

TOEIC Reading Part 6

Directions: Read the texts that follow. A word or phrase is missing in some of these sentences. Four answer choices are given below each of these sentences. Select the best answer to complete the text.

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

To: Tim Belic <timbelic@yahoo.mail>
From: Melisa Brent <mb@cablestream.net>

Mr. Belic,

Thank you for your letter informing us that your cable package _____1_____ contains many of the channels you ordered.

A. still

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

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

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

Sincerely,

Melisa Brent

Questions 4 - 7 are based on the following information

Several early iPhone 4 customers have discovered critical issues with the phone's display and _____ that could pose major problems for Apple's newest mobile device.

- A. receptionist
- B. reception
- C. receiving
- D. retirement

Multiple Apple- and gadget-focused websites are receiving reports that the iPhone's much-discussed "Retina Display" is _____ to a yellow discoloration, either as a thin line of yellow or as a circular tint.

A. sustainable

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- C. by
- D. next to

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

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

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

Questions 8 - 12 are based on the following complaint

Hi there.

I would like to start off by ___8___ that we have been loyal customers to Doll for over ten years.

- A. speaking
- B. say
- C. mentioning
- D. told

My parents purchased their first desktop from Doll in the mid 90's, and have ordered several other desktops from the company thanks to my advice - being the most technically ___9___ of the family,

- A. orientation
- B. oriented

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This is the one of the root causes of my discontent - with my first computer, a Studio 1735 laptop from Doll, I have experienced a multitude of problems and headaches that I ___11___ expected.

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

I have no problem taking the time to explain everything in full (as it has already wasted hours and hours of my time), since I believe that there will be some form of explanation or response given (which will hopefully act as compensation if Doll wishes for our ____12____ business).

- A. continuous
- B. continue
- C. contentment
- D. continued

ADDITIONAL ACTIVITY

Questions 1-17 are based on the following letter

This letter is an authentic complaint to a phone company.

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- 2.
- A. at
 - B. in
 - C. with
 - D. on

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

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

4.
A. too
B. for
C. with
D. to

In addition, you promise 5) _____ deal with problems quickly and efficiently, something that Telco were unable or unwilling 6) _____ do.

5.
A. dealing
B. so
C. too
D. to

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

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

9.
A. to
B. with
C. for
D. so

10.
A. to
B. as
C. as well as
D. in line with

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

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

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D. to

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

14.
A. to
B. nevertheless
C. with
D. of

15.
A. to
B. too
C. of
D. for

16.
A. with
B. to
C. too
D. of

I look forward 17) _____ hearing from you soon.

17.
A. for
B. of

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HOMEWORK

Similar or Opposite

1. _____ hot - cold
2. _____ warm - hot
3. _____ dry - wet
4. _____ open - close
5. _____ start - stop
6. _____ love - like
7. _____ fast - slow
8. _____ shut - close
9. _____ glad - happy

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18. _____ large - huge
19. _____ smart - clever
20. _____ under - over