Now imagine these visions becoming reality.
These dreams and many more like them can become reality at

Global Travel Agency

All the dedicated members of our staff are registered travel agents.
They will help you find:
The cheapest trip
The best accommodations
The best connecting flights
The most comprehensive tours
And much, much more

Give us a call at 701-8747.
Log on to our web page at www.globaltravel.com.
Or stop by our office on the third floor of the Walker Building.

Let us make your dream trip come true!

11. How can one get more information about traveling?

(A) Send them an e-mail
(B) Send a fax
(C) Make a telephone call
(D) Schedule a meeting

12. Which of the following services is NOT mentioned?

(A) Hotel reservations
(B) Bus tickets
(C) Plane reservations
(D) City tours

13. Who would find this advertisement useful?

(A) A student looking to study abroad
(B) A person who wants to work in Europe
(C) Someone who resides in Thailand
(D) A couple planning their honeymoon

14. What does the advertisement promise to do?

(A) Reserve trips for everyone who visits
(B) Help people arrange their ideal trips
(C) Send all their customers to the jungles of Thailand
(D) Create memories people will never forget

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Unit 02 Announcements and Memos

Announcements and memos are intended to target members of certain residential areas or organizations, including companies and agencies.

In company contexts, the reading passages are mainly about changing or establishing different policies, personnel changes, conferences and events, policy changes, and certain community services.

In residential area contexts, the reading passages often focus on such topics as the local events, changes in tax policies, highway/railway construction works, etc. Besides, there may be reading texts on various aspects of daily life, such as guidelines for tourists visiting the museum or library, or information about changes in the airway mileage policy.

The questions often ask about the purposes of the reading texts, or other general content (who they are intended for, what is being informed...). It is important that you should understand the key words in the questions before attempting to answer them.

The structure of announcements and memos follows the format of business documents. The first part presents general information, the body deals with details, and the last part tells you about the actions that should be carried out after reading the passage. This structure helps you deal with the questions easily by knowing precisely where to look for the necessary information to answer a specific question.

Sample questions

1 General questions

- Questions about the writer/purpose of the announcement [memo]

What is the announcement mainly about?
What is the purpose of the announcement/notice/memo?
Why was the message written?
Who issued the notice?
Who sent the memo?
For whom is this notice[memo] intended?
Who is the recipient of the memo?

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2 Fact questions

What is mentioned as a benefit of the new facility?
What is mentioned about the library?
What is needed to register for the event?
What will be discussed at the next meeting?
What is NOT true about the company?
What is included in the event?
What does the notice say about the event?
What should people who cannot attend the seminar do?
What happened in the meeting?
What is the first step of the procedure?
What is mentioned in the memo?
What problem is mentioned in the memo?
What does the memo say about the company?
What does the manager request all staff to do?
What is NOT recommended in the memo?
When must people show their identification card?
When should the maintenance department be contacted?
When can employees use the new facility?
Where will the event be held?
Where can people get a ticket?
Who can attend the competition?
Who should be contacted about the matter?
Who arranged the event on July 25?
Who would most likely be interested in the program?
How long will the event last?
How much is the entrance fee for those under 12?
How will the woman respond to the memo?

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Examine the Content

Examine the format and structure

[Sample]

Recipient

Sender

Date

TO: Marketing staff
FROM: William Blake
DATE: August 23
RE: New Marketing Campaign

Subject

The following is a brief outline of our new marketing campaign to promote the 30-year anniversary of our company. As you know, this is the biggest and most expensive marketing campaign our company has ever put together. Our budget will be dispersed into the following advertising media:

Detailed information in the memo

TV Commercials - 4 network stations during weeknight and weekend primetime shows (30 second spots) for two weeks.

Newspaper Advertisement - Design by our graphies team in black-and-white on the back page for one week.

Radio Commercials - 4 stations during weekdays (morning commute hours) only. 20 second spots for one month.

All managers are to submit detailed ideas for each of the medium by August 30.

1. What kind of work does the sender of this memo probably do?

   (A) Newspaper reporting
   (B) Purchasing ads
   (C) TV Advertising
   (D) Marketing

2. How will the ads appear in the non-broadcasting medium?

   (A) During weekends for two weeks
   (B) In black-and-white for one week
   (C) During primetime for one month
   (D) On four stations during weekdays

3. What are the department managers required to do?

   (A) Turn in ad cost estimates
   (B) Prepare examples for each medium
   (C) Hand in reports of the results of the ads
   (D) Attend a briefing meeting

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Announcements and Memos Wordlist

acceptance
accounting department
acknowledge
adaptable
adjourn
alternative
appointment
appraisal *cf.* performance evaluation
approval *cf.* prior approval
arrangement
assistant manager
board of directors
bookkeeping
budget
CEO (Chief Executive Officer)
commemorate
commute *cf.* commuter
complete = fill in = fill out
comply with
component
conduct
conference *cf.* convention
confidential *cf.* confidential documents
customer relations department
customer service
deadline
detour
dispatch
domestic sales department
entrepreneur
evaluate *n.* evaluation
exhibition = display
expire
general affairs department
general manager
handout
human resources department
identification card
in writing
in-house
initiative
inquiry
inspection
integrate
investigation
maintain
maintenance department
malfunction
management
manager
managing director
marketing department
measure
monitor
notify
objective
observe
option
ordinance
organize
overseas sales department
paperwork
personnel department
potential customers = prospective customers
presentation
probationary
production department
proposal
purchasing department
recall
recommend
recycle
registration *v.* register
renovate
research and development department
resign *n.* resignation
retire *n.* retirement
revise = modify = amend
revision = modification = amendment
sales department
seniority
session
submit
supervisor
supply requisition form
surcharge
symposium
term = duration
transfer = relocate

http://xtroom.com/forum/Forum-Chuyen-de-TOEIC

Questions 1-2 refer to the following announcement.

Adel University Alumni Conference 2005

The Adel University Alumni 2005 Conference will take place on August 8 - 11 at the California State University, Pomona. An exciting and dynamic program has been prepared, featuring hands-on workshops, and entertainment for the newest and oldest members of the Adel University community alike. Meet old friends, make new ones, discover job opportunities, further your career with the Adel community.

Email adelalumni@adel-usa.org if you have any questions. Or call Daniel Beck at 562-555-8863.

1. How long will the event last?
   (A) 2 days
   (B) 3 days
   (C) 4 days
   (D) 5 days

2. What is NOT included in the event?
   (A) Speeches
   (B) Workshops
   (C) Employment opportunity
   (D) Meetings

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Questions 3-5 refer to the following business memo.

From: Janet Graham
To: Yvette Martinez
Re: Quarterly Report on Office Furniture

The first point to stress is that following the acquisition of the Modern Group and Juniper Design last year, Retro International, the renamed division, experienced a year of consolidation and profit growth this year. In the UK, Retro International continued this profitable growth pattern. In terms of marketing, the major events include extensions to the System M100 line, which is proving to be a popular product with major British companies. New storage products were also introduced in October. Alhambra, a Spanish oak desk line launched in the UK, was well received and projected sales for next year are encouraging.

The Country Accents line showed real profit improvement following the factory investments which have led to more cost-effective manufacturing. Orders increased significantly during the year, despite the lack of any real improvement in the business climate. This was due to the introduction of a new reception area line, aided by key changes to the sales management structure.

3. How often is this type of memo prepared?

(A) Once a week
(B) Once every three months
(C) Once every six months
(D) Once a year

4. How did Retro International expand?

(A) By dividing some of its branches
(B) By acquiring new technology
(C) By taking over some companies
(D) By engaging in research

5. Which product shows great promise for next year?

(A) The Country Accents line
(B) The System M100 line
(C) The Spanish oak desk line
(D) The reception area line

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Questions 1-2 refer to the following memo.

MEMO

From: Glen Collyer, Personnel Director
To: All employees
Re: Special Intensity Training

In order to assure the highest levels of quality work and productivity from employees, it will be our policy to keep all employees well-trained through our Special Intensity Training program. It will take place in the Corporate Education Center from August 1st through 30th. All employees are encouraged to take 5 days of training. Please schedule your training days with your supervisor. Remember: only those who complete the training program will be eligible for promotions.
If you have further questions, please e-mail me at Glen@xol.com or call our staff: Robert Carver, the Personnel Department.

Thank you.

1. What is the purpose of the memo?
   (A) To encourage employees to complete the job training
   (B) To inform employees of the company's new policy
   (C) To explain the procedure of performance evaluation to employees
   (D) To announce a promotion opportunity

2. What should employees do to get more information about the policy?
   (A) Visit Robert Carver
   (B) Call Glen Collyer
   (C) Refer to the company's website
   (D) E-mail the personnel director

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Questions 3-4 are based on the following notice.

We have developed JiffyStar Customer Protection Policy with the intent of being fully discreet about the personal information you provide us. Since you need to provide us with particular personal information to register for a JiffyStar Account online, we want you to be fully informed about how your information is collected and used.

Identity and Contact Information

When you register for JiffyStar, we collect the following information pertaining to you and your business:

- Name
- Company Name & Job Title
- Postal Address
- Email address or Web site
- Phone
- Fax number (optional)
- Type of business

We use your information for authentication and billing purposes, and we also use the information to help us personalize and continually improve your experience with JiffyStar. We also use your information to notify you of JiffyStar products and services that might interest you. Occasionally, we share this information with other reputable parties that offer similar and/or complementary services. You can change how you want us to use your data at any time by going into your account and changing the 'My Preferences' section.

3. Where would this notice most likely be found?

(A) In a brochure
(B) On a bulletin board
(C) On the Internet
(D) In a newspaper advertisement section

4. What is NOT a purpose of the company in using their customer information?

(A) Verifying payments
(B) Notifying them of special promotions
(C) Providing expert consulting services
(D) Sharing it with other related companies

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Questions 5-7 refer to the following memo.

TO: Ben Nichols, Managing Director
FROM: Phillip Brown, Administrator
SUBJECT: Salary Increases

We are sending memos to select employees informing them of their salary increases effective next month. Since the recommendations for salary increases begin with you, please be prepared to answer any questions that staff members may have. In some cases, my office decided on raises other than the ones you recommend. So, I will be available to discuss those increases with you at any time.

5. Who is the memo addressed to?
   (A) The senior executive
   (B) The office manager
   (C) The head of the board
   (D) The secretary

6. Which of the following can be inferred from the memo?
   (A) The administrator made recommendations.
   (B) Salary increases apply to all employees.
   (C) Salary increases will be substantial.
   (D) The director requested a raise for himself.

7. What does the memo writer offer to do?
   (A) Meet with employees
   (B) Approve the raises immediately
   (C) Notify the secretary about a meeting
   (D) Explain why some raises were given

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Questions 8-10 refer to the following announcement.

Year 2005 IHS Board Nominations

FINAL CALL FOR NOMINATIONS TO THE BOARD OF DIRECTORS

The International Holmes Society is soliciting nominations for the Board of Directors for the term 2006 to 2010. The election will be in May of 2006 but nominations must be received by December 31, 2005 to allow for ballot distribution by March, 2006. There are up to 34 members of the Board of Directors. Fifteen will be elected this term. One of the fifteen new members should be from Europe in order to broaden our representation of the membership in that region.

A member in good standing must nominate candidates in writing. This must be accompanied or followed by a second nomination from another member and the written agreement of the proposed candidate to serve if selected by the Nomination Committee and elected by the membership. This required documentation should be sent by email or regular mail to the Administrative Secretary, Jessica Walkins. Each candidate must submit a short biography to the Administrative Secretary.

If the above conditions are met, the nominations shall be forwarded to the Nominating Committee Chairperson (Nicole Mica), who shall distribute them to the committee for consideration.

8. When will new members be elected?

(A) December, 2005
(B) January, 2006
(C) March, 2006
(D) May, 2006

9. How many members must support a candidate?

(A) 2
(B) 3
(C) 15
(D) 34

10. To whom should members send the documents?

(A) The Board of Directors
(B) The Chairman of the Nominating Committee
(C) The Nominating Committee
(D) The Administrative Secretary

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Unit 03 Business Letters

The skills used for this text type are useful not only for getting high scores in the TOEIC test but also for working in real-life business.

Business letters in the TOEIC test range from customers' thank-you or complaint letters to correspondence exchanges between companies. There are also letters from customers seeking information about a product or about the return and exchange policy. Company correspondence includes apologies for late delivery, replies to customers' queries about certain products, offers of discounts for regular customers, claims for payments or reimbursement, etc.

You may also find business letters between business partners or within the company about shareholder meetings, product design selections, sales analysis and evaluation, etc.

Sample questions

1 General questions

- Questions about the sender/ recipient/ purpose of the letter

What is the purpose of the letter[e-mail]?
Why did Francis Park write this letter?
Why was the letter written?
Why did Paul Tosetti send the letter?
Who wrote the letter?
Who sent the letter?
For whom is the letter intended?
Who is Jeremy Taylor?

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2 Questions about the details of the letter

What is the writer planning to do?
What does the writer request from the recipient?
What is offered to Kendall?
What is requested from Kendall?
What does the writer guarantee?
What is stated in the letter?
Who should be contacted about the problem?
Why does the writer thank Kendall?

3 Questions about cover letters and applications

What is true about the position?
What did Ms. Atkins do at her previous job?
Where did the company get Roth's contact information?
What is mentioned about the position?

4 Questions about the attachments to the letter

What is enclosed with the letter?
What did Stewart send with the letter?
What accompanies the letter?

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Examine the Content

Examine the format and structure

[Sample]

Cozy Bathroom Co.
318 North St.
Appleton, WI 54911
Tel: (920) 702-4040 Fax: (920) 702-4041

Sender's information (address, telephone number)

Ms. Jennifer Taylor
22 Elm St.
Appleton, WI 54910

Recipient's information

Recipient's name

Dear Jennifer Taylor,

Body of the letter

In reply to your letter of March 25th, we have the pleasure of enclosing a detailed quotation for bathroom showers. Besides those advertised in the *Builders' Magazine*, our illustrated catalogue, also enclosed, shows various types of bathroom fittings and the sizes available.

Many building contractors have found our equipment easy to install and attractive in appearance. Naturally, all parts are replaceable. We can allow a 2% discount on all orders of $600 in value and over; orders exceeding $2,000 are subject to a 3% discount.

Any orders you place with us will be processed promptly.

Yours faithfully,
Thomas Perrin
Thomas Perrin
Sales Manager

Sender's name

1. What is the purpose of the letter?

(A) To confirm a shipment of orders
(B) To suggest business conditions
(C) To process previous orders
(D) To give information about the products

2. What is being sent with the letter?

(A) A list of items
(B) A sample product
(C) A shipping form
(D) An invoice

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Business Letters Wordlist

abundance
accomplishment
account *cf.* open[close] an account
account number
achievement
acquaintance
agenda
agreement
apology *v.* apologize
appreciate
assistance
attendance
balance
bill
cash
change
check *cf.* bounced check
claim
commitment
complaint
concerning = regarding
confirm
credit
damage
decline
defective
defer payment
deficiency
delay
deposit
detail *a.* detailed
devote
draft
employment agency
enclose *n.* enclosure
endorsement
exclusive
extension
extensive
finalize
hesitate
hospitality
immediate
in accordance with
inauguration
inspirational
interest *cf.* interest rate
job interview
knowledgeable
label
lease
loan
make an appointment
merit
mishap
mortgage
notice
offer
outstanding debts
overdue
pharmaceutical
place an order
please
pledge to
popularity
presume
price list
privilege
productive
provision
query
receipt
recommendation
reference
regard
relocate
renew
replacement
reply
request
scheme
ship *cf* shipment
shortage
sound
transfer
valued
withdraw *n.* withdrawal

http://xtroom.com/forum/Forum-Chuyen-de-TOEIC

Questions 1-2 refer to the following business letter.

Dear Mr. Harris:

Re: Order number 156789

This is to acknowledge the receipt of the above referenced order and to inform you that there is an error in the shipment.

The merchandise I ordered was 8 folding chairs in white, while the merchandise I received is 8 folding chairs in blue.

Upon receiving your instructions for the return of the goods, I will send them back to you. I would like to receive the correct merchandise as quickly as possible and would appreciate your expeditious handling of this matter.

Regards,

Maxine Frank

1. What was wrong with the order?
   (A) The color
   (B) The quantity
   (C) The model type
   (D) The shipping address

2. What does the letter writer request?
   (A) Payment in full
   (B) The order number of the shipment
   (C) Instructions for returning the items
   (D) The official transaction document

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Questions 3-5 refer to the following business letter.

Ms. Harriet Ginger
Customer Service Manager
Hartland Hotel
8554 Spadina Street
Los Angeles, California 58621

Dear Ms. Ginger,

I would like to thank you in advance for this great opportunity to apply to your hotel.

As you can see in my résumé, my major in college was related to customer service. I have steadily tried to prepare for this moment, especially by studying other languages. So, when I came upon a notice for a restaurant supervisor at an employment agency, I knew it was the job for me.

I have been working for the Harris Hotel, Anaheim, as a waitress. My duties also include taking reservations and making guests comfortable in the lounge. Through this job, I have gained a lot of knowledge of standard hotel services and understanding of people. I feel the position I am applying for is a wonderful opportunity for me to gain more experience in order to become a respected hotel manager someday.

I am ready for a new challenge. I take pride in my work and I feel that I can be a great asset to your hotel. Thank you once again for taking the time to read my letter.

If you have questions regarding anything, please do not hesitate to contact me at the above address.

Sincerely,
Amanda Flint

3. Why is Ms. Flint writing this letter?

(A) To apply for a job in the hotel
(B) To open a restaurant in the hotel
(C) To confirm a reservation in the hotel
(D) To ask for information about the hotel

4. What is Ms. Flint's long-term goal?

(A) To be a chef
(B) To be a waitress
(C) To be a hotel manager
(D) To be a restaurant supervisor

5. How did Ms. Flint find out about this job?

(A) At a job assistance center
(B) Through a colleague
(C) On a website
(D) In the newspaper

http://xtroom.com/forum/Forum-Chuyen-de-TOEIC

Check-up Test

Questions 1-2 refer to the following business letter.

Dear David Kahn,

This is to acknowledge the receipt of the order placed on September 25 and to inform you that there is an error in the shipment.

The merchandise I ordered was 50 red shirts, while the merchandise I received is 50 blue ones. Upon receiving your instructions for the return of goods, I will send same to you.

I would like to receive the correct merchandise as quickly as possible and will appreciate your expeditious handling of this matter.

Sincerely,
Marc Rappel

1. What problem is mentioned in the letter?
   (A) The products were damaged in transit.
   (B) Wrong items were delivered.
   (C) The shipment was incomplete.
   (D) The shipment was delayed.

2. What does Mr. Rappel require from Mr. Kahn?
   (A) A replacement
   (B) A discount
   (C) A refund
   (D) Free delivery

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Questions 3-4 refer to the following business letter.

Dear Mr. Johnson:

I have just gotten back to work after my trip to Europe. As a matter of first priority, I wanted to write this thank-you letter for your warm hospitality while I was there. I would also like to thank you for the optimism shown about our joint project. You don't know how much that meant to me personally. During the week of my stay in Paris, I realized how big of a role you had played in laying the groundwork for the decision your company has made. Based on what I saw there, I really do feel that we can make this project work.

As I had briefly mentioned to you, our Executive Committee will be meeting in Miami on July 11 to review the progress of our project. I would very much like for you to be there on behalf of your company. I am looking forward to meeting you again and reciprocating the warm hospitality you showed me.

Sincerely,

Oscar Peterson
President of Techmode, Inc.

3. What is the purpose of this letter?

(A) To cancel a contract
(B) To express appreciation for kindness
(C) To make arrangements for the next meeting
(D) To persuade a business partner to join the project

4. Why will the writer and others meet in Miami?

(A) To pay money that is owed
(B) To take a tour of the partner's plants
(C) To sign a contract for the joint project
(D) To evaluate the progress of the project

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Questions 5-7 refer to the following business letter.

Tamara Porter
Varsity Square Apartments
1097 Varsity East
Bowling Green, OH 43402

February 15, 2005

Dear Tamara Porter,

I am moving out of your apartment located at Hill Park Apartments 13569 Superior Rd. Cleveland, OH 44118 on March 25.

Would you please return my deposit to me at the following address:

Hillbrook Apartments
629 South Raccoon Road
Austintown, OH 44515

Since the Ohio Landlord-Tenant Law allows a landlord to deduct from the deposit for damages other than normal wear and tear, I would like to inspect the unit with you and document the conditions. Would you please call me to set up a time when we can inspect the unit and I can return the keys?

I look forward to hearing from you. I am sure that if we can get together we will avoid any future problems over the return of the deposit.

Thank you in advance for your attention to this request.

Sincerely,
Bruce Howard

5. Why was this letter written?
   (A) To reserve a moving company
   (B) To request a reimbursement
   (C) To make an arrangement
   (D) To ask for information about the apartment

6. Where does Mr. Howard live now?
   (A) Mansfield
   (B) Bowling Green
   (C) Austintown
   (D) Cleveland

7. What will Mr. Howard probably do on March 25?
   (A) Visit the apartment
   (B) Pay the deposit
   (C) Vacate the residence
   (D) Return the key

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Questions 8-10 refer to the following business letter.

Dear Mr. Meyer:

After meeting for over 3 hours, we have reluctantly decided to accept your proposal in raising the price of the XC-200 and XC-200 Plus digital television by 5% effective August 1.

As you have presented on last Thursday morning, we feel that the release of digital television similar to that of our XC-200 line by our competitor with a higher price tag hurts the image and the reputation which we have worked so hard to maintain. As the leader in this industry, it is vital to maintain our leading image by pricing higher than our competitors.

The reason why I say we were reluctant about raising the price is that consumers' reactions towards the price increase will affect our sales in the beginning. However, we felt that this action is necessary for our long-term image of the company.

Nevertheless, rest assured that every effort will be made to minimize the damage of sales of our XC line.

Sincerely,
Brad Murphy

8. What is the purpose of this letter?

(A) To respond to a proposal
(B) To minimize the damage of sales
(C) To offer a proposal to the competitors
(D) To complain about raising the cost

9. Why are they planning to raise the price of the XC-200 line products?

(A) To make up for marketing costs
(B) To keep the prestige of the company
(C) To maintain cooperative relationships
(D) To compete with other companies

10. Why were they reluctant about raising the price initially?

(A) Because of the sales campaign
(B) Because of the company's image
(C) Because of the consumer's reaction
(D) Because of the consumer's requests

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Unit 04 News and Articles

This text type seems to be the most challenging to TOEIC test-takers because unlike other types, news and articles do not follow a fixed format. Furthermore, the questions following these reading passages ask about various topics such as economics, healthcare, book / movie reviews, etc. A wide vocabulary of all daily-life aspects will work to your advantage when dealing with these questions.

Topics concerning economics may include youth unemployment, energy crises and alternative energy solutions, policies to exploit and develop national resources, the development or the bankruptcy of a particular company, trading obstacles and foreign capital, capital fluctuations, etc.

Topics concerning healthcare and daily activities may include medical breakthroughs, healthcare misconceptions as well as book or movie reviews.

Most news and articles start with a title, then present details to support the title. Note that in many cases, the key information can be found in the section that immediately follows the title and the title itself.

You should not waste too much time on reading each passage thoroughly. It is necessary to quickly identify the keywords in a question and find them – whether in their original wordings or in some paraphrased forms – in the passage, then evaluate possible cues against the question and choose the correct answer.

Sample questions

1 General questions

These questions focus on the general content of the reading passages that belong to the news/article text type. In most of the cases, the answer may be found in the title or in the first part of the reading passage.

- Questions about the topic or purpose

What is the topic[subject] of the news?
What is the main topic[idea] of the article?
What is the news mainly about?
What is this article about?
What is the purpose of this article?
What is the theme of the article?

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- Inference questions

Where could this article be found?
What is a possible title for this article?
Which of the following is the best title for the article?

2 Fact questions

Most of the answers can be found in the body of the passage.

What is included in the article?
What is mentioned in the passage?
What is stated about Susan Baker?
What prompted a[the] change at the company?
What is mentioned as a common problem of renting a house?
According to the article, what is a common misconception about jet lag?
What are readers advised to do?
What is NOT stated[mentioned] in the article?
When did the problem occur?
Why did the company recruit people who had retired?
How many employees will the company dismiss?
What does the article suggest Ms. Baker do?
What is Mr. Baker planning to do?
How long has the company been in business?
In what field is the company engaged?
What happened to sales between 2000 and 2004?

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[Sample]

Title: brief content of the article and important hints

Potential Step Toward the Prevention of Alzheimer's Disease

Pay special attention to the first sentence of the article as it contains the most important information about the article.

NEW HAVEN, Connecticut - Researchers at Yale University claim to have discovered a method to restart the growth of brain cells. Such an accomplishment is a potential step toward the prevention of Alzheimer's disease. During the development of the human brain, new cells or neurons grow by forming extensions and making a network of millions of tiny connections. Once the growth halts, the connections begin to stabilize. When the cells become stable, the brain establishes long-term memories. However, in patients with Alzheimer's disease, the connections become unstable and start to erode, thereby erasing memories. Brain cells normally stop growing, but the team of Yale researchers found that cells could be stimulated to grow again. The researchers claim that they discovered and were able to trigger a kind of "on-off switch" in the brains of mice.

1. Which of the following best summarizes the news article?

(A) Brain cells erode after stimulation.
(B) Researchers are closer to preventing Alzheimer's.
(C) Mice and humans do not have similar brain functions.
(D) Mutated brain cells lead to Alzheimer's.

2. According to the passage, how is memory erased?

(A) Cell connections erode.
(B) Brain cells disappear.
(C) Connections are formed.
(D) Cells are stimulated to grow.

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News and Articles Wordlist

acquire = buy out
agreement
arbitration
assets
bankruptcy
boom
cargo / freight
competitor
conflict
consensus
consolidation
consumer goods
consumption
contractor
convenience store
corporate *n.* corporation
currency
cut = reduce = lower
depression
devaluation
dismissal
disposal
dispute settlement
distribution
domestic demand
dumping (selling goods at below-market prices)
durable goods
earnings
economic indicators
economic prospect[outlook]
economic recovery
economic slowdown
eliminate
embargo
employees = workers = labor
employer *cf.* employment
establishment *cf.* clothing establishment
expect = forecast = predict = anticipate
export
unstable = volatile
fire[let go]
flourish
fluctuation
free trade agreements
hire = employ = recruit
import
incineration
income
infrastructure
invest *n.* investment
involuntarily
landfill
layoff
litigation
mandatory
manufacturer
mediation
meet = achieve = accomplish
merger
minutes
negotiation
obsolete
plunge = tumble
product (products = goods = items = merchandise)
production *cf.* productivity
property
recession
replace
retailer *cf.* wholesaler
reveal = disclose
revenue
salary raise = pay increase
self-employed
shutdown
stagnate = remain sluggish
stimulate[boost] the economy
stock = share
stockholder meeting
subsidiary
subsidy
tariff = duty
trade balance
trade barrier
trade deficit
trade surplus
transaction
turnout = output
unemployment rate
worsen = aggravate

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Reading Comprehension Practice

Questions 1-2 refer to the following news.

DES MOINES, Iowa - A landmark hotel in downtown Des Moines is getting ready for a big change. The Klyman Hotel will soon be the Klyman Apartments. Before that can happen, owners are selling everything in the hotel, including lamps, beds, couches and even the kitchen sink. Some of the items are historic and some are not. They are all on display in the hotel lobby.

Owner Amber Franklin said it should take about a year to transform the 74-year-old 12-story hotel into apartments. The ornate, art-deco lobby of the Klyman will not change because it's on the national list of historic places.

It's a big financial risk, but Mr. Franklin said he's willing to take. The new apartments will rent for about $800 to $1,100 a month.

1. What is Amber Franklin planning to do?
   (A) Sell the hotel to start a real estate business
   (B) Convert the hotel for another purpose
   (C) Remodel the hotel to attract more customers
   (D) Put the items of the hotel up for auction

2. What is true about the hotel?
   (A) It is under construction.
   (B) It is undergoing financial problem.
   (C) It has historic value.
   (D) It has a shopping mall.

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Questions 3-4 refer to the following passage.

Did you know that strawberries and sweet potatoes may help prevent heart disease? A turkey sandwich can help you get to sleep at night? Tomatoes may be our new weapon against prostate cancer? Find the facts in ***Foods that Harm, Foods that Heal*** — a no nonsense A-Z guide to the care of your body. Get to the bottom of everything you need to know about diet and health, vitamins and dietary supplements, food additives, food and ailments, and so much more. Never before has there been such a complete source for food information.

3. What is the book about?

(A) Restaurant management
(B) Foods as a natural medicine
(C) The calorie content of organic produce
(D) Best-selling items in grocery stores

4. According to the passage, what can help people who have insomnia?

(A) Strawberries
(B) Potatoes
(C) Turkey
(D) Tomatoes

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Questions 1-2 refer to the following passage.

It is really hard to have a complete break from the office during a vacation. Many people stay tethered to the office by calls, faxes, e-mails and stress. Planning a smooth vacation transition can release much of the anxiety you may feel about being away from your business. Without preparation, it is inevitable that you will spend time thinking about your overdue projects or other pressing issues. If you have trouble letting go of work worries while you are vacationing, take these steps to prepare before you go.

Get somebody to stand in for you. Let clients know that you will be away and in essence shut down for a short time. Your other choice is to strike a deal with someone to do basic customer relations management while you are gone. This person should be able to handle basic questions from customers and to reach you in an emergency.

Contact your contacts. Let clients and business partners know about your departure two weeks ahead, just in case they want you to handle something before you go. Call your best clients personally to provide the name and number of someone they can reach while you're away. For infrequent customers, send an e-mail that outlines your plans.

Get finances in line. The pleasure of sipping Mai Tais in Maui may quickly turn to panic if you realize you forgot to arrange for an important payment or deposit. Prepay bills that are due while you're gone, or ask someone to mail them and make deposits in your absence.

Make it a secret getaway. You may be tempted to hand out a contact phone number to everyone you know, along with the phrase 'just in case.' Resist the urge. Give contact information to only one person, and empower him or her to decide if a situation requires your input.

1. What is a possible title for this passage?
   (A) Efficient Ways To Schedule Vacations
   (B) How To Plan Stress-free Vacations
   (C) Practical Tips For Leaving Work Behind During Vacations
   (D) How To Lower The Stress Levels In Your Office

2. What advice does the author offer?
   (A) Have someone manage your work
   (B) Inform every client of a contact number
   (C) Leave bills unpaid until after the getaway
   (D) Let your boss know where you're going

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Questions 3-4 refer to the following excerpt from an article.

How to lose weight

The healthiest way to lose weight is neither crash diets nor sudden bursts of exercise. The body likes slow changes in terms of food and exercise. Exercise needs to be increased slowly. Introduce changes gradually. Even relatively light exercise such as short walks may be beneficial if done frequently.

It is essential that you find an activity that is enjoyable, appropriate, accessible, and affordable for you. That way you are far more likely to build it into your routine and continue regular exercise, despite the inevitable setbacks due to illness, family commitments, etc. For people who do not like sweating in a fitness studio, there are other alternatives.

- Always use the stairs instead of the elevator. Bear in mind that every single step helps.
- Get off the bus stop before the usual one and walk the rest of the way.

Having a glass of water instead of juice, eating less lunch than usual and having smaller portions of the food you enjoy are all ways to reduce calorie intake without having to necessarily alter your diet significantly. Avoid a second helping at dinner and snacks between meals, which may have become a habit. Cut down on beer and alcohol. All these things will influence your health in a positive way.

From the day you decide to lose weight, weigh yourself once or twice a week before breakfast. Keep a record of this weight and see the pattern that develops.

3. What is recommended to a person who doesn't like active exercise at fitness clubs?

(A) Use an exercise bicycle in the living room.
(B) Go on picnics often.
(C) Try walking instead of using vehicles whenever possible.
(D) Jog at least three times a week.

4. According to the passage, what is NOT a recommended way to lose weight?

(A) Cut down on foods slowly.
(B) Consult a professional dietitian.
(C) Write down weight regularly.
(D) Reduce alcohol intake.

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Questions 5-7 refer to the following article.

Mountain biking has become one of the fastest growing recreational activities, with more than 25 million Americans participating in the sport. Many novice riders often jump immediately into the sport without preparing their bodies for the wear and tear their muscles will undergo. A proper warm-up and cool-down may minimize the soreness often experienced the day after a hard ride.

Stretches are most effective after your muscles have already warmed up. To warm up, simply perform an aerobic activity of your choice, such as jogging or riding around the parking lot, at a low level for five minutes. This activity should be followed by a stretching regimen that addresses all major muscle groups. In general, you should hold stretches for at least 20 seconds and perform five repetitions of each stretch.

Learn to listen to your body. If you do not feel adequately 'stretched out' after five repetitions, continue to stretch until you are ready to begin your ride. Finally, don't stretch to the point of pain, which can cause a reflexive tightening of the muscle group. Instead, stretch until you feel a slight pull in the involved muscles. Ideally, you should stretch both before and after a ride.

5. What is a common behavior of novice bikers?

(A) They breathe in and out irregularly.
(B) They exert unnecessary power on the pedals.
(C) They ride their bikes without protective gear.
(D) They rush into riding without preliminary exercise.

6. What will happen if proper warm-up and cool-down is not practiced?

(A) Muscles will be sore after the ride.
(B) Stretches will be impossible to do.
(C) Heartbeat will increase excessively.
(D) Muscles will tighten painfully.

7. When is stretching recommended?

(A) Before riding a bike
(B) After riding a bike
(C) Both before and after a ride
(D) When time permits

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Questions 8-10 refer to the following report.

MEXICO CITY, Mexico - Northern Mexico is in the midst of its worst drought in recent memory. Farmers have reported extensive damage to their crops due to the high temperatures and lack of rainfall. Ranchers have also had to sell off herds at lower than market value prices because the cattle had no grass to graze on. Rainfall so far this year has been 70% below the average.

8. Which of the following is the best title for the article?

(A) Drought, One of the Worst Natural Disasters
(B) Mexico's Drought Causes Extensive Hardship
(C) Floods Expected in the North
(D) Lack of Cattle in Mexico Raising Beef Prices

9. Why are ranchers selling their cattle for low prices?

(A) There is an oversupply of cattle.
(B) There is a low demand for beef.
(C) There is not enough grass for them to eat.
(D) There is not enough water for them to drink.

10. What two things have caused the most devastation?

(A) Lack of rainfall and high temperatures
(B) Flooding and earthquakes
(C) Monsoon rains and insects
(D) Strong winds and lack of rainfall

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Unit 05 Others (Manuals, Invitation Letters, etc.)

This text type resembles many documents that you may see in real life. In fact, the topics are so broad that it is impossible to list them all. Examples of this type include recipes, electrical device manuals, product warranties, itineraries, receipts, delivery sheets, schedules, résumés, questionnaires, member cards, etc.

Reading passages and the questions of this type are generally simple in nature and format, and should not present any real challenges to test-takers if they know how to identify key words in the question and look for the relevant section in the passage to get the correct answer.

Sample questions

1 General questions

What is the note about?
For whom is this information intended?
What is the purpose of the form?
What is being offered?

2 Fact questions

What is NOT included on the receipt?
Who prepared the invoice?
What information is NOT provided on the itinerary?
When will Mr. Roberts arrive in New York?
How can the customer get a discount?
How will Ms. Pitts travel from the airport to her hotel in Paris?
What event is this invitation for?
Why might people complete the questionnaire?
Where will the event take place?
What are consumers advised to do?
What is mentioned as a possible side effect?
What is NOT mentioned in the information?

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[Sample 1] Instructions

Thank you for purchasing our 16X DVD-RW drive. As the manufacturer, we have made every effort to present you with the highest-quality product available. You should be able to enjoy your purchase for many years to come.

Product introduction: The first part introduces the kind of product or service.

Your kit should include the following items:

1. Internal DVD-RW drive
2. Owner's manual
3. Installation software
4. Additional application software
5. Interface ribbon cable and audio cable
6. Warranty card

Details: Instructions are given in numbered steps. You have to read this part carefully to be able to answer the fact questions.

If you are missing any of these items, please contact us right away. Our contact information is located on the back of the warranty card and inside of the owner's manual.

Note: Contact number in case of problems

1. Which is correct according to the information?

(A) The DVD-RW drive should already be installed.
(B) Software must be bought separately.
(C) All necessary cables are included.
(D) The item was designed to last one year.

2. What should a person do if something is missing?

(A) Return the item.
(B) Send in the warranty card.
(C) Call the store.
(D) Contact the manufacturer.

3. Where can the contact information be found?

(A) On the back of the box
(B) On the DVD-RW drive
(C) On the warranty card
(D) On the software

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[Sample 2] Invitation

Title: What event the invitation is for.

A Farewell to Vice President Gale Welch

Body: Detailed description of the event

Gale Welch, an executive Vice President for 8 years, is resigning from Venturer, Ltd. Gale Welch will be remembered for her humanity, her passion, and her tireless work for the company. She was a major figure in the recent debate on economic development – the longest debate in history. Other highlights include a remarkable management strategy and the increase of annual sales to $19 billion during her tenure.

Please join Gale Welch for a casual farewell and afternoon tea and bring along your memories and successful stories of her time in business. Short speeches are welcome and bring some written memories or comments for 'The Book of Gale'.

Details: Saturday, December 11, 2-4pm
4226E. 410 North Rigby
Drinks provided.
R.S.V.P. Rose Heseltine 555-9129

Additional information: Dates, time, venue, and contact number

1. What is the purpose of the event?

(A) To congratulate the growth of annual sales
(B) To celebrate the publication of 'The Book of Gale'
(C) To say goodbye to a company officer
(D) To introduce a new executive

2. What is recommended for people who are interested in attending the event?

(A) Bring beverages.
(B) Arrive on time.
(C) Wear business suits.
(D) Prepare an address.

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[Sample 3] Form

Title: what kind of form it is.

Leviton Travel Reimbursement Form

Personal contact information

Name: Brian Fuhrman
Address : 2645 N Grand Ave. Las Vegas, NV 87701
Purpose of Travel: Attend annual conference of the Advanced Computing System Association in Santa Fe.

Time of Departure: 4:00 AM Time of Return: 11:00 PM

Try to identify the information you need in the table

Date	Miles/Amount[1]	Airfare[2]	Hotel[2]	Meals[3]	Other Trans	Total
11/25/05	247/$80.28	0	$56.38	$25.00	0	$161.66
11/26/05	244/$79.30	0	0	$25.00	0	$104.30
Totals	$159.58	0	$56.38	$50.00	0	$265.96

1 Current rate is $0.325 per mile.
2 Receipts must be provided.
3 Up to $25.00 per day for travel in Nevada, up to $35.00 for travel outside Nevada.

List of receipts and conditions

The total amount of this request for reimbursement is $265.96.
I certify that these are my true expenses for the trip described above.
I hereby request reimbursement in accordance with Leviton policy.

Applicant

Brian Fuhrman
Signature

Date: 12/05/05

1. What is the purpose of this form?

(A) To report the results of a conference
(B) To document travel expenses
(C) To reserve business travel
(D) To request vacation leave

2. What should be provided with this form?

(A) Materials for the conference
(B) An airfare receipt
(C) An account number
(D) Proof of accommodation fee

3. What is NOT mentioned on the form?

(A) The form was prepared on December 5, 2005.
(B) Leviton will probably pay Mr. Fuhrman back $265.96.
(C) The conference was held in Nevada.
(D) Mr. Fuhrman is a computer engineer at Leviton.

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Wordlist for this text type

additional cost
administer
admission
advance reservation
ambiguous
attain
audit *cf.* auditor
caution
commence
compensate
cost-effective
departure
direction
directory
diverse
dosage
duration
encourage
enrollment
entrance fee
execute
familiarize
favorable
fee
figure
generate
ingredient
inspire
instructions
itinerary
lasting
lend *cf.* lender
manual
material
payment method
permanent
persuasive
precaution
preferred
prescribe
prolong
quit
readership
refund
refuse
regular
reimburse
render
seasonal
secure
state-of-the-art
step
substitution
suitable
suspend
total
urgent
validation
warranty

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Reading Comprehension Practice

Questions 1-2 refer to the following card.

The purpose of this brief questionnaire is to enable us to gauge the level of customer service that we are providing to our customers. All completed questionnaires are reviewed by the Director of Customer Service.

Overall, how would you rate the service you receive from our tellers?
___ Excellent ___ Very Good ___ Average ✓ Poor ___ Very Poor

Overall, how would you rate the quality of the financial services we offer?
___ Excellent ___ Very Good ✓ Average ___ Poor ___ Very Poor

Please provide suggestions to help us improve the quality of our services:

Please add more tellers during busy hours. The wait to transact business is too long.
Also, I would appreciate you offering interest checking accounts.

Customer Initials: *SSA*

1. What is the purpose of the form?

(A) To evaluate employee performance
(B) To get feedback from clients
(C) To request changes to corporate policy
(D) To hire more service representatives

2. Who is SSA?

(A) A teller at the bank
(B) The director of customer service
(C) A customer who experienced poor service
(D) A client who has a checking account

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Questions 3-5 refer to the following instructions.

NightAid (*LiquiCaps*)

Uses
Temporarily relieves common cold/flu symptoms: minor aches, headaches, muscular aches, fever, nasal congestion, cough due to minor throat irritation.

Directions (12 yrs & older)
Swallow two tablets with water. A total of 8 doses may be taken per day, each 4 hours apart or use as directed by a doctor. If using DayAid, limit total to 4 doses per day. Not recommended for children. Try Children's NightAid.

Warning
Do not exceed recommended dosage. Keep out of the reach of children. If nervousness, dizziness, or sleeplessness occurs, discontinue use and ask a doctor. May cause marked drowsiness. Avoid alcoholic beverages while taking this product. Use caution when driving motor vehicles, or operating heavy machinery.

TO OPEN: TEAR AT NOTCH
For your family's protection, this package is child-resistant. If difficult to open, use scissors.

3. Which symptom is this medicine NOT good for?
   (A) Sneezing
   (B) Throat pain
   (C) Muscle aches
   (D) Indigestion

4. What is NOT mentioned in the instructions?
   (A) Avoid alcoholic drinks while taking the medicine.
   (B) Do not place the medicine within reach of children.
   (C) Take it on an empty stomach.
   (D) Do not take more than 4 pills a day if using DayAid.

5. What is a stated side effect of the product?
   (A) Sleepiness
   (B) Insomnia
   (C) Heart attack
   (D) Itching

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Check-up Test

Questions 1-2 refer to the following form.

Duplication Request Form

ORIGINAL	DUPLICATES
# of pages: 13	**# of copies needed: 25**
✓ Single Sided / ___ Double Sided	✓ Single Sided / ___ Double Sided
___ Letter Size (10x8) / ✓ Legal Size (11x8)	___ Letter Size (10x8) / ✓ Legal Size (11x8)
✓ Collated / ___ Not collated	✓ Collated / ___ Not collated
✓ Stapled / ___ Not stapled	✓ Stapled / ___ Not stapled
Color of paper:	Color of paper:
___ White ___ Yellow ___ Blue ✓ Green	✓ White ___ Yellow ___ Blue ___ Green

1. What color copies are requested?

(A) White
(B) Yellow
(C) Blue
(D) Green

2. How many pages is the original?

(A) 8
(B) 10
(C) 13
(D) 25

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Questions 3-4 refer to the following information.

Jeff Mills' Itinerary

1. Friday, June 21st: Depart O'Hare Airport 10:30 a.m., Arrive LAX Airport 12:45 p.m., Check into the LAX Airport Hotel 1:45 p.m.

2. Sunday, June 23rd: Check out of LAX Airport Hotel 9:45 a.m., Depart LAX 11:15 a.m., Arrive SFO 12:10 p.m., Check into the SF Downtown Hotel 1:45 p.m.

3. Friday, June 28th: Check out of SF Downtown Hotel 11:00 a.m., Depart SFO 2:15 p.m., Arrive O'Hare Airport 5:35 p.m.

3. What is the date for checking into the San Francisco hotel?

(A) June 21st
(B) June 22nd
(C) June 23rd
(D) June 28th

4. How long is the total trip?

(A) 4 nights / 5 days
(B) 6 nights / 7 days
(C) 7 nights / 8 days
(D) 8 nights / 9 days

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Questions 5-7 refer to the following instructions.

Instructions: Make sure you are in a well-ventilated area. Remove plastic tab from the trigger assembly. Before use, point nozzle away from yourself and others then press the trigger to clear the nozzle of any paint. Hold the spray gun 10-12 inches from the surface of the area to be sprayed and use slow, smooth back and forth motions. Clean the nozzle with warm water immediately after use.

5. What are the instructions for?

(A) How to use a spray gun
(B) How to use different types of brushes
(C) How to paint on a canvas
(D) How to clean a needle

6. What is recommended before using the product?

(A) Inserting the plastic tab
(B) Clearing the nozzle of paint
(C) Cleaning the brushes
(D) Making sure the surface doesn't move

7. Which of the following is true?

(A) The product should be held one meter from the surface area.
(B) Soap and cold water can be used for cleaning.
(C) The product should be used in an area with plenty of fresh air.
(D) Quick movements are best during use.

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Questions 8-10 refer to the following information.

Let the Professionals Handle Your Relocation

Relocation can be a trying process for everyone involved. We at Prime Relocation Services can take the headaches out of the process. Our services are designed to take the fear and uncertainty out of relocating anywhere in the world.

Check list - 8 weeks prior to move date

1. Host Country Information
Our specialists use the most sought after and practical resources to inform employees about their future home. We will take the guesswork out of unfamiliar cultural and social situations.

2. Pre-Move Visits / Homefinding Trips
With our Worldwide Network, we can provide customized access to expert host country agents. We will take the hassles out of finding the best local services and housing options available.

3. Home Sale Assistance / Property Management
Whether your employees need to sell or rent their current homes, Prime Relocation Services will be there to take care of it.

Check list - 6 weeks prior to move date

1. Goods Shipment and Storage
Selecting the right carrier is a critical part of the global moving process. We will arrange with an international shipper to have household items brought to the appropriate location.

2. Pet Transportation
In many situations, pets will be able to accompany employees to their host countries. Our specialists can help them understand the country requirements for this to happen.

3. Travel Arrangements
The convenient and economical travel of employees, partners and families to their host countries is a chief concern. We will handle all or any part of the travel specifics to assure a smooth move.

8. Who would most likely benefit from the information?

(A) People moving to another country
(B) People selling their homes
(C) People renovating their homes
(D) People planning a vacation

9. What is the first thing a person should do?

(A) Make travel arrangements
(B) Find housing in the host country
(C) Get to know the host country
(D) Find a real estate agent

10. What is the most important part of shipping goods?

(A) Selling off unneeded furniture
(B) Hiring a moving consultant
(C) Choosing the right carrier company
(D) Packing belongings properly

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Questions 11-14 refer to the following information.

Do you make New Year's resolutions? What is a resolution? A resolution is a promise. It is a promise that you make to yourself! It is a tradition for people to make resolutions at the beginning of a new year. There are different kinds of resolutions. One sort of resolution has to do only with oneself. You might decide to lose weight, to stop eating candy, to exercise more, or to watch less TV. Other resolutions might involve family or friends. You could resolve to be more patient with your little brother, to be more helpful to your mom, or not to get into fights with your friends. Some resolutions are about school and the outside world, such as getting to class on time, trying for better grades, or not teasing the neighbor's dog. If you manage to keep these promises, it will make you feel better about yourself. So, it's important not to make wild resolutions that are too difficult to follow. Your promises to yourself should not be too hard to keep.

11. What type of promise is a resolution?

(A) One made to oneself
(B) One made to a friend
(C) One made to a spouse
(D) One made to a parent

12. When do people usually make resolutions?

(A) During Christmas
(B) After graduation
(C) When fighting with friends
(D) At the beginning of the year

13. What is a benefit of keeping resolutions?

(A) Receiving a lot of praise
(B) Feeling good about oneself
(C) Making new friends
(D) Impressing one's family members

14. Which of the following does the passage mention?

(A) People shouldn't make wild resolutions.
(B) Resolutions should fulfill one's dreams.
(C) Resolutions shouldn't take too much time.
(D) People should keep resolutions secret.

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Unit 06 Double Passages

There are 4 sets and 20 questions in this section. Each set has 2 related reading passages and 5 questions. Although many students tend to think that double-passage test items are more difficult than single-passage ones, in fact there are not many significant differences between the two types in terms of reading strategies and test-taking tips.

A double-passage set contains two reading passages related to each other. The content of the second passage presents the response or reaction to the first passage, e.g. reply to a letter or email to seek additional information after reading an advertisement. Besides, a double passage may have other forms such as a set of a questionnaire and its analysis or one that contains an agenda and the introduction to an event on that agenda, for example.

Sometimes, it is possible for you to answer some of the five questions by just reading the first passage. However, there are some questions that require you to gather information from both passages to get the correct answers. In fact, it is rather difficult to choose the correct answer by just reading one or two sentences related to the question key words.

There are three types of questions: general idea/ main idea questions, detail questions, and reference questions. The general idea questions mainly ask about the target readers of the passage, the senders or recipients of the email, the topic of the text, etc. Remember that such information is generally mentioned in the first part of the passage.

Note that the questions and answer choices usually restate some information contained in the passage, using other words. This is called paraphrasing. You should practice recognizing and understanding paraphrased structures to deal with comprehension questions in this section of the TOEIC test.

Tips to answer double-passage questions

Many students find it difficult to answer all the double-passage questions in Part 7. Follow these simple steps to effectively manage your time and deal with them:

① Quickly read through the passages and the questions. Select the easy questions to answer first. Questions that require careful reading of the whole passages should be answered later.

② Quickly read through the questions and the answer choices to grasp the key information.

③ Identify the passage that contains the key information.

④ Focus on that passage and choose the correct answer. Pay attention to paraphrasing.

⑤ Answer the remaining questions from step 1.

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1 Identifying the passage that contains the keywords/the information needed.

To: Staff, Accounting Department
From: Daniel Shaw
Subject: Training Course

There is going to be a training course in the latest accounting methods next Wednesday morning at 9 AM. The meeting will begin in the conference room but will change venues to the auditorium if enough people show up. I urge everyone to attend this course since we will be implementing some of these new accounting methods ourselves. This is going to be an all-day affair, so please make sure that you let your supervisors know you will be in attendance. If you need to, I can talk to your boss for you so that you will be cleared to attend. Please respond to me by e-mail as soon as possible about whether or not you intend to be there. We will have several different presenters, and it should be a very interesting course. Come ready to take notes, and ask all the questions you like — after all, the instructors are going to be there to help us.

Daniel Shaw
Supervisor, Human Resources Department

TO: danielshaw@thiscompany.net
FROM: nancybutler@thiscompany.net
RE: Tomorrow's training course
DATE: Tuesday, October 5

Dear Mr. Shaw:

Please accept my sincere apologies, but I am afraid I am not going to be able to be in attendance at tomorrow's training course even though my previous e-mail stated that I would attend. I hope that my canceling at the last moment does not inconvenience you too much. I would love to be at the course, but I have a sudden family emergency that prohibits me from attending. My father-in-law just suffered a heart attack, and my family is making preparations to visit him in the hospital, which is located out of state. This is a trying time for our family, so I hope that you understand why I will be absent. If there are any similar training courses in the future, I will be sure to attend them. Likewise, upon my return to work sometime next week, I will consult with my colleagues who attended the course and will go over what they learned with them. Again, let me apologize for my absence tomorrow.

Sincerely,

Nancy Butler
Accounting Department

Q1 What does Daniel Shaw offer to do in his memorandum?
(A) Reserve seats for employees who contact him
(B) Get permission from a person's boss for someone to attend the course
(C) Go over the various accounting methods that will be implemented
(D) Send e-mails to the employees discussing the different presenters

Q2 Where is the training course going to be held?
(A) The Accounting Department
(B) Daniel Shaw's office
(C) The conference room
(D) The auditorium

Q3 What does Daniel Shaw say employees should do at the training course?
(A) Listen carefully
(B) Pay attention to all the speakers
(C) Take notes on the lectures
(D) Learn all the methods the speakers discuss

Q4 What did Nancy Butler's previous e-mail indicate?
(A) Her father-in-law had a medical condition
(B) She would be able to attend the course
(C) She was going to be away from work for several days
(D) She had to cancel her reservations for the course

Q5 What does Nancy Butler promise to do when she returns?
(A) Discuss the contents of the course with her co-workers
(B) Attend a training course at a different company
(C) Discuss her absence with Daniel Shaw
(D) Study the training course material by herself

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2-1 Focussing on the passage that contains the keywords/the information needed

Passage 1

To: Staff, Accounting Department
From: Daniel Shaw
Subject: Training Course

There is going to be a training course in the latest accounting methods next Wednesday morning at 9 AM. **The meeting will begin in the conference room** but will change venues to the auditorium if enough people show up. I urge everyone to attend this course since we will be implementing some of these new accounting methods ourselves. **This is going to be an all-day affair, so please make sure that you let your supervisors know you will be in attendance. If you need to, I can talk to your boss for you so that you will be cleared to attend.** Please respond to me by e-mail as soon as possible about whether or not you intend to be there. We will have several different presenters, and it should be a very interesting course. **Come ready to take notes, and ask all the questions you like** – after all, the instructors are going to be there to help us.

Daniel Shaw
Supervisor, Human Resources Department

The first part of a memorandum: the sender, recipient, event, etc. helps you understand the development of the whole set of passages.

Q1 What does Daniel Shaw offer to do in his memorandum?

(A) Reserve seats for employees who contact him
(B) Get permission from a person's boss for someone to attend the course
(C) Go over the various accounting methods that will be implemented
(D) Send e-mails to the employees discussing the different presenters

Q2 Where is the training course going to be held?

(A) The Accounting Department
(B) Daniel Shaw's office
(C) The conference room
(D) The auditorium

Q3 What does Daniel Shaw say employees should do at the training course?

(A) Listen carefully
(B) Pay attention to all the speakers
(C) Take notes on the lectures
(D) Learn all the methods the speakers discuss

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2-2 Focussing on the passage that contains the keywords/the information needed

Passage 2

TO: danielshaw@thiscompany.net
FROM: nancybutler@thiscompany.net
RE: Tomorrow's training course
DATE: Tuesday, October 5

Dear Mr. Shaw:

Please accept my sincere apologies, but I am afraid I am not going to be able to be in attendance at tomorrow's training course **even though my previous e-mail stated that I would attend**. I hope that my canceling at the last moment does not inconvenience you too much. I would love to be at the course, but I have a sudden family emergency that prohibits me from attending. My father-in-law just suffered a heart attack, and my family is making preparations to visit him in the hospital, which is located out of state. This is a trying time for our family, so I hope that you understand why I will be absent. If there are any similar training courses in the future, I will be sure to attend them. **Likewise, upon my return to work sometime next week, I will consult with my colleagues who attended the course and will go over what they learned with them.** Again, let me apologize for my absence tomorrow.

Sincerely,

Nancy Butler
Accounting Department

Q4 What did Nancy Butler's previous e-mail indicate?

(A) Her father-in-law had a medical condition.
(B) She would be able to attend the course.
(C) She was going to be away from work for several days.
(D) She had to cancel her reservations for the course.

Q5 What does Nancy Butler promise to do when she returns?

(A) Discuss the contents of the course with her co-workers
(B) Attend a training course at a different company
(C) Discuss her absence with Daniel Shaw
(D) Study the training course material by herself

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Double-passage Wordlist

Advertisements

Products

fragile
durable
customized
convenient
selection

Shops

consumer *cf.* customer / purchaser
merchant *cf.* merchandise
sales slip = receipt
reasonable
complimentary

Travel service

itinerary
destination
fare
reserve

Recruitment

recruit
vacancy = opening
benefit *cf.* benefits package
benefit from
accountant
administrator
supervisor
assistant
representative

Apartment rental

residence *cf.* resident
real estate = property
rent *cf.* lease
area = region

Announcements and Memos

Company events

conference *cf.* conference call / session
handout
information *cf.* informative

Jobs

practice (= implement) *cf.* practicable
tackle
appraise *cf.* appraisal
alter = change = revise *cf.* alteration

New / leaving personnel

transfer (= relocate)
dispatch
reinstate
lay off *cf.* layoff

Repair / renovation work

premises *pl.*
maintain *cf.* maintenance
entry (= admission)
security guard *cf.* security gate

Business and trading events

commerce
competition *cf.* competitive
international = global = worldwide
trade *cf.* trade show

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Business Letters

Order

place *cf.* place an order
confirm *cf.* confirm an order
invoice
charge
remit

Delivery

shipment
carrier
deliver = transport = carry
receipt *cf.* recipient

Job seeking/job hunting

résumé
cover letter
reference letter = letter of recommendation
qualification
skill = expertise = ability = proficiency = technique
preferred

Insurance

utility *cf.* utility bill
collect
settle
due *cf.* due date
insurance *cf.* insurance policy
premium

News and Articles

Economics in general

stable
increase
recession = depression
curb = control / limit

Finance

earnings (= income, revenue); (= profit)
share (= stock)
securities
mutual fund
interest rate

Business activities

merge = combine
acquire
bankrupt *cf.* go bankrupt
reorganize
monopoly
firm = company = business = organization = corporation
headquarters *cf.* branch

Production

facility[facilities]
assembly line
manufacture
productivity
quality control
quota *cf.* production quota

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Reading Comprehension Practice

Questions 1-5 refer to the following exchange of letters.

Mr. Timothy Molinaro
Quality Jewelers
2300 Circle Street
Minneapolis, MN

Dear Mr. Molinaro:

I saw your advertisement in the weekend edition of the *Star-Tribune*, and I am very interested in applying for the position of salesman at one of your jewelry stores. This position would be ideal for me, and I hope that you will consider me for the job.

Although I have no experience in sales, I am confident that I would be an excellent salesman. My friends all tell me that I have a very convincing manner of speaking, and I know that this ability would be helpful to me as a salesman. Plus, if you look at my résumé, you'll see that I have lots of other experience in a variety of different jobs.

In addition, geology has been one of my hobbies ever since I was young. I have an extensive knowledge in it, and I even took a few geology classes when I was a college student although I didn't major or minor in it. Still, I have an intimate knowledge of rocks, gems, and jewels, and I feel this would make me a more knowledgeable salesman.

I hope that you will consider me for the job. Don't let my lack of sales experience dissuade you from hiring me. I hope to get the opportunity to interview with you soon, and then I can prove how much of a positive addition I can be to your workforce. Please call or write me anytime if you have any questions or would like to arrange an interview.

Sincerely,
William McFarland

Mr. William McFarland
59 Indian Road
Minneapolis, MN

Dear Mr. McFarland:

I received both your résumé and your cover letter. I must say that I am rather fascinated by your unusual level of interest in precious stones. I would love to conduct an interview with you, but unfortunately the position has already been filled. This was the third month that our advertisement has run; you must not have noticed it in the previous editions of the newspapers.

However, I will keep your name and contact information on file for the next year. Since we operate several stores throughout the Minneapolis area, we often have positions to fill. As soon as one becomes available, I will give you a call and set up an interview.

I'm terribly sorry that we cannot accommodate you at the moment. Good luck in your job search. When something becomes available, I will contact you.

Sincerely,
Timothy Molinaro

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1. What kind of experience does Mr. McFarland have in sales?

(A) He has worked in several different stores.
(B) He is currently working as a salesman.
(C) He was a salesman while he was in college.
(D) He has never worked in sales before.

2. Why does Mr. McFarland feel that Mr. Molinaro should hire him?

(A) He is a hard-working individual.
(B) He has a lot of experience in sales.
(C) He is very knowledgeable about gems.
(D) He has a very positive attitude.

3. What does Mr. McFarland propose in his letter?

(A) Mr. Molinaro should hire him immediately.
(B) Mr. Molinaro should call him for an interview.
(C) Mr. Molinaro should e-mail him for more information.
(D) Mr. Molinaro should introduce him to his co-workers.

4. What does Mr. Molinaro say about the job?

(A) He would love to hire Mr. McFarland.
(B) He has already hired someone else.
(C) He has stopped advertising for it in the paper.
(D) He has decided not to hire anyone.

5. What does Mr. Molinaro promise to do in his letter?

(A) Call Mr. McFarland in for an interview soon
(B) Forward Mr. McFarland's résumé to another company
(C) Hire Mr. McFarland when another position becomes available
(D) Keep Mr. McFarland's information on file for a year

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Questions 6-10 refer to the following letter and its response.

Machine Design, Inc.
2020 First Avenue
Sacramento, CA
Re: Order # 4054-12-37A

Dear Ms. Delaney:

My company purchased a large number of machine parts from yours on May 4. The order number is listed above. Our order arrived on May 10, but unfortunately, there was a problem with our order. Simply put, everything that we ordered did not arrive.

Our order clearly stated that we requested 50 of your 3" gears. But only 20 were included in the delivery. In addition, when we checked the shipping manifest, it only listed 20 gears as being ordered. Fortunately, the rest of our order arrived with no problems. But we still require the additional 3" gears.

The problem surely lies on your end. My itemized receipt lists our order correctly. But your delivery was incomplete for some reason. We require those gears immediately, as we cannot complete our current project without them. We request that you send them as soon as possible and that you also expedite the shipping process. We hope that this does not happen again. We are quite satisfied with your service, but if there is another mistake of this sort, we will be forced to find a new parts supplier.

Sincerely,

Gregory Carter
Carter's Iron Works

Carter's Iron Works
30120 S. Hampton Road
San Diego, CA

Dear Mr. Carter:

We sincerely regret the mistake in your latest order. We have had a bug in our computer system that occasionally corrupts orders and causes them to change. We are working on repairing our computer network at this moment, but let me personally assure you that this kind of mistake will never happen again.

You will be happy to know that your order left our company within two hours of receipt of your letter. Furthermore, we sent your gears in a truck that is headed straight for San Diego. Depending upon traffic, it should only be a matter of hours before your order arrives. We hope that this delay has not severely hampered your business.

At Machine Design, Inc. we strive to produce the best possible machine parts and also provide quality customer service. We clearly failed you in the latter aspect; we will do our utmost to ensure that this sort of breakdown does not occur again in the future. You and your company are valued customers, and we would hate to lose your business. Please consider this a one-time aberration that will not be repeated.

Sincerely,

Roberta Delaney
Machine Design, Inc.

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6. About what was Mr. Carter complaining in his letter?

(A) He was overcharged for some gears.
(B) His order was incomplete.
(C) He was sent too many of one product.
(D) Delivery of his order took too long.

7. What does Mr. Carter ask Ms. Delaney to do?

(A) Resend the entire order
(B) Discount the cost of the missing items
(C) Deliver the necessary products quickly
(D) Ensure that the same mistake is not repeated

8. Why did Machine Design, Inc. make a mistake with Mr. Carter's order?

(A) A mechanical error caused the order to be recorded improperly.
(B) Their computer system was down for the entire weekend.
(C) Someone was unable to fix the computer network on time.
(D) Ms. Delaney's letter does not explain why.

9. How quickly did Ms. Delaney send the new order out?

(A) Thirty minutes after receiving the letter
(B) Two hours after receiving the letter
(C) One day after receiving the letter
(D) One week after receiving the letter

10. How did Ms. Delaney send the new order?

(A) By mail
(B) By airplane
(C) By special courier
(D) By truck

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Check-up Test

Questions 1-5 refer to the following notice and letter.

Notice to members:

The Society of Architects will be holding its fifteenth annual meeting next month starting on Friday, July 10 and finishing on Sunday, July 12. Unlike in previous years, this will not be a single-day event but will instead last for three days. This is on account of our membership, which increased 37% during the past year. We have many exciting programs and special events scheduled for every day. The keynote speaker will be Joanie Simpson, who is an architect at the Future Designs Co. Her speech will be entitled 'New Approaches to Architecture.' We will have many more speakers, several forums that will allow audience participation, and many different exhibitions and demonstrations. Those who are interested in attending may contact Charles Feldman at charles@architecture.org or at the address below for reservations. Please note that reservations are not required, but they are desired. There is a $35 fee you may pay in advance or at the door. We hope that everyone can make this year's meeting the best one ever.

Eric Hatfield
The Society of Architects
10 Copley Road
Miami, FL

Dear Mr. Hatfield:

I recently received a notice for the meeting of the Society of Architects that will be held next month. I would like to reserve a place not only for myself but also for a couple of guests. I am a new member, so I am not sure of the protocol involved. My guests are not members of the society. Is it permissible for them to attend the meeting, or is attendance restricted to members only?

Since I am not sure if my guests will be allowed to attend, I have refrained from sending a check to pay for all three of our fees. However, once you inform me as to whether or not they may attend, I will send payment as soon as possible. I apologize for what surely must be an unusual request. I must say that I have enjoyed my brief time in the society and have told my friends at another firm about it as well. They are interested in becoming members, but they would prefer to attend the meeting before making a final decision. I hope that you understand.

I will await a response from you. Please feel free either to write me a letter in return or simply e-mail me at ericmartin@mymail.com anytime you like. I look forward to your response, and I will see you in a month at the meeting.

Sincerely,
Eric Martin

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1. Why is Joanie Simpson mentioned in the notice?

(A) All reservations should be sent to her.
(B) She will be speaking at the conference.
(C) She is the president of the Society of Architects.
(D) She is coordinating the speeches at the conference.

2. How is this year's meeting different from those of previous years?

(A) It is more expensive than before.
(B) Guests must all have reservations.
(C) Its duration is longer than in the past.
(D) It will have several keynote speakers.

3. What does Eric Hatfield write about the upcoming meeting?

(A) He will be giving the keynote speech.
(B) Reservations must be made in advance.
(C) They may have to cancel one of the exhibitions.
(D) Some events will allow the audience to participate.

4. What does Eric Martin ask in his letter?

(A) If people who aren't society members can attend the meeting
(B) If he can participate in one of the forums
(C) If he can send one check to pay for three people's fees
(D) If he is allowed to pay the fees of other individuals

5. What does Eric Martin say about his friends?

(A) They are not interested in becoming society members.
(B) They attended college together.
(C) They work at a different company.
(D) They don't have enough money to pay their fees.

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Questions 6-10 refer to the following article and letter to the editor.

Geologists surveying the area off the coast of North Carolina recently made the stunning announcement that they have found an enormous deposit of oil underneath the ocean's surface. Although they have yet to complete their research, preliminary figures point to a deposit of over 900 million barrels of oil, a tremendous amount that would help reduce the nation's dependence upon foreign oil. The geologists added that the figure was likely to increase, possibly by over 50%, once they finish calculating all of their numbers.

The question, of course, is how much of the oil can be reclaimed from the ocean. The geologists were surveying waters only 1-3 miles off the coast, where the ocean tends to be about 200-400 yards deep. This is not so deep as to prohibit pumping the oil out of the ground, although it might cause some minor problems. Oil companies have been overjoyed by the news of the discovery, and they are already lobbying the state and federal governments for the rights to pump the oil from this area. They will also need to build the required infrastructure, i.e. oilrigs and pipelines, before they can start pumping. It is also likely that the state will commission an environmental study to determine the impact drilling for oil will have on the native flora and fauna. Nevertheless, most experts believe that drilling will start within the next two years.

Dear Sir/Madam:

I would like to add a few things that your recent (May 4) article on the discovery of oil off the coast of North Carolina omitted. Your article neglected to mention the economic benefits that the state could reap from the drilling of oil. To begin with, the number of jobs created in the state will number in the hundreds and possibly the thousands. These will not merely be low-paying jobs; instead, they will be high-paying jobs that require skilled workers in various sectors. Surely this will be a boon to the state. The tax revenues that will be raised should be enormous. Although I'm sure that every special interest group in the state will be fighting for extra dollars, it is definitely a positive to be able to get this extra money. With luck, a large amount of it will be earmarked for education to improve the schools throughout the state. And finally, the presence of oil should promise cheap energy for our state. I, for one, am tired of seeing expensive heating bills in winter and having to pay too much at the pump when I fill up my car. I'm not sure why your paper neglected to mention these extra benefits, but I hope you will be writing future articles about these benefits or at least see fit to print my letter.

Sincerely,

Lionel Daniels
Durham, North Carolina

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6. Where did scientists find oil?

(A) In North Carolina
(B) Along the beaches of North Carolina
(C) Right off the coast of North Carolina
(D) Over three miles off the coast of North Carolina

7. What will probably happen before any drilling can begin?

(A) The government must decide how much to tax the oil companies.
(B) The oil companies must build the necessary facilities to drill for oil.
(C) Environmental groups must give their approval to the project.
(D) Two years of more studies must be completed.

8. Why did Lionel Daniels write his letter to the editor?

(A) To complain about the newspaper's lack of enthusiasm for the discovery
(B) To protest excessively high prices for gasoline
(C) To provide information he claimed was missing from the article
(D) To express his desire to see different companies drilling for oil

9. What does Lionel Daniels say is a potential benefit of the discovery?

(A) There will be over a hundred thousand new jobs.
(B) Special interest groups will demand more funding.
(C) Energy prices should begin to decrease.
(D) Education will improve throughout the state.

10. How difficult should it be to pump the oil from where it is located?

(A) It will be impossible.
(B) It will involve major problems.
(C) It will be somewhat difficult.
(D) It will be quite easy.

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Questions 11-15 refer to the following memorandum and letter.

TO: All staff members
FROM: Margaret Jenkins
RE: Employee Evaluations

I would like everyone to know that their employee evaluations have been completed and that employees may now schedule meetings with me to discuss their yearly evaluations. As you all know, some of you will be released due to poor evaluations. Those of you whose evaluations are below average will receive written as well as verbal warnings. Once you receive a warning, you will be put on probation. Should your performance improve over the next six months, you will be removed from probation, and the warning letter will be removed from your permanent file. Those who do not show improvement will be obligated to seek employment elsewhere.

On the positive side, those of you receiving positive evaluations will receive pay raises and/or bonuses. Pay raises will be anywhere from 3-6% increases. The amount of bonus money employees will receive has yet to be determined. Additionally, some of you who were evaluated positively will be promoted. I know that this is an anxious time for everyone involved, so I'd like to get these meetings over with by the end of this week. Please contact my secretary to schedule a time to speak with me. I will only need about ten minutes of your time to go over your evaluations.

Margaret Jenkins
Manager, Human Resources

Margaret Jenkins
Human Resources Department
Linwood Financial Services
10 Center Court Avenue
Chicago, IL

Dear Ms. Jenkins:

I am writing this letter to establish a written record of what I feel is my unfair termination from Linwood Financial Services. On Wednesday, March 27, I was called to your office and summarily fired for what you termed a 'substandard performance.' I feel that this was unwarranted, and I do not believe that I was given a fair opportunity to defend myself.

To begin with, I am not sure why exactly I was given such low marks. I have received zero complaints during my entire three years with Linwood, and I have in fact been praised by several of the clients with whom I worked. However, one of the most negative marks on my evaluation was customer service, for which I received a two out of ten. That simply doesn't make sense.

Additionally, you cited my 'hostility towards co-workers' and my 'constant creating of a hostile work environment' as two more reasons to fire me. These statements are so outlandish as to constitute slander. Rest assured my attorney will file a suit regarding this matter if I am not immediately restored to my job and do not receive a written apology.

I hope that we are able to settle this matter amicably, but I am afraid that time has already passed. From now on, any discussions with me will be in the presence of my attorney, F. Thomas Walters, who will be contacting you shortly.

Sincerely,
Vincent Callahan

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11. What does the word 'released' in the memorandum, line 3 mean?

(A) Fired
(B) Passed over for promotion
(C) Transferred
(D) Demoted

12. What does Margaret Jenkins want all the employees to do?

(A) Come to her office as soon as possible
(B) Turn in their employee evaluations
(C) Arrange a time to go and meet her
(D) Be prepared to go over their evaluations

13. How can a warning letter be taken out of an employee's permanent file?

(A) The employee must quit working for the company.
(B) The employee must work better for half a year.
(C) The employee must receive no complaints for a year.
(D) The employee must agree to a demotion.

14. What does Mr. Callahan believe about his firing?

(A) It was unfair.
(B) It was understandable.
(C) It was the right thing to do.
(D) It was unprovoked.

15. What does Mr. Callahan promise to do if he is not rehired?

(A) Find another job
(B) Have a meeting with an attorney
(C) Sue Linwood Financial Services
(D) Demand that he be given an apology

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Half**Test**

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PART V

1. It was on his business trip to Rome during _____ Marcus secured several new contracts for his firm.
   (A) whose (B) while
   (C) whatever (D) which

2. Consulting its entire staff before making crucial business decisions is a _____ that makes ITS, Inc. unique in its field.
   (A) usage (B) ground
   (C) practice (D) manner

3. The city council voted _____ to provide funds for the construction of a new community center.
   (A) commonly (B) increasingly
   (C) critically (D) unanimously

4. William Taylor had been the department manager _____ only six weeks before he was promoted to vice president.
   (A) for (B) of
   (C) past (D) when

5. That problem occurred so _____ that it wasn't even covered in the operations manual.
   (A) hardly (B) uneasily
   (C) weakly (D) infrequently

6. In typical years, less than half of the people who apply are _____ to the graduate school.
   (A) admit (B) admits
   (C) admitted (D) admitting

7. Since _____ the union and the company wanted to get the most advantageous deal, it was difficult for them to compromise.
   (A) both (B) also
   (C) either (D) too

8. Any passenger without a _____ pass will not be allowed on to the airplane.
   (A) boarded (B) boarding
   (C) to board (D) boards

9. Mr. Jenkins was _____ for his short temper, so everyone in the office made sure not to upset him.
   (A) returned (B) known
   (C) taken (D) held

10. Infotech, Inc. has made an important discovery _____ should help to revolutionize the computer industry.
    (A) those (B) what
    (C) that (D) where

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11. The mechanic was able to repair the vehicle by using the spare _____ which were lying around his garage.
(A) amounts (B) types
(C) kinds (D) parts

12. While the organizers of the conference _____ anticipated 500 people would attend, more than double that number actually appeared.
(A) original (B) originally
(C) originated (D) originality

13. As a result of the recent elections, the government _____ to pay more attention to domestic issues.
(A) expects (B) is expecting
(C) expected (D) is expected

14. Although Tina Martin only stepped _____ for a while, there were several messages waiting for her upon her return to the office.
(A) through (B) along
(C) out (D) aside

15. The benefits that a new employee receives _____ health care, two weeks of vacation, and the use of a company car.
(A) include (B) includes
(C) including (D) inclusion

16. Kevin was interested in finding a job with the government _____ Scott was more interested in the private sector.
(A) how (B) while
(C) that (D) so

17. Avery Johnson considers _____ the most important worker in his department.
(A) he (B) him
(C) his (D) himself

18. _____ the next two weeks, the store will be undergoing renovations and will be open on a limited basis only.
(A) Among (B) Over
(C) Beyond (D) Behind

19. There had been a lot of time and money _____ in Dr. Baldwin's research, so the CEO was reluctant to cancel the program.
(A) invest (B) invested
(C) investor (D) investing

20. It took some time for Lewis to adjust _____ living in Canada because of its much colder climate.
(A) to (B) without
(C) from (D) against

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PART VI

Questions 21-23 refer to the following memo.

To: Peter Chapman
From: Steven Marrone
Subject: Your Recent Presentation
Date: May 3

Let me be the first person to thank you for the _____ job you did both in preparing
21. (A) outstanding
(B) expressive
(C) chief
(D) restrained
your report and presenting it to the Board of Directors. After you left the room, we talked _____ ourselves and determined that your conclusions were 100% correct.
22. (A) above
(B) through
(C) among
(D) before
Now, thanks to your good work, you've got another task ahead of you.

The Board has decided that you will _____ the implementation of all the
23. (A) imagine
(B) supervise
(C) transfer
(D) exchange
suggestions you made. They were you and your team's ideas; now let's see how well you can make them real so that our company can put them to good use. I'm sure that you'll want to meet with me as soon as possible to discuss how to go about doing this. Let me know whenever you've got time to meet me.

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Questions 24-26 refer to the newspaper article.

The sudden announcement by Rick Thompson of his plans _____ from the
24. (A) withdrawn
(B) to withdraw
(C) withdrawing
(D) have withdrawn

mayoral race has come as quite a surprise to the city. With only three weeks left in the election, Mr. Thompson stepped down as the challenger to Mayor Trevor Collins. Now any new challengers will need the _____ of the city council to get their
25. (A) legislation
(B) enhancement
(C) competition
(D) approval

names on the ballot. Lawyers are not sure what's going to happen since _____ an
26. (A) such
(B) like
(C) so what
(D) some

event has never occurred before. What is even more surprising is that the latest polls had shown Mr. Thompson with a commanding lead. At his press conference, he indicated that he had lost all desire to become mayor. Although this probably means that Mayor Collins will be re-elected, it's still possible that a new candidate will emerge and win the race.

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PART VII

Questions 27-30 refer to the following memo.

TO: All employees
FROM: David Gregory
RE: New Computer System
DATE: June 12

As you know, we desperately needed to upgrade our computer systems. Fortunately, we have just struck a deal with Performance Systems to modernize all of our computer hardware during the next several weeks. They will start with our internal servers and work their way through the departments. A schedule is attached to this memo.

Although Performance Systems guarantees that no data will be lost during the upgrade, please be sure to back up all of your critical information just in case. We can never be too safe.

While upgrading, you may not be able to use your computer for a day or two. Please take advantage of the business center located on the second floor. During the upgrade, the center will be open 7 days a week, 24 hours a day.

27. What does the memo discuss?
(A) Bids for computer systems
(B) Upgrading computer systems
(C) Fixing old computers
(D) Using computers more frequently

28. What will be upgraded first?
(A) The keyboards
(B) The modems
(C) The servers
(D) The printers

29. When should people use the business center?
(A) When they can't use their computers
(B) When they work overtime
(C) When they work on weekends
(D) When more than one computer is needed

30. Which of the following does the memo suggest employees do?
(A) Work different schedules
(B) Indicate their upgrade choices
(C) Make appointments with Performance Systems
(D) Back up important data

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Questions 31-32 refer to the following e-mail.

To: All employees

FROM: Lisa Bush

RE: Overtime

We have recently been awarded a number of new contracts with various companies. The result of these orders is that we will be forced to keep the assembly lines running for 18 hours a day as opposed to the current 12-hour days they are in operation. Rather than employ new workers only to lay them off in a few months, we would like to offer our assembly line workers the opportunity to earn some overtime. Employees may work up to 11 hours per day, three of which will be paid as overtime. You will receive time and a half for every hour of overtime you work. Additionally, we will be operating the line on both Saturdays and Sundays. Weekend shifts are entirely voluntary and will be reimbursed at double time. Please note that overtime work is not mandatory. Contact your foreman if you are interested in working overtime.

31. How much will an employee make on Saturday by working 10 hours at $12 an hour?

(A) $120
(B) $132
(C) $216
(D) $240

32. Why doesn't the company want to hire any new workers?

(A) Because it will have to fire them later
(B) Because hiring new workers is expensive
(C) It would rather give its current workers overtime opportunities.
(D) It doesn't want to train any new workers.

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Questions 33-36 refer to the following report.

Organic farming is a system of agriculture that uses environmentally sound techniques for raising crops and livestock that are free from most synthetic pesticides, growth hormones, and antibiotics. Organic farmers typically rely on pesticides and fertilizers derived from plants, animal wastes, and minerals. They incorporate biological methods, such as the use of one organism to suppress another, to help control pests. The methods used in organic farming increase soil fertility, balance insect populations, and reduce air, soil, and water pollution.

Organic farming is a small but rapidly growing sector of agriculture in the United States. Sales of organic foods increased from $5 billion in 2004 to $9.5 billion in 2006. Organic food sales now make up 7 to 9 percent of retail food sales but are projected to increase to 20 percent by the year 2008. Exports of organic products to Japan and some European countries are also growing, where organic farming typically is more widespread. In Austria, for example, 11 percent of land is farmed using organic methods.

33. What does organic farming accomplish?
(A) It increases insect populations.
(B) It leads to the creation of safer pesticides.
(C) It genetically alters crops.
(D) It improves soil quality.

34. What can be said about organic farming in the U.S.?
(A) It is not very popular.
(B) Its popularity is growing.
(C) Organic food sales will decrease 7–9 percent annually.
(D) Eleven percent of the land is used for organic farming.

35. What is true about organic crops?
(A) They are given growth hormones.
(B) They are free from all pesticides.
(C) They are grown with natural fertilizers.
(D) They are exported from the U.S. globally.

36. What happened to sales between 2004 and 2006?
(A) They increased by 9%.
(B) They increased by 20%.
(C) They increased by $5 billion.
(D) They increased by $4.5 billion.

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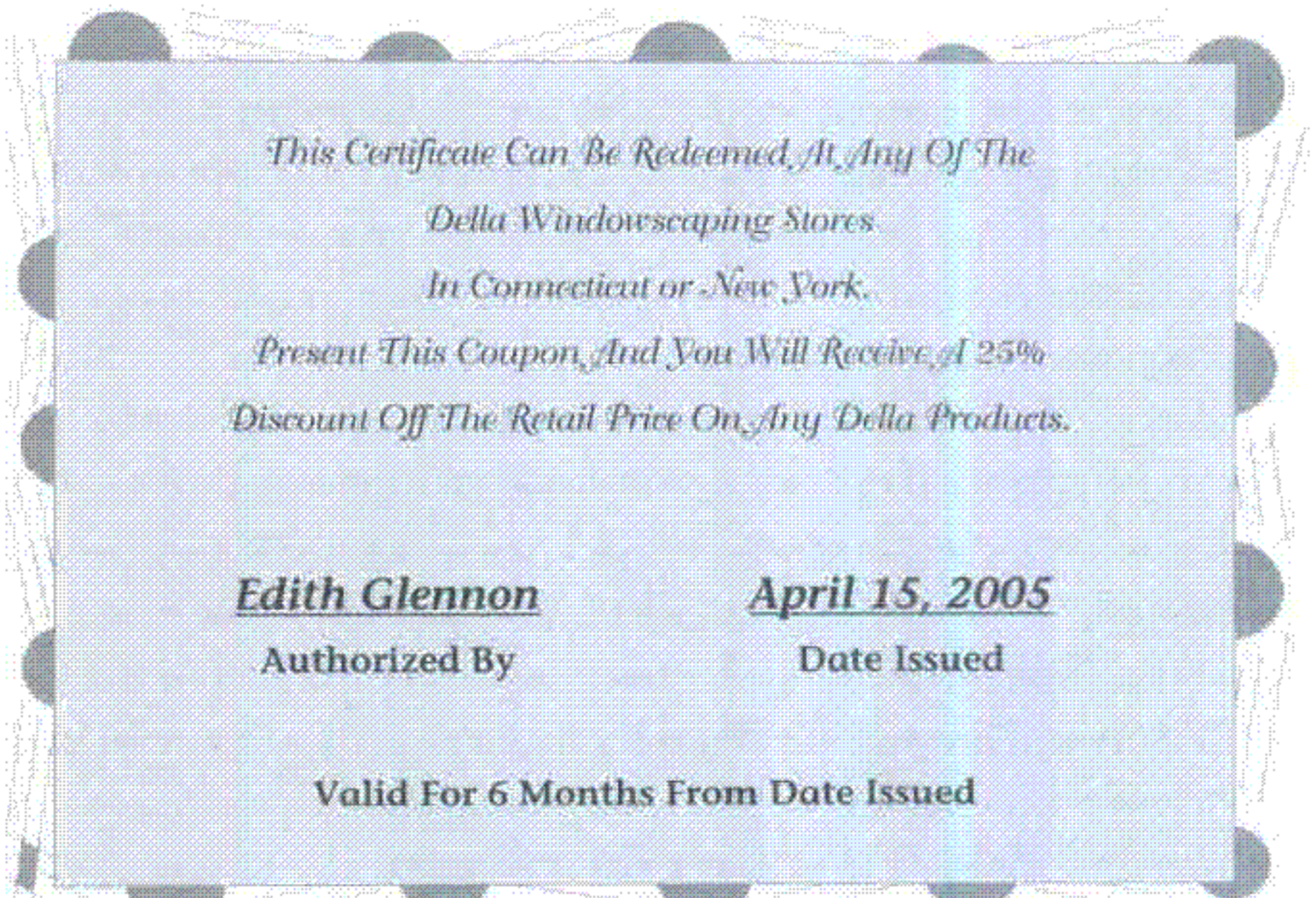
Questions 37-38 refer to the following card.



This Certificate Can Be Redeemed At Any Of The
Della Windowscaping Stores
In Connecticut or New York.
Present This Coupon And You Will Receive A 25%
Discount Off The Retail Price On Any Della Products.

Edith Glennon — ***April 15, 2005***
Authorized By — **Date Issued**

Valid For 6 Months From Date Issued

37. What is being offered?
(A) A discount
(B) A free service
(C) Free installation
(D) An additional item

38. What will happen after October 15, 2005?
(A) The certificate will be reissued.
(B) The membership of Edith Glennon will expire.
(C) The Della Store will close.
(D) The card cannot be accepted at the stores.

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Questions 39-43 refer to the following advertisement and letter.

If you are the kind of person who just can't seem to lose weight no matter what you do, don't give up. There's still hope. You need to try the Caraway Diet. The Caraway Diet is the creation of Janet Caraway. She once weighed 200 pounds, but she finally got tired of being overweight and having people making fun of her. Janet studied nutrition, and then she came up with her own diet. Thanks to that diet, she lost 10 pounds in the first month, and she eventually got her weight down to the 110 pounds that she currently weighs. The Caraway Diet is approved by doctors and is completely safe. You don't have to take lots of exotic vitamins, and you don't have to do rigorous exercise every day. Just follow the diet, don't eat any junk food, engage in twenty to thirty minutes of light exercise a day, and watch the pounds come off. It's the perfect diet for people who are on the go and don't have time to join a gym. You're guaranteed to lose 5 pounds a month. If you don't lose that much in the first month, we'll refund your money in full. Call now to sign up for the Caraway Diet. You'll be glad you did!

Dear Better Business Bureau:

I would like to report the Caraway Diet for fraudulent advertising. The Caraway Diet promises its members that if they don't lose a certain amount of weight after the first month of membership, then it will refund its client's money. I tried the Caraway Diet for two months and failed to lose any weight; in fact, I gained two pounds. Unfortunately, when I requested a refund of my money, my request was denied. I was not even given the benefit of a reason. The money that I lost was minimal. I'm not particularly concerned about that. However, I don't like to see advertisers lie about their product. That's why I'm writing you this letter. I would like for you to conduct an investigation of the Caraway Diet, or, if that is not possible, at least to keep this letter on file so that others interested in the Caraway Diet will not be fooled like I was.

Sincerely,
Nancy Roberts

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39. Why did Janet Caraway decide to lose weight?
(A) She thought it was unhealthy.
(B) She wanted to exercise more.
(C) She preferred eating healthier foods.
(D) She didn't want people laughing at her.

40. What is a part of the Caraway Diet?
(A) Taking vitamins every day
(B) Doing intense workouts at the gym
(C) Not eating any unhealthy foods
(D) Maintaining an all-vegetable diet

41. How much weight did Janet Caraway lose when she started her diet?
(A) 5 pounds in the first month
(B) 10 pounds in the first month
(C) 90 pounds in six months
(D) 90 pounds in one year

42. What does Nancy Roberts say about her experience with the Caraway Diet?
(A) She gained weight while she was on it.
(B) She didn't lose enough weight.
(C) She lost five pounds in the first month.
(D) She lost five pounds over two months.

43. What does Nancy Roberts request of the Better Business Bureau?
(A) To get her money back for her
(B) To investigate her accusation of fraud
(C) To forward the letter to the Caraway Diet
(D) To ask the Caraway Diet not to lie anymore

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Questions 44-48 refer to the following news report and letter to the editor.

Over the past ten years, conditions in the inner city have continued to decline. As more and more families move to the suburbs, those who remain in the city find their job prospects and standards of living decreasing. Salaries are less than half of those in the suburbs. Crime in the city is also increasing, and property values have plummeted.

But there are some people who are trying to change life in the inner city. Peter Marcus is one of them. A former professional football player, when Marcus retired from the game twenty-five years ago, he didn't take his millions and go live in some posh neighborhood. Instead, he moved back to his old neighborhood and opened a youth center on 33rd Street. The Marcus Youth Center has been a shining light for the neighborhood, helping keep youths off the streets and away from gangs and drugs that ruin their lives. Marcus has lost count of the number of times young men and women have thanked him for giving them something to do after they finished school and for keeping them out of trouble.

But all is not going well for the Marcus Youth Center these days. Marcus himself is running out of personal funds, having invested most of his life's savings into the center. As a non-profit organization, the center relies upon donations to survive. But these donations aren't coming in. Without some kind of financial backing, the Marcus Youth Center will be forced to close its doors by the end of the month.

To the editor:

I read your recent article on Peter Marcus and the Marcus Youth Center and was very impressed with Mr. Marcus. It's so nice to see that some successful people haven't forgotten about their roots and that they still care enough to come back to their old neighborhoods and try to help others be like them. I was also rather distressed to see that the Marcus Youth Center is in danger of closing its doors due to a lack of funds.

That's why I'm writing this letter. I would like to announce that I have personally donated $300,000 to the Marcus Youth Center. I too come from the inner city, and I had the opportunity to spend some time in the Marcus Youth Center. My activities there helped me become the man I am today. I worked hard and managed to make my business one of the leaders in the city. I can't stand the thought of the youth center closing its doors.

And now I'd like to issue a challenge to others in the city. Let's keep the Marcus Youth Center in business. Donate what you can, and see if your company will match your donations. I'm living proof that the center is doing good work. Without the center, I definitely wouldn't be where I am today.

Sincerely,
William Jefferson
President, ECM, Inc.

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44. What did Peter Marcus do in the past?
(A) He ran a youth center.
(B) He played sports professionally.
(C) He wrote for a newspaper.
(D) He lived in the suburbs.

45. How are the suburbs and the inner city different?
(A) The crime rate in the suburbs is higher.
(B) Those living in the suburbs have less valuable housing.
(C) There are more jobs in the suburbs.
(D) Salaries in the inner city are greater.

46. Why is William Jefferson interested in the Marcus Youth Center?
(A) He wants to become its president.
(B) He used to go there when he was a child.
(C) He wants children in the suburbs to have a place to go.
(D) He thinks the center helps produce the leaders of tomorrow.

47. What does William Jefferson request that others do?
(A) Give as much money as they can
(B) Donate more money than him
(C) Volunteer to work at the center
(D) Ask their company to donate more money

48. Why does the Marcus Youth Center require funding?
(A) It has to pay extra taxes and rent.
(B) It wasted all of the money it had before.
(C) It had bad financial management in the past.
(D) Its owner lacks the personal funds.

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Actual Test

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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 the 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. More than $3 million in scholarships and _____ were awarded to high school participants from around the world today at the International Science and Engineering Fair.
(A) triumphs
(B) successes
(C) prizes
(D) conquests

102. They were appreciative of the _____ that was shown to them, and were very impressed with the teacher training system in British Columbia.
(A) fondness
(B) altruism
(C) cultivation
(D) hospitality

103. Electronic toll _____ has been implemented in a number of countries including England and the United States.
(A) collector
(B) collection
(C) collected
(D) collective

104. This section is the ticket stub, which you must not _____ before entering the theater.
(A) correspond
(B) write
(C) detach
(D) withdraw

105. As the _____ has already been accepted by the president, its implementation now depends on the support of a majority of the board.
(A) proposal
(B) intention
(C) indication
(D) advice

106. One of the basic _____ of city development is to keep the business area as dense and compact as possible in order to prevent unwanted urban sprawl.
(A) foundations
(B) beliefs
(C) aims
(D) reasons

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107. Many restaurants set up drive-through counters so that customers can place orders _____ without getting out of their cars.
(A) convenience
(B) conveniently
(C) convenient
(D) convene

108. Businesses should be _____ the economic, social and environmental contexts in which they operate.
(A) conscious of
(B) spoken with
(C) examined by
(D) capable of

109. We have _____ comparatively less of the national budget on funding research and development than all our neighbors and most of Europe.
(A) bought
(B) cashed
(C) spent
(D) afforded

110. The partnership can be terminated at any time if the progress of the work is not _____.
(A) satisfying
(B) satisfaction
(C) satisfied
(D) satisfactory

111. _____ exercise is an important means of improving health and preventing obesity.
(A) Regular
(B) Regularly
(C) Regularity
(D) Regularize

112. The insurance company said it needed a _____ report on exactly how the accident happened.
(A) complete
(B) completes
(C) completing
(D) completely

113. Due to the most recent increase in freight rates, we find it _____ to raise our prices on Brazilian coffee.
(A) necessary
(B) necessarily
(C) necessity
(D) necessitate

114. Representatives of both sides had _____ had two meetings at the time the union declared the walkout.
(A) already
(B) since
(C) still
(D) yet

115. The board of directors agreed to _____ a plaque to Mr. Martinez for his contributions and dedication to the company for the last 20 years.
(A) present
(B) engrave
(C) approve
(D) receive

116. The employees voted _____ to change the company policy concerning when they could or could not take a lunch break.
(A) regularly
(B) frequently
(C) indifferently
(D) unanimously

GO ON TO THE NEXT PAGE

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117. The company believes that at least some of its employees signed the petition _____ the strike because of union intimidation and a lack of information.
(A) in support of
(B) by means of
(C) on behalf of
(D) with reference to

118. The room was _____ more spacious and clean than it looked in the picture.
(A) so
(B) such
(C) far
(D) farther

119. We have specific _____ regarding financial assistance at the university.
(A) fragments
(B) questions
(C) expressions
(D) infusions

120. International System Corp. has experienced a _____ increase in exports in the first quarter of this year.
(A) intentional
(B) marginal
(C) rational
(D) petty

121. Attendance at the weekly meetings is _____ for all except those who have been excused.
(A) mandate
(B) mandatory
(C) mandates
(D) mandating

122. It is required that senior staff members in the accounting department earn standard accounting _____ by the end of the year.
(A) certify
(B) certified
(C) certifiable
(D) certification

123. _____ we devoted ourselves to this project, the result was less than we'd desired.
(A) Although
(B) Despite
(C) Since
(D) Due to

124. To expand our market share in Asian countries, we will have to pursue prospective buyers _____.
(A) aggressive
(B) aggressiveness
(C) aggression
(D) aggressively

125. North America's per capita energy consumption is forecast to increase _____ ten percent by 2010.
(A) neared
(B) nearly
(C) near
(D) nearness

126. We would like to congratulate you because you have won a chance to own _____ products you want from our store for free.
(A) whomever
(B) whoever
(C) wherever
(D) whatever

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127. Terms and conditions state that the shop is not for products damaged during delivery.
(A) responsive
(B) responsible
(C) response
(D) responsibility

128. Though planned for this week, the arrival of the buyers from Germany has been postponed until next Friday.
(A) original
(B) originality
(C) originally
(D) origin

129. The introduction of the new teaching method is considered a huge step , so it will soon be implemented by most middle schools in the country.
(A) through
(B) forward
(C) before
(D) toward

130. the problems they ran into when they first started the project, they have created a first-rate model.
(A) Even
(B) Although
(C) Despite
(D) For

131. For short-term visitors there are parking places marked in yellow behind the main building.
(A) reserved
(B) conserved
(C) deserved
(D) preserved

132. It is not easy to get a table at a famous restaurant unless you call for reservations.
(A) above
(B) along
(C) ahead
(D) aside

133. Electrical inspectors examine installed electrical systems and equipment to ensure that they function properly and with codes and standards.
(A) comply
(B) compliant
(C) complying
(D) compliance

134. Fifty countries around the world could be threatened by rising sea because of global warming.
(A) aptitudes
(B) rates
(C) balances
(D) levels

135. Please over your progress report to check if there aren't any errors before submitting it to the supervisor.
(A) see
(B) look
(C) view
(D) observe

136. As far as I know, any expenses you incur during your business trip may be reimbursed, they are accompanied by receipts.
(A) according to
(B) more than
(C) and
(D) provided that

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137. Complete fare and ticket purchase information is _____ upon request during operating hours.
(A) approachable
(B) considerable
(C) available
(D) creditable

138. A study published today in an international journal presents powerful new evidence that adolescent smokers become addicted to nicotine from smoking far fewer cigarettes than _____ thought.
(A) presently
(B) previously
(C) precisely
(D) preventively

139. The report is meaningful because it shows how the company uses its assets to _____ profits.
(A) renovate
(B) exaggerate
(C) generate
(D) insinuate

140. You should not take this medicine if you are having difficulty _____ at night.
(A) sleep
(B) sleeps
(C) sleeping
(D) slept

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PART 6

Directions: Read the texts below. A word or phrase is missing in some of the sentences. For each empty space in the text, select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 141-143 refer to the following passage.

Although modern technology has produced a number of time-saving inventions, it is _____ that people living in modern times actually have less and less time

141. (A) sarcastic
(B) hyperbole
(C) realistic
(D) ironic

available. The _____ of people to accomplish all that needs to be done in

142. (A) demand
(B) inability
(C) possibility
(D) requirement

twenty-four hours has led to a new trend: seminars in time management. These seminars are very popular with businesses, which spend millions of dollars each year hiring speakers to instruct their employees on how to make use _____ their time

143. (A) of
(B) with
(C) for
(D) by

more wisely and efficiently. It is questionable, however, how effective these courses really are. Studies of people who have taken these courses show that they manage their time only slightly better after attending the courses than prior to attending them.

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Questions 144-146 refer to the following statement.

Getting published can be difficult since many publishers _____ unsolicited

144. (A) refuse
(B) promote
(C) accept
(D) condone

manuscripts. This makes it next to impossible for unknown writers to get published for the first time. Writers often turn to book agents, who then submit _____ to

145. (A) books
(B) manuscripts
(C) reports
(D) magazines

publishers to check out. Some writers, tired of the constant _____, have begun

146. (A) trouble
(B) discussions
(C) editing
(D) rejection

publishing their work on the Internet. The horror writer Steven King is the most famous to do this, but unknown authors are finding success in this medium as well. In fact, they are becoming so successful that publishing companies have begun hiring people to search the Internet looking for writers with potential.

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Questions 147-149 refer to the following explanation.

With the number of people owning cellular phones these days rapidly increasing, the number of complaints about people using their phones is _____ rising. Cellular

147. (A) subsequently
(B) unexpectedly
(C) genuinely
(D) simultaneously

phone _____ is becoming a popular topic. To begin with, people speaking on

148. (A) manners
(B) calling
(C) usage
(D) etiquette

cellular phones should speak quietly to keep from bothering _____ near them. They

149. (A) anyone
(B) no one
(C) someone
(D) nobody

are also expected to turn their phones' ringers off when they are in restaurants, hospitals, and other places crowded with people. In fact, many restaurants ban cellular phones and request that their owners turn them off so as not to disturb the other diners. While cellular phones can be useful communication tools, there are also certain guidelines people should follow when using them in public.

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Questions 150-152 refer to the following explanation.

Collecting taxes is the primary way in which governments obtain the money with which they finance their operations. Indeed, all levels of government _____ taxes on their

150. (A) levy
(B) charge
(C) file
(D) pay

populace. The percentages vary _____ upon a number of factors, the most common

151. (A) based
(B) depending
(C) determined
(D) set

of which is the person's income level. Governments consider the collecting of taxes imperative to the maintenance of various government functions. Among the most important of these functions are national security, law enforcement, and the courts. As governments continue to increase in the size and number of their functions, taxes also continue to _____, much to the chagrin of some citizens who don't appreciate

152. (A) rise
(B) be steady
(C) improve
(D) decrease

seeing their tax rates go up.

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PART 7

Directions: In this part, you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text 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 153-154 refer to the following newspaper report.

Weather Forecast: Monday, August 20

Today:	Thundershowers throughout the day. High 83. Low 80. Wind 20-30mph.
Tuesday:	40 percent chance of rain. High 85. Low 79. Wind 10-22mph.
Wednesday:	Partly cloudy. Ten percent chance of scattered showers in the morning. Temp. around 90-85.
Thursday:	Sunny. Windy. Temp. around 93-86.

153. On which day is the lowest temperature expected?
(A) Monday
(B) Tuesday
(C) Wednesday
(D) Thursday

154. Which of the following statements best describes the upcoming week's weather?
(A) The weather will progressively improve throughout the week.
(B) The temperature will remain roughly the same throughout the week.
(C) The temperature will see wild fluctuations.
(D) The weather will radically change on Monday and Tuesday.

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Questions 155-156 refer to the following notice.

Notice to Members

The Society of Mechanical Engineers will be holding its fifth annual conference this year on April 12-14. The last two conferences, held in Los Angeles and Dallas, Texas, were highly successful, and we are confident that this year's conference, which is being hosted in Atlanta, Georgia, will be just as successful. Reservations for the conference are mandatory. You can make reservations by contacting Dr. Diane Wellman at (302) 453-9810. You may reserve seats up to three days prior to the beginning of the conference. There is a $45 registration charge. In addition, anyone who wishes to present a paper should contact either Dr. Peter Saks at (205) 241-6845 or Dr. Ira Goldberg at (212) 450-2100. They will provide the relevant information. We look forward to seeing all of our members at this year's conference.

Dr. Nancy Trout
President
Society of Mechanical Engineers

155. Where is this year's conference being held?
(A) Los Angeles
(B) Texas
(C) Atlanta
(D) Dallas

156. When is the last day to reserve a seat for the conference?
(A) April 8
(B) April 9
(C) April 12
(D) April 14

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Questions 157-159 refer to the following notice.

Library patrons:

A number of patrons have complained about excessive noise in the reading room. We ask you to please respect our other patrons and to keep the noise to a minimum. We ask that all those who enter the reading room obey the following guidelines:

- refrain from talking at all times
- turn off the ringers on your cell phones
- do not talk on your cell phones
- do not whistle, hum, sing, or make any other noises that may bother people

If everyone will agree to follow these simple guidelines, I am sure that the reading room can once again become an ideal place to study. All I ask is that you be considerate of your fellow patrons. As this is the final exam period, I hope that you will be extra cautious about not making noise.

Thank you.
Wayne Powell, Librarian

157. What does this announcement concern?
(A) The noise level of the library
(B) The library's circulation policy
(C) Excessive use of cell phones in the library
(D) How to be more considerate

158. In what kind of library is this notice posted?
(A) A public library
(B) A research library
(C) A university library
(D) A private library

159. What does Wayne Powell recommend that library patrons do?
(A) Go outside the library to talk on their cell phones
(B) Whistle, sing, and hum in other parts of the library
(C) Use the reading room only for research purposes
(D) Take other people into consideration when in the library

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Questions 160-162 refer to the following warning.

Warning

This product is highly toxic. Keep away from all children and animals. Wear gloves when using this product, and do not allow it to come into contact with the skin. Exposure to skin will cause a burning and itching sensation, and a severe rash may develop. Contact a doctor immediately in case this product comes into contact with your skin. Keep away from your eyes. If this product should come into contact with your eyes, repeatedly flush them with water, and get to a hospital immediately to prevent the onset of blindness. Do not ingest this product. If you should ingest this, immediately attempt to induce vomiting, and contact a poison control center immediately. This product can be fatal if ingested. Keep this product in a dark place at room temperature. Do not expose to heat, as it is highly unstable and may explode. This product is extremely dangerous. Only professionals should handle it.

160. What may happen if a person drinks this product?
(A) The person may vomit.
(B) The person may lose his life.
(C) The person may go blind.
(D) The person may get a rash.

161. According to the warning, which of the following statements is correct?
(A) This product may explode at room temperature.
(B) It is safe for children to handle this product.
(C) A rash will always develop when people handle this product.
(D) If it touches a person's eyes, he should see a doctor immediately.

162. Where should a person storing this product at home keep it?
(A) In a cabinet
(B) By the stove
(C) In the kitchen
(D) By a radiator

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Questions 163-165 refer to the following announcement.

Product Recall

The ABC Electronics Co. is announcing a recall of its entire line of DVD players. Some recent DVD models have been known to combust spontaneously, and they are therefore considered dangerous. There is a wiring problem in the DVD players that is the cause of this problem. Since they have been deemed a fire risk, the company is issuing an immediate recall. Please take your DVD player to your nearest ABC Electronics dealer or to anyplace where ABC Electronics' products are sold. Your DVD player will be repaired within 24 hours. If any customers are not satisfied with this proposal, we will repurchase your DVD player from you at the price you originally paid for it. This is an urgent problem, so please take your DVD players to be fixed immediately.

163. Why has the company issued a recall for its product?
(A) Some DVD players may suddenly catch on fire.
(B) Their DVD players are considered obsolete.
(C) Many consumers have expressed dissatisfaction with their products.
(D) The wires in the DVD players prevent the remote control from working.

164. Which DVD players is the company recalling?
(A) Its most recent models
(B) The ones with the wiring problems
(C) DVD players purchased in the last 24 hours
(D) Every one of its models

165. What is ABC Electronics offering to do?
(A) Replace all faulty DVD players with new ones.
(B) Fix the faulty DVD players in one day
(C) Show users how to keep their DVD player from malfunctioning
(D) Refund money to all of its customers

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Questions 166-168 refer to the following announcement.

The U.S. Department of Travel has announced that it intends to grant the #47A Citizen's Petition to raise the domestic lost baggage liability limit to $2,500, with automatic future adjustments for inflation. The existing limit of $1,250 per passenger has been unchanged since 1983. The date of the change will be August 19th, 2005.

If your luggage is temporarily lost and you are inconvenienced, compensation will also be made higher. For lost and then found luggage, the compensation will be $75 for the first day and $50 per day for each following day. Submit your baggage claim check to an airline representative for compensation. The claim must be made within 30 days of the recovery of your luggage.

BUT the liability limit for luggage lost on international flights will remain a low $9.07 per pound, or an average of about $635 per passenger.

SOLUTION: When traveling abroad, be sure you have sufficient airlines or other insurance.

REMEMBER airlines now lose or damage about one out of every 200 pieces of checked luggage.

166. What will be the maximum amount of compensation for luggage lost on domestic flights?
(A) $2,500
(B) $1,250
(C) $635
(D) $75

167. How much compensation will a person receive if a domestic airline loses their luggage for three days?
(A) $50
(B) $75
(C) $125
(D) $175

168. What are international travelers urged to do?
(A) Not check heavy luggage
(B) Have appropriate coverage
(C) File claims within 30 days
(D) Submit baggage claim checks prior to departure

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Questions 169-172 refer to the following newspaper report.

Beginning tomorrow, there will be a number of changes in the bus schedule. These changes are temporary and are being made on account of the road construction that is going on downtown. The city hopes that these changes will only last a week, but the damage from the winter snowstorms was severe, so construction workers are not sure when they will finish. Further updates will follow. Here are the bus schedule changes:

- Bus number 3 will no longer go down Main Street. It will run on First Street. The rest of its route remains the same.
- Bus number 5 is cancelled until construction is complete.
- Bus number 6 will turn left onto Rainbow Drive and then right onto Third Avenue.
- Bus number 10 will now stop at the Convention Center and City Hall. It will also run every five minutes as opposed to every fifteen minutes.

These are the only changes being made. All other bus routes will be exactly the same. Please pay attention for more changes. The city will issue another report when the bus schedules go back to normal.

169. Which of the following buses is no longer running?
(A) Bus 3
(B) Bus 5
(C) Bus 6
(D) Bus 10

170. Why is the city engaged in road construction now?
(A) A hurricane damaged the roads.
(B) There were too many thundershowers.
(C) There was too much snow in winter.
(D) The report does not give a reason.

171. How has bus number 10 changed?
(A) It runs less often now.
(B) It no longer goes down Main Street.
(C) It turns left on Rainbow Drive.
(D) It has added additional stops.

172. When does the city hope the schedule to go back to normal?
(A) In three days
(B) By the weekend
(C) In one week
(D) After one month

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Questions 173-176 refer to the following memorandum.

To: All tenants, Riverside Apartments
From: Building Manager
Re: Electricity usage

With summer rapidly approaching, I expect that electricity usage will increase as you start turning on your air conditioners. However, I ask that you refrain from overusing electricity lest we suffer a number of power outages like last summer. Therefore, I request that you do not set your air conditioners on maximum but keep them turned down to a lower power instead. Also, try not to run too many appliances at once. Having your A/C and several fans turned on at the same time is a recipe for disaster. When the power goes out, it can take several hours to restore, and then everyone in the building suffers. So please consider your neighbors' comfort as well, and practice a policy of moderation this summer. One final thing: please remember that electricity rates are the highest during the hours of 7AM to 11PM. Running your appliances during these hours costs fifty percent more than during the hours of 11PM to 7AM. Please keep that in mind since electricity bills tend to get very expensive during the summer months.

Clinton Allen

173. What will happen if too many appliances are running at once?
(A) The electricity will fail.
(B) Clinton Allen will file a complaint against the tenant.
(C) The tenant won't be able to afford the electricity bill.
(D) The apartment will warn the tenant.

174. What does Clinton Allen ask the tenants to do?
(A) Use their air conditioners from 11PM to 7AM
(B) Unplug their appliances when they aren't using them
(C) Not use their air conditioners on the highest setting
(D) Be patient when the electricity eventually goes out

175. Who is Clinton Allen?
(A) The building manager
(B) A concerned tenant
(C) The owner of Riverside Apartments
(D) An electric company employee

176. What often happens when the electricity goes out?
(A) Everyone complains to the building manager.
(B) It does not come back on for a few hours.
(C) It costs more money to turn it back on.
(D) The neighbors get angry at one another.

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Questions 177-180 refer to the following business letter.

Dear Manager,

During the past three months, I have placed two sizable orders for The Handy Writer's Companion, by Perot, specifying the new spiral binding that you are advertising in Publisher's Weekly. Both times you sent me the hardcover binding because you were out of stock on the spiral.

Fortunately, I am still selling quite a few of the hardcovers, but more and more customers are asking for the new spiral-bound book (at least two of your competitors have similar books in this easy-to-use binding).

I'm frankly concerned that unless you solve this out-of-stock problem, we're both going to be hurt. Up to now I have stocked only the Perot book – my customers tell me it is the best of its kind on the market – but I may have to change my policy. It may sound a little foolish that people will choose a book because it's easier to use rather than on the merits of the content, but it really seems to be happening.

Enclosed is my order for 75 copies of The Handy Writer's Companion in spiral binding. Please do not, under any circumstances, send me anything else. I have plenty of the hardcover copies in stock.

The new Recipe Date Book is a winner. I sold 162 of them in April and will soon have to place another order. Please don't be out of stock!

Sincerely yours,

Mary Beth Laughlin

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177. To whom is this letter written?
(A) A bookbinder
(B) A publisher
(C) An author
(D) An editor

178. Why was this letter written?
(A) To return some books
(B) To ensure a specific product delivery
(C) To ask for a discount
(D) To exchange some books for more popular editions

179. Why do customers prefer the spiral-bound book?
(A) It is convenient.
(B) It is updated.
(C) It is hard to get.
(D) It is easy to read.

180. What is sent with this letter?
(A) Hardcover books that were not sold
(B) An order cancellation
(C) An order sheet
(D) Sample copies of a new book

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Questions 181-185 refer to the following memorandum and e-mail.

TO:	All staff
FROM:	Florence Carter
RE:	Job openings

Because the company is going to be expanding a number of its services, we will be hiring over fifty new employees. We will be adding many new positions in the Manufacturing, Customer Relations, Human Resources, Sales, and Marketing Departments. Attached to this memo is a complete list of all the jobs that are being offered along with a description of the responsibilities, the requirements, the salaries, and the benefits for each job. Many of the jobs being offered are at higher levels than the ones you may currently have. If possible, I would prefer to fill these jobs from inside the company. I'm sure that many of you would welcome the opportunity for a promotion as well as the extra benefits that they will provide as well. Please take the time to look over the list of jobs, and find the ones you may be interested in. Then send me an e-mail with your résumé attached. Be sure to state clearly for which job you are applying. And there is no need to be overly formal. Sending your documents by e-mail is perfectly acceptable. You don't need to send me paper versions. The lack of formality will not be held against you.

E-mail

To:	florencec@companymail.com
From:	bernardq@companymail.com
Subject:	Job openings
Date:	Thursday, December 10

Florence,

I just got your memo a day ago, and I have been reading through all the job openings. However, I have a few questions that I hope you don't mind answering for me. As you know, I've worked at this company for around ten months. When I signed my contract to work here, one of the stipulations was that I was put on a probation period of one year. Then, after one year, my job performance would be evaluated, and I would either be retained or be terminated from my position.

One of the stipulations in my contract was that I was ineligible both for promotions and transfers within the company until my probation period was over. However, there are several positions for which I believe I am qualified and that I am interested in applying for. This is where my problem lies. Under the terms of my current agreement, I am forbidden from changing jobs for two more months. But I feel that the company's expansion is an extenuating circumstance and something unlikely to occur again.

I am therefore curious if the rules could possibly be changed for me. Perhaps I could have my evaluation done earlier than the one-year mark of my employment. I have consistently received positive evaluations, and I'm sure that I will be retained. Or perhaps the rules could be changed just once to allow me to compete for one of these new jobs. I know that this is an unusual request, but I think these are unusual circumstances. I'd like to discuss this matter with you at some time. Please contact me at your leisure so that we can set up a time to meet.

Thanks.
Bernard Quinlan

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181. What does Florence Carter ask the recipients of the memo to do?
(A) Look at the job openings
(B) Consider seeking employment elsewhere
(C) Apply for a promotion
(D) Mark all the jobs for which they are qualified

182. How would Florence Carter like to fill the new positions?
(A) By using a job placement agency
(B) By transferring workers from other departments
(C) By employing current workers
(D) By hiring new employees

183. What will happen to Bernard Quinlan when he has been employed for one year?
(A) He will be given a new contract.
(B) He will be let go from his position.
(C) He will be given a raise and a promotion.
(D) He will be evaluated on his performance.

184. What does Bernard Quinlan request that Florence Carter do for him?
(A) Allow him to apply for a different job
(B) Evaluate his performance next week
(C) Talk to his supervisors about his performance
(D) Let him know for which jobs he is qualified

185. Why does Bernard Quinlan make this special request?
(A) He doesn't enjoy working for his current supervisor.
(B) He feels that this situation won't happen again.
(C) He knows he is better than the others applying for jobs.
(D) He thinks he deserves a promotion.

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Questions 186-190 refer to the following advertisement and letter.

Would you like to add an extension to your house?
Or how about putting a swimming pool in your backyard?

Then call
Quality Home Builders
for all your home renovation needs.

We specialize in
Home building and home repair
Home renovations
Swimming pool construction
And any other work your home could possibly need.

Or if you want to do it yourself
Contact us, and we'll help you get started.
We'll tell you exactly the kinds of tools and equipment you need.
And we'll even order them for you.

Call now at 421-9086
And let us help you with your house.

July 10, 2005

Jack Greeley
Quality Home Builders
100 Forest Road
Knoxville, TN

Dear Mr. Greeley:

I have been considering putting an extra room or two on my house, but I was not quite sure how to go about doing so. Then I noticed your recent advertisement, and I realized that you are the right man to talk to for home repairs. I prefer not to hire someone to do a job that I am competent for, but, according to your advertisement, you even provide help to individuals looking to renovate their own homes. That's what I need.

I live in a two-story house made of bricks. I'm thinking either of adding a third floor to my house or simply extending the first and second floors. My current house only has three bedrooms, but my wife just had twins, and we already have two other children. We don't really want to leave this house, but we need some extra space. I'd like to get your opinion on just how I should expand my home.

I assume that you can also provide me with the necessary supplies to use on my home. I'm hoping that you can grant some sort of discount if I order a large enough amount of supplies. When you have the opportunity, could you give me a call at 211-4921 anytime during the day? I'd like to sit down with you sometime and get your opinion on what I should do with my home. Of course, should this project be too difficult for one man to accomplish, I will consider hiring your company if the price is right. I look forward to hearing from you soon.

Sincerely
Martin Jackson

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186. What kind of work does the advertisement say Quality Home Builders can do?
(A) Home reconstruction
(B) Apartment construction
(C) Office repair
(D) Electrical work

187. What can Quality Home Builders do if a person needs tools?
(A) Lend them to that person
(B) Sell them to that person
(C) Let the person know where to purchase them
(D) Order them for that person

188. How many children does Martin Jackson have?
(A) Two
(B) Three
(C) Four
(D) Five

189. What does Martin Jackson request a discount on?
(A) Renovating his home
(B) Builder's fees
(C) Supplies
(D) House designs

190. What kind of assistance does Martin Jackson require?
(A) Construction work to add a basement to his house
(B) Advice on how to expand his house
(C) A number of workers to help him renovate his home
(D) Floor plans to help redesign his home

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Questions 191-195 refer to the following letter and its response.

David Little
Tasty Burger
4120 Evergreen Blvd.
Philadelphia, PA

Dear Mr. Little:

Please find enclosed my application for a Tasty Burger franchise along with all of the supporting documents that your advertisement stated you required. Included is my résumé, my business plan, a list of all my assets and liabilities, and a copy of my tax returns from the last three years. I believe you will find that everything is in order and that my financial backing is solid.

My city of Des Moines, Iowa, does not yet have a Tasty Burger franchise, and I believe that this is a prime opportunity for me to open one. I have over fifteen years of experience working in fast-food restaurants, most of which has been at the managerial level. I know how fast-food franchises operate, and I'm sure that I would be successful in running one of your franchises.

Please look over my application and supporting documents, and get back to me whenever you have a chance. I hope that I can get approval in the next month so that I can open my franchise sometime in the summer. I hope that you see fit to approve this application so that I can join the ranks of Tasty Burger owners.

Sincerely,

Chris Burgess

Tasty Burger
4120 Evergreen Blvd.
Philadelphia, PA

January 27

Chris Burgess
34 Main Street
Des Moines, IO

Dear Mr. Burgess:

Thank you for your application to Tasty Burger and your interest in becoming a new franchise owner. As you know, Tasty Burger is the fastest growing restaurant franchise in the world, and we need a number of owners for these franchises.

I looked over your application with great interest. I was encouraged by most of what I saw in your application. You appear to have enough money in the bank to start up a franchise, and you definitely have the experience that we are looking for in our franchise owners.

However, there is one thing that has me worried. I noticed that you had to pay a fine to the IRS for underreporting your income two years ago. We are very concerned about this. Tasty Burger owners should have no criminal records. While we know you only paid a fine and didn't serve jail time for this, we would like you to provide us with an explanation as to why this event occurred. If we are satisfied with your answer, then we will grant you your franchise. If your answer proves to be unsatisfactory, then we will be forced to deny your request.

Sincerely,

David Little
Human Resources Department
Tasty Burger

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191. What does Chris Burgess want to do?

(A) Get a loan to build a Tasty Burger franchise
(B) Receive permission to open a restaurant franchise
(C) Receive a business permit for a new restaurant
(D) Find a partner to open a business with him

192. Why does Chris Burgess feel that Des Moines is a good location?

(A) The people of Des Moines enjoy eating burgers.
(B) He has worked in restaurants there before.
(C) He thinks he can open several franchises there.
(D) The city does not have a Tasty Burger there yet.

193. When would Chris Burgess like to open his business?

(A) In the next week
(B) In the next month
(C) In April
(D) In summer

194. Why does David Little feel that Chris Burgess is qualified?

(A) He has experience in the fast-food industry.
(B) He has the right attitude towards owning a restaurant.
(C) He is individually wealthy and doesn't need financial backing.
(D) He agrees that Des Moines would be a good location.

195. What does David Little require that Chris Burgess do before he gets a franchise?

(A) Send him more detailed tax returns
(B) Explain his tax problems in more detail
(C) Provide more documents on his financial backing
(D) Prove that he has not ever served any time in jail

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Questions 196-200 refer to the following newspaper article and correction.

Citizens around the city were stunned by the news yesterday that both the mayor and chief of police had been indicted by a grand jury for a variety of crimes. Mayor Mark Patterson was indicted on several counts of corruption and one count of bribery. The mayor is accused of receiving bribes in the amount of several thousand dollars. These bribes were allegedly given in return for companies or individuals being given generous contracts with the city. According to the indictment, the mayor used his position to grant a number of contracts to influential companies. None of the companies, however, were named. It is suspected, however, that Morgan Construction and Best Builders were two of the beneficiaries of these contracts. Neither Pat Morgan, head of Morgan Construction, nor Joseph Kennedy, the CEO of Best Builders, could be reached for comment.

Chief of Police Charles Fisk was also indicted on three counts of perjury and four counts of accepting bribes. According to the indictment, Chief Fisk perjured himself by giving false testimony to the grand jury. His indictments for bribery are connected to the same cases as Mayor Patterson.

The district attorney for this case, Caroline Wellman, refused to speak to the press except to say that she would be holding a press conference tomorrow morning. Not much is known about this case right now. The indictments were announced as this newspaper was going to press. Hopefully, Ms. Wellman will be able to clear matters up at her press conference in the morning.

Correction: Yesterday's front page article entitled 'Mayor, Chief of Police Indicted by Grand Jury' had a number of mistakes in it, all of which this paper would now like to rescind, apologize for, and amend. First of all, yesterday's article indicated that Mayor Mark Patterson was indicted by a grand jury. This was incorrect. Deputy Mayor Philip Robinson was indicted instead. Mayor Patterson remains in good standing with the law. Chief of Police Charles Fisk was cited as being indicted on three counts of perjury. The actual number of perjury charges was two. And finally, the paper was remiss for stating that Morgan Construction and Best Builders were possible suspects in the ongoing investigation. The district attorney is currently investigating neither of these companies. It was irresponsible journalism on this newspaper's part to include both of these companies' names in the article.

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196. Who was indicted on corruption charges?
(A) Mark Patterson
(B) Charles Fisk
(C) Joseph Kennedy
(D) Philip Robinson

197. What did the district attorney say about the case?
(A) The two men deserved to go to jail.
(B) The investigation was going to continue.
(C) There would be more indictments the next day.
(D) She made no comments about them.

198. How many counts of perjury was Charles Fisk charged with?
(A) One
(B) Two
(C) Three
(D) Four

199. What is the legal situation involving Morgan Construction?
(A) The company is still under investigation.
(B) Its president will be charged with a number of crimes.
(C) The company is accused of paying bribes.
(D) The company is not being investigated for anything.

200. Which position did the newspaper mistakenly accuse of a crime?
(A) Mayor
(B) Deputy Mayor
(C) Chief of Police
(D) CEO of Best Builders

http://xtroom.com/forum/Forum-Chuyen-de-TOEIC

ANSWER SHEET

READING (Part V-VII)									
NO	ANSWER	NO	ANSWER	NO	ANSWER	NO	ANSWER	NO	ANSWER
101	Ⓐ Ⓑ Ⓒ Ⓓ	121	Ⓐ Ⓑ Ⓒ Ⓓ	141	Ⓐ Ⓑ Ⓒ Ⓓ	161	Ⓐ Ⓑ Ⓒ Ⓓ	181	Ⓐ Ⓑ Ⓒ Ⓓ
102	Ⓐ Ⓑ Ⓒ Ⓓ	122	Ⓐ Ⓑ Ⓒ Ⓓ	142	Ⓐ Ⓑ Ⓒ Ⓓ	162	Ⓐ Ⓑ Ⓒ Ⓓ	182	Ⓐ Ⓑ Ⓒ Ⓓ
103	Ⓐ Ⓑ Ⓒ Ⓓ	123	Ⓐ Ⓑ Ⓒ Ⓓ	143	Ⓐ Ⓑ Ⓒ Ⓓ	163	Ⓐ Ⓑ Ⓒ Ⓓ	183	Ⓐ Ⓑ Ⓒ Ⓓ
104	Ⓐ Ⓑ Ⓒ Ⓓ	124	Ⓐ Ⓑ Ⓒ Ⓓ	144	Ⓐ Ⓑ Ⓒ Ⓓ	164	Ⓐ Ⓑ Ⓒ Ⓓ	184	Ⓐ Ⓑ Ⓒ Ⓓ
105	Ⓐ Ⓑ Ⓒ Ⓓ	125	Ⓐ Ⓑ Ⓒ Ⓓ	145	Ⓐ Ⓑ Ⓒ Ⓓ	165	Ⓐ Ⓑ Ⓒ Ⓓ	185	Ⓐ Ⓑ Ⓒ Ⓓ
106	Ⓐ Ⓑ Ⓒ Ⓓ	126	Ⓐ Ⓑ Ⓒ Ⓓ	146	Ⓐ Ⓑ Ⓒ Ⓓ	166	Ⓐ Ⓑ Ⓒ Ⓓ	186	Ⓐ Ⓑ Ⓒ Ⓓ
107	Ⓐ Ⓑ Ⓒ Ⓓ	127	Ⓐ Ⓑ Ⓒ Ⓓ	147	Ⓐ Ⓑ Ⓒ Ⓓ	167	Ⓐ Ⓑ Ⓒ Ⓓ	187	Ⓐ Ⓑ Ⓒ Ⓓ
108	Ⓐ Ⓑ Ⓒ Ⓓ	128	Ⓐ Ⓑ Ⓒ Ⓓ	148	Ⓐ Ⓑ Ⓒ Ⓓ	168	Ⓐ Ⓑ Ⓒ Ⓓ	188	Ⓐ Ⓑ Ⓒ Ⓓ
109	Ⓐ Ⓑ Ⓒ Ⓓ	129	Ⓐ Ⓑ Ⓒ Ⓓ	149	Ⓐ Ⓑ Ⓒ Ⓓ	169	Ⓐ Ⓑ Ⓒ Ⓓ	189	Ⓐ Ⓑ Ⓒ Ⓓ
110	Ⓐ Ⓑ Ⓒ Ⓓ	130	Ⓐ Ⓑ Ⓒ Ⓓ	150	Ⓐ Ⓑ Ⓒ Ⓓ	170	Ⓐ Ⓑ Ⓒ Ⓓ	190	Ⓐ Ⓑ Ⓒ Ⓓ
111	Ⓐ Ⓑ Ⓒ Ⓓ	131	Ⓐ Ⓑ Ⓒ Ⓓ	151	Ⓐ Ⓑ Ⓒ Ⓓ	171	Ⓐ Ⓑ Ⓒ Ⓓ	191	Ⓐ Ⓑ Ⓒ Ⓓ
112	Ⓐ Ⓑ Ⓒ Ⓓ	132	Ⓐ Ⓑ Ⓒ Ⓓ	152	Ⓐ Ⓑ Ⓒ Ⓓ	172	Ⓐ Ⓑ Ⓒ Ⓓ	192	Ⓐ Ⓑ Ⓒ Ⓓ
113	Ⓐ Ⓑ Ⓒ Ⓓ	133	Ⓐ Ⓑ Ⓒ Ⓓ	153	Ⓐ Ⓑ Ⓒ Ⓓ	173	Ⓐ Ⓑ Ⓒ Ⓓ	193	Ⓐ Ⓑ Ⓒ Ⓓ
114	Ⓐ Ⓑ Ⓒ Ⓓ	134	Ⓐ Ⓑ Ⓒ Ⓓ	154	Ⓐ Ⓑ Ⓒ Ⓓ	174	Ⓐ Ⓑ Ⓒ Ⓓ	194	Ⓐ Ⓑ Ⓒ Ⓓ
115	Ⓐ Ⓑ Ⓒ Ⓓ	135	Ⓐ Ⓑ Ⓒ Ⓓ	155	Ⓐ Ⓑ Ⓒ Ⓓ	175	Ⓐ Ⓑ Ⓒ Ⓓ	195	Ⓐ Ⓑ Ⓒ Ⓓ
116	Ⓐ Ⓑ Ⓒ Ⓓ	136	Ⓐ Ⓑ Ⓒ Ⓓ	156	Ⓐ Ⓑ Ⓒ Ⓓ	176	Ⓐ Ⓑ Ⓒ Ⓓ	196	Ⓐ Ⓑ Ⓒ Ⓓ
117	Ⓐ Ⓑ Ⓒ Ⓓ	137	Ⓐ Ⓑ Ⓒ Ⓓ	157	Ⓐ Ⓑ Ⓒ Ⓓ	177	Ⓐ Ⓑ Ⓒ Ⓓ	197	Ⓐ Ⓑ Ⓒ Ⓓ
118	Ⓐ Ⓑ Ⓒ Ⓓ	138	Ⓐ Ⓑ Ⓒ Ⓓ	158	Ⓐ Ⓑ Ⓒ Ⓓ	178	Ⓐ Ⓑ Ⓒ Ⓓ	198	Ⓐ Ⓑ Ⓒ Ⓓ
119	Ⓐ Ⓑ Ⓒ Ⓓ	139	Ⓐ Ⓑ Ⓒ Ⓓ	159	Ⓐ Ⓑ Ⓒ Ⓓ	179	Ⓐ Ⓑ Ⓒ Ⓓ	199	Ⓐ Ⓑ Ⓒ Ⓓ
120	Ⓐ Ⓑ Ⓒ Ⓓ	140	Ⓐ Ⓑ Ⓒ Ⓓ	160	Ⓐ Ⓑ Ⓒ Ⓓ	180	Ⓐ Ⓑ Ⓒ Ⓓ	200	Ⓐ Ⓑ Ⓒ Ⓓ

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ANSWER SHEET

READING (Part V-VII)

NO	ANSWER	NO	ANSWER	NO	ANSWER	NO	ANSWER	NO	ANSWER
101	Ⓐ Ⓑ Ⓒ Ⓓ	121	Ⓐ Ⓑ Ⓒ Ⓓ	141	Ⓐ Ⓑ Ⓒ Ⓓ	161	Ⓐ Ⓑ Ⓒ Ⓓ	181	Ⓐ Ⓑ Ⓒ Ⓓ
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103	Ⓐ Ⓑ Ⓒ Ⓓ	123	Ⓐ Ⓑ Ⓒ Ⓓ	143	Ⓐ Ⓑ Ⓒ Ⓓ	163	Ⓐ Ⓑ Ⓒ Ⓓ	183	Ⓐ Ⓑ Ⓒ Ⓓ
104	Ⓐ Ⓑ Ⓒ Ⓓ	124	Ⓐ Ⓑ Ⓒ Ⓓ	144	Ⓐ Ⓑ Ⓒ Ⓓ	164	Ⓐ Ⓑ Ⓒ Ⓓ	184	Ⓐ Ⓑ Ⓒ Ⓓ
105	Ⓐ Ⓑ Ⓒ Ⓓ	125	Ⓐ Ⓑ Ⓒ Ⓓ	145	Ⓐ Ⓑ Ⓒ Ⓓ	165	Ⓐ Ⓑ Ⓒ Ⓓ	185	Ⓐ Ⓑ Ⓒ Ⓓ
106	Ⓐ Ⓑ Ⓒ Ⓓ	126	Ⓐ Ⓑ Ⓒ Ⓓ	146	Ⓐ Ⓑ Ⓒ Ⓓ	166	Ⓐ Ⓑ Ⓒ Ⓓ	186	Ⓐ Ⓑ Ⓒ Ⓓ
107	Ⓐ Ⓑ Ⓒ Ⓓ	127	Ⓐ Ⓑ Ⓒ Ⓓ	147	Ⓐ Ⓑ Ⓒ Ⓓ	167	Ⓐ Ⓑ Ⓒ Ⓓ	187	Ⓐ Ⓑ Ⓒ Ⓓ
108	Ⓐ Ⓑ Ⓒ Ⓓ	128	Ⓐ Ⓑ Ⓒ Ⓓ	148	Ⓐ Ⓑ Ⓒ Ⓓ	168	Ⓐ Ⓑ Ⓒ Ⓓ	188	Ⓐ Ⓑ Ⓒ Ⓓ
109	Ⓐ Ⓑ Ⓒ Ⓓ	129	Ⓐ Ⓑ Ⓒ Ⓓ	149	Ⓐ Ⓑ Ⓒ Ⓓ	169	Ⓐ Ⓑ Ⓒ Ⓓ	189	Ⓐ Ⓑ Ⓒ Ⓓ
110	Ⓐ Ⓑ Ⓒ Ⓓ	130	Ⓐ Ⓑ Ⓒ Ⓓ	150	Ⓐ Ⓑ Ⓒ Ⓓ	170	Ⓐ Ⓑ Ⓒ Ⓓ	190	Ⓐ Ⓑ Ⓒ Ⓓ
111	Ⓐ Ⓑ Ⓒ Ⓓ	131	Ⓐ Ⓑ Ⓒ Ⓓ	151	Ⓐ Ⓑ Ⓒ Ⓓ	171	Ⓐ Ⓑ Ⓒ Ⓓ	191	Ⓐ Ⓑ Ⓒ Ⓓ
112	Ⓐ Ⓑ Ⓒ Ⓓ	132	Ⓐ Ⓑ Ⓒ Ⓓ	152	Ⓐ Ⓑ Ⓒ Ⓓ	172	Ⓐ Ⓑ Ⓒ Ⓓ	192	Ⓐ Ⓑ Ⓒ Ⓓ
113	Ⓐ Ⓑ Ⓒ Ⓓ	133	Ⓐ Ⓑ Ⓒ Ⓓ	153	Ⓐ Ⓑ Ⓒ Ⓓ	173	Ⓐ Ⓑ Ⓒ Ⓓ	193	Ⓐ Ⓑ Ⓒ Ⓓ
114	Ⓐ Ⓑ Ⓒ Ⓓ	134	Ⓐ Ⓑ Ⓒ Ⓓ	154	Ⓐ Ⓑ Ⓒ Ⓓ	174	Ⓐ Ⓑ Ⓒ Ⓓ	194	Ⓐ Ⓑ Ⓒ Ⓓ
115	Ⓐ Ⓑ Ⓒ Ⓓ	135	Ⓐ Ⓑ Ⓒ Ⓓ	155	Ⓐ Ⓑ Ⓒ Ⓓ	175	Ⓐ Ⓑ Ⓒ Ⓓ	195	Ⓐ Ⓑ Ⓒ Ⓓ
116	Ⓐ Ⓑ Ⓒ Ⓓ	136	Ⓐ Ⓑ Ⓒ Ⓓ	156	Ⓐ Ⓑ Ⓒ Ⓓ	176	Ⓐ Ⓑ Ⓒ Ⓓ	196	Ⓐ Ⓑ Ⓒ Ⓓ
117	Ⓐ Ⓑ Ⓒ Ⓓ	137	Ⓐ Ⓑ Ⓒ Ⓓ	157	Ⓐ Ⓑ Ⓒ Ⓓ	177	Ⓐ Ⓑ Ⓒ Ⓓ	197	Ⓐ Ⓑ Ⓒ Ⓓ
118	Ⓐ Ⓑ Ⓒ Ⓓ	138	Ⓐ Ⓑ Ⓒ Ⓓ	158	Ⓐ Ⓑ Ⓒ Ⓓ	178	Ⓐ Ⓑ Ⓒ Ⓓ	198	Ⓐ Ⓑ Ⓒ Ⓓ
119	Ⓐ Ⓑ Ⓒ Ⓓ	139	Ⓐ Ⓑ Ⓒ Ⓓ	159	Ⓐ Ⓑ Ⓒ Ⓓ	179	Ⓐ Ⓑ Ⓒ Ⓓ	199	Ⓐ Ⓑ Ⓒ Ⓓ
120	Ⓐ Ⓑ Ⓒ Ⓓ	140	Ⓐ Ⓑ Ⓒ Ⓓ	160	Ⓐ Ⓑ Ⓒ Ⓓ	180	Ⓐ Ⓑ Ⓒ Ⓓ	200	Ⓐ Ⓑ Ⓒ Ⓓ

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TOEIC iCON

R/C BASIC

Answer Key

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Part 5&6

Unit 01

Check Check

1. (B) 2. (B) 3. (A) 4. (D) 5. (A)

Practice Practice

1. (is)
2. (were)
3. (work)
4. (needs)
5. are written
6. was
7. No one is
8. Lars
9. (D)
10. (A)
11. (B)
12. (A)

Practice Vocabulary Part 5

1. (A) 2. (B) 3. (C) 4. (B)

Check Check

1. (B) 5. (A) 9. (D) 13. (C) 17. (A)
2. (B) 6. (B) 10. (A) 14. (A) 18. (C)
3. (D) 7. (B) 11. (C) 15. (B) 19. (B)
4. (A) 8. (B) 12. (D) 16. (D)

Unit 02

Check Check

1. (D) 2. (B) 3. (A) 4. (B) 5. (B) 6. (A)

Practice Practice

1. (waiting)
2. (took)
3. (to)
4. (attend)
5. swept
6. think of
7. to come
8. provides
9. (B)
10. (A)
11. (C)
12. (A)

Practice Vocabulary Part 5

1. (B) 2. (A) 3. (D) 4. (D)

Check Check

1. (A) 5. (C) 9. (C) 13. (A) 17. (D)
2. (A) 6. (C) 10. (A) 14. (B) 18. (A)
3. (C) 7. (A) 11. (C) 15. (C) 19. (A)
4. (D) 8. (C) 12. (D) 16. (B)

Unit 03

Check Check

1. (C) 2. (D) 3. (C) 4. (A) 5. (C)

Practice Practice

1. (was assigned)
2. (interested in)
3. (appeared)
4. (was designed)
5. are posted
6. be postponed
7. to be held
8. examined
9. (A)
10. (D)
11. (A)
12. (C)

Practice Vocabulary Part 5

1. (A) 2. (B) 3. (D) 4. (A)

Check Check

1. (C) 5. (D) 9. (D) 13. (A) 17. (A)
2. (D) 6. (C) 10. (C) 14. (C) 18. (A)
3. (C) 7. (D) 11. (B) 15. (C) 19. (D)
4. (B) 8. (C) 12. (A) 16. (A)

Unit 04

Check Check

1. (C) 3. (C) 5. (B) 7. (D) 9. (A)
2. (B) 4. (A) 6. (A) 8. (C)

Practice Practice

1. (completes)
2. (visited)
3. (will rise)
4. (has declined)
5. have increased
6. was
7. have finished
8. is
9. (D)
10. (B)
11. (A)
12. (A)

Practice Vocabulary Grammar

1. (want)
2. (were)
3. (had been)
4. (consist)
5. may exchange
6. would have taken
7. had been
8. read
9. (A)
10. (C)
11. (D)
12. (B)

Practice Vocabulary Part 5

1. (C) 2. (B) 3. (D) 4. (B)

Check Check

1. (C) 5. (A) 9. (A) 13. (A) 17. (B)
2. (A) 6. (D) 10. (D) 14. (C) 18. (D)
3. (C) 7. (A) 11. (B) 15. (C) 19. (A)
4. (D) 8. (C) 12. (B) 16. (A)

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Unit **05**

Grammar Exercise

1. (B) 2. (C) 3. (A) 4. (A) 5. (D)

Reading Practice

1. (to have)
2. (to discuss)
3. (to hear)
4. (to provide)
5. to remain
6. to win
7. are likely to
8. able to secure
9. (B)
10. (D)
11. (B)
12. (D)

Familiarize Yourself with Part 5

1. (A) 2. (C) 3. (B) 4. (C)

Vocabulary Exercise

1. (D)	5. (D)	9. (B)	13. (C)	17. (B)
2. (A)	6. (D)	10. (A)	14. (D)	18. (D)
3. (A)	7. (D)	11. (B)	15. (B)	19. (C)
4. (A)	8. (C)	12. (C)	16. (C)	

Unit **06**

Grammar Exercise

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

Grammar Practice

1. (Designating)
2. (reducing)
3. (making)
4. (keeping)
5. Thinking
6. After finishing
7. to naming
8. to discussing
9. (C)
10. (D)
11. (C)
12. (D)

Familiarize Yourself with Part 5

1. (B) 2. (B) 3. (C) 4. (A)

Vocabulary Exercise

1. (C)	5. (C)	9. (D)	13. (D)	17. (B)
2. (B)	6. (C)	10. (A)	14. (C)	18. (A)
3. (D)	7. (D)	11. (A)	15. (B)	19. (A)
4. (C)	8. (B)	12. (A)	16. (B)	

Unit **07**

Grammar Exercise

1. (D) 2. (B) 3. (B) 4. (B) 5. (D) 6. (D)

Vocabulary Exercise

1. (taking)	5. fascinating	9. (D)
2. (excited)	6. permitted	10. (B)
3. (informed)	7. caused	11. (B)
4. (exhausting)	8. giving	12. (D)

Familiarize Yourself with Part 6

1. (D) 2. (A) 3. (B) 4. (B)

Vocabulary Exercise

1. (A)	5. (D)	9. (D)	13. (D)	17. (C)
2. (C)	6. (C)	10. (D)	14. (C)	18. (B)
3. (C)	7. (B)	11. (C)	15. (D)	19. (B)
4. (C)	8. (A)	12. (C)	16. (C)	

Unit **08**

Grammar Exercise

1. (A) 2. (A) 3. (C) 4. (D) 5. (C) 6. (C) 7. (A)

Grammar Practice

1. (applicants)
2. (residents)
3. (Thousands)
4. (as a result of)
5. résumé
6. regret
7. translators
8. order
9. (A)
10. (C)
11. (B)
12. (A)

Familiarize Yourself with Part 6

1. (C) 2. (A) 3. (D) 4. (A)

Vocabulary Exercise

1. (A)	5. (A)	9. (D)	13. (B)	17. (B)
2. (D)	6. (B)	10. (B)	14. (B)	18. (A)
3. (A)	7. (A)	11. (B)	15. (D)	19. (D)
4. (C)	8. (C)	12. (B)	16. (D)	

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Unit 09

Check Check!

1. (A) 2. (B) 3. (D) 4. (B)

Grammar Practice

1. (yours)	5. by herself	9. (B)
2. (their)	6. he/she had	10. (B)
3. (ourselves)	7. in itself	11. (A)
4. (the other)	8. another	12. (D)

Familiarize Yourself with Part 5

1. (B) 2. (D) 3. (C) 4. (D)

Check-up Test

1. (A)	5. (C)	9. (B)	13. (A)	17. (C)
2. (C)	6. (D)	10. (D)	14. (A)	18. (B)
3. (D)	7. (A)	11. (C)	15. (A)	19. (D)
4. (C)	8. (D)	12. (C)	16. (C)	

Unit 10

Check Check!

1. (C) 2. (C) 3. (C) 4. (B) 5. (A)

Grammar Practice

1. (useful)	5. cold	9. (B)
2. (original)	6. alike	10. (A)
3. (daily)	7. mainly	11. (D)
4. (closely)	8. yet	12. (B)

Familiarize Yourself with Part 5

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

Check-up Test

1. (C)	5. (A)	9. (D)	13. (A)	17. (A)
2. (A)	6. (A)	10. (C)	14. (D)	18. (D)
3. (A)	7. (C)	11. (D)	15. (B)	19. (C)
4. (A)	8. (B)	12. (C)	16. (A)	

Unit 11

Check Check!

1. (D) 2. (D) 3. (B) 4. (C) 5. (A)

Grammar Practice

1. (earlier)	5. than	9. (D)
2. (old)	6. to	10. (A)
3. (the better)	7. The more	11. (A)
4. (at the latest)	8. any other	12. (D)

Familiarize Yourself with Part 5

1. (B) 2. (D) 3. (A) 4. (D)

Check-up Test

1. (C)	5. (D)	9. (A)	13. (D)	17. (C)
2. (A)	6. (A)	10. (C)	14. (C)	18. (A)
3. (B)	7. (D)	11. (A)	15. (D)	19. (A)
4. (B)	8. (C)	12. (A)	16. (B)	

Unit 12

Check Check!

1. (A) 2. (B) 3. (D) 4. (A) 5. (D)

Grammar Practice

1. (in)	5. on	9. (A)
2. (by)	6. until	10. (B)
3. (for)	7. in	11. (B)
4. (with)	8. at	12. (D)

Familiarize Yourself with Part 5

1. (A) 2. (A) 3. (B) 4. (C)

Check-up Test

1. (A)	5. (D)	9. (C)	13. (B)	17. (C)
2. (B)	6. (B)	10. (A)	14. (B)	18. (A)
3. (B)	7. (B)	11. (A)	15. (A)	19. (B)
4. (C)	8. (A)	12. (A)	16. (D)	

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Unit 13

Check! Check!

1. (A) 2. (C) 3. (D) 4. (A) 5. (C) 6. (A) 7. (A)

Grammar Practice

1. (am)	5. are	9. (B)
2. (during)	6. after	10. (D)
3. (and)	7. Because	11. (A)
4. (If)	8. Although/Though/Even though	12. (D)

Familiarize Yourself with Part 6

1. (A) 2. (C) 3. (B) 4. (A)

Check-up Test

1. (B)	5. (B)	9. (C)	13. (D)	17. (C)
2. (A)	6. (D)	10. (B)	14. (D)	18. (B)
3. (B)	7. (C)	11. (D)	15. (D)	19. (D)
4. (C)	8. (B)	12. (C)	16. (B)	

Unit 14

Check! Check!

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

Grammar Practice

1. (whom)	5. whose	9. (B)
2. (which)	6. which/that	10. (A)
3. (why)	7. which	11. (D)
4. (Whenever)	8. that	12. (B)

Familiarize Yourself with Part 3

1. (B) 2. (A) 3. (B) 4. (B)

Check-up Test

1. (A)	5. (B)	9. (B)	13. (B)	17. (A)
2. (D)	6. (C)	10. (A)	14. (B)	18. (C)
3. (C)	7. (D)	11. (D)	15. (A)	19. (B)
4. (A)	8. (B)	12. (D)	16. (A)	

Part 7

Unit 01

Reading Comprehension Practice

1. (B) 2. (C) 3. (A) 4. (C) 5. (A)

Check-up Test

1. (B)	5. (C)	9. (D)	13. (D)
2. (C)	6. (D)	10. (A)	14. (B)
3. (C)	7. (B)	11. (C)	
4. (D)	8. (C)	12. (B)	

Unit 02

Reading Comprehension Practice

1. (C) 2. (A) 3. (B) 4. (C) 5. (C)

Check-up Test

1. (A)	3. (C)	5. (A)	7. (D)	9. (A)
2. (D)	4. (C)	6. (A)	8. (D)	10. (D)

Unit 03

Reading Comprehension Practice

1. (A) 2. (C) 3. (A) 4. (C) 5. (A)

Check-up Test

1. (B)	3. (B)	5. (C)	7. (C)	9. (B)
2. (A)	4. (D)	6. (D)	8. (A)	10. (C)

Unit 04

Reading Comprehension Practice

1. (B) 2. (C) 3. (B) 4. (C)

Check-up Test

1. (B)	3. (C)	5. (D)	7. (C)	9. (C)
2. (A)	4. (B)	6. (A)	8. (B)	10. (A)

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Unit 05

Practice Comprehension Questions

1. (B) 2. (C) 3. (D) 4. (C) 5. (A)

Practice Test

1. (A) 5. (A) 9. (C) 13. (B)
2. (C) 6. (B) 10. (C) 14. (A)
3. (C) 7. (C) 11. (A)
4. (C) 8. (A) 12. (D)

Unit 06

Practice Comprehension Questions

1. (D) 3. (B) 5. (D) 7. (C) 9. (B)
2. (C) 4. (B) 6. (B) 8. (A) 10. (D)

Practice Test

1. (B) 5. (C) 9. (C) 13. (B)
2. (C) 6. (C) 10. (C) 14. (A)
3. (D) 7. (B) 11. (A) 15. (C)
4. (A) 8. (C) 12. (C)

Half Test

Part 5

1. (D) 6. (C) 11. (D) 16. (B)
2. (C) 7. (A) 12. (B) 17. (D)
3. (D) 8. (B) 13. (D) 18. (B)
4. (A) 9. (B) 14. (C) 19. (B)
5. (D) 10. (C) 15. (A) 20. (A)

Part 6

21. (A) 22. (C) 23. (B) 24. (B) 25. (D) 26. (A)

Part 7

27. (B) 33. (D) 39. (D) 45. (C)
28. (C) 34. (B) 40. (C) 46. (B)
29. (A) 35. (C) 41. (B) 47. (A)
30. (D) 36. (D) 42. (A) 48. (D)
31. (D) 37. (A) 43. (B)
32. (A) 38. (D) 44. (B)

Actual Test

Part 5

101. (C) 111. (A) 121. (B) 131. (A)
102. (D) 112. (A) 122. (D) 132. (C)
103. (B) 113. (A) 123. (A) 133. (A)
104. (C) 114. (A) 124. (D) 134. (D)
105. (A) 115. (A) 125. (B) 135. (B)
106. (C) 116. (D) 126. (D) 136. (D)
107. (B) 117. (A) 127. (B) 137. (C)
108. (A) 118. (C) 128. (C) 138. (B)
109. (C) 119. (B) 129. (B) 139. (C)
110. (D) 120. (B) 130. (C) 140. (C)

Part 6

141. (D) 144. (A) 147. (D) 150. (A)
142. (B) 145. (B) 148. (D) 151. (B)
143. (A) 146. (D) 149. (A) 152. (A)

Part 7

153. (B) 165. (B) 177. (B) 189. (C)
154. (A) 166. (A) 178. (B) 190. (B)
155. (C) 167. (D) 179. (A) 191. (B)
156. (B) 168. (B) 180. (C) 192. (D)
157. (A) 169. (B) 181. (A) 193. (D)
158. (C) 170. (C) 182. (C) 194. (A)
159. (D) 171. (D) 183. (D) 195. (B)
160. (B) 172. (C) 184. (A) 196. (D)
161. (D) 173. (A) 185. (B) 197. (D)
162. (A) 174. (C) 186. (A) 198. (B)
163. (A) 175. (A) 187. (D) 199. (D)
164. (D) 176. (B) 188. (C) 200. (A)

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