

# TOEIC Part 4 Practice #1

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 is the purpose of the message?

- A) To confirm a delivery
- B) To request payment
- C) To cancel an order
- D) To report on equipment setup

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

## 3. How can the listener get more help?

- A) Visit the company's website
- B) Call the speaker directly
- C) Ask the technician on-site
- D) Contact customer support

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## 4. What is the main purpose of the announcement?

- A) To inform residents about a temporary utility disruption
- B) To announce a city-wide power outage
- C) To update the community on a water contamination issue

D) To invite residents to a town hall meeting

**5. What are residents advised to do in advance?**

- A) Turn off their electricity
- B) Reschedule medical appointments
- C) Store enough water
- D) Avoid driving through Highland Park

**6. How will residents know if water is restored early?**

- A) They will receive a text or email
- B) It will be posted on the city website
- C) A recorded phone call will go out

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- C) Unusual heat levels
- D) Seasonal weather averages

**8. When is the storm expected to end?**

- A) At sunrise
- B) Before 9 a.m.
- C) In the early afternoon
- D) Late in the evening

**9. What advice is given to drivers?**

- A) Leave later than usual
- B) Prepare for low visibility

- C) Take alternate routes
  - D) Drive with snow chains
- 

**10. What is being promoted?**

- A) A new store location
- B) A cooking class
- C) A one-day sales event
- D) A rewards program update

**11. What can loyalty members receive?**

- A) A \$10 coupon
- B) A free grocery tote

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

- B) They must be reserved in advance
  - C) They are limited to loyalty members
  - D) They include only bakery items
- 

**13. What product is being discussed?**

- A) A new electronic device
- B) A set of home appliances
- C) A software update
- D) Environmentally friendly packaging

**14. What result does the speaker highlight?**

- A) A sales increase

- B) A lower return rate
- C) A design award
- D) Faster shipping times

**15. What does the speaker say will happen next month?**

- A) A campaign budget review
  - B) A customer appreciation event
  - C) A facility inspection
  - D) A strategy discussion
- 

**16. What is the purpose of the message?**

- A) To promote an upcoming event

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- A) The name of the business
- B) The room pricing and capacity
- C) The type of events allowed
- D) The method for making payments

**18. What are callers encouraged to do?**

- A) Make same-day reservations
  - B) Review event guidelines online
  - C) Visit the facility in person
  - D) Upgrade their booking packages
-

**19. What is the broadcast mainly about?**

- A) The opening of a performance venue
- B) A change in radio programming
- C) A local artist's biography
- D) A special ticket promotion

**20. What is mentioned about the event on Friday?**

- A) It requires a reservation
- B) It will be indoors
- C) It features only classical music
- D) It includes a ribbon-cutting ceremony

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How to inform: Write it in the Skype chat or the comments section when making a reservation.

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**22. What product is being advertised?**

- A) A cable television package
- B) A high-speed internet plan
- C) A home security service
- D) A mobile phone upgrade

**23. What is being offered for free?**

- A) A three-month trial
- B) A router replacement
- C) A speed test
- D) A modem and installation



**24. What is mentioned about the plan?**

- A) It does not require a contract
  - B) It includes unlimited cloud storage
  - C) It is only available on weekends
  - D) It is for businesses only
- 

**25. What contributed to the rise in sales?**

- A) Lower product prices
- B) A successful merger
- C) Increased demand for electronics
- D) Reduced return rates

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- D) Shortening business hours

**27. What feedback has the company received?**

- A) Negative comments on pricing
  - B) Suggestions for new products
  - C) Concerns about shipping times
  - D) Praise for its customer service
- 

**28. What is being described?**

- A) A neighborhood in a city

- B) A public transportation system
- C) A historical museum
- D) A food festival

**29. What is mentioned about the farmers' market?**

- A) It is held every morning
- B) It features live entertainment
- C) It has mostly imported goods
- D) It takes place during winter months

**30. Where do the walking tours begin?**

- A) At the central train station

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## Teacher's Script

**Questions 1 through 3 refer to the following telephone message.**

Hello, this is Carol Watson calling from Weston Manufacturing. I'm reaching out to let you know that we've completed the initial setup of the new machinery you ordered for your production line. Our technicians ran several tests this morning, and everything appears to be working correctly. However, we do recommend scheduling an additional calibration check after your team has used the equipment for a full week, just to make sure everything remains aligned during regular operation. I've also sent an email containing the full user manual and the maintenance schedule. If you have any questions or would like to book a follow-up visit from one of our specialists, feel free to reach me directly at this number. We're confident this upgrade will help improve

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**Questions 4 through 6 refer to the following public announcement.**

Good evening, residents. This is a reminder from the Westbridge Community Council regarding tomorrow's city-wide water shutoff. As part of an ongoing pipe maintenance project, water will be unavailable from 10 a.m. to 4 p.m. in several neighborhoods, including Lakeview, Highland Park, and Brookstone. We strongly recommend that you store any water you may need for drinking, cooking, and cleaning ahead of time. Crews will begin setting up at 8 a.m., but there will be no disruption to road traffic. Please note that any scheduled outdoor water usage, such as lawn irrigation or car washing, should be postponed until service resumes. If the maintenance is completed earlier than expected, service will be restored ahead of schedule, and a notification will be



sent out by email and text message. Thank you for your understanding and cooperation as we work to improve our city's infrastructure.

**4. What is the main purpose of the announcement?**

**5. What are residents advised to do in advance?**

**6. How will residents know if water is restored early?**

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**Questions 7 through 9 refer to the following weather report.**

Here's your evening forecast from Channel 9 News. After a warm and sunny afternoon, we're expecting conditions to shift dramatically overnight. A strong cold front is moving in from the northwest, bringing scattered thunderstorms and wind gusts up to 60 kilometers per hour. Rain will begin around midnight

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twenties. Stay tuned to Channel 9 for hourly updates, and check our website for alerts that may affect your travel plans.

**7. What is the report mainly about?**

**8. When is the storm expected to end?**

**9. What advice is given to drivers?**

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**Questions 10 through 12 refer to the following promotional announcement.**

Are you looking to save money on your weekly grocery bill? Then stop by Valley Foods this Friday for our annual Fall Savings Event! For one day only, you'll find unbeatable deals throughout the store—fresh produce, household essentials, bakery items, and more, all marked down up to 40%. Plus, loyalty members

who spend over \$50 will receive a \$10 coupon to use on their next visit. And don't forget to check out our new line of ready-to-eat meals, perfect for busy weeknights. Demos and free samples will be available between 10 a.m. and 2 p.m. While you shop, enjoy complimentary coffee and snacks at the front of the store. No coupon or registration is required—just come in and start saving. Valley Foods: your neighborhood grocery store, offering big value and friendly service every day.

**10. What is being promoted?**

**11. What can loyalty members receive?**

**12. What is mentioned about food samples?**

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feedback has been extremely positive—both from customers and from our retail partners. In fact, we've already seen a 15% increase in sales for the affected product lines. That's an outstanding result for just four weeks. I'd like to thank Lisa and her team for leading this effort and for coordinating with logistics to ensure smooth distribution. We'll be discussing expansion into other markets during next month's strategy session, but in the meantime, please continue directing any inquiries to the marketing department. Now let's move on to our operations report.

**13. What product is being discussed?**

**14. What result does the speaker highlight?**

**15. What does the speaker say will happen next month?**

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**Questions 16 through 18 refer to the following recorded message.**

Hello, and thank you for calling Starview Conference Center. Our office is currently closed, but you've reached our automated scheduling system. If you would like to make a new reservation, please press 1. To modify or cancel an existing booking, press 2. For billing or payment assistance, press 3. And to speak to a representative during business hours, press 0. Please note that we have recently updated our pricing and room capacities in accordance with local health guidelines. These changes apply to all events scheduled after August 1st. Detailed information, including floor plans and safety measures, is available on our website. We encourage all clients to review these materials before finalizing their event plans. If you would like to receive a call back,

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**Questions 19 through 21 refer to the following broadcast.**

You're listening to WQKZ, your source for local news and culture. I'm Mark Jefferson, and here's a quick update on a major development downtown. After nearly two years of planning and construction, the city's new performing arts center is finally opening its doors this weekend. Located on the corner of Eighth and Main, the center features a 900-seat concert hall, an open-air plaza, and dedicated rehearsal space for local artists. The official ribbon-cutting ceremony will be held this Friday at 6 p.m., followed by a free outdoor concert. Attendees are encouraged to arrive early, as seating will be first come, first served. In its first season, the center will host a variety of performances, including classical music, modern dance, and independent theater

productions. Visit WQKZ.com for the full event calendar and ticketing information. Stay with us for more updates every hour on the hour.

**19. What is the broadcast mainly about?**

**20. What is mentioned about the event on Friday?**

**21. Where can listeners find the full schedule?**

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**Questions 22 through 24 refer to the following advertisement.**

Are you tired of dealing with slow internet speeds? Whether you're working from home, streaming in high definition, or managing smart home devices, high-performance internet is no longer a luxury—it's a necessity. That's why TriPoint Communications is now offering its new UltraFiber plan. With speeds up to one gigabit per second, UltraFiber gives you the power to stay connected.

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How to inform: Write it in the Skype chat or the comments section when making a reservation.  
With UltraFiber from TriPoint Communications.

**22. What product is being advertised?**

**23. What is being offered for free?**

**24. What is mentioned about the plan?**

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**Questions 25 through 27 refer to the following business report.**

Let's take a look at this quarter's performance figures. Overall, sales revenue grew by 8%, driven primarily by stronger-than-expected demand in the home electronics division. We also saw solid performance in our European markets, particularly in Germany and the Netherlands. However, operating costs rose slightly due to increases in shipping and warehousing fees. The company's



new fulfillment center in northern Italy began operations in July, and we expect this to reduce costs moving forward. Meanwhile, our digital marketing team launched two new ad campaigns in July and August, which contributed to increased web traffic and online sales. Customer satisfaction scores remain high across all product lines, and we've received especially positive feedback on our new customer support chat system. We'll continue to monitor these trends closely as we plan for the next quarter.

**25. What contributed to the rise in sales?**

**26. What change may help reduce expenses?**

**27. What feedback has the company received?**

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and live music from local performers. For history lovers, guided walking tours of the district are available daily at 11 a.m. and 3 p.m., departing from the Marlow Visitor Center. The district is fully walkable and located just a 10-minute tram ride from the central train station. Whether you're in search of a memorable meal, a unique souvenir, or simply a pleasant place to spend the afternoon, the Old Market District is a must-see destination in Marlow.

**28. What is being described?**

**29. What is mentioned about the farmers' market?**

**30. Where do the walking tours begin?**

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## Answers

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

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