

TOEIC Part 3 Practice #17

The student will look at the questions and answers in the first part, the teacher will read the script in the second part. After each dialogue there are three questions based on the dialogue. The student should choose which of the four answers is the best answer for the question based on the dialogue.

1. What problem does the man mention?

- A. An incorrect invoice
- B. A missing delivery
- C. A damaged product
- D. A delayed order

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3. What will the woman most likely do next?

- A. Correct the invoice
- B. Call the warehouse
- C. Cancel the order
- D. Send a refund

4. What is the issue?

- A. A missing document
- B. A network failure
- C. A broken printer

D. A paper shortage

5. What happened to the man this morning?

A. He received the wrong file

B. He couldn't log in

C. He ran out of ink

D. His printing attempt failed

6. What do the speakers decide to do?

A. Request a repair

B. Contact IT

C. Replace the printer

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C. To pay a bill

D. To check inventory

8. What does the woman ask the man for?

A. His name

B. A receipt

C. The price tag

D. A credit card

9. Which of these does the woman offer to do?

A. Deliver the item

B. Exchange the sweater

- C. Cancel the order
 - D. Offer a discount
-

10. What kind of place do the speakers most likely work at?
- A. A hotel
 - B. A call center
 - C. A restaurant
 - D. A retail store
11. What does the woman comment on?
- A. The number of customers
 - B. The new schedule

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- B. Change the menu
 - C. Close for lunch
 - D. Plan ahead
-

13. What are the speakers talking about?
- A. Upgrading a computer
 - B. Renewing a license
 - C. Hiring a technician
 - D. Installing a program
14. Why does the man want to keep the software?
- A. It has a new feature

- B. It's needed for future work
- C. It's more affordable
- D. It runs faster

15. What does the woman say she will do?

- A. Check pricing
- B. Submit a payment
- C. Call technical support
- D. Review a project

16. What are the speakers discussing?

- A. A new policy

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- A. fewer vacation days
- B. Earlier notice
- C. Online submission
- D. Manager approval

18. What benefit do the speakers mention?

- A. Better planning
 - B. Faster approval
 - C. More time off
 - D. More employee flexibility
-

19. What are the speakers concerned about?

- A. A delivery delay
- B. A maintenance issue
- C. Furniture appearance
- D. Office security

20. What does the man offer to do?

- A. Find a vendor
- B. Order replacement parts
- C. Make a repair
- D. Check the budget

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22. What are the speakers discussing?

- A. A job offer
- B. A salary increase
- C. A performance review
- D. A business award

23. Why is the man excited?

- A. He got a raise
- B. He's changing jobs
- C. He might get a promotion
- D. He finished a big project

24. What does the woman say about the man's work?
- A. It exceeded expectations
 - B. It's being evaluated
 - C. It impressed management
 - D. It requires improvement
-

25. What does the man want to do?
- A. Exchange shoes
 - B. Buy new shoes
 - C. Cancel an order
 - D. Change the color

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27. What will the woman do next?
- A. Print a receipt
 - B. Begin the return
 - C. Inspect the item
 - D. Check store inventory
-

28. Why will the street be blocked?
- A. A commercial is being filmed
 - B. Construction is planned
 - C. A parade is scheduled

D. A market is being held

29. What does the man say the signs were about?

- A. A detour
- B. No parking
- C. Speed limits
- D. Road repairs

30. What does the man say he will do?

- A. Notify his neighbors
- B. Watch the filming
- C. Call city hall

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Teacher's Script

Questions 1–3 refer to the following conversation.

M: Excuse me, I received this invoice, but I think there may be a mistake.

W: Oh? Let me take a look.

M: It says I ordered 12 chairs, but I only requested 10.

W: You're right—I'll fix that and send you a corrected one.

1. What problem does the man mention?
2. What item did the man order?
3. What will the woman most likely do next?

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4. What is the issue?

5. What happened to the man this morning?
6. What do the speakers decide to do?

Questions 7–9 refer to the following conversation.

M: Hi, I'd like to return this sweater. It's too small.

W: Do you have the receipt with you?

M: Yes, here it is.

W: Thanks. I can give you a full refund or exchange it for a larger size.

7. Why is the man speaking with the woman?
8. What does the woman ask the man for?

9. Which of these does the woman offer to do?

Questions 10–12 refer to the following conversation.

W: Can you believe how busy it's been today?

M: Yes, and it's only going to get worse once the lunch crowd arrives.

W: We should've scheduled an extra server for today.

M: Next time, we'll plan better.

- 10. What kind of place do the speakers most likely work at?
- 11. What does the woman comment on?
- 12. What does the man say they will do next time?

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- 13. What are the speakers talking about?
 - 14. Why does the man want to keep the software?
 - 15. What does the woman say she will do?
-

Questions 16–18 refer to the following conversation.

W: I heard the company is changing its vacation policy.

M: Yes, now we have to submit requests two weeks in advance.

W: That makes sense. It should help managers plan schedules better.

M: Right, and it avoids last-minute conflicts.

- 16. What are the speakers discussing?

17. What does the new rule require?
18. What benefit do the speakers mention?

Questions 19–21 refer to the following conversation.

M: I noticed the lobby chairs are starting to look worn out.

W: I agree. We should replace them with something more comfortable.

M: I'll check with the budget office to see what we can afford.

W: Sounds good. Maybe we can order a few samples first.

19. What are the speakers concerned about?

20. What does the man offer to do?

21. What does the woman suggest?

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W: Management definitely noticed.

M: I'm hoping it helps me get that promotion I applied for.

22. What are the speakers discussing?

23. Why is the man excited?

24. What does the woman say about the man's work?

Questions 25–27 refer to the following conversation.

M: Hi, I ordered these shoes online, but they're too small.

W: I see. We can exchange them for a larger size or give you a refund.

M: I'll go with the exchange.

W: Great. I'll start processing that now.

- 25. What does the man want to do?
 - 26. What does the woman offer to do?
 - 27. What will the woman do next?
-

Questions 28–30 refer to the following conversation.

W: Did you hear that they're filming a commercial on our street tomorrow?

M: Really? That explains the signs about no parking.

W: Yeah, the crew will arrive around 7 A.M.

M: I'll make sure to park on the next block tonight.

- 28. Why will the street be blocked?

- 29. What does the man say the signs were about?

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Answers

1. A
2. D
3. A
4. C
5. D
6. C
7. B
8. B
9. B
10. C
11. A
12. D

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18. A
19. C
20. D
21. D
22. A
23. C
24. B
25. A
26. A
27. B
28. A
29. B
30. D