

TOEIC Part 4 Practice #13

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 time of day is it?

- A) Morning
- B) Mid-morning
- C) Afternoon
- D) Evening

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3. Where will checked luggage be available for Portland passengers?

- A) At a curbside pickup area
- B) At the airline counter
- C) On carousel five in baggage claim
- D) In the arrivals lounge

4. What product is being advertised?

- A) A laptop computer
- B) An all-in-one recording package
- C) A live concert

D) A music festival

5. What item does the package assume the buyer already has?

- A) A computer
- B) Recording cables
- C) Studio microphones
- D) An audio interface

6. What additional help is included with the package?

- A) Free concert tickets
- B) Lifetime free repairs
- C) A two-hour in-person tutorial and online support

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- C) Submit travel expense reports
- D) Review company policies

8. How should employees submit the evaluation?

- A) Hand it to HR in person
- B) Upload it to the online HR portal
- C) Email it to their manager
- D) Mail a printed copy

9. Why are the evaluations important?

- A) To schedule time off
- B) To plan raises and promotions

- C) To file tax documents
 - D) To adjust office layouts
-

10. When is the appointment scheduled?
- A) 8:00–10:00 a.m.
 - B) 2:00–4:00 p.m.
 - C) 10:00 a.m.–12:00 p.m.
 - D) 6:00–8:00 p.m.
11. Who should be present when the technician arrives?
- A) A neighbor with a key
 - B) The building manager

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- B) If the customer calls the morning of the appointment
 - C) If notice is given before the rescheduling cutoff time
 - D) If the parts are not available
-

13. What kind of exhibit is this?
- A) A natural history display
 - B) A classical art exhibition
 - C) A contemporary design exhibit
 - D) A photographic retrospective
14. How are the displays arranged?
- A) By color palette

- B) Chronologically to show development over time
- C) By size of items
- D) By country of origin

15. What do some of the stations include?

- A) A café and seating area
- B) Virtual reality games
- C) Interactive tests and audio interviews
- D) Guided restoration demonstrations

16. What event is being promoted?

- A) A river cleanup

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- A) Life jackets
- B) Gardening tools
- C) Gloves, trash bags, and water
- D) Rain ponchos

18. What is offered after the cleanup?

- A) A raffle
 - B) Live music
 - C) Lunch and refreshments
 - D) A movie screening
-

19. What is the purpose of the announcement?

- (A) To inform customers of an early closing
- (B) To introduce a new product line
- (C) To advertise a new location
- (D) To invite customers to a promotional event

20. What is being discounted?

- (A) Fresh bread
- (B) Frozen meals
- (C) Refrigerated items
- (D) Cleaning supplies

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22. What type of business is this?

- (A) A construction firm
- (B) A furniture store
- (C) A cleaning service
- (D) A landscaping company

23. When is the office open?

- (A) Friday to Sunday
- (B) Monday to Friday
- (C) Monday to Saturday
- (D) Saturday and Sunday

24. How can a caller reach the emergency response team?

- (A) By visiting the company website
 - (B) By calling a separate number
 - (C) By pressing 2
 - (D) By sending an email
-

25. What is causing the delays on Jefferson Avenue?

- (A) An accident
- (B) A street festival
- (C) Construction
- (D) Traffic light repairs

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27. How often will updates be given?

- (A) Every 15 minutes
 - (B) Every 45 minutes
 - (C) Every 30 minutes
 - (D) Every hour
-

28. Who is the message intended for?

- (A) A new employee
- (B) A pharmacy customer
- (C) A job applicant

(D) A dental patient

29. What is the listener asked to bring?

(A) A payment receipt

(B) A dental mold

(C) An insurance card

(D) A referral letter

30. Where is the clinic located?

(A) Near a hospital

(B) Across from a library

(C) Beside a supermarket

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Teacher's Script

Questions 1 through 3 refer to the following announcement.

Good afternoon, ladies and gentlemen. This is Gate 12 with an update for passengers traveling on Flight 489 to Portland. Our estimated local time is approximately 3:40 p.m., and we expect to depart shortly once the cabin crew completes final safety checks. Please remain seated until your boarding group is called and keep your boarding pass and ID ready for inspection. If you are continuing onward to Tacoma, remain in your seat after arrival until the cabin crew has completed the passenger count and confirmed the manifest — this ensures connections are processed correctly. For passengers whose final destination is Portland, checked luggage will be available at carousel five in the lower-level baggage claim; signage and staff will direct you. If you need help

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3. Where will checked luggage be available for Portland passengers?

Questions 4 through 6 refer to the following advertisement.

Are you ready to build professional-quality audio projects at home without the guesswork? SoundForge Studio's all-in-one package includes studio-grade microphones, a compact audio interface, pre-configured recording software, and a selection of cables chosen by our engineers to ensure plug-and-play setup. The bundle also comes with an in-person two-hour tutorial so you'll learn microphone placement and basic mixing techniques from our staff engineers. Please note that the package does not include a computer — customers must supply a compatible laptop or desktop — but SoundForge

offers discounted recommendations. For a limited period, buyers will also receive three months of online troubleshooting support and access to an exclusive forum where producers share tips. Visit our showroom this weekend for a live demo, or call to schedule a one-on-one consultation. Whether you're making podcasts, voiceovers, or demo tracks, this package gets you recording quickly and correctly.

4. What product is being advertised?
5. What item does the package assume the buyer already has?
6. What additional help is included with the package?

Questions 7 through 9 refer to the following workplace memo.

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development plans, so your careful input matters. If you are unsure how to access the portal or need assistance drafting your self-assessment, HR will hold drop-in help sessions in Conference Room C on Tuesday and Wednesday from 2:00 to 4:00 p.m. Late submissions may delay processing for raises, so please make this a priority. Thank you for taking the time to reflect on your work and contribute to an accurate review process.

7. What are employees asked to do?
8. How should employees submit the evaluation?
9. Why are the evaluations important?

Questions 10 through 12 refer to the following telephone message.

Hello, Mr. Choi — this is Marco calling from Crestline Appliance Repair. I'm confirming your service appointment for tomorrow between 10:00 a.m. and 12:00 p.m. Our technician will arrive with the necessary parts to replace the refrigerator thermostat and will send a text approximately twenty minutes before arrival. Please ensure an adult over eighteen is present to grant access and sign the service form. If you need to reschedule, call our office before 6:00 p.m. today and we will set a new time at no additional charge, as long as notice is given within the rescheduling window. After the job is complete, an itemized invoice will be emailed and payment can be made securely online or by card at the time of service. If you have special access instructions, please leave a message when you call.

10. When is the appointment scheduled?

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Welcome to the Contemporary Design Gallery. Today's exhibition showcases five decades of industrial and product design, including prototypes, mass-produced classics, and recent commissions from emerging designers. The displays are arranged chronologically so visitors can observe how materials, production techniques, and consumer tastes have changed over time. Several interactive stations allow guests to test ergonomic designs and compare material behavior under pressure, while short audio interviews with designers and footage of factory floors help provide context. Please don't touch exhibits unless they are clearly marked as interactive, and remain with the group during the guided portion for safety. We hope this blend of historical perspective and hands-on interaction gives you a richer appreciation of everyday objects.

13. What kind of exhibit is this?

14. How are the displays arranged?
 15. What do some of the stations include?
-

Questions 16 through 18 refer to the following radio announcement.

Attention, listeners: This is your community calendar update from Westbrook Radio. The annual Spring River Cleanup will take place this Saturday, starting at 9:00 a.m. Volunteers are asked to meet at the north parking lot of Riverside Park, where gloves, trash bags, and bottled water will be provided. Participants should wear sturdy shoes and clothing suitable for outdoor work, as conditions along the riverbank can be muddy. This year, local businesses are sponsoring refreshments at noon, including sandwiches, fruit, and cold drinks, so please plan to stay afterward and enjoy lunch with your neighbors. In addition to

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17. What will be provided to volunteers?
 18. What is offered after the cleanup?
-

Questions 19 through 21 refer to the following announcement.

Good afternoon, shoppers, and thank you for visiting Harper's Supermarket. I'd like to inform you that today we will be closing one hour earlier than usual—at 8 p.m.—due to scheduled building maintenance. To help you complete your purchases in time, we've opened two express checkout lanes at the front of the store for customers buying ten items or fewer. In addition, several of our perishable goods in the refrigerated section—such as fresh dairy products, juices, and ready-to-eat salads—are now 20% off until closing. Please note

that starting at 7:30, some store sections will begin shutting down gradually. That means the back coolers and certain aisles will be blocked off so our staff can work safely. We apologize for any inconvenience this may cause and appreciate your understanding. Thank you for shopping with us today, and please enjoy the rest of your afternoon.

19. What is the purpose of the announcement?
20. What is being discounted?
21. When will parts of the store start closing?

Questions 22 through 24 refer to the following recorded message.

Thank you for calling Sunset Landscaping, your full-service lawn and garden

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debris, press 2 now to connect directly with our emergency response team. Please note that emergency services may involve an additional fee. You can also visit us online at www.sunsetlandscaping.com to browse our portfolio, read customer testimonials, and learn about seasonal promotions. Thank you for calling Sunset Landscaping. We appreciate your interest and look forward to serving you soon.

22. What type of business is this?
23. When is the office open?
24. How can a caller reach the emergency response team?

Questions 25 through 27 refer to the following radio report.

You're listening to City News Radio with the latest update on traffic conditions in the downtown area. Due to ongoing construction work on Jefferson Avenue, two of the four lanes are closed between Pine Street and Market Road. As a result, eastbound traffic is moving much more slowly than usual, with delays of up to 25 minutes expected during the evening rush hour. If you're headed in that direction, consider using Lincoln Boulevard or Oak Street as alternative routes to avoid congestion. Additionally, the traffic lights at Pine and Fourth have been temporarily switched to flashing mode while crews repair the signal system, so please slow down and use caution when approaching the intersection. We'll continue to provide traffic and weather updates every 30 minutes throughout the day. This has been your City News Radio traffic report—drive safely out there.

25. What is causing the delays on Jefferson Avenue?

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Questions 28 through 30 refer to the following telephone message.

Hello, this is Dr. Emily Warren from Greenfield Dental Clinic calling to remind you about your upcoming appointment. It is scheduled for Tuesday, March 14, at 10 a.m. If you need to reschedule, please contact our office at least 24 hours in advance to avoid a cancellation fee. On the day of your appointment, we suggest arriving 10 minutes early to allow time for check-in and any necessary forms. Please remember to bring your current insurance card and a list of any medications you're taking. If you've had recent changes in your dental or medical history, inform our staff so we can update your records. Our clinic is located at 415 Maple Avenue, directly across from the public library, and we offer free parking in the lot behind the building. Thank you, and we look forward to seeing you at your appointment.

28. Who is the message intended for?
 29. What is the listener asked to bring?
 30. Where is the clinic located?
-

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Answers

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

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