

TOEIC Part 7 Practice #1

Read the passages and choose the best answer to the questions about each passage.

Questions 1-2 refer to the following memo.

TO: All Staff

FROM: Linda Carver, Office Manager

RE: Office Kitchen Supplies

We have recently noticed that several essential kitchen items have been running low, including coffee, tea, sugar, and paper cups. To ensure everyone has access to refreshments throughout the day, we ask that staff take only

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伝え方: スカイプチャット or 予約時のコメント欄に記入

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

1. What is the purpose of this memo?

- (A) To remind staff about recycling
- (B) To announce a new kitchen appliance
- (C) To introduce reusable mugs
- (D) To inform staff about low supplies

2. Why should staff take only what they need?

- (A) To save money for the company
- (B) Because deliveries may be delayed
- (C) To ensure everyone has access
- (D) To prevent spills in the kitchen

Questions 3-5 refer to the following contract.

Service Agreement

This agreement, entered into on March 1, 2023, is between **Glenwood Design, LLC**, represented by Mr. Robert Finlay (hereafter “the Client”), and **Everett Solutions, Inc.**, represented by Ms. Sandra Alvarez (hereafter “the Contractor”).

The Contractor agrees to provide *graphic design services* related to the Client’s “Spring Renewal” marketing campaign. Services include: redesign of two logos, preparation of digital files for website and social media use, and the delivery of a printable brochure.

The Contractor shall be compensated at the rate of **\$70 per hour**, with a maximum billable time of 40 hours. An additional completion bonus of **\$350**

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Signed: Sandra Alvarez, March 1, 2023

3. What kind of services will Everett Solutions provide?

- (A) Marketing consulting
- (B) Graphic design
- (C) Website programming
- (D) Sales training

4. How much will Sandra receive if she finishes the project on March 15?

- (A) \$70 per hour only
- (B) \$2,800
- (C) \$2,800 plus \$350

(D) \$350 only

5. What is one condition for ending this contract early?

- (A) Both parties must agree to end it.
- (B) Termination requires a month's notice.
- (C) A refund must be given.
- (D) Two weeks' notice must be provided.

Questions 6-8 refer to the following article section.

Excerpt from *Global Business Monthly*

The word “outsourcing” refers to the practice of hiring an outside company or

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a Canadian clothing company may outsource its bookkeeping to a local accounting firm in Toronto, but it may offshore its garment production to a textile factory in Vietnam.

Outsourcing is common among businesses that need to scale quickly or manage fluctuating workloads. Offshoring, however, is often criticized for its impact on domestic job markets, even though it allows companies to lower expenses and remain competitive internationally.

6. Which of the following is described as outsourcing?

- (A) Hiring a local firm to handle payroll
- (B) Building a factory in Vietnam
- (C) Moving headquarters to another country

(D) Importing clothing into Canada

7. What is one reason companies choose to offshore?

- (A) To raise wages
- (B) To reduce costs
- (C) To improve accountability
- (D) To avoid outsourcing

8. What problem is sometimes associated with offshoring?

- (A) Lack of equipment
- (B) Higher shipping costs
- (C) Loss of domestic jobs

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Full Legal Name: Karen Elise Wong

Position Desired: Administrative Assistant

Expected Salary: \$18/hour

Preferred Location: Seattle office, but open to Portland branch

Availability: Immediate

Skills: Proficient in Microsoft Office Suite; experienced with scheduling software and cloud-based communication tools; strong interpersonal and organizational skills; fluent in English and conversational Mandarin.

Education: B.A. Business Administration, 2019, University of Washington, GPA

3.7

Certification: Office Management Certificate, Seattle Professional Center, 2021

Work Experience:

- 2020–Present: Receptionist, Greyson Medical Center, Seattle
- 2018–2019: Part-time Office Assistant, University Registrar’s Office
- 2016–2018: Customer Service Clerk, Lakeside Market

References:

- Dr. Melanie Grant, Office Manager, Greyson Medical Center, (206) 555-8392
- Mr. David Harris, University Registrar’s Office, (206) 555-1910

Found listing on: NorthwestCareers.com, Sept. 5, 2022.

Signed: Karen E. Wong

Date: Sept. 8, 2022

9. What position is Ms. Wong applying for?

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10. Which of the following best describes Ms. Wong?

- (A) Inflexible
- (B) Multilingual
- (C) Overqualified
- (D) Technical specialist

11. How did Ms. Wong learn about the position?

- (A) A personal reference
- (B) A job website
- (C) A local newspaper
- (D) Her university

Questions 12-14 refer to the following invoice.

Invoice No. 8742

Cascade Stationery & Office Supplies

1249 NE Franklin Ave.

Salem, OR 97301

Tel: (503) 555-9822 | Fax: (503) 555-2144

Bill To:

Horizon Legal Services

775 West Pine Street, Suite 210

Portland, OR 97205

Tel: (503) 555-4470

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25	Legal Pads (12-pack)	\$14.99	\$374.75
10	Staplers, heavy-duty	\$12.50	\$125.00
40	Binder Clips, large (box)	\$3.99	\$159.60
15	Desk Organizers	\$8.49	\$127.35
60	Ballpoint Pens (box of 12)	\$6.25	\$375.00

Subtotal: \$1,161.70

Shipping: \$48.00

Tax (7%): \$81.32

Total Due: \$1,291.02

Payment due within 30 days. Overdue balances will incur a 12% monthly interest charge. Merchandise may be returned within 10 days of delivery for exchange only.

12. Who is responsible for payment of this invoice?

- (A) Cascade Stationery
- (B) Horizon Legal Services
- (C) Northwest Couriers
- (D) A. Mendoza

13. Which item had the largest total cost?

- (A) Staplers
- (B) Pens
- (C) Paper
- (D) Binders

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- (C) An additional fee will be charged.
- (D) The items must be exchanged.

Questions 15-17 refer to the following notice.

NOTICE TO ALL EMPLOYEES

Beginning October 1, all staff members are advised of a temporary change in parking and building access while the East Wing undergoes renovation. Construction will take approximately six months, during which time the entire East Wing entrance and adjacent parking lot will be unavailable.

To accommodate employees, additional parking has been leased at the Riverside Business Complex, located two blocks north of our main offices. Shuttle buses will operate every 15 minutes from 7:00 A.M. until 7:00 P.M., Monday through Friday. Employees are asked to allow additional travel time during peak hours.

For building access, the North Lobby will remain fully operational, with additional security staff on hand to assist with the expected increase in traffic. Please remember to carry your employee badge at all times. Temporary ID passes will be issued for visitors and contractors at the security desk located inside the North Lobby.

We understand these changes may create inconvenience, but they are necessary to complete long-overdue improvements to our facilities, including

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15. When will the renovation begin?

- (A) September 1
- (B) October 1
- (C) November 1
- (D) December 1

16. What will employees need to do during this period?

- (A) Park in the East Wing lot
- (B) Work longer hours
- (C) Use a different entrance
- (D) Show their parking permits

17. How will visitors access the building?

- (A) Through the East Wing entrance
- (B) By shuttle bus only
- (C) With temporary ID passes
- (D) By calling the security office

Questions 18-20 refer to the following article.

Local Bakery Expands Despite Economic Slowdown

In an era when many small businesses are struggling, Sweet Haven Bakery has managed not only to survive but also to expand. Founded by sisters Claire and Monique Perez in 2009, the bakery began as a modest neighborhood shop.

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How to inform: Write it in the Skype chat or the comments section when making a reservation. strong ties with suppliers, while also appealing to consumers increasingly concerned about sustainability.

The bakery has also benefited from a clever marketing approach. In addition to traditional advertising, Sweet Haven has created a strong online presence. Weekly videos showcasing recipes and behind-the-scenes stories attract thousands of views, and the bakery's social media pages boast nearly 25,000 followers.

Of course, expansion is not without risks. Rising ingredient costs and higher wages have placed pressure on profit margins. However, the Perez sisters remain confident. “We believe that focusing on quality and relationships will help us weather whatever challenges lie ahead,” Claire said in a recent

interview.

18. What is the article mainly about?

- (A) The growth of a bakery business
- (B) Problems in the farming industry
- (C) A decline in small businesses
- (D) A rise in food prices

19. Where does Sweet Haven get most of its ingredients?

- (A) From large chains
- (B) From international markets
- (C) From its own farms

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- (D) Poor online marketing

Questions 21-24 refer to the following advertisement.

INTRODUCING THE NOVA-PRO X7 SMART PROJECTOR

Transform any space into a professional presentation room with the Nova-Pro X7, the latest innovation from TechVision Electronics. Designed for business professionals, educators, and media enthusiasts, the Nova-Pro X7 delivers unparalleled clarity and convenience.

- **Crisp 4K Resolution** – Enjoy sharp, detailed visuals suitable for both spreadsheets and movies.

- **Ultra-Portable Design** – Weighing less than 2 pounds, the Nova-Pro X7 fits easily into a briefcase or backpack.
- **Wireless Connectivity** – Eliminate messy cables by connecting via Wi-Fi or Bluetooth. Stream directly from your laptop, tablet, or smartphone.
- **Extended Battery Life** – With up to 8 hours of continuous projection, you'll never have to worry about running out of power mid-presentation.
- **Smart Touch Remote** – Navigate menus, adjust volume, and switch apps effortlessly.

For a limited time, order the Nova-Pro X7 directly from our website and receive a free carrying case plus a two-year extended warranty. Bulk discounts are available for schools and businesses purchasing more than ten units.

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(C) A tablet
(D) A smartphone

22. What special offer is available for a limited time?

(A) Free delivery
(B) Bulk discounts
(C) A free smartphone
(D) A carrying case and warranty

23. According to the advertisement, what is one advantage of the Nova-Pro X7?

(A) It is lightweight

- (B) It requires no electricity
- (C) It includes a built-in database
- (D) It prints presentation materials

24. Who is the projector primarily aimed at?

- (A) Business professionals and educators
- (B) Children
- (C) Farmers and suppliers
- (D) Airline staff

Questions 25-28 refer to the following article.

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regions.

One community that has seen significant improvement is Fairmont, a small farming town of 6,500 residents. Until last year, Fairmont had only one provider offering slow dial-up service. Today, thanks to fiber-optic cables installed under the program, residents enjoy internet speeds comparable to those in major cities.

The impact has been wide-ranging. Local schools now use video conferencing to connect students with guest lecturers across the country. Farmers use online platforms to monitor weather patterns and market prices. Even small businesses have benefited, with several reporting increased sales after launching e-commerce websites.

Still, challenges remain. Some critics argue that while larger towns like Fairmont have received upgrades, smaller villages continue to be left behind. Others question whether the subsidies truly encourage competition or merely support existing providers.

Overall, however, community leaders remain optimistic. “Reliable internet access is no longer a luxury—it’s a necessity,” said Mayor Ruth Delgado. “This program has opened doors for our residents, from education to business opportunities, and we intend to make the most of it.”

25. What is the article mainly about?

- (A) A new farming technique
- (B) Improvements in e-commerce
- (C) A new program to provide free internet access to rural areas

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- (C) In a coastal port
- (D) In a mountain resort

27. What criticism of the program is mentioned?

- (A) It has raised internet prices
- (B) It leaves smaller villages behind
- (C) It causes environmental damage
- (D) It reduces competition among schools

28. What is suggested about the program’s overall impact?

- (A) It has been mostly positive
- (B) It has been unsuccessful

(C) It has been very limited
(D) It has mainly helped large corporations

Questions 29–33 refer to the following table and report.

Employee Satisfaction Survey Results (March 2025, Horizon Tech Inc.)

Department	% Satisfied	% Neutral	% Dissatisfied
Engineering	68%	20%	12%
Sales	54%	23%	23%
Customer Care	49%	25%	26%

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The March 2025 employee satisfaction survey revealed mixed results across departments. While Human Resources and Engineering showed relatively strong satisfaction levels at 73% and 68%, Customer Care had the lowest, with fewer than half of employees reporting satisfaction. The dissatisfaction rate in Customer Care (26%) is concerning, especially compared to Human Resources (10%).

Sales also reported below-average satisfaction, with nearly one in four employees dissatisfied. The open-ended responses indicated frequent complaints about unrealistic sales targets and insufficient support from management. In contrast, employees in Engineering cited pride in innovation projects and flexible scheduling as key positive factors.

Overall, the survey highlights the need for targeted improvements. Recommendations include revising sales targets, increasing training and managerial support in Sales, and addressing workload stress in Customer Care. Leadership teams are encouraged to meet with department heads within the next two weeks to discuss action plans. A follow-up survey is scheduled for September 2025 to measure progress.

29. What percentage of Engineering staff reported being satisfied?

- (A) 54%
- (B) 68%
- (C) 73%
- (D) 62%

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31. According to the report, what is a strength identified in the Engineering department?

- (A) Compensation
- (B) Training programs
- (C) Management support
- (D) Flexible scheduling

32. What issue was raised most often by Sales staff?

- (A) Long working hours
- (B) Lack of recognition
- (C) High performance targets

(D) Outdated technology

33. What action is recommended in response to the survey?

- (A) Hiring additional staff in HR
- (B) Delaying the next survey until 2026
- (C) Holding meetings with department heads
- (D) Expanding the Engineering team

Questions 34–38 refer to the following letter and form.

Letter from Brightview Financial Services

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relocation—that can make previously submitted information outdated.

Please review the attached form carefully. After filling it out, sign and return it to our office by **April 30, 2025**. You may mail it using the enclosed prepaid envelope or upload a scanned copy through our secure online portal at www.brightviewsecure.com.

If you have any questions or require assistance, please contact our Client Services team at (800) 555-4433. Thank you for your cooperation in keeping your records up to date.

Sincerely,

Elaine Richards

Client Services Manager

Beneficiary Information Form (Excerpt)

- Account Holder: _____
- Primary Beneficiary: _____
- Relationship: _____
- Secondary Beneficiary: _____
- Address: _____
- Phone: _____
- Signature: _____
- Date: _____

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- (C) To request an updated beneficiary form
- (D) To promote an online portal

35. What does the letter suggest might cause outdated information?

- (A) A new job position
- (B) Major life changes
- (C) Financial difficulties
- (D) Online account errors

36. By when must Ms. Thompson return the form?

- (A) April 15, 2025
- (B) April 30, 2025

(C) May 15, 2025

(D) May 30, 2025

37. How can the form be returned?

- (A) Only in person at the office
- (B) By fax or email
- (C) By phone call to Client Services
- (D) By mail or secure online upload

38. Who signed the letter?

- (A) Ms. Thompson
- (B) Elaine Richards
- (C) Orion Logistics

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March 8, 2024

Human Resources Department

Orion Logistics

Dear Ms. Chavez,

I am writing to express concern regarding the recently revised remote-work policy circulated last week. While I understand the company's need to ensure team cohesion, the restriction limiting employees to no more than one remote day per week presents significant challenges for staff with long commutes, such as myself. Prior to this change, my productivity while working from home two or three days a week was consistently strong, as demonstrated by my performance reviews.

I would like to request clarification on whether exceptions can be made for employees whose roles are largely independent. If such exemptions are not possible, I urge management to reconsider the new guidelines and explore a compromise, such as allowing two remote days with supervisor approval.

Sincerely,
Anthony Reed

March 11, 2024

Dear Mr. Reed,

Thank you for raising your concerns about Orion's updated remote-work policy. The decision was not made lightly, but rather after a company-wide survey revealed that many employees felt disconnected from their teams during

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How to inform: Write it in the Skype chat or the comments section when making a reservation. recommend discussing your situation with your manager, who may authorize up to two days of remote work if productivity can be maintained.

We appreciate your dedication and willingness to adapt as Orion continues to balance flexibility with team unity.

Best regards,
Marisol Chavez
Human Resources

39. What issue does Mr. Reed raise in his letter?

- (A) Office relocation
- (B) Lack of equipment
- (C) Remote-work restrictions

(D) Vacation scheduling

40. What reason does Ms. Chavez give for the policy?

- (A) Budget limitations
- (B) Declining sales
- (C) Concerns about collaboration
- (D) Technical failures

41. What does Mr. Reed request in his letter?

- (A) An exception to the rule
- (B) A salary increase
- (C) More vacation time

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

- (D) Speak with his supervisor

43. What is indicated about Mr. Reed's work?

- (A) It can be performed independently
- (B) It requires frequent travel
- (C) It involves customer interaction
- (D) It depends on office equipment

Questions 44–48 refer to the following advertisement and e-mail.

FitZone Premier Health Club

Looking to improve your fitness while enjoying comfort and convenience?

FitZone Premier Health Club has everything you need under one roof. Our state-of-the-art facilities are open **5:00 A.M.–11:00 P.M., Monday through Saturday**, and **7:00 A.M.–9:00 P.M. on Sundays**, so you can always find time to work out.

Members enjoy access to:

- **Over 100 cardio and strength-training machines**, including the newest treadmills with built-in entertainment screens.
- **Indoor heated swimming pool** with dedicated lanes for lap swimming.
- **Group classes** such as yoga, Pilates, spinning, and kickboxing, offered seven days a week.

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

We currently offer three membership packages:

- **Standard Plan**: \$45/month, access to all equipment and classes.
- **Premium Plan**: \$65/month, adds unlimited guest passes and free fitness assessments.
- **Elite Plan**: \$85/month, includes 4 personal training sessions per month and priority class registration.

Enroll by September 30 and receive your first month free! Call 555-0176 or visit our downtown location at 458 Greenway Plaza.

To: info@fitzoneclub.com
From: Martin Lee martin.lee@email.com
Subject: Membership Inquiry

Dear FitZone Staff,

I recently saw your advertisement in the *City Gazette* and I'm very interested in joining. I have a couple of questions before I decide which plan to choose. First, I travel frequently for work and would sometimes need to freeze or suspend my membership. Could you let me know whether that is possible, and if there are any fees associated with doing so?

Also, I noticed that the Elite Plan includes personal training sessions. Could you confirm if those sessions can be scheduled at flexible times, such as early mornings before 7:00 A.M.? Finally, is parking available at the Greenway Plaza

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

44. What is one feature of the fitness club?

- (A) Free parking for members
- (B) On-site childcare services
- (C) Outdoor tennis courts
- (D) 24-hour access

45. What does Mr. Lee want to know about the membership?

- (A) If it can be suspended temporarily
- (B) Whether it includes food delivery
- (C) If it requires a two-year contract
- (D) Whether it offers online workouts

46. What is true about the Elite Plan?

- (A) It includes personal training sessions
- (B) It provides free parking access
- (C) It offers discounts at the café
- (D) It is available only on weekends

47. According to the advertisement, what is offered at the café?

- (A) Hot breakfast meals
- (B) International cuisine
- (C) Smoothies and light snacks
- (D) Dinner specials after 7:00 P.M.

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Answers

1. D	31. D
2. C	32. C
3. A	33. C
4. C	34. C
5. D	35. B
6. A	36. B
7. B	37. D
8. C	38. B
9. B	39. C
10. B	40. C
11. B	41. A
12. B	42. D

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18. A	48. C
19. D	
20. C	
21. A	
22. D	
23. C	
24. A	
25. D	
26. B	
27. B	
28. A	
29. B	
30. B	