

TOEIC Part 4 Practice #14

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. Why has the flight been delayed?

- (A) A mechanical problem
- (B) A security check
- (C) Severe weather
- (D) Crew scheduling issues

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

3. Where can passengers get refreshments?

- (A) At Gate 14
- (B) In the food court
- (C) Onboard the plane
- (D) At the baggage claim

4. What type of business is this?

- (A) A courier company
- (B) A design agency
- (C) A printing service

(D) A bookstore

5. When is the business open on Saturdays?

(A) 10 a.m. to 2 p.m.

(B) 9 a.m. to 2 p.m.

(C) 10 a.m. to 4 p.m.

(D) 9 a.m. to 6 p.m.

6. How can a caller upload files?

(A) By emailing them

(B) By faxing them

(C) Through the company's website

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(C) Three hours

(D) Four hours

8. What is available at the snack counter?

(A) Sandwiches

(B) Bottled water

(C) Soft drinks

(D) Coffee

9. Where are the restrooms located?

(A) On the lower deck

(B) At the front of the boat

- (C) Near the ticket office
 - (D) On the upper deck
-

10. What kind of store is Parkside Appliances?

- (A) An appliance retailer
- (B) A hardware store
- (C) A furniture outlet
- (D) A carpet showroom

11. What is the maximum discount mentioned?

- (A) 40 percent
- (B) 25 percent

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- (B) in-home repairs
 - (C) Custom design plans
 - (D) Free delivery and installation
-

13. What is the purpose of the announcement?

- (A) To issue a heat safety reminder
- (B) To promote summer events
- (C) To advertise local gyms
- (D) To encourage outdoor activities

14. Who is most at risk from high temperatures?

- (A) Young children and the elderly

- (B) Teenagers and athletes
- (C) Office workers
- (D) Restaurant staff

15. What is one recommendation for staying safe?

- (A) Exercise outdoors in the morning
- (B) Visit cooling centers
- (C) Drink less water
- (D) Wear extra layers

16. What type of business is Silver Leaf?

- (A) A hotel

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- (A) Free nights and discounts
- (B) Complimentary airport transfers
- (C) Room upgrades only
- (D) Gift certificates

18. What should a caller do for event planning inquiries?

- (A) Press 1
 - (B) Press 2
 - (C) Send an email
 - (D) Press 3
-

19. Where is this announcement being made?

- (A) In a hotel lobby
- (B) At a bus station
- (C) At an airport gate
- (D) On a cruise ship

20. Why is boarding delayed?

- (A) Weather conditions
- (B) Maintenance inspection
- (C) Crew scheduling
- (D) Late arrival of passengers

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22. What is the main topic of the report?

- (A) The expansion of market hours
- (B) The closing of a market
- (C) The opening of a new store
- (D) The relocation of a business

23. What type of goods are sold at the market?

- (A) Electronics
- (B) Fresh produce and crafts
- (C) Books and magazines
- (D) Office supplies

24. How can people find more details?

- (A) Call city hall
 - (B) Watch the evening news
 - (C) Visit the market in person
 - (D) Check the market's website
-

25. What is the purpose of the message?

- (A) To advertise a new business
- (B) To provide community center information
- (C) To report schedule changes
- (D) To request donations

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27. How can someone register for fall programs?

- (A) Only by phone
 - (B) Online or in person
 - (C) Through the mail
 - (D) At the event itself
-

28. What is the price of the monthly pass?

- (A) \$45
- (B) \$55
- (C) \$65

(D) \$75

29. Who might benefit most from the offer?

- (A) Taxi drivers
- (B) Occasional tourists
- (C) Frequent commuters
- (D) Long-distance truckers

30. What bonus is being offered to new pass holders?

- (A) Free rides in August
- (B) Discounted parking
- (C) A second pass for free

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Teacher's Script

Questions 1 through 3 refer to the following announcement.

Attention all passengers waiting in the main terminal: we'd like to inform you that Flight 268 to Seattle has been delayed due to severe weather conditions along the Pacific coast. The new estimated departure time is 4:15 p.m., which is approximately two hours later than originally scheduled. While we understand this delay may cause inconvenience, passenger safety remains our highest priority. Complimentary snacks and beverages are now available at Gate 14, and our customer service desk can assist you if you need to rebook your connecting flights. We encourage passengers to stay in the gate area in case further announcements are made. For real-time updates, please check the airport's mobile app or the flight information display boards. We thank you

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Questions 4 through 6 refer to the following recorded message.

Thank you for calling Maxwell Printing Services, your trusted partner for high-quality business materials. Our office is currently closed for the evening, but we'd be happy to assist you during our normal business hours—Monday through Friday from 9 a.m. to 6 p.m., and Saturdays from 10 a.m. to 2 p.m. If you are calling to place a new order for brochures, business cards, or promotional banners, please leave your name, phone number, and the type of product you need. One of our representatives will return your call promptly the next business day. For urgent matters such as order changes or delivery issues, press 1 to be connected to our after-hours support line. You can also visit our website to view our design templates and upload your print files directly. Thank

you for choosing Maxwell Printing Services—we look forward to working with you soon.

4. What type of business is this?
 5. When is the business open on Saturdays?
 6. How can a caller upload files?
-

Questions 7 through 9 refer to the following announcement.

Ladies and gentlemen, welcome aboard the Harbor View Sightseeing Cruise. We are excited to have you with us today as we explore some of the most iconic landmarks along the city's waterfront. The tour will last approximately two hours, and our guide will share interesting facts and stories about the

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cruise experience with Harbor View.

7. How long will the cruise last?
 8. What is available at the snack counter?
 9. Where are the restrooms located?
-

Questions 10 through 12 refer to the following radio advertisement.

Are you ready to upgrade your kitchen without breaking your budget? At Parkside Appliances, our summer clearance sale is now in full swing. For a limited time, enjoy discounts of up to 40 percent on refrigerators, ovens, and dishwashers from leading brands. Many of these items are showroom

models or overstocked inventory, so you'll get the same quality at a fraction of the price. We also offer free local delivery and installation on all major purchases, making it easier than ever to transform your home. Need help choosing the right product? Our experienced staff will guide you through the options to find exactly what fits your space and your style. Visit Parkside Appliances today at the corner of Main Street and 8th Avenue, or browse our sale online at parksideappliances.com. Hurry—these deals won't last long!

10. What kind of store is Parkside Appliances?
 11. What is the maximum discount mentioned?
 12. What additional service does the store provide?
-

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the hottest hours—typically between 11 a.m. and 4 p.m. If you don't have access to air conditioning at home, visit one of the city's designated cooling centers, which are open daily and free to the public. Check on elderly neighbors, young children, and anyone with medical conditions, as they are most at risk. Pet owners should ensure animals have shade and fresh water at all times. For more information and a list of cooling center locations, call 311 or visit the city's official website. Stay safe and keep cool this summer.

13. What is the purpose of the announcement?
 14. Who is most at risk from high temperatures?
 15. What is one recommendation for staying safe?
-

Questions 16 through 18 refer to the following recorded message.

Thank you for calling Silver Leaf Hotel, where comfort meets elegance in the heart of the city. Our reservation desk is currently busy assisting other guests, but your call is important to us. If you would like to make a new booking, please visit our website at silverleafhotel.com to view room availability, special packages, and seasonal promotions. Guests who have an existing reservation and wish to make changes should press 2 to speak with a front desk representative. For event planning inquiries, including conference room rentals and banquet services, please press 3. We also invite you to join our loyalty program, which offers free nights and exclusive member discounts. Please remain on the line and your call will be answered in the order it was received. Thank you for choosing the Silver Leaf Hotel.

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

Attention passengers on Flight 482 to San Diego: we'd like to provide you with an update on your departure. Due to a brief maintenance inspection, boarding will now begin approximately twenty minutes later than scheduled. Our ground crew is working quickly to complete the safety checks so that we can get you on your way as soon as possible. In the meantime, please remain near Gate 14 so that you can hear any further announcements. Complimentary beverages and light snacks are available at the nearby refreshment station for affected passengers. We appreciate your patience and understanding, and we're committed to ensuring your trip is both safe and comfortable. We'll make another announcement as soon as boarding is ready to begin. Thank you for flying with Northern Sky Airlines.

19. Where is this announcement being made?

20. Why is boarding delayed?
21. What is being offered to passengers during the delay?

Questions 22 through 24 refer to the following news report.

In local business news, the popular Riverwalk Market will be expanding its weekend hours beginning next month. The open-air market, known for its fresh produce, handmade crafts, and live entertainment, will now operate from 8 a.m. to 6 p.m. on both Saturdays and Sundays. Organizers say the extended hours are in response to growing demand from both vendors and customers. Additional seating areas will be set up along the riverbank to accommodate larger crowds, and more food trucks will be added to the lineup. The expansion is expected to boost sales for small businesses and attract more visitors to the

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24. How can people find more details?

Questions 25 through 27 refer to the following recorded message.

Thank you for calling Green Valley Community Center. Our office is currently closed, but we'd like to provide some helpful information. Registration is now open for our fall programs, including fitness classes, art workshops, and youth sports leagues. You can register online at greenvalleycenter.org or in person during our regular business hours, Monday through Friday from 9 a.m. to 6 p.m. Upcoming special events include the annual Harvest Festival on October 14th, featuring live music, food vendors, and family activities. Volunteers are welcome and encouraged to sign up through our website. If you need immediate assistance, please leave a detailed message after the tone, and our

staff will return your call as soon as possible. We look forward to seeing you at the center soon.

25. What is the purpose of the message?
 26. Which event will take place on October 14th?
 27. How can someone register for fall programs?
-

Questions 28 through 30 refer to the following radio commercial.

Are you tired of sitting in traffic every morning and spending too much on gas? MetroRide has the solution for you. Our monthly passes give you unlimited rides on all buses and trains across the city for just \$55. That's one flat fee for an entire month of travel—no more fumbling for change or buying single tickets

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and the planet—ride MetroRide today.

28. What is the price of the monthly pass?
 29. Who might benefit most from the offer?
 30. What bonus is being offered to new pass holders?
-

Answers

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

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