

## TOEIC Part 4 Practice #9

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 call?
  - (A) To notify about an available book
  - (B) To announce a library closure
  - (C) To promote a new reading program
  - (D) To collect a late return fee

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3. What will happen after seven days?
  - (A) The book will be given to someone else
  - (B) The caller will be charged a fine
  - (C) The pickup window will be extended
  - (D) The item will be sent to another library

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4. What is the speaker's role?
    - (A) An airport announcer
    - (B) A flight attendant
    - (C) A tour guide

(D) A pilot

5. What is expected to happen in about ten minutes?

(A) An update on weather conditions

(B) A safety demonstration

(C) A landing announcement

(D) A beverage service

6. What does the speaker say will occur in two hours?

(A) The airplane will land

(B) Passengers can change seats

(C) The crew will take a break

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(C) A sportswear shop

(D) A diet program

8. What is mentioned as being near the facility?

(A) A shopping mall

(B) A public park

(C) A train station

(D) A bus terminal

9. What is included in the current promotion?

(A) A discounted annual plan

(B) A free water bottle

- (C) Two training sessions
  - (D) Unlimited guest passes
- 

10. What is one benefit of the new packaging?
- (A) It reduced manufacturing costs
  - (B) It improved customer satisfaction
  - (C) It sped up delivery times
  - (D) It simplified the design process
11. What problem does the speaker mention?
- (A) Sales are lagging in a certain area
  - (B) A meeting was postponed

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- (B) Complete a mandatory training
  - (C) Attend a team-building event
  - (D) Access new campaign materials
- 

13. What is the topic of the talk?
- (A) An onboarding orientation
  - (B) A change in company rules
  - (C) A discussion about job promotions
  - (D) A new client introduction
14. What will be required for remote employees?
- (A) They must use a new login system

- (B) They must attend training in person
- (C) They must return to the office
- (D) They must buy new equipment

15. Why must some breaks be reported?

- (A) To allow for more flexible hours
- (B) To increase work productivity
- (C) To reduce distractions
- (D) To improve payroll accuracy

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16. What is being discussed?

- (A) A community improvement project

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- (A) A large performance stage
- (B) A covered picnic area
- (C) A parking structure
- (D) A community garden

18. What does the speaker say will happen on Friday?

- (A) The playground will open
  - (B) A volunteer list will be posted
  - (C) Renovation will begin
  - (D) A map will be made available online
-

19. What kind of report is being presented?
- (A) A traffic update
  - (B) A health bulletin
  - (C) A financial report
  - (D) A local news story
20. What caused a rise in Vertex Tech's stock?
- (A) It merged with another company
  - (B) It reported record earnings
  - (C) It announced a new product
  - (D) It expanded into new markets

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22. Where is this talk most likely taking place?
- (A) At a gate in an airport
  - (B) In a travel agency office
  - (C) At a hotel reception
  - (D) On an airplane
23. What does the speaker ask the passengers to do?
- (A) Check in for their connection
  - (B) Pay attention to a demonstration
  - (C) Present their boarding passes
  - (D) Remain seated until landing



24. What is said about the food?
- (A) It is included in the ticket price
  - (B) It will be served before takeoff
  - (C) It must be reserved in advance
  - (D) It includes new meal choices
- 

25. What is the purpose of the talk?
- (A) To advertise new services
  - (B) To explain recent changes
  - (C) To provide call instructions
  - (D) To answer a customer question

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27. What will happen if the caller presses 3?
- (A) They will reach the security team
  - (B) They will hear a promotional message
  - (C) They will be disconnected
  - (D) They will speak to a loan officer
- 

28. What is the subject of the radio show?
- (A) A musical performance
  - (B) An art exhibition
  - (C) A restoration project
  - (D) A historical monument

29. What is said about the textiles?
- (A) They are well preserved
  - (B) They were made recently
  - (C) They are made of synthetic materials
  - (D) They are replicas
30. What is mentioned as an additional feature of the exhibit?
- (A) Free transportation
  - (B) Guided audio tours
  - (C) Hourly film screenings
  - (D) Children's workshops
- 

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## Teacher's Script

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

Hi, this is Brenda Curtis calling from the San Francisco Public Library. I'm reaching out to let you know that the book you reserved, *The History of the Silk Road*, is now available for pickup. Since you placed a hold last week, we've processed it, and it's waiting for you at the main branch on Larkin Street. Please bring your library card when you come to pick it up. We will hold the book for seven days, after which it will be returned to circulation if it's not claimed. Our hours this week are from 9 a.m. to 7 p.m. Monday through Friday, and 10 to 5 on weekends. If you can't make it during those hours, we can help you schedule a curbside pickup—just call us back at 415-555-0192. Thanks again for using the San Francisco Public Library!

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

Good morning, guests. This is your captain speaking. We're now cruising at an altitude of 35,000 feet and expect smooth skies ahead. The estimated arrival time in Toronto is 5:15 p.m. local time, just under four hours from now. Our flight attendants will begin beverage service in about ten minutes, followed by lunch options. Please take a moment to look over the menu in your seat pocket. I also want to let you know that we'll be flying over the Great Lakes in about two hours, so it's a great time for photos if you're seated on the right-hand side. As always, we'll keep you updated on any changes. If you need assistance, don't hesitate to ask our cabin crew. Thank you for flying with North Star Airlines—we hope you enjoy the flight.



4. What is the speaker's role?
  5. What is expected to happen in about ten minutes?
  6. What does the speaker say will occur in two hours?
- 

**Questions 7 through 9 refer to the following advertisement.**

Are you looking to stay fit without the stress of long-term contracts? At MetroFit Gym, we offer flexible membership options that work for your schedule—whether you're here for a week, a month, or the whole year. Located just two blocks from the downtown bus terminal, MetroFit provides 24-hour access, state-of-the-art equipment, and free group fitness classes. Right now, we're offering a special promotion: sign up this week and get a free fitness

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9. What is included in the current promotion?
- 

**Questions 10 through 12 refer to the following talk.**

Good morning, team. As we move into the final quarter of the year, I want to go over some updates regarding our product line and sales targets. First, I'm happy to report that the new eco-friendly packaging we launched last month has received overwhelmingly positive feedback from customers. This is not only great for our brand image but also aligns with our sustainability goals. Second, while sales in our northern region have met expectations, the southern region is slightly underperforming. I'll be meeting with the regional managers next week to discuss strategies for improvement. In the meantime, I encourage all sales staff to continue emphasizing our loyalty program during

customer interactions. A quick reminder: all updated promotional materials should now be available on the internal server under the 'Q4 Campaign' folder. Let's all stay motivated as we push toward our year-end goals.

10. What is one benefit of the new packaging?
11. What problem does the speaker mention?
12. What are employees reminded to do?

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**Questions 13 through 15 refer to the following talk.**

Before we get started with today's training, I want to go over some policy changes that take effect next Monday. First, all employees working remotely must now log in through the new VPN system. Instructions were sent via email

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your supervisor if you have any concerns about compliance or system access. Let's make sure we're all on the same page moving forward.

13. What is the topic of the talk?
14. What will be required for remote employees?
15. Why must some breaks be reported?

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**Questions 16 through 18 refer to the following talk.**

Thank you all for joining us today at the public consultation meeting for the Lakeside Park redevelopment project. Our city planning team has been working closely with landscape architects and community groups to ensure the park meets the needs of residents. The proposal includes adding two more

playgrounds, renovating the walking paths, and constructing a new community garden near the north entrance. We've also received suggestions about improving lighting along the waterfront, which we are currently reviewing. The park will remain open during construction, though certain sections will be temporarily closed for safety. A full timeline and map of closures will be posted on the city website by Friday. If you have specific concerns or requests, please speak to one of our staff members at the back of the room after the presentation.

16. What is being discussed?
17. What is one planned addition to the park?
18. What does the speaker say will happen on Friday?

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Meanwhile, energy stocks dipped slightly after reports of declining oil demand overseas. On the currency front, the yen strengthened against the dollar for the second day in a row, due largely to speculation about interest rate adjustments in Asia. Investors are keeping a close watch on Friday's upcoming employment report, which could influence the central bank's policy decisions later this month. Stay tuned after the break for a special interview with market analyst Marcus Reid.

19. What kind of report is being presented?
  20. What caused a rise in Vertex Tech's stock?
  21. What does the speaker say about the yen?
-

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

Welcome aboard Flight 782 with direct service to Lisbon. As your cabin crew, we'd like to review some important procedures before takeoff. Please ensure all carry-on items are securely stowed in the overhead compartments or under the seat in front of you. All electronic devices should now be set to airplane mode. In just a few minutes, we'll begin our safety demonstration, and we ask for your full attention at that time. Once we reach cruising altitude, we'll begin beverage service, followed by lunch. Please note that we've recently updated our menu to include several vegetarian and gluten-free options. If you have any allergies or special dietary needs, let a crew member know right away. Finally, we remind you that smoking is strictly prohibited at all times, including in the lavatories. Thank you for choosing Atlantic Skyways, and we hope you enjoy your flight.

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**Questions 25 through 27 refer to the following talk.**

Thanks for calling Greyhill Bank's automated customer service line. To check your account balance, press 1. To transfer funds or make a payment, press 2. To report a lost or stolen card, press 3. If you are calling about a loan application, press 4. Please note that our customer service hours have changed. Representatives are now available from 8 a.m. to 6 p.m., Monday through Friday, excluding public holidays. For after-hours card emergencies, you may press 3 at any time to be connected to our 24-hour security team. This call may be recorded for training and quality assurance. For all other inquiries or to speak with a live representative, please stay on the line and someone will assist you shortly.

25. What is the purpose of the talk?



26. What has recently changed?
27. What will happen if the caller presses 3?
- 

**Questions 28 through 30 refer to the following talk.**

Welcome to this week's episode of "Museum Matters," where we explore stories behind the art. I'm your host, Celia Moreno. Today, we're talking about the traveling exhibit "Ancient Threads," which just opened at the Westfield History Museum. This collection features rare textiles dating back over 2,000 years from regions across Central Asia. What makes this exhibit truly unique is the preservation of color and detail in fabrics that were once buried deep in desert climates. In addition to the garments, visitors can view the tools and dyes used in traditional weaving processes. A short documentary plays every

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29. What is said about the textiles?
30. What is mentioned as an additional feature of the exhibit?
-



## Answers

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

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