

TOEIC Part 6 Practice #3

Read the passages and for each blank choose which of the four possible answers best fits into the blank.

Questions 1–4 refer to the following letter.

Dear Ms. Ortiz,

Thank you for contacting Starfield Office Solutions regarding your printer order. We have reviewed your case, and it seems that the model you originally purchased has been discontinued. However, we are pleased to offer you a replacement of equal or greater value at no additional cost. Your new printer is scheduled to ship next week, and you will receive a tracking

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The delivery will be handled by Express Couriers, and the unit should arrive within five business days. Should you experience any delays, please do not hesitate to _____ our customer support team.

2. (A) contact with
(B) contacted
(C) contacting
(D) contact

In addition, we are including a complimentary set of ink cartridges to ensure that you can begin using the printer _____ upon arrival.

3. (A) immediately
(B) immediate
(C) immediacy
(D) immediates

We truly value your business and thank you for giving us the opportunity to serve you once _____.

4. (A) again
(B) over
(C) always
(D) more

Sincerely,

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lot across from the main building will be permanently closed to make room for the upcoming construction project. Staff members who drive to work should obtain a parking pass from the facilities department. Each pass will be _____ by vehicle license number.

5. (A) assimilated
(B) issued
(C) giving
(D) taken

Employees are asked to display the pass clearly on their dashboard at all times. Security personnel will be checking cars regularly, and vehicles without proper identification may be subject to fines. In the event that the

underground lot is full, overflow parking will be available in the neighboring City Center Garage at a discounted _____.

- 6. (A) rent
- (B) value
- (C) charge
- (D) costs

For added safety, the garage has full video surveillance and is monitored 24 hours a day. The facilities team reminds all staff to _____ report any suspicious activity immediately.

- 7. (A) promptly
- (B) prompt

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_____.

- 8. (A) system
- (B) facility
- (C) process
- (D) access

Questions 9–12 refer to the following article.

The hospitality industry has undergone rapid changes in recent years, particularly with the rise of online booking platforms. Many hotels now compete not only on price but also on the overall guest experience. Personalized services such as mobile check-in and keyless room entry are

becoming increasingly popular. These innovations allow travelers to save time and feel more _____ during their stay.

9. (A) comfortable
(B) comfortably
(C) comfort
(D) comforting

Industry experts also note that social media plays a critical role in marketing. A single positive review shared online can reach thousands of potential customers instantly. As a result, hotel managers are investing heavily in customer service training to _____ guest satisfaction.

10. (A) grow

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How to inform: Write it in the Skype chat or the comments section when making a reservation. Fluctuations in demand often require managers to make difficult staffing decisions. While technology can improve efficiency, it cannot fully replace the personal touch that travelers still _____.

11. (A) expecting
(B) expect
(C) expects
(D) expectation

Ultimately, experts believe that the most successful hotels will be those that combine modern technology with traditional hospitality to create a truly memorable and _____ guest experience.

12. (A) value

(B) benefit

(C) unique

(D) pleasantly

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Answers

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

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