

Answers and Explanations

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PART I—PHOTOGRAPHS

1. (A) A technician is using some equipment. CORRECT
(B) The equipment is on sale. (This plays on *scale*—what we see—and *sale*.)
(C) A technician is packing up the equipment. (This plays on *picking up* and *packing up*.)
(D) The equipment is being unloaded from a car. (There are no cars in the picture.)

2. (A) The patio doors are open to the garden. (The doors are closed, not open.)
(B) The flower pot is in the middle of the table. (The pot is on a stool, not

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4. (A) The truck is parked alongside the building. CORRECT
(B) The truck is being loaded in the rain. (It is not raining, and no one is loading.)
(C) The man is getting out of the truck. (There is no man in the photograph.)
(D) They are moving into a new house. (There are no people in the photograph; this plays on *house/warehouse*.)

5. (A) The photographer is putting film into the camera. (He is taking a photo, not loading film.)
(B) The scientist is watching birds through binoculars. (It is a camera, not binoculars.)
(C) The journalist is interviewing the woman for a story. (There is no woman in the photograph.)
(D) The man is taking a picture. CORRECT

6. (A) The dishes are arranged in the cabinet. CORRECT
(B) The plates are on the middle shelf. (They are on the top and bottom shelves.)
(C) There are five place settings on the table. (There is no table in the photograph.)
(D) The dishwasher is full of clean dishes. (It is a dish cabinet, not a dishwasher.)
7. (A) The vehicles are parked side by side. (There are parked cars, but they are not side by side.)
(B) A car is being towed away. (No cars are being towed.)
(C) The truck is traveling the wrong way. (The vehicles are all traveling in the same direction.)
(D) A vehicle is making a turn at the corner. CORRECT

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- (B) The woman is slicing the meat. CORRECT
(C) The waitress is serving her customers. (There are no customers in the photograph.)
(D) The chef is placing the meat onto the platter. (She is cutting meat, not putting it onto a plate.)
10. (A) The woman is using a pay phone. CORRECT
(B) She's hanging up the telephone. (She is using the phone, not hanging it up.)
(C) The woman is talking to a crowd. (There is no crowd in the photograph.)
(D) She's holding a microphone. (She is holding a telephone, not a microphone.)

PART II—QUESTION—RESPONSE

11. Do you have an additional pair of bookends? (*Yes/No*)
- (A) Yes, this pear is delicious. (This plays on the homophones *pair* and *pear*.)
 - (B) Yes, I have some spare time. (This is a rhyme of the words *pair* and *spare*.)
 - (C) Yes, I have an extra pair. CORRECT
12. Are gratuities already added in, or are they separate? (*Choice*)
- (A) They're included in the price. CORRECT
 - (B) You can pack whatever you like. (This is irrelevant.)
 - (C) Yes, the price includes all meals. (This is irrelevant.)

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and *visitors*.)

15. You've had experience with this particular software, haven't you? (*Yes/No*)
- (A) No, I'm not familiar with it at all. CORRECT
 - (B) Men's wear is located on the second floor. (This plays on the words *software* and *men's wear*.)
 - (C) Yes, I think it's very expensive. (This plays on the words *experience* and *expensive*.)
16. Why didn't she attend the medical conference yesterday? (*Why*)
- (A) There was a conflict in her schedule. CORRECT
 - (B) She will attend to it immediately. (This repeats the word *attend*.)
 - (C) There wasn't any medicine in here. (This repeats the word *medical/medicine*.)

17. When will payroll be finished? (*When*)
- (A) We get paid every two weeks. (This answers a different *When* question.)
 - (B) I had the last roll with my coffee. (This plays on the words *payroll* and *roll*.)
 - (C) I hope to have everything done by Wednesday. CORRECT
18. Did you send an invitation to Mr. Maxwell? (*Yes/No*)
- (A) No, I registered late. (This is irrelevant.)
 - (B) Yes, he was on my list. CORRECT
 - (C) No, it is on backorder. (This is irrelevant.)
19. Who will be taking notes at the meeting? (*Who*)

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21. How is your new assistant working out? (*How*)
- (A) That was a tough workout. (This plays on the words *working* and *work*.)
 - (B) I need a lot of assistance. (This plays on the words *assistant* and *assistance*.)
 - (C) He's learning fast and doing well. CORRECT
22. The uniforms have been ordered already, haven't they? (*Yes/No*)
- (A) Yes, the waitress took our order. (This plays on the words *ordered* and *order*.)
 - (B) Yes, the soup is ready. (This plays on the words *already* and *ready*.)
 - (C) Yes, they're arriving on Thursday. CORRECT
23. Who should I contact to get the sink repaired? (*Who*)
- (A) Call the building superintendent. CORRECT
 - (B) There's a good car mechanic across town. (This is irrelevant.)
 - (C) I like my apartment. (This is irrelevant.)

24. Where is your office in New York? (*Where*)
- (A) We moved about two months ago. (This answers a *When* question.)
 - (B) Downtown, in the financial district CORRECT
 - (C) We do a lot of business there. (This is irrelevant.)
25. When's a good time to telephone Mr. Boros? (*When*)
- (A) It's not what you thought. (This is irrelevant.)
 - (B) It's best to call early. CORRECT
 - (C) It was yesterday morning. (This response is in the incorrect tense.)
26. Are you going to print new business cards or keep your old ones? (*Choice*)

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28. How did you get here so quickly? (*How*)
- (A) The elevator took forever. (This is irrelevant.)
 - (B) I took a taxi directly from work. CORRECT
 - (C) I heard about it on the radio. (This plays on *here/heard*.)
29. You have a computer at home, don't you? (*Yes/No*)
- (A) Yes, it's a laptop. CORRECT
 - (B) Yes, but I left it in my wallet. (This is illogical.)
 - (C) No, I don't have a phone with me. (This is irrelevant.)
30. Would you like the lunch special, or will you stick with your regular order today? (*Choice*)
- (A) It's especially delicious. (This plays on the words *lunch* and *delicious*.)
 - (B) I'll have my usual meal. CORRECT
 - (C) I'll have lunch early today. (This repeats the word *lunch*.)

31. How much do we have left in our mailing budget? (*How*)
- (A) We still have 2,000 dollars. CORRECT
 - (B) Because I left a copy of the budget for Mr. Wilson (This repeats the words *left* and *budget*.)
 - (C) No, because the mailing costs didn't go over budget (This repeats the words *budget* and *mailing*.)
32. How much vacation do you get this year? (*How*)
- (A) In September (This answers a *When* question.)
 - (B) At the shore (This answers a *Where* question.)
 - (C) Two weeks CORRECT

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- (C) I get back from my tour on the 22nd. (This repeats the word *tour*.)
35. What's at the top of our agenda this morning? (*What*)
- (A) That's on the top shelf. (This repeats the word *top*.)
 - (B) First we need to discuss pay raises. CORRECT
 - (C) The agent needs the invoices by noon. (This plays on the words *agenda* and *agent*, and *morning* and *noon*.)
36. Where is the nearest bank? (*Where*)
- (A) She was genuinely thankful. (This is irrelevant.)
 - (B) Just two more blocks up that way. CORRECT
 - (C) No, it's closed today. (This is irrelevant.)

37. What do you think: should I bring my umbrella on the walk? (*Yes/No*)
- (A) Yes, my umbrella should be big enough. (This is illogical.)
 - (B) No, the walk isn't difficult at all. (This repeats the word *walk*.)
 - (C) Yes, the skies have been cloudy all morning. CORRECT
38. How long will you be in Tokyo? (*How*)
- (A) I'll be there for a week. CORRECT
 - (B) They've been here for three days. (This is illogical.)
 - (C) I'll be leaving this Friday. (This answers a *When* question.)
39. Who's the attorney representing them? (*Who*)

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PART III—SHORT CONVERSATIONS

41. What are the speakers planning? (Detail)
- (A) A luncheon CORRECT
 - (B) A conference (This is not mentioned.)
 - (C) A seminar (This is not mentioned.)
 - (D) A dinner (The time mentioned is midday.)
42. How many people are expected to attend? (Detail)
- (A) 50 (This is the original number.)
 - (B) 55 (This is not mentioned.)

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44. What are the speakers talking about? (Gist)
- (A) A conference (This is not mentioned.)
 - (B) A job interview CORRECT
 - (C) A project meeting (This is not mentioned.)
 - (D) A presentation (This is not mentioned.)
45. Who asked questions? (Detail)
- (A) The personnel manager (The manager spoke, but did not ask questions.)
 - (B) A researcher (This is not mentioned.)
 - (C) The office manager CORRECT
 - (D) A client (This is not mentioned.)

46. How does the man feel? (Inference)
- (A) Pleased CORRECT
 - (B) Disappointed (The man does not express disappointment about his interview.)
 - (C) Worried (The man does not express worry about his interview.)
 - (D) Surprised (The man does not express any surprise about the events in the interview.)
47. What has Mr. Jansen called about? (Gist)
- (A) Air tickets (This is not mentioned.)
 - (B) Travel insurance CORRECT

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49. What does Mr. Jansen need to know regarding Ms. Brody's trip? (Detail)
- (A) Where she plans to travel CORRECT
 - (B) When she will arrive (This is not mentioned.)
 - (C) Which airline she is traveling with (This is not mentioned.)
 - (D) What she will be presenting (This is not mentioned.)
50. Who is the man? (Inference)
- (A) A job applicant (This is not mentioned.)
 - (B) An employee (This is not mentioned.)
 - (C) A government official (This is not mentioned.)
 - (D) A customer CORRECT

51. Where will the speakers go? (Detail)
- (A) A factory CORRECT
 - (B) A government office (This is not mentioned.)
 - (C) A conference (This is not mentioned.)
 - (D) A restaurant (This is not mentioned.)
52. What does the man need to wear? (Detail)
- (A) A suit and tie (This is not mentioned.)
 - (B) Safety equipment CORRECT
 - (C) An ID badge (This is not mentioned.)
 - (D) A microphone (This is not mentioned.)

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- (A) New York (This repeats the words *New York*.)
 - (B) London (This repeats the word *London*.)
 - (C) Paris (This repeats the word *Paris*.)
 - (D) Glasgow CORRECT
55. What event do the speakers refer to? (Detail)
- (A) An exhibition (This is not mentioned.)
 - (B) A dinner CORRECT
 - (C) A conference (This is not mentioned.)
 - (D) A play (This is not mentioned.)

56. Who are the men? (Inference)
- (A) Electricians CORRECT
 - (B) Plumbers (This is not mentioned.)
 - (C) Movers (This is not mentioned.)
 - (D) Decorators (This is not mentioned.)
57. Where is the blue box? (Detail)
- (A) In the office (This is not mentioned.)
 - (B) In the kitchen (This repeats the word *kitchen*.)
 - (C) In the bedroom (This repeats the word *bedroom*.)
 - (D) In the truck CORRECT

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- (A) At a cafe (This is not mentioned.)
 - (B) In a supermarket (This is not mentioned.)
 - (C) In an office CORRECT
 - (D) At home (This is not mentioned.)
60. Where is the man going? (Detail)
- (A) To the bank CORRECT
 - (B) To the marketing department (This repeats the words *marketing department*.)
 - (C) To the post office (This is not mentioned.)
 - (D) To a bookstore (This is not mentioned.)

61. What does the woman want? (Gist)
- (A) A copy of a report (This is not mentioned.)
 - (B) Some food CORRECT
 - (C) A book (This is not mentioned.)
 - (D) Some stamps (This is not mentioned.)
62. Why is Colleen Rankin in Australia? (Detail)
- (A) She works there. CORRECT
 - (B) She is on vacation there. (This is not mentioned.)
 - (C) She is on a business trip there. (One of the speakers is going there for this reason.)

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- (A) Her boss CORRECT
 - (B) Her employee (She is the employee.)
 - (C) Her customer (This is not mentioned.)
 - (D) Her travel agent (This is not mentioned.)
65. What goods are the speakers talking about? (Gist)
- (A) Newspapers (This repeats the word *news*.)
 - (B) Office equipment (This is not mentioned.)
 - (C) Clothes CORRECT
 - (D) Electrical appliances (This is not mentioned.)

66. Where has the shipment come from? (Detail)
- (A) Shanghai CORRECT
 - (B) Dublin (This is not mentioned.)
 - (C) Dubai (This is not mentioned.)
 - (D) Hong Kong (This repeats the words *Hong Kong*.)
67. What has caused the delay? (Gist)
- (A) Payment problems (This is not mentioned.)
 - (B) Bad weather (This is not mentioned.)
 - (C) Customs issues CORRECT
 - (D) Manufacturing problems (This is not mentioned.)

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- (A) A rebate (This is not mentioned.)
 - (B) Extra user support (This is not mentioned.)
 - (C) An extended warranty (This is not mentioned.)
 - (D) Extra equipment CORRECT
70. What does the man ask for? (Detail)
- (A) A reduction in price CORRECT
 - (B) A catalog (This is not mentioned.)
 - (C) A product demonstration (This is not mentioned.)
 - (D) A business card (This is not mentioned.)

PART IV—SHORT TALKS

71. What event will occur on May 28? (Gist)
- (A) A speech (This is not mentioned.)
 - (B) A play (This is not mentioned.)
 - (C) A ballet (This is not mentioned.)
 - (D) A concert CORRECT
72. How much is the cheapest ticket without the discount? (Detail)
- (A) \$3 (This is not mentioned.)
 - (B) \$8 (This is not mentioned.)

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74. What is Mr. Park's title? (Detail)
- (A) Head chef (This is not mentioned.)
 - (B) Head waiter (This repeats the word *waiter*.)
 - (C) Vice president CORRECT
 - (D) Customer service representative (This repeats the word *customer*.)
75. What will Mr. Park mainly focus on this year? (Gist)
- (A) Food presentation (This is only one aspect of customer service.)
 - (B) Waiters (This repeats the word *waiter*.)
 - (C) Menu items (That was last year.)
 - (D) Customer service CORRECT

76. What does the speaker want the employees to do? (Detail)
- (A) Contact Mr. Park directly. (This is not mentioned.)
 - (B) Ask questions after the talk. (This is not mentioned.)
 - (C) Wear their uniforms. (This is not mentioned.)
 - (D) Continue to treat customers well. CORRECT
77. Where is this introduction taking place? (Gist)
- (A) At a board of directors meeting (This is not mentioned.)
 - (B) At a store managers meeting CORRECT
 - (C) At a retirement dinner. (This is not mentioned.)
 - (D) At a shareholders meeting. (Only managers are present.)

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- (A) Merging operations (This is not mentioned.)
 - (B) Retraining staff (This is not mentioned.)
 - (C) Reducing expenses CORRECT
 - (D) Expanding international sales (This is not mentioned.)
80. Where is it expected to rain? (Detail)
- (A) Zurich CORRECT
 - (B) Southeastern Switzerland (This repeats the word *Switzerland*.)
 - (C) The northern valleys (This is not mentioned.)
 - (D) Geneva (This is not mentioned.)

81. How much snow is expected today in the mountains? (Detail)
- (A) 7 centimeters (This is not mentioned.)
 - (B) 15 centimeters (This repeats the number 15.)
 - (C) 30 centimeters CORRECT
 - (D) 40 centimeters (This is not mentioned.)
82. Where has snow already been reported? (Detail)
- (A) The suburbs of Zurich (This is not mentioned.)
 - (B) Along the Italian-Austrian border CORRECT
 - (C) In the southern mountains (This is not mentioned.)
 - (D) Along the French border (This is not mentioned.)

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- (A) Business and industry planning CORRECT
 - (B) Industry management and regulation (This is not mentioned.)
 - (C) Financial and capital services (Changes here have caused challenges in other areas.)
 - (D) International markets for capital (This is not mentioned.)
85. What is the talk mainly about? (Gist)
- (A) Regulating capital markets (This is not mentioned.)
 - (B) The history of industry management (This is not mentioned.)
 - (C) Financial services and business planning CORRECT
 - (D) Banking changes in the past 20 years (There is an answer choice more specific than this.)

86. What kind of company does the speaker work for? (Detail)
- (A) Travel agency (This is related to travel, but not this aspect of it.)
 - (B) Construction company (This is not mentioned.)
 - (C) Hotel chain CORRECT
 - (D) Customer service company (There is an answer choice more specific than this.)
87. In what area does the business excel? (Detail)
- (A) Personnel (This is not mentioned.)
 - (B) Customer service CORRECT
 - (C) Interior design (This is their weakness.)

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- (A) To conclude the evening's program CORRECT
 - (B) To introduce a guest (The program is over.)
 - (C) To advertise a product (This is not mentioned.)
 - (D) To begin the evening's program (This is not mentioned.)
90. Who will be the guest next week? (Detail)
- (A) A corporate vice president (This is not mentioned.)
 - (B) Dr. McDermott (This is the current guest.)
 - (C) An employee motivation expert (This is the current guest.)
 - (D) Peter Thompson CORRECT

91. What topic was probably discussed on the program? (Detail)
- (A) Crisis management (This is not mentioned.)
 - (B) Managing change (This is the topic next week.)
 - (C) Inspiring workers CORRECT
 - (D) Contemporary technology (This is not mentioned.)
92. What is the speaker doing? (Gist)
- (A) Announcing a meeting (They are already in a meeting.)
 - (B) Summarizing a previous meeting (There is no discussion of what was covered in the previous meeting.)
 - (C) Beginning a meeting CORRECT

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- (A) Welcoming new staff (This is not mentioned.)
 - (B) Projecting budgets (This will be discussed later.)
 - (C) Announcing job cuts (This is not mentioned.)
 - (D) Reporting on progress CORRECT
95. Who is speaking? (Gist)
- (A) Captain of the flight (This repeats the word *captain*.)
 - (B) Lead flight attendant CORRECT
 - (C) Member of the ground staff (This is not mentioned.)
 - (D) Copilot (This is not mentioned.)

96. Where is the flight going? (Detail)
- (A) Edinburgh CORRECT
 - (B) Manchester (This is not mentioned.)
 - (C) Liverpool (This is not mentioned.)
 - (D) London (The flight is departing from here.)
97. What delayed the flight? (Gist)
- (A) A mechanical problem (This is not mentioned.)
 - (B) A late arriving flight (This is not mentioned.)
 - (C) Weather conditions CORRECT
 - (D) A security alert (This is not mentioned.)

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- (A) The effects of tourism CORRECT
 - (B) The cost of vacation packages (It is about tourism, but not this particular topic.)
 - (C) How to organize hotels (This is not mentioned.)
 - (D) The demand for tourism (This is mentioned, but this is not the main focus.)
100. What was measured? (Detail)
- (A) Money spent (This is not mentioned.)
 - (B) Pollution CORRECT
 - (C) Tourist numbers (This is not mentioned.)
 - (D) Money earned (This is not mentioned.)

PART V—INCOMPLETE SENTENCES

101. Mr. Griffin is well known for saying _____ comes to his mind. (G—pronoun)

- (A) anything
- (B) everyone
- (C) whatever CORRECT
- (D) anymore

102. All visitors must be _____ by a security officer while they are on-site.

- (V—verb)
- (A) detected

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104. Mr. Masuyama has excelled in his new position as senior account executive; _____, he deserves a raise. (V—conjunction)

- (A) yet
- (B) or
- (C) although
- (D) thus CORRECT

105. Though Mr. Ramirez is not a citizen of the United States, he has had to pay U.S. income taxes _____. (V—modifier/adverb)

- (A) moreover
- (B) anyway CORRECT
- (C) anyhow
- (D) since

106. Suzko Industries has hired additional inspectors to ensure that the highest production quality is _____. (G—verb)
- (A) achieve
 - (B) achiever
 - (C) achievement
 - (D) achieved CORRECT
107. For questions concerning any of the policies in this handbook, please consult _____ the head of your department. (V—preposition)
- (A) at
 - (B) with CORRECT

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109. Customers have three weeks _____ report a credit dispute. (V—conjunction)
- (A) to CORRECT
 - (B) until
 - (C) before
 - (D) so
110. Dr. Allan forecasts that world demand for _____ ceramics will increase by 8 percent next year. (G—modifier/adjective)
- (A) advance
 - (B) advanced CORRECT
 - (C) advancing
 - (D) advancement

111. Though he received the fax early Monday morning, Mr. Medina waited until Friday to _____. (V—noun)
- (A) rely
 - (B) delay
 - (C) relay
 - (D) reply CORRECT
112. The directors will go _____ the street to the main office to meet the department managers. (V—preposition)
- (A) across CORRECT
 - (B) by

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114. Please send the _____ documents instead of photocopies. (G—modifier/ adjective)
- (A) original CORRECT
 - (B) originate
 - (C) origin
 - (D) originality
115. To comply with the new environmental regulations, the power plant design will need to be drastically _____. (V—verb)
- (A) alternated
 - (B) avoided
 - (C) altered CORRECT
 - (D) attached

116. The one _____ that sets the company apart is its self-directed team approach to management of operations. (G—noun)
- (A) element CORRECT
 - (B) elemental
 - (C) elements
 - (D) elementary
117. The luncheon was held to honor the senior employees who will be retiring _____ June. (V—preposition)
- (A) at
 - (B) in CORRECT

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119. Mr. Teska _____ the weaknesses in the proposal. (V—prepositional phrase)
- (A) entered into
 - (B) joined with
 - (C) signed up
 - (D) pointed out CORRECT
120. I support Mr. Lin's goals of more efficient management, but I object to the methods proposed to achieve _____ goals. (G—pronoun)
- (A) those CORRECT
 - (B) there
 - (C) them
 - (D) their

121. Applicants must submit two letters _____. (G—verb)
- (A) refer
 - (B) of reference CORRECT
 - (C) refers to
 - (D) a referred
122. Parking is limited to hotel guests, and _____ will be towed. (G—noun)
- (A) violated
 - (B) violate
 - (C) violating
 - (D) violators CORRECT

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- (G—modifier/adverb)
- (A) quieter
 - (B) quietly CORRECT
 - (C) quietest
 - (D) quiet
125. Architect Jon Rushmore _____ a huge foyer with a large marble staircase. (V—verb)
- (A) enlightens
 - (B) entrusts
 - (C) envisions CORRECT
 - (D) enlists

126. When facing challenges in the workplace, it is often best to prioritize tasks to put them in _____. (V—noun)
- (A) confirmation
 - (B) perspective CORRECT
 - (C) satisfaction
 - (D) reinforcement
127. Mr. Hamilton received a promotion _____ he developed the most successful advertising campaign of the year. (V—conjunction)
- (A) though
 - (B) while

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129. The lab has developed a novel _____ to synthesizing industrial polymers. (V—noun)
- (A) access
 - (B) arrival
 - (C) commitment
 - (D) approach CORRECT
130. Many workers report that they prefer being alone at the office because they can _____ more work done. (V—verb)
- (A) get CORRECT
 - (B) be
 - (C) do
 - (D) go

131. The store will be closed _____ Saturday and Sunday while we take inventory. (V—conjunction)
- (A) neither
 - (B) both CORRECT
 - (C) either
 - (D) and
132. Everyone agreed that Mr. Osbourne’s presentation _____. (G—modifier/adjective)
- (A) was a better
 - (B) had better

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134. In her new capacity, Ms. Ricketts will _____ all financial services. (G—verb)
- (A) coordination
 - (B) coordinating
 - (C) coordinated
 - (D) coordinate CORRECT
135. Management blames the decrease in profits on overall lower consumer demand, _____ is linked to high inflation across all economic sectors. (V—conjunction)
- (A) there
 - (B) where
 - (C) who
 - (D) which CORRECT

136. The jurors _____ for four hours before they reached a verdict. (V—verb)
- (A) delivered
 - (B) depended
 - (C) deliberated CORRECT
 - (D) defined
137. In a recent poll, most people say the _____ of the personal computer has had the greatest impact on modern life. (G—noun)
- (A) inventive
 - (B) invent
 - (C) invention CORRECT

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139. Formal guidelines for bidding on contracts are _____ by the committee. (G—verb)
- (A) having drafted
 - (B) a draft
 - (C) being drafted CORRECT
 - (D) the draft
140. Dr. Lao's original data was found to contain significant errors, and so he has begun _____ research again from scratch. (G—pronoun)
- (A) himself
 - (B) him
 - (C) he
 - (D) his CORRECT

PART VI—TEXT COMPLETION

141. B (V—noun)
142. A (V—modifier/adverb)
143. B (V—modifier/adjective)
144. B (V—verb)
145. D (V—preposition)

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151. A (G—verb)
152. D (G—verb)

PART VII—READING COMPREHENSION

153. How much money did each share make in Year 2? (Detail)
- (A) \$1.04 CORRECT
 - (B) \$14.50 (This plays on 14.5%.)
 - (C) \$14,805 (This is the net income in Year 2.)
 - (D) \$379,722 (This is the sales in Year 2.)
154. What must be subtracted to determine Return on Equity? (Detail)
- (A) Extraordinary items CORRECT

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156. According to the passage, how much did early laser printers cost? (Detail)
- (A) A few hundred dollars (This repeats the words *a few hundred dollars*.)
 - (B) Approximately \$500 (This is not mentioned.)
 - (C) \$500–\$700 (This is not mentioned.)
 - (D) Over \$1,000 CORRECT
157. When will the transaction take effect? (Detail)
- (A) May 23 (As of this day, they must be shareholders.)
 - (B) May 24 CORRECT
 - (C) December 31 (This is not mentioned.)
 - (D) January 1 (This is not mentioned.)

158. What will happen to shares of the fund? (Gist)
- (A) They will be reduced to half their original number. (This repeats the word *half*.)
 - (B) They will double in number. CORRECT
 - (C) They will be offered for sale at a lower price. (This is not mentioned.)
 - (D) They will be available to the public for the first time. (This is not mentioned.)
159. According to the passage, what makes investors nervous? (Gist)
- (A) Products and services that fall in value (This is not mentioned.)
 - (B) Sales forecasts that fail to account for changes in energy prices (This is not mentioned.)

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161. What is implied about high-technology businesses? (Gist)
- (A) Their value to customers is difficult to measure. (This is not mentioned.)
 - (B) Their product prices are more competitive. (This repeats the word *competitive*.)
 - (C) Their sales are lower than other industries. (This is not mentioned.)
 - (D) Their research and development costs are high. CORRECT
162. How many years has the applicant worked for the Binational Commission? (Detail)
- (A) 1 (This is not mentioned.)
 - (B) 2 (This is not mentioned.)
 - (C) 3 (This is not mentioned.)
 - (D) 4 CORRECT

163. How many sources of income does the applicant have? (Detail)

- (A) 1 (This is not mentioned.)
- (B) 2 CORRECT (monthly wages and trust annuity)
- (C) 3 (This is not mentioned.)
- (D) 4 (This is not mentioned.)

164. How much money does the applicant owe? (Detail)

- (A) \$1,500 (This is her other monthly income.)
- (B) \$3,500 (These are her monthly wages.)
- (C) \$5,500 CORRECT
- (D) \$10,000 (This is the total amount of the applicant's debt.)

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166. What is implied about color fading? (Detail)

- (A) It can be caused by damage to the umbrella. (This repeats the words *damage* and *umbrella*.)
- (B) It has not been reported to have happened. (This is not mentioned.)
- (C) It is guaranteed not to happen. (This is not mentioned.)
- (D) It may occur over time. CORRECT

167. What is *NOT* true about the company's warranty? (Detail)

- (A) It does not cover damage due to customer abuse. (This is true.)
- (B) It is in effect for three years. (This is true.)
- (C) It is honored worldwide. CORRECT
- (D) It promises replacement of defective products. (This is true.)

168. According to the passage, how do subjectively and objectively priced items differ? (Gist)
- (A) Objectively priced items are usually more expensive. (This is not mentioned.)
 - (B) Subjectively priced items have an aesthetic value. CORRECT
 - (C) Objectively priced items are less utilitarian. (This repeats the word *utilitarian*.)
 - (D) Subjectively priced items are more common. (This is not mentioned.)
169. What is implied about antiques? (Detail)
- (A) They are priced subjectively. CORRECT
 - (B) They were probably made by skilled craftspeople. (This repeats the words
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- mentioned.)
- (D) They tend to analyze the needs of their customers. (This is not mentioned.)
171. The word *weigh* as used in line 10 of the passage is closest in meaning to the word (Vocabulary)
- (A) *decide*.
 - (B) *count*.
 - (C) *evaluate*. CORRECT
 - (D) *reduce*.

172. What conditions will northwestern Mexico experience? (Detail)

- (A) Cool air CORRECT
- (B) Rain (This repeats the word *rain*.)
- (C) Low humidity (This repeats the words *low humidity*.)
- (D) Dry conditions (This repeats the words *dry conditions*.)

173. Where will temperatures be higher than usual? (Detail)

- (A) Baja, California (This repeats the words *Baja, California*.)
- (B) Sonora (This repeats the word *Sonora*.)
- (C) The Southwest CORRECT

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- (A) Dry air (This repeats the words *dry air*.)
- (B) Strong winds (This is not mentioned.)
- (C) Rainstorms CORRECT
- (D) Snow (This is not mentioned.)

176. Who is the report probably written for? (Gist)

- (A) Synco administrators (This is not mentioned.)
- (B) Prospective investors CORRECT
- (C) Potential suppliers (This is not mentioned.)
- (D) Synco competitors This is not mentioned.)

177. What is *NOT* mentioned about Synco? (Detail/NOT)
- (A) Its position for plastics sales CORRECT
 - (B) Its rankings for tire sales (This is described.)
 - (C) Its measures to improve performance (This will streamline production.)
 - (D) Its plans for paying dividends (They will pay 3 million euros.)
178. What were Synco's total sales in the previous year? (Detail)
- (A) 3 million euros (This is the dividend.)
 - (B) 50 million euros (This is net income.)
 - (C) 1 billion euros (This is not mentioned.)
 - (D) 10 billion euros CORRECT

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180. What is expected for Synco? (Detail)
- (A) Its new products will be cheaper. (This is not mentioned.)
 - (B) Its earnings will grow. CORRECT
 - (C) It will expand its market share. (This is not mentioned.)
 - (D) Its stock price will remain high. (This repeats the word *stock*.)
181. What service is offered by *The International Employment Newsletter*? (Detail)
- (A) Translation and interpretation (This is not mentioned.)
 - (B) Preparation for job interviews (This is not mentioned.)
 - (C) Résumé preparation CORRECT
 - (D) Work visa applications (This is not mentioned.)

182. What is learned about *The International Employment Newsletter*? (Detail)
- (A) It is available only by subscription. (The newsletter is also at newsstands.)
 - (B) It is published every two weeks. (This is not mentioned.)
 - (C) It can be read on the Internet. (This is not mentioned.)
 - (D) It can be purchased at newsstands. CORRECT
183. How long is Ms. Ralls's current subscription? (Detail)
- (A) 3 months (This is not mentioned.)
 - (B) 6 months CORRECT
 - (C) 1 year (She can extend to 12 months.)
 - (D) 2 years (This is not mentioned.)

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- (A) A coupon (This is not mentioned.)
 - (B) A survey form (This is not mentioned.)
 - (C) A sample issue (This is not mentioned.)
 - (D) An envelope CORRECT
186. What is *NOT* mentioned in the notice? (Detail/NOT)
- (A) Which hotels attendees can stay at (This is mentioned.)
 - (B) What time the talks are scheduled (These are described.)
 - (C) How much the convention costs to attend CORRECT
 - (D) How to get further information about the convention (This is from the website.)

187. Whose presentation is about a new piece of equipment? (Detail)
- (A) Gunter Kliebermann's CORRECT
 - (B) Randy Wilson's (His is on hybrid tuning.)
 - (C) James Townsend's (His is on the apprenticeship crisis.)
 - (D) Derrick Gill's (This is the opening speech.)
188. What is the keynote presentation about? (Detail)
- (A) How to train new technicians (This repeats the word *technicians*.)
 - (B) The difficulties of being an apprentice (This repeats the word *apprentice*.)
 - (C) The future of the piano technician profession CORRECT
 - (D) How the tuning profession is different in the United States (This is not mentioned.)
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190. What information is missing from the poster? (Detail)

- (A) The dates (This is not mentioned.)
- (B) The size (This is not mentioned.)
- (C) The colors (This is not mentioned.)
- (D) The title CORRECT

191. What had been completed? (Gist)

- (A) A quarterly report CORRECT
- (B) A profit sharing plan (This repeats the words *profit-sharing plan*.)
- (C) Employee evaluations (This is not mentioned.)
- (D) A market analysis (This is not mentioned.)

192. When is the profit-sharing plan expected to go into effect? (Detail)

- (A) The following week (This is not mentioned.)
- (B) The following month (This is not mentioned.)
- (C) At the end of the next fiscal year (It is expected at the start of the next fiscal year.)
- (D) At the start of the next fiscal year CORRECT

193. How did David learn about the news? (Gist)

- (A) An email was sent to all employees. (This is not mentioned.)
- (B) A notice was posted in his department. CORRECT
- (C) A colleague told him. (David is telling Kate about the news.)

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195. When did the company first suggest a profit-sharing plan? (Detail)

- (A) Three years ago (This is not mentioned.)
- (B) Two years ago CORRECT
- (C) A year ago (This is not mentioned.)
- (D) Six months ago (This is not mentioned.)

196. Why has the paper shredder been returned? (Gist)

- (A) It does not suit the customer's needs. CORRECT
- (B) It is too expensive. (This is not mentioned.)
- (C) It is broken. (This is not mentioned.)
- (D) It is not what the customer ordered. (This is not mentioned.)

197. What is probably one of Anne Markowitz's duties? (Detail)
- (A) Researching industry trends (This is not mentioned.)
 - (B) Handling customer complaints (She is making a kind of complaint, not handling them for customers.)
 - (C) Buying supplies for her company CORRECT
 - (D) Preparing her company's brochures (This repeats the word *brochure*.)
198. What can be inferred about the Personal X? (Gist)
- (A) It cannot handle documents with staples. CORRECT
 - (B) It is no longer in stock. (This repeats the word *stock*.)
 - (C) It can shred credit cards and CDs. (This is not mentioned.)

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200. What will Paul Stein send to Anne Markowitz? (Gist)
- (A) The Personal X (This is being returned.)
 - (B) The Office X (Only information will be sent.)
 - (C) A price quote CORRECT
 - (D) A letter of apology (This is not mentioned.)

Practice Test Scoring

Your performance on the TOEIC exam is used to generate a raw score and a scaled score.

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use any ETS scaled-score conversion tables to get a scaled score for the Kaplan practice tests. Again, it will not give you accurate scaled score prediction.

Calculating Your Raw Score

Your raw score is determined by the number of questions you answered correctly. Unanswered or incorrectly answered questions have no impact on your raw score.

So for example, if a student took the exam and answered 155 questions correctly, 30 incorrectly, and left the remaining 15 questions unanswered, her raw score would be 155.

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| PART SIX |

Transcripts

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CHAPTER 3 TRANSCRIPTS

(Narrator) Let us begin with sample directions for the Listening Comprehension Section of the TOEIC exam.

(Narrator) For each question, you will hear four statements about the picture in your test book. When you hear the statements, choose the one statement that best describes what you see in the picture. Then, find the number of the question on your answer sheet and mark your answer. The statements will not be written in your test book and will be spoken just once.

(Narrator) Now listen to the four statements.

(Narrator) A.

(Woman A) *They're leaving the office.*

(Narrator) B.

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

(MAN A)

- (A) He is sorting envelopes into the boxes.
- (B) All of the boxes are filled to capacity.
- (C) He is writing letters to his colleagues.
- (D) The squares are stacked on top of each other.

(Narrator) Number 2

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

(WOMAN A)

- (A) The cable is old and rusty.
- (B) The wire is in front of the school.
- (C) The cable is coiled on spools.
- (D) The spools are being delivered by truck.

(Narrator) Number 3

(Narrator) Look at the picture marked number 3 in your book.

(MAN B)

- (A) Several parking spots are available.
- (B) A parking attendant is counting the cars.
- (C) The people are getting into their cars.
- (D) The parking lot is completely filled.

(Narrator) Number 4

(Narrator) Look at the picture marked number 4 in your book.

(WOMAN B)

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- (B) He is putting pants on the hanger.
- (C) He is hanging the pictures on the wall.
- (D) He is hemming the pants at the shop.

(Narrator) Number 6

(Narrator) Look at the picture marked number 6 in your book.

(WOMAN A)

- (A) He is fixing a wire in the car.
- (B) He is putting a tire on the car.
- (C) He is pumping air into the flat tire.
- (D) He is tired of holding the car up.

(Narrator) Number 7

(Narrator) Look at the picture marked number 7 in your book.

(MAN B)

- (A) The housekeeper is making the bed.
- (B) The woman is going to bed.
- (C) The sheets need changing.
- (D) The maid is folding towels.

(Narrator) Number 8

(Narrator) Look at the picture marked number 8 in your book.

(WOMAN B)

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- (B) The boards are being sawed in the back room.
- (C) The store sells lumber.
- (D) The store is filled with many customers.

(Narrator) Number 10

(Narrator) Look at the picture marked number 10 in your book.

(WOMAN A)

- (A) The women are being shown to their table.
- (B) The waitress has spilled soup on her sleeve.
- (C) The women are getting ready to leave.
- (D) The waitress is serving dessert to her customers.

(Narrator) Number 11

(Narrator) Look at the picture marked number 11 in your book.

(MAN B)

- (A) He is looking at his watch.
- (B) He watches his step while he walks.
- (C) He is watching something below.
- (D) He is washing the glass under the railing.

(Narrator) Number 12

(Narrator) Look at the picture marked number 12 in your book.

(WOMAN B)

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- (B) The butcher packs meat on small trays.
- (C) He meets his deadline for unpacking the trays.
- (D) The chef is chopping the meat into small pieces.

(Narrator) Number 14

(Narrator) Look at the picture marked number 14 in your book.

(WOMAN A)

- (A) She is stacking boxes on top of each other.
- (B) She is putting groceries on the shelf.
- (C) She is getting a refund at the store.
- (D) She is purchasing office supplies.

(Narrator) Number 15

(Narrator) Look at the picture marked number 15 in your book.

(MAN B)

- (A) The man is buying a new tennis racquet.
- (B) The woman is writing a check for the merchandise.
- (C) The woman is helping a couple move furniture.
- (D) The woman is assisting the customers with a purchase.

(Narrator) Number 16

(Narrator) Look at the picture marked number 16 in your book.

(WOMAN B)

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- (B) She is trying the shoes on for size.
- (C) The shoes are all on sale.
- (D) She is walking into the shoe store.

(Narrator) Number 18

(Narrator) Look at the picture marked number 18 in your book.

(WOMAN A)

- (A) The material is displayed on racks.
- (B) The material is stacked on pallets.
- (C) The stack of materials is wet.
- (D) The man is stacking the material.

(Narrator) Number 19

(Narrator) Look at the picture marked number 19 in your book.

(MAN B)

- (A) The package fell out of the truck.
- (B) There is no room in the truck for the package.
- (C) The package has already been opened.
- (D) He's loading the package into the truck.

(Narrator) Number 20

(Narrator) Look at the picture marked number 20 in your book.

(WOMAN B)

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- (B) The farmer is buying fertilizer for her crops.
- (C) The woman is reaching for a bottle from the shelf.
- (D) The pharmacist is filling a customer's prescription.

(Narrator) Number 22

(Narrator) Look at the picture marked number 22 in your book.

(WOMAN A)

- (A) The camera crew is carrying the equipment.
- (B) The camera man is talking on the phone.
- (C) The camera crew is taking a break.
- (D) The camera man is loading film into the camera.

(Narrator) Number 23

(Narrator) Look at the picture marked number 23 in your book.

(MAN B)

- (A) They are balancing the company's books.
- (B) The woman waits while the man looks.
- (C) The man and woman are reviewing a document.
- (D) The woman watches the man prepare the invoice.

(Narrator) Number 24

(Narrator) Look at the picture marked number 24 in your book.

(WOMAN B)

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CHAPTER 4: TRANSCRIPTS

(Narrator) Part II

(Narrator) You will hear a question or statement and three responses spoken in English. They will be spoken only once and will not be printed in your test book. Choose the best response to the question or statement and mark the letter on your answer sheet.

(Narrator) Listen to a sample question:

(Man A) *Where are we meeting?*

(Narrator) A.

(Woman B) *To meet the new supervisor.*

(Narrator) B.

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(Man B)

- (A) The news comes on in about an hour.
- (B) Yes, the plant is on top of the television.
- (C) Please find a different station.

(Narrator) Number 2

(Man A) Why did they cancel the reception for Mr. Chang?

(Woman B)

- (A) Her secretary did.
- (B) He received the invitation.
- (C) He got sick.

(Narrator) Number 3

(Woman A) Where can I buy a magazine?

(Man A)

(A) A cab just went by.

(B) The store takes credit cards, I think.

(C) The newsstand on the corner.

(Narrator) Number 4

(Man B) What type of business are you in?

(Woman A)

(A) Because I sold the house.

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(C) Sure, I need the hours.

(Narrator) Number 6

(Woman A) Where is your final destination today?

(Man B)

(A) I'll be flying there.

(B) I'm leaving this afternoon.

(C) I'm going to Rome.

(Narrator) Number 7
(Woman B) It'll be a long trip, won't it?

- (Man B)
(A) She tripped on the stairs, yes.
(B) No, I leave next week.
(C) Yes, about four weeks.

(Narrator) Number 8
(Woman A) Why don't we take a short break?

- (Man B)
(A) My car got new brakes last summer.

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- (C) Because the stock went up last week.

(Narrator) Number 10
(Man B) You subscribe to Business Monthly Magazine, don't you?

- (Man A)
(A) No, but my office does.
(B) Yes, I heard the news on the radio.
(C) The mail is late today.

(Narrator) Number 11

(Woman B) How are the contract negotiations coming along?

(Woman A)

(A) Our attorneys are reviewing the proposed changes.

(B) We're almost finished with the progress report.

(C) They returned the rental car last night.

(Narrator) Number 12

(Man B) Who should we send to Buenos Aires?

(Woman A)

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(C) He has a one-year lease.

(Narrator) Number 14

(Woman B) Has Ms. Matala finished with the samples?

(Man A)

(A) Yes, she was right on schedule.

(B) No, she was born in Finland.

(C) She felt his action was justified.

(Narrator) Number 15

(Man A) What's the training workshop about?

(Woman A)

(A) Sometime tomorrow afternoon.

(B) Somewhere in the new building.

(C) Something to do with team building.

(Narrator) Number 16

(Man B) Why don't you apply for that new job posting?

(Woman B)

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(C) The afternoon rain keeps the air clean.

(Narrator) Number 18

(Woman A) Why don't we take a cruise for vacation?

(Man B)

(A) Because the food is so good.

(B) So that we can get a free ticket.

(C) That might be a nice change.

(Narrator) Number 19

(Man A) Will Mr. Yoon write the report, or does he want me to do it?

(Woman A)

(A) He was right last time.

(B) I think he reports directly to Mr. Yoon.

(C) He'll do it himself.

(Narrator) Number 20

(Woman B) How many workers will we need for the Johnston building?

(Man A)

(A) Construction has been ongoing for two years.

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(C) I've worked for over thirty years.

(Narrator) Number 22

(Woman B) Who's your favorite author?

(Man A)

(A) I prefer short stories over novels.

(B) Her favorite books are usually fiction.

(C) It's hard for me to pick just one.

(Narrator) Number 23

(Man B) Don't you think interest rates will continue to go up?

(Woman B)

(A) In the short term, I suppose so.

(B) No, I am very interested.

(C) I had to drive up the hill.

(Narrator) Number 24

(Woman A) What should we do with these files for the Wallrock lease?

(Man A)

(A) Leave them until Tuesday.

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CHAPTER 5: TRANSCRIPTS

(Narrator) Part III

(Narrator) You will now hear a number of conversations between two people. You will be asked to answer three questions about what the speakers say. Select the best response to each question and mark the letter on your answer sheet. The conversations will be spoken only once and will not be printed in your test book.

(Narrator) Practice 1

(Narrator) Questions 1 through 3 refer to the following conversation.

(Man A) You're not working on Monday? You didn't work on Thursday, either! How many vacation days do you get? You certainly seem to get more than I do!

(Woman A) Well, actually I get twenty-five days of vacation, just like you, but my company

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(Narrator) Number 3. How is the man's job different from the woman's?

- (Narrator) Practice 2
- (Narrator) Questions 4 through 6 refer to the following conversation.
- (Woman B) Well, Mr. Donahue, I think that's all we have to ask you. Now it's your turn to do the speaking! Do you have any questions you'd like to ask us about the job?
- (Man B) Well, yes there are few things. For example, you asked me earlier if I had any project management experience. Does that mean that you're looking for people with this kind of experience?
- (Woman B) Oh, not necessarily, although clearly it would be an advantage. But no, what we're looking for is the potential for leadership. Obviously the most important skills for the current job are the necessary computer programming expertise, but if we think someone has the necessary skills set for a leadership role in the future—things like organizational and communication skills, then we're interested.

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- (Narrator) Practice 3
- (Narrator) Questions 7 through 9 refer to the following conversation.
- (Man A) I can't believe it! Someone's moved the file for that new German contract, the JDK job. I put it in the contract files cabinet only last week. Why don't people put things back where they belong? I can't understand it.
- (Woman B) Oh, sorry Mike. I forgot to tell you. I've changed the filing system slightly. There wasn't room anymore for all the contract files in one cabinet. You couldn't find anything, so I've split them up.
- (Man A) Oh, what do you mean?
- (Woman B) Well, I've put all the foreign contracts in a separate cabinet—that one over there by the window. You'll find the JDK file there, because it's a German contract. It's in the

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- (Narrator) Practice 4
- (Narrator) Questions 10 through 12 refer to the following conversation.
- (Man B) Now we've got your camera connected directly to the projector, so we actually don't need to copy the photos onto the computer at all. You can project directly from your camera!
- (Woman A) Oh, that's great. It's just that I have no idea at all how to use the projector.
- (Man B) Don't worry. It's really very easy. First of all, use the red button here to switch it on and off. The green button puts the projector on standby, which is very convenient for presentations and that kind of thing. These blue arrows here control the color and the brightness of the image and then there's this little wheel here. If you turn the wheel towards you, the image gets bigger, and if you turn it away from you, the image gets smaller.

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- (Narrator) Practice 5
- (Narrator) Questions 13 through 15 refer to the following conversation.
- (Woman B) Oh, good evening. We're the party from Limo Car Rentals. We've reserved tables for this evening.
- (Man B) Oh dear, I'm sorry, but we were expecting you tomorrow. Let me just check . . . yes, Limo Cars, party of five for seven-thirty on Tuesday. The reservation was made by a Mr. Robert Jones on Friday.
- (Woman B) Oh yes, originally we reserved for Tuesday, but we changed the reservation for Monday instead. Didn't you get a call to change it to this evening?
- (Man B) No, I'm sorry, we weren't informed. At least, there's no record of that change here in the list. Perhaps Mr. Jones forgot to call us. However, don't worry too much. It's

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- (Narrator) Practice 6
- (Narrator) Questions 16 through 18 refer to the following conversation.
- (Woman A) Excuse me officer, I've just come from the airport and I need to get to the train station. I have absolutely no idea how to get there. Is it walking distance from here?
- (Man A) Well, it's not too far on foot, no, but I see you have quite a bit of luggage there. It could take ten minutes to walk from here, so I think you'd be best using public transportation to be honest. There isn't a subway station near here, but there's the number fifteen bus that stops across the street and the train station is just two or three stops down.
- (Woman A) Oh really? Well how frequent are the buses. I mean, will I have to wait long?
- (Man A) Let's see. Well, the last number fifteen came by about five minutes ago, and

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- (Narrator) Practice 7
- (Narrator) Questions 19 through 21 refer to the following conversation.
- (Woman B) Rory, I've just spoken to Ann Hanson, the external consultant, and it seems that she can't make it to Thursday's planning meeting. I can't do Friday because we've got a safety inspection at the new manufacturing facility, and that can't be changed. So we'll have to postpone until next week.
- (Man B) Oh dear. Well, I'd better contact the people from Elgar Plastics then, and find out their availability for next week. I'll e-mail them explaining the problem.
- (Woman B) No, I'd prefer you to call them. They're not going to be very happy about this, and on the phone you'll be able to explain the situation better than in an e-mail message. Sometimes it's better to contact clients by phone.

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- (Narrator) Practice 8
- (Narrator) Questions 22 through 24 refer to the following conversation.
- (Man A) Hi Kelly. It's Tony Buckby from service supplies here. Listen, I've got a bit of a problem here and I'm not sure what to do. You see, the maintenance department is here now making some repairs, and they need a spare part for one of the lacquering machines down on the shop floor. Well, anyway we don't have that particular part in stock, and we have to order a new one.
- (Woman A) Oh? Well just go ahead and order one. What's the problem exactly? Don't you have the catalogue?
- (Man A) No, that's not the problem. It's just that last week Mr. Logan, my supervisor, told me not to order anything without asking him first . . . and he's not here today.

(Woman A) Oh yes, you're right. He's currently on product training in Baltimore.

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CHAPTER 6: TRANSCRIPTS

(Narrator) Part IV

(Narrator) You will now hear short talks given by a single speaker. You will be asked to answer three questions about what the speaker says. Select the best response to each question and mark the letter on your answer sheet. The talks will be spoken only once and will not be printed in your test book.

(Narrator) Practice 1

(Narrator) Questions 1 through 3 refer to the following talk.

(Man A) Welcome to the twelfth annual trade conference. One of the key themes of this year's conference is Ireland's position in the world marketplace. I was recently asked why I feel so strongly about Irish businesses exporting their products. My answer was straightforward and simple: If you don't sell abroad, you are selling

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products:

- (Narrator) Practice 2
- (Narrator) Questions 4 through 6 refer to the following news report.
- (Woman A) Good evening and welcome to Business News Nightly. Coming up in a few minutes, the latest developments in the SmartShares fraud scandal. A judge orders the company to close, but we find out how SmartShare's creditors are reacting to the news. And later on, our East Asia correspondent has been to Thailand to learn more about the novel ways companies there are increasing the productivity of their workforces. Plus, in 20 minutes, Jane Withers reports from Berlin's twenty-first technology fair where the very latest must-have business gadgets are on display, including the world's lightest laptop computer. But first, here's Mark Francis with the latest on the stock markets.
- (Narrator) Number 4. Why is the SmartShares company in the news?
- (Narrator) Number 5. According to the report, what is improving in Thailand?

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- (Narrator) Practice 3
- (Narrator) Questions 7 through 9 refer to the following advertisement
- (Man B) Dunthrops' big summer sale is now going on. Yes, our annual July sale bonanza starts July first, and there are literally hundreds of bargains to be had. Reductions of up to fifty percent on menswear; Men's suits have been slashed from \$400 down to \$300. Men's coats regularly selling for \$200 are now just \$150. It's crazy! But it's not just men who have reasons to be pleased. There are bargains galore for the ladies, too, with up to thirty percent off on top brand names. And this year we've extended our sale to other departments too. There are huge savings available in kitchenware and home furnishings. But don't delay! Dunthrops' big summer sale starts July first and ends July 31st!
- (Narrator) Number 7. What kind of store is Dunthrops?
- (Narrator) Number 8. What is learned about the sale at Dunthrops?

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- (Narrator) Practice 4
- (Narrator) Questions 10 through 11 refer to the following talk.
- (Woman B) In our next gallery you will see *Island life*, one of the artist's most famous works. The artist conceived of the idea while vacationing in the Caribbean, where he stayed for two months. He didn't actually begin work on the piece, however, until he had returned home to Paris. It's oil on canvas and because of its intricate design and detail, it took the artist six years to complete. You're actually very lucky to be able to see this masterwork, in fact, because the museum currently has it on loan from the Austrian National Gallery in Vienna. It will be on display here for only another two weeks and then it goes back home.
- (Narrator) Number 10. Where did the artist get the idea for his piece?
- (Narrator) Number 11. What kind of artwork is being discussed?

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(Narrator) Practice 5

(Narrator) Questions 13 through 15 refer to the following talk.

(Man A) Good afternoon. I'm pleased that so many of you could attend our ceremony despite the threat of rain, and I thank you all for coming. Ira Levinson would have been proud to see our new building complete and ready for occupancy. Who could have thought that the family business he started back in 1952 would grow into the thriving company it is today, with nearly a thousand employees, or that our products would rank among the very best in the industry worldwide. This beautiful new office building will house the company headquarters, and provide workspace for a very lucky staff of 250 people., including all of you who have come this morning. And so, it's my great pleasure to name this building the Levinson Building in honor of Ira Levinson, whose innovation and hard work built the company that we know today.

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- (Narrator) Practice 6
- (Narrator) Questions 16 through 18 refer to the following news report.
- (Woman A) The number of recorded traffic violations decreased in the metropolitan area last year in keeping with a five year decline nationally. But does this mean that drivers are becoming more law-abiding? Not according to some. The transportation department suspects that the lower number is due to fewer police officers rather than fewer traffic offenders. During the last three years, traffic citations have dropped 27% in the city. The Transportation Department says budget cuts and an increasing population have led to fewer patrol hours for police throughout the metropolitan area. A police department spokesperson agreed that the figures do not necessarily indicate that drivers' behavior is changing.
- (Narrator) Number 16. For how many years have traffic violations been decreasing nationally?
- (Narrator) Number 17. Why is the number of traffic violations dropping?

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(Narrator) Practice 7

(Narrator) Questions 19 through 21 refer to the following recorded announcement.

(Woman B) Thank you for calling MoneyWise Savings Bank's automated teller service. If you have a MoneyWise account, you can also access you account via our online e-banking services. For e-banking, go to w-w-w moneywise dot com. To access your savings account through our automated teller service, please press one now. To access your checking account, please press two now. To access your credit card account, please press three now. To access your retirement funds, money market accounts, or other investment accounts, please press four now. To transfer funds between accounts, please press five now. To speak with a customer service representative, please press zero now. To repeat this menu option, please press nine now.

(Narrator) Number 19. Which number should a customer press for checking account access?

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- (Narrator) Practice 8
- (Narrator) Questions 22 through 24 refer to the following advertisement.
- (Man B) Jet Lines makes the difference. That's why more business people choose to fly to South East Asia destinations from New York with Jet Lines than any other airline. Perhaps it's the peace and quiet of our executive lounges, with free internet access and complementary drinks and snacks. Perhaps it's the comfort of Jet lines' business class seating, with more leg room than any of our competitors. Perhaps it's the fact that all Jet Lines business class passengers enjoy a good night's sleep on seats that recline 180 degrees to form flat beds. Perhaps it's our award-winning in-flight menus or maybe just that little extra courtesy that makes Jet Lines crews stand out from the rest. Whatever it is, Jet Lines makes a difference. Isn't it time you found out why for yourself?
- (Narrator) Number 22. Who is the intended audience for the advertisement?

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(Narrator) Practice 9

(Narrator) Questions 25 through 27 refer to the following voicemail message.

(Woman A) Hello Mr. Rushman. It's Amy Richardson here calling from Seiler Logistics. I'm sorry I wasn't able to speak to you earlier when you called. I'm afraid I was in a meeting all afternoon. I thought I might just catch you before you went home for the evening, but it seems I've just missed you. Anyway, I just wanted to let you know that we have located the missing package. I spoke to the driver who was supposed to deliver it to you today, and it seems he left the package with the security guard in the building lobby. That was at seven thirty this morning, so perhaps the guard forgot to contact you about the delivery? I'll be at my desk first thing tomorrow, so do please contact me if the item still hasn't turned up. Thank you.

(Narrator) Number 25. What relationship does Mr. Rushman have with Seiler Logistics?

(Narrator) Number 26. Why has Amy Richardson called?

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(Narrator) Practice 10

Questions 28 through 30 refer to the following announcement.

(Man A) Welcome aboard the Metropolitan Airport Express. This is a non-stop service for Metropolitan Airport North Terminal. We will be departing in a few moments. Our travel time will be thirty five minutes. Those of you without tickets can purchase a single fare ticket from a conductor who will be passing through the train. We accept both cash and most major credit cards. Frequent flyers may be interested to know that advance purchase discount tickets are available for the Metropolitan Airport Express, offering a ten percent discount on fares. Ask the conductor for more details. Thank you for choosing the Metropolitan Airport Express.

(Narrator) Number 28. How long does it take to get to the airport?

(Man A) Number 28. What time does the train arrive at the airport?

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PRACTICE TEST TRANSCRIPT

(Narrator) In the Listening Comprehension Section, you will have the chance to demonstrate how well you understand spoken English. The Listening Section will take approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write them in the test book.

(Narrator) Directions: For each question, you will hear four statements about the picture in your test book. When you hear the statements, choose the one statement that best describes what you see in the picture. Then, find the number of the question on your answer sheet and mark your answer. The statements will not be written in your test book and will be spoken just once.

(Narrator) Now listen to the four statements.

(Narrator) A.

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(Narrator) Choice (B), "They're gathered around the table," best describes what you see in the picture. Therefore, you should fill in choice (B) in your answer sheet.

(Narrator) Now let us begin Part I with question number 1.

(Narrator) Number 1

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

(Man A)

(A) A technician is using some equipment.

(B) The equipment is on sale.

(C) A technician is packing up the equipment.

(D) The equipment is in being unloaded from a car.

(Narrator) Number 2

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

(Woman A)

- (A) The patio doors are open to the garden.
- (B) The flower pot is in the middle of the table.
- (C) The plant is on top of the stool.
- (D) The chair is in the corner of the room.

(Narrator) Number 3

(Narrator) Look at the picture marked number 3 in your test book.

(Man B)

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- (B) The truck is being loaded in the rain.
- (C) The man is getting out of the truck.
- (D) They are moving into a new house.

(Narrator) Number 5

(Narrator) Look at the picture marked number 5 in your test book.

(Man A)

- (A) The photographer is putting film into the camera.
- (B) The scientist is watching birds through binoculars.
- (C) The journalist is interviewing the woman for a story.
- (D) The man is taking a picture.

(Narrator) Number 6

(Narrator) Look at the picture marked number 6 in your test book.

(Woman A)

- (A) The dishes are arranged in the cabinet.
- (B) The plates are on the middle shelf.
- (C) There are five place settings on the table.
- (D) The dishwasher is full of clean dishes.

(Narrator) Number 7

(Narrator) Look at the picture marked number 7 in your test book.

(Man B)

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- (B) The people are climbing over the railing.
- (C) The people are seated on the railing.
- (D) The people are all holding on to the railing.

(Narrator) Number 9

(Narrator) Look at the picture marked number 9 in your test book

(Man A)

- (A) The hostess is entertaining her guests.
- (B) The woman is slicing the meat.
- (C) The waitress is serving her customers.
- (D) The chef is placing the meat onto the platter.

(Narrator) Number 10

(Narrator) Look at the picture marked number 10 in your test book.

(Woman A)

(A) The woman is using a pay phone.

(B) She's hanging up the telephone.

(C) The woman is talking to a crowd.

(D) She's holding a microphone.

(Narrator) **Directions:** You will hear a question or statement and three responses spoken in English. They will be spoken only once and will not be printed in your test book. Choose the best response to the question or statement and mark the letter on your answer sheet.

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(Woman A) *No, at three o'clock.*

(Narrator) Choice (B), "*It's the second room on the left,*" best answers the question. Therefore, you should fill in choice (B) in your answer sheet.

(Narrator) Now let us begin Part II with question number 11.

(Narrator) Number 11

(Man A) Do you have an additional pair of bookends?

(Woman B)

(A) Yes, this pear is delicious.

(B) Yes, I have some spare time.

(C) Yes, I have an extra pair.

(Narrator) Number 12

(Woman A) Why do you want to advertise in the trade publications?

(Man B)

(A) No, let's skip the trade show this year.

(B) A lot of our trade is done overseas.

(C) It's a good way to attract customers.

(Narrator) Number 13

(Woman B) Are gratuities already added in, or are they separate?

(Man A)

(A) They're included in the price.

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(C) All public buildings are open to visitors.

(Narrator) Number 15

(Man A) You've had experience with this particular software, haven't you?

(Woman B)

(A) No, I'm not familiar with it at all.

(B) Men's wear is located on the second floor

(C) Yes, I think it's very expensive.

(Narrator) Number 16

(Man B) Why didn't she attend the medical conference yesterday?

(Woman B)

(A) There was a conflict in her schedule.

(B) She will attend to it immediately.

(C) There wasn't any medicine in here.

(Narrator) Number 17

(Woman A) When will payroll be finished?

(Man B)

(A) We get paid every two weeks.

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(C) No, it is on backorder.

(Narrator) Number 19

(Man B) Who will be taking notes at the meeting?

(Woman A)

(A) The receptionist sent a note about the meeting.

(B) I'll be taking the day off.

(C) Mr. Lorenzo's secretary will do it.

(Narrator) Number 20

(Man A) What would you like to drink with your meal?

(Woman A)

(A) I'll have some iced tea.

(B) Could I have a piece of chocolate cake, please?

(C) I'd prefer a table next to the window, if possible.

(Narrator) Number 21

(Woman B) How is your new assistant working out?

(Man B)

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(C) Yes, they're arriving on Thursday.

(Narrator) Number 23

(Woman B) Who should I contact to get the sink repaired?

(Man A)

(A) Call the building superintendent.

(B) There's a good car mechanic across town.

(C) I like my apartment.

(Narrator) Number 24

(Man B) Where is your office in New York?

(Woman A)

(A) We moved about two months ago.

(B) Downtown, in the financial district.

(C) We do a lot of business there.

(Narrator) Number 25

(Man A) When's a good time to telephone Mr. Boros?

(Woman B)

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(C) No, you can't use the printer, because it's broken.

(Narrator) Number 27

(Woman B) Where did you leave the Zurich invoices?

(Man B)

(A) I hear voices in the conference room.

(B) I am going to leave with you.

(C) I put them in the gray cabinet.

(Narrator) Number 28

(Man B) How did you get here so quickly?

(Woman A)

(A) The elevator took forever.

(B) I took a taxi directly from work.

(C) I heard about it on the radio.

(Narrator) Number 29

(Man A) You have a computer at home, don't you?

(Man B)

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(C) I'll have lunch early today.

(Narrator) Number 31

(Woman B) How much do we have left in our mailing budget?

(Man A)

(A) We still have about 2,000 dollars.

(B) Because I left a copy of the budget for Mr. Wilson.

(C) No, because the mailing costs didn't go over budget.

(Narrator) Number 32

(Man B) How much vacation do you get this year?

(Woman B)

(A) In September.

(B) At the shore.

(C) Two weeks.

(Narrator) Number 33

(Man A) I think they're going to finish before the deadline, don't you?

(Woman A)

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(C) I get back from my tour on the 22nd.

(Narrator) Number 35

(Woman A) What's at the top of our agenda this morning?

(Man B)

(A) That's on the top shelf.

(B) First we need to discuss pay raises.

(C) The agent needs the invoices by noon.

(Narrator) Number 36

(Woman B) Where's the nearest bank?

(Man A)

(A) She was genuinely thankful.

(B) Just two more blocks up that way.

(C) No, it's closed today.

(Narrator) Number 37

(Man B) What do you think: should I bring my umbrella on the walk?

(Woman A)

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(C) I'll be leaving this Friday.

(Narrator) Number 39

(Man B) Who's the attorney representing them?

(Woman B)

(A) Pete Mackerel is no longer a practicing attorney.

(B) He's getting ready for trial.

(C) Their own staff lawyers will handle the case.

(Narrator) Number 40

(Man A) Would you like to sit in on the research meeting this afternoon?

(Woman A)

(A) We could develop a new line of chairs.

(B) Thank you. I'd like that.

(C) I don't think I've met him before.

(Narrator) You will now hear a number of conversations between two people. You will be asked to answer three questions about what the speakers say. Select the best response to each question and mark the letter on your answer sheet. The conversations will be spoken only once and will not be printed in your test book.

(Narrator) Now let us begin Part III with question number 41.

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(Woman A) Yes, that hasn't changed; we're still scheduled to start serving at one-thirty.

(Narrator) Number 41. What are the speakers planning?

(Narrator) Number 42. How many people are expected to attend?

(Narrator) Number 43. What has changed?

(Narrator) Questions 44 through 46 refer to the following conversation.

(Woman B) Jane told me that your interview went quite well. Who interviewed you?

(Man B) The office manager, but the personnel director dropped by to explain some procedures. He didn't ask me any questions though. It was the office manager who did all the interviewing, but she was very nice. I think it all went very well, actually so I'm happy about that.

(Woman B) That's encouraging. I bet the office manager doesn't interview every applicant. Did you get a chance to talk about the research you've been doing recently?

- (Man B) Yes, I did. She asked me a lot of questions about it and she seemed pretty impressed.
- (Narrator) Number 44. What are the speakers talking about?
- (Narrator) Number 45. Who asked questions?
- (Narrator) Number 46. How does the man feel?
- (Narrator) Questions 47 through 49 refer to the following conversation.
- (Man A) Hello. My name's Eric Jansen from API insurance. I'd like to speak to Kate Brody, please.
- (Woman A) I'm sorry, but Ms. Brody's in a meeting right now. Would you like to leave a message?

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- (Narrator) Number 49. What does Mr. Jansen need to know regarding Ms. Brody's job?
- (Narrator) Questions 50 through 52 refer to the following conversation.
- (Woman B) I always think it's a good idea for customers to see how we run our production process, so if you have time, Mr. Bidwell, I thought I'd show you around the plant.
- (Man B) That's a great idea. I don't have much time, though. How long will it take? If it's not more than half an hour, that should be fine.
- (Woman B) Not long—about twenty minutes or so. I'm afraid I'll have to ask you to put on this hard hat, though. It's government regulations . . . we can't risk having you getting injured.
- (Man B) No, I understand, no problem.
- (Narrator) Number 50. Who is the man?

- (Narrator) Number 51. Where will the speakers go?
- (Narrator) Number 52. What does the man need to wear?
- (Narrator) Questions 53 through 55 refer to the following conversation.
- (Man A) I hear that her work is exhibited all over the world. She must be very well known.
- (Woman B) Oh yes, she's quite a celebrity in the art world. Her works are in most of the big galleries in New York, London, and Paris. Although, I have to admit that until a week ago I'd never heard of her.
- (Man A) Me neither, but then I don't know much about sculpture. I prefer paintings. Anyway, it's quite an honor to have someone so famous come and speak here in Glasgow.

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you go and bring it, Greg!

- (Man B) Yeah, sure. Do you want me to bring the whole box or just cut ten feet?
- (Man A) Well, bring the whole box. We'll need some more wire for the switches in the bedrooms and the kitchen.
- (Man B) Okay. I'll be right back.
- (Narrator) Number 56. Who are the men?
- (Narrator) Number 57. Where is the blue box?
- (Narrator) Number 58. Where are the men working?
- (Narrator) Questions 59 through 61 refer to the following conversation.

- (Man B) I'm just popping out to the bank to deposit a check in my account. Do you want me to pick anything up for you while I'm out?
- (Woman A) Well, actually, if you pass by the mini-market could you get me a sandwich for lunch? Cheese if you can find one, chicken if not. Hang on a moment and I'll get some money.
- (Man B) No, no. My treat! I'll pick up sandwiches for us both on my way back. Oh, and by the way, I'm expecting a call from the marketing department. If they call, could you tell them I'll be back at my desk in half an hour or so?
- (Woman A) Okay. I'll do that.
- (Narrator) Number 59. Where are the speakers?
- (Narrator) Number 60. Where is the man going?

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- (Man A) Yes, I think you should . . . Listen, why don't you stay an extra night and fly back on Sunday? As your boss, I can approve the cost of another night's accommodation this afternoon. After all those years working out there, I'm sure that Colleen has some useful contacts and it would be good for us if you could meet with her.
- (Woman B) Really! That's a great idea. Thanks, Jim.
- (Narrator) Number 62. Why is Colleen Rankin in Australia?
- (Narrator) Number 63. When will the woman return from Australia?
- (Narrator) Number 64. Who is the man in relation to the woman?
- (Narrator) Questions 65 through 67 refer to the following conversation.
- (Woman A) Have you heard any news on that shipment of sportswear from Shanghai? I'm getting a bit worried. The ad campaign is due to start in two weeks and we need to deliver to stores well before then.

- (Man B) Don't worry, Jane. The ship hasn't sunk in Hong Kong harbor or anything like that. The container's actually here in Dublin, but there's been a problem in customs—they needed extra time to review the paperwork, or something, I didn't understand the issue, exactly.
- (Woman A) So when can we expect delivery to the stores?
- (Man B) The official I spoke to said we should get customs clearance by Wednesday, and then all the stores will receive delivery by Friday at the latest.
- (Narrator) Number 65. What goods are the speakers talking about?
- (Narrator) Number 66. Where has the shipment come from?
- (Narrator) Number 67. What has caused the delay?
- (Narrator) Questions 68 through 70 refer to the following conversation.

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- (Woman B) Well, the offer is worth about 120 dollars, but unfortunately a straight discount isn't available with this particular model. And to be honest, this is already a great price on a quality laptop. You won't find one with the same features for much cheaper.
- (Narrator) Number 68. What are the speakers talking about?
- (Narrator) Number 69. What does the special offer include?
- (Narrator) Number 70. What does the man ask for?
- (Narrator) **Directions:** You will now hear short talks given by a single speaker. You will be asked to answer three questions about what the speaker says. Select the best response to each question and mark the letter on your answer sheet. The talks will be spoken only once and will not be printed in your test book.
- (Narrator) Questions 71 through 73 refer to the following talk.
- (Woman B) We hope you will come and help us welcome the Colombian National Symphony for the first time to Seattle on Saturday May 28th at 7 o'clock at the Municipal Concert Hall. Tickets are 18, 24, and 30 dollars. A ten percent discount is available

to holders of student union membership cards and to school or university staff. Tickets are available at the Municipal Concert Hall. You can also buy seats for all our events online, at w-w-w dot Seattle arts dot com where you can search for details of upcoming concerts and reserve seats.

- (Narrator) Number 71. What event will occur on May 28th?
- (Narrator) Number 72. How much is the cheapest ticket without the discount?
- (Narrator) Number 73. Where can people buy tickets?
- (Narrator) Questions 74 through 76 refer to the following announcement.
- (Man A) Tomorrow, John Park, the vice president, will be coming to make an inspection that he would like to include as a part of his annual report. As some of you may remember from last year, his reports are very thorough. Last year he focused on our menu items, and this year he will be concentrating on customer service. This

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- (Woman A) I'd like to introduce you to our new vice president of operations, Mr. Frank Nazar. Mr. Nazar has been with the company for 15 years. He started as an account representative and then quickly moved up to sales executive. For the last five years he has been Regional Manager and under his direction domestic sales have increased by 30 percent. As vice president of operations, Mr. Nazar will be looking at ways to lower expenses and increase production. I'm sure all of the store managers will join me in welcoming Mr. Nazar.
- (Narrator) Number 77. Where is this introduction taking place?
- (Narrator) Number 78. What is one of Mr. Nazar's accomplishments?
- (Narrator) Number 79. What is one of Mr. Nazar's goals in his new role?
- (Narrator) Questions 80 through 82 refer to the following weather report.
- (Man B) The weather in Zurich today: rain at times, highs in the lower teens. In the central valley, a mostly cloudy day with some areas of mixed rain and snow over the mountains, highs around nine degrees. In the southern mountains, lots of

snow, possibly 30 centimeters today with the snow level around elevations of 1,000 meters. And in southeastern Switzerland, snow there too, about 15 to 25 centimeters are possible today. Seven to 13 centimeters of snow are already reported along the Italian-Austrian border.

- (Narrator) Number 80. Where is it expected to rain?
- (Narrator) Number 81. How much snow is expected today in the mountains?
- (Narrator) Number 82. Where has snow already been reported?
- (Narrator) Questions 83 through 85 refer to the following talk.
- (Woman A) Thank you for that introduction, Mr. Hausman. Today I would like to speak about financial services and how they affect the planning process for business and industry. As we are aware, tremendous changes have been made in the financial services sector over the past decade, and they are set to continue. These changes,

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hotel units. I spent approximately three days at each unit, evaluating the services, staff, and accommodations. My goal was to evaluate the architectural structure of both the interiors and exteriors. Very briefly, we surpass the competition in customer service, but many of our units need structural updating. I feel we should have a team of interior designers redecorate the lobbies and rooms. I'd like to suggest to the board that they make these improvements a priority and that sufficient sums be allocated for each unit.

- (Narrator) Number 86. What kind of company does the speaker work for?
- (Narrator) Number 87. In what area does the business excel?
- (Narrator) Number 88. What does the speaker ask the board of directors to make available?
- (Narrator) Questions 89 through 91 refer to the following announcement.
- (Woman B) Well folks, that concludes our show for this evening. You have been listening to "Contemporary Management," broadcast every Monday night on these affiliated radio stations. We have been talking with Dr. Julia McDermott, the renowned

management consultant and expert in the field of employee motivation. Dr. McDermott's new book is *Motivating Your Staff*. Please listen again next week when we will visit with Mr. Peter Thompson, the noted author of the best-selling book, *Managing Change*. Until next week, thank you for listening.

(Narrator) Number 89. What is the purpose of this announcement?

(Narrator) Number 90. Who will be the guest next week?

(Narrator) Number 91. What topic was probably discussed on the program?

(Narrator) Questions 92 through 94 refer to the following announcement.

(Man B) Thanks for coming, everyone. As usual, I'm going to begin by briefly summarizing what we'll try and cover over the next hour. You can see that there are five agenda items on the meeting invitation I sent out, but there's also another important item to add to the list which Katherine wants to talk to you about towards the end

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(Narrator) Questions 95 through 97 refer to the following announcement.

(Man A) Good morning ladies and gentlemen. On behalf of Captain Smith and the rest of the crew, I'd like to welcome you aboard LinkLines flight L-K nine seventy from London Gatwick to Edinburgh. My name is James Watts and I'm your lead flight attendant on today's flight. We'd like to apologize for the slight delay this morning, which has been due to fog grounding flights most of the morning up in Edinburgh. We thank you for your patience and understanding. I'm pleased to be able to report that the fog has lifted now and we'll be pushing away from the gate in the next few minutes.

(Narrator) Number 95. Who is speaking?

(Narrator) Number 96. Where is the flight going?

(Narrator) Number 97. What delayed the flight?

Questions 98 through 100 refer to the following talk.

(Woman A) This next slide shows how the different elements of our research fit together. First of all we have the stakeholder interviews. The principle stakeholders were the tour operators, the hotel managers and their clients—that is, the tourists themselves. However, we also interviewed local residents because the industry has a huge impact on their lives, too. And this actually leads into the second of our research elements, which involved empirical measurement of the impact visitors have on the local environment. We did this in a number of ways. One was to gather data on changes in demand for local resources such as water and electricity. Other quantifiable data came from measurements of erosion on pathways and increases in pollution of various kinds. Next slide, please.

(Narrator) Number 98. What is the talk mainly about?

(Narrator) Number 99. What is the speaker's main interest?

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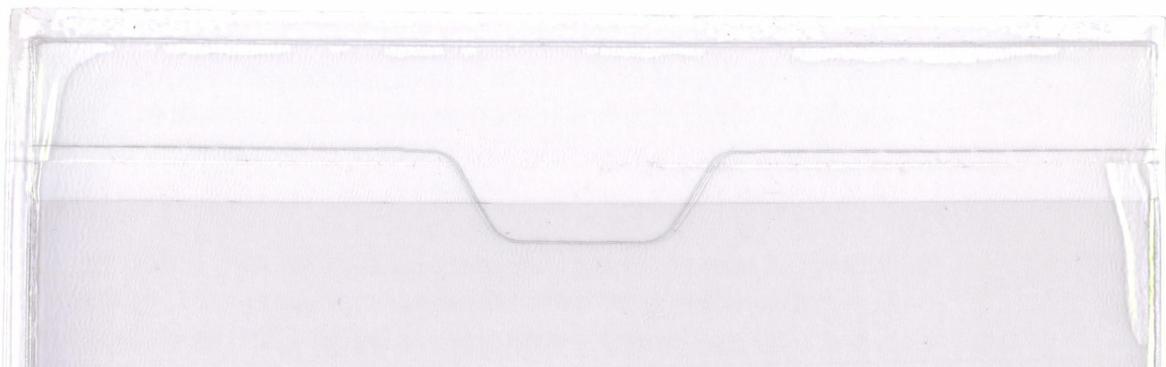
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US: \$39.95 CAN: \$43.95

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