

TOEIC LESSON MANAGEMENT (25- minute lesson)

GENERAL INSTRUCTIONS

- A. Orient student on what he/she will do in each type of test. Do this only on chapter 1. **For the remaining chapters; you don't have to do the orientation.**
- B. Student must type his/her answer on the Skype chat box.

PART 6: TEXT XCOMPLETION ANSWERS

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- C. not yet
- D. no longer

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

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

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

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

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

Sincerely,

Melisa Brent

Questions 4 - 7 are based on the following information

Several early iPhone 4 customers have discovered critical issues

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yellow discoloration, either as a thin line of yellow or as a circular tint.

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

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

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

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

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

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

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My parents purchased their first desktop from Doll in the mid 90's, and have ordered several other desktops from the company thanks to my advice - being the most technically _____9_____ of the family,

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

I recommended that we continue to order from Doll since you produced a _____10_____ product at a reasonable price.

- A. reliable
- B. unreliable

- C. depending
D. honest

This is the one of the root causes of my discontent - with my first computer, a Studio 1735 laptop from Dell, I have experienced a multitude of problems and headaches that I _____11_____expected.

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

I have no problem taking the time to explain everything in full (as it has already wasted hours and hours of my time), since I believe that there will be some form of explanation or response given (which will be a relief for me as well as for you if Dell wishes for our business to continue).

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Questions 1-17 are based on the following letter

This letter is an authentic complaint to a phone company

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

1.
A. to
B. so
C. but
D. on
- 2.

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

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

- 3.
- A. down
 - B. off
 - C. up**
 - D. out
- 4.

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- A. dealing
- B. so
- C. too
- D. to**

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

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

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

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

9.
A. to

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

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

The main problem was that you failed 13) _____ provide me with the correct telephone number, 9818 8747, that you had promised when I completed the contract. This phone number was an

established business line which I had been using for the last three years.

13.

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

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

14.

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16.

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

I look forward 17) _____ hearing from you soon.

17.

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

Yours Faithfully Charlie Williams

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

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