

TOEIC Part 7 Practice #11

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

Questions 1-2 refer to the following memo.

TO: All Sales Team

FROM: Jordan Price, Director

RE: Monthly Sales Targets

Congratulations on last month's performance! This month, the sales targets have been increased by 10% to reflect the upcoming product launch. Team leaders will receive updated target sheets and are responsible for briefing their

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- (B) To notify about new sales targets
- (C) To schedule a team-building event
- (D) To introduce a new product

2. What are team leaders expected to do?
 - (A) Attend a conference
 - (B) Brief their teams on targets
 - (C) Hire new sales staff
 - (D) Deliver products to clients

Questions 3-5 refer to the following job application.

To: Human Resources Department
Northwest Financial Group
Seattle, WA

Dear Hiring Manager,

I am writing to apply for the position of Junior Financial Analyst recently advertised on your company's careers page. I graduated from the University of Oregon with a degree in Economics and have since completed an internship with Cascade Investments, where I gained practical experience in preparing financial reports, conducting risk assessments, and analyzing client portfolios.

I am proficient in Microsoft Excel, QuickBooks, and several data visualization tools, and I pride myself on my attention to detail and ability to work collaboratively under deadlines. In my previous role, I assisted in creating

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to discuss how my skills can contribute to your team.

Sincerely,
Laura Jenkins

3. Who is the applicant writing to?

- (A) Human Resources Department
- (B) Cascade Investments
- (C) University of Oregon
- (D) Client retention office

4. What position is Laura Jenkins applying for?

- (A) Senior Analyst

- (B) Financial Planner
- (C) Junior Financial Analyst
- (D) Data Visualization Specialist

5. What is one tool the applicant mentions being skilled in?

- (A) Photoshop
- (B) QuickBooks
- (C) AutoCAD
- (D) Salesforce

Questions 6–8 refer to the following contract.

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2. **Compensation:** The Company shall pay the Contractor \$3,500 per month, payable on the 1st of each month.
3. **Term:** This agreement begins on September 15, 2025, and shall continue for six months, unless terminated earlier.
4. **Confidentiality:** The Contractor agrees not to disclose any proprietary information.
5. **Termination:** Either party may terminate this agreement with 30 days' written notice.

Both parties have agreed to the above terms and signed this contract in good faith.

Signed,

Maplewood Consulting, LLC

Daniel Rogers

6. Who is identified as the contractor?

- (A) Daniel Rogers
- (B) Maplewood Consulting, LLC
- (C) IT Department
- (D) Software Maintenance Team

7. How much will the contractor be paid per month?

- (A) \$3,500

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- (A) Six months
- (B) One year
- (C) Indefinitely
- (D) Three months

Questions 9–11 refer to the following invoice.

Invoice No.: 2447

Date: September 10, 2025

Bill To: Evergreen Architects
125 Bay Street, Portland, OR

Thank you for your order. Please find the details below:

Description	Qty	Unit Price	Line Total
Standing Desks	4	\$260	\$1,040
Ergonomic Chairs	6	\$150	\$900
Filing Cabinets	3	\$180	\$540
Desktop Computers (i5)	5	\$650	\$3,250
Laser Printers	2	\$240	\$480
Office Telephones	8	\$75	\$600
Whiteboards (5x4 ft)	2	\$120	\$240
Wireless Routers	3	\$105	\$315

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9. How many telephones were purchased?

- (A) 8
- (B) 6
- (C) 3
- (D) 2

10. What is the total cost before tax?

- (A) \$7,365
- (B) \$7,954.20
- (C) \$589.20

(D) \$7,840

11. What is the payment due date?

- (A) October 10, 2025
- (B) September 30, 2025
- (C) October 31, 2025
- (D) September 25, 2025

Questions 12–14 refer to the following office memo.

To: All Staff

From: Office Manager, Brightstone Marketing

Date: September 5, 2025

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continue to submit their weekly work plans in advance, outlining which days they plan to be remote.

Additionally, the company is introducing a monthly stipend of \$50 to help offset expenses related to home office supplies, such as internet upgrades, ergonomic equipment, or printing needs. Reimbursement will require the submission of receipts to the HR department.

Please note that all staff are still expected to attend mandatory in-person meetings, trainings, or client presentations. Departments may also request physical attendance during critical project phases.

If you have any questions about this new policy, please contact Human Resources by September 20. Thank you for your cooperation and flexibility.

12. How many days per week will employees be allowed to work remotely?

(A) Three
(B) Two
(C) Four
(D) Five

13. What is the monthly stipend amount for home office expenses?

(A) \$75
(B) \$50
(C) \$25
(D) \$100

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Questions 15-17 refer to the following advertisement.

Advertisement

Looking for a powerful way to improve productivity at your workplace? The **NovaPro SmartDesk 360** is here to transform how offices manage their daily operations. Designed with modern professionals in mind, the SmartDesk 360 combines ergonomic comfort with cutting-edge technology.

Key Features

- **Adjustable Height Controls:** Easily transition from sitting to standing with the touch of a button, supporting healthier work habits.

- **Integrated Charging Hub:** Includes four USB-C ports and two wireless charging pads, allowing multiple devices to remain powered throughout the day.
- **Smart Storage:** A built-in organizational drawer with electronic locking keeps important items secure yet accessible.
- **Energy-Saving LED Display:** A touch screen embedded into the surface allows users to set reminders, manage schedules, and track daily goals.

For a limited time, businesses that purchase ten or more SmartDesk 360 units before **July 31** will receive a **15 percent discount** and free installation services.

Many companies that have already integrated the SmartDesk 360 report improvements in employee morale and efficiency. In fact, one financial services firm noted a 20 percent reduction in staff sick days after switching to

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15. What is the purpose of this advertisement?

- A. To promote a multifunctional office desk
- B. To recruit office employees
- C. To announce an upcoming trade fair
- D. To offer professional training sessions

16. What incentive is offered for bulk orders?

- A. A discount and free installation
- B. An extended two-year warranty
- C. Complimentary desk accessories
- D. Free international shipping

17. What benefit did one company experience after adopting the product?

- A. Increased cloud storage space
- B. Fewer employee sick days
- C. Faster delivery services
- D. Reduced electricity bills

Questions 18-20 refer to the following posted notice.

Posted Notice

Attention Guests,

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2. **Pool Operating Hours:** Due to staffing changes, the outdoor pool will be open from **9:00 a.m. to 6:00 p.m. daily** instead of its regular extended schedule.
3. **Breakfast Buffet Relocation:** From **August 7–9**, breakfast service will be relocated to the **Harbor Ballroom** on the second floor while the main dining room undergoes repairs. Service hours remain unchanged at **6:30 a.m. to 10:00 a.m.**

We apologize for any inconvenience these changes may cause and thank you for your understanding as we continue to improve our facilities. For assistance, please contact the front desk.

— Hotel Management

18. Where will breakfast be served from August 7–9?

- A. In the Harbor Ballroom
- B. At the City Gym
- C. In the fitness center
- D. Beside the outdoor pool

19. What is the main reason the fitness center is unavailable?

- A. For equipment and flooring upgrades
- B. Because of staff shortages
- C. To host a private event
- D. Due to a citywide power outage

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Questions 21-24 refer to the following news article.

News Article

Small Business Incubator Boosts Local Economy

The **Riverside Business Incubator**, a nonprofit initiative launched three years ago, has quickly become one of the city's most influential drivers of economic growth. By offering affordable office space, mentorship programs, and access to low-interest loans, the incubator has helped more than 60 startups establish themselves in competitive industries.

The incubator's director, Helen Carr, explained that the program was designed to address the challenges faced by entrepreneurs who often lack financial backing and professional networks. "Our goal is to reduce barriers," Carr said. "When we invest in small businesses, we invest in our entire community."

Several success stories have emerged. One technology firm specializing in renewable energy software recently secured a multimillion-dollar contract with a regional utility provider. Another participant, a local bakery that employs individuals from disadvantaged backgrounds, has expanded to three locations and now supplies products to national grocery chains.

According to a recent economic report, businesses supported by the incubator have contributed more than \$15 million to the local economy in the past year alone. They have also created over 250 jobs, ranging from entry-level positions

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How to inform: Write it in the Skype chat or the comments section when making a reservation.
The riverside business incubator plans to expand its facilities next year to accommodate even more startups.

21. What is the main purpose of the article?

- A. To describe challenges facing large corporations
- B. To report on a local business support program
- C. To compare different types of funding sources
- D. To criticize city government policies

22. What does the incubator provide to entrepreneurs?

- A. Office space and financial assistance
- B. Free raw materials

- C. International marketing services
- D. Long-term government contracts

23. According to the article, what has one bakery accomplished?

- A. It opened multiple new locations.
- B. It received an international patent.
- C. It partnered with a foreign investor.
- D. It reduced grocery store prices.

24. What does the economic report highlight?

- A. The financial contribution of supported businesses
- B. The rise of unemployment rates in the city

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Posted Notice

Welcome to the **Sunset Bay Resort**. We would like to inform all guests of the following service adjustments effective during September due to seasonal maintenance and staffing transitions:

1. **Shuttle Bus Service:** The complimentary shuttle to downtown will operate only on weekends. Guests traveling during weekdays are encouraged to use local taxi services, and discount vouchers are available at the front desk.
2. **Spa Services:** The Ocean Breeze Spa will operate on a reduced schedule, open **Thursday through Sunday** only. Appointments should be booked in advance, as availability will be limited.

3. **Restaurant Hours:** The Sunset Grill will close one hour earlier than usual, at **9:00 p.m. nightly**, to allow for kitchen renovations. Room service remains available until 11:00 p.m.
4. **Wi-Fi Maintenance:** Internet access in guest rooms may be temporarily interrupted between **1:00 a.m. and 4:00 a.m.** as our technicians perform system upgrades.

We apologize for any inconvenience and thank you for your patience as we work to improve our services.

— Sunset Bay Resort Management

25. On which days will the shuttle bus service be available?

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- A. Make an appointment early
- B. Use a local taxi service
- C. Visit the Sunset Grill
- D. Call for room service

27. Until what time will the restaurant remain open?

- A. 9:00 p.m.
- B. 11:00 p.m.
- C. 10:00 p.m.
- D. Midnight

28. When might internet access be unavailable?

- A. Between 1:00 a.m. and 4:00 a.m.
- B. During dinner hours
- C. Only on weekends
- D. From 11:00 p.m. to 1:00 a.m.

Questions 29–33 refer to the following Instruction and Document.

To: All Department Heads

From: Corporate Compliance Office

Date: March 4, 2025

Subject: Updated Business Travel Reimbursement Policy

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

- **Transportation:** Economy-class airfare is reimbursable for flights under five hours; business class may be requested for flights exceeding that duration if pre-approved. Train fares will be reimbursed at standard ticket rates only.
- **Accommodation:** Hotel stays are reimbursable up to \$200 per night for domestic travel and \$275 for international travel. Anything exceeding these limits requires prior written approval.
- **Meals:** A per diem allowance replaces itemized receipts. Domestic travel: \$55/day; International: \$75/day. Alcoholic beverages will not be reimbursed.

- **Miscellaneous expenses:** Taxi, ride-share, or public transportation costs are reimbursable with receipts. Tips should be reasonable and customary. Personal expenses such as laundry, gym fees, or entertainment are excluded.
- **Submission requirements:** Travelers must submit the attached “Expense Reimbursement Request Form” within 10 business days of trip completion. Claims submitted after 30 days will not be processed.

Attached is the updated form. Please distribute this information to your teams and ensure compliance with the new guidelines.

Expense Reimbursement Request Form

(Submit to Accounts Payable within 10 business days of trip completion)

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- **Dates of Travel:** From _____ To _____

Transportation

- Airfare Amount: \$_____ Economy Business (pre-approved)
- Train Fare: \$_____
- Ground Transportation (Taxi/Ride-share/Bus): \$_____

Accommodation

- Hotel Name: _____
- Nights Stayed: _____ Rate per Night: \$_____
- Total Lodging: \$_____

Meals (per diem)

- Number of Days: ___ Rate: \$55 (domestic) / \$75 (international)
- Total Meals: \$_____

Miscellaneous (attach receipts):

- Taxi/Ride-share: \$_____
- Parking: \$_____
- Other (specify): _____ \$_____

Total Claim Amount: \$_____

Employee Signature: _____ Date: _____

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D. \$300

30. According to the policy, how will meals be reimbursed?

- A. By providing receipts for each meal
- B. By a daily allowance depending on location
- C. By a flat monthly allowance
- D. By attaching hotel meal invoices

31. What is the deadline to submit reimbursement requests after a trip?

- A. 5 business days
- B. 20 business days
- C. 15 business days

D. 10 business days

32. Which of the following expenses is NOT reimbursable?

- A. Taxi fares with receipts
- B. Gym membership charges during travel
- C. Economy-class airfare
- D. Train tickets at standard rates

33. What is required for business-class airfare reimbursement on long flights?

- A. Pre-approval
- B. Itemized receipts

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Notice: Annual Corporate Training Conference – Registration Now Open!

Location: Chicago Convention Center

Dates: June 10–12, 2025

Join over 1,500 professionals at this year's Annual Corporate Training Conference, the leading event for workplace learning and development. Attendees will benefit from keynote sessions led by industry experts, panel discussions on emerging training technologies, and interactive workshops focusing on leadership, diversity, and digital transformation.

Conference Highlights:

- Keynote address by Dr. Elaine Morris on “The Future of Workforce Upskilling”

- Breakout sessions on AI-driven learning platforms and hybrid work management
- Vendor exhibition showcasing over 100 companies offering training solutions
- Networking events, including a welcome reception and gala dinner

Registration Fees:

- Early Bird (before April 15): \$395
- Standard (April 16–June 1): \$475
- Onsite: \$525

Group discounts are available for 5 or more attendees from the same organization.

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

To: Conference Organizer

From: Sarah Donovan sarah.donovan@fletcherfinance.com

Date: April 5, 2025

Subject: Registration Inquiry

Dear Organizer,

I am writing on behalf of Fletcher Finance. Our Learning & Development department is interested in registering a group of employees for the Annual Corporate Training Conference in June. We currently plan to send six staff members.

Could you confirm if the group discount applies automatically during online registration or if a separate code is required? Additionally, will your team

provide attendees with participation certificates that we can use for HR training records?

Lastly, are the partner hotel rates still available as of today, and do reservations need to be made through your website to qualify?

Thank you for your assistance.

Best regards,

Sarah Donovan

Learning & Development Manager

Fletcher Finance

34. What is the last date to qualify for the early bird registration fee?

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

- A. Emerging leadership theories
- B. Workforce upskilling
- C. Hybrid office design
- D. Finance training

36. What is Sarah Donovan specifically requesting confirmation about?

- A. Transportation arrangements
- B. Group discount process
- C. Speaker schedule
- D. Gala dinner location

37. What additional benefit does Sarah inquire about for attendees?

- A. Certificates of participation
- B. Free exhibition passes
- C. Hotel breakfast vouchers
- D. Complimentary airport transfers

38. How many employees does Fletcher Finance plan to send to the conference?

- A. Six
- B. Five
- C. Four
- D. Seven

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

Dear Mrs. Hall,

I am writing to express concern about the recent delays in shipments from your company, Pacific Packaging Ltd. Our records indicate that three separate deliveries in the past six weeks arrived late, in some cases by as much as ten days. This has put significant pressure on our production schedule, since the packaging you provide is required for our seasonal product launch next month.

In addition, several cartons from the most recent delivery showed signs of damage. We cannot use packaging that looks visibly worn, as it affects our brand image and consumer confidence. Could you please explain what measures are being taken to prevent these issues from recurring?

Unless we receive confirmation of corrective action, we may need to reconsider our supplier contracts for the next fiscal year. I would appreciate your reply by the end of the week.

Sincerely,
Thomas Keller
Purchasing Manager, Northern Harvest Foods

Subject: Response to Shipment Concerns

Dear Mr. Keller,

Thank you for your message regarding the delivery delays and damaged cartons. Please accept our apologies for the inconvenience this has caused

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additional layer of inspection before shipment.

To regain your confidence, we would like to offer a 12% discount on your next two purchase orders. We value Northern Harvest Foods as a long-term client and hope these measures demonstrate our commitment to reliable service.

Sincerely,
Angela Han
Operations Director, Pacific Packaging Ltd.

39. What issue prompted Mr. Keller's letter?

- (A) Late deliveries from a supplier
- (B) Billing errors on an invoice

(C) Incorrect product labeling

(D) A canceled order

40. What is mentioned about the recent shipments?

(A) They arrived damaged

(B) They exceeded weight limits

(C) They were delivered to the wrong address

(D) They lacked invoices

41. What does Mr. Keller request?

(A) An explanation of corrective action

(B) An extension of payment terms

(C) A

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

(C) They shortened their production schedule

(D) They outsourced quality control

43. What incentive is offered to Northern Harvest Foods?

(A) Two free trial shipments

(B) A 12% discount on upcoming orders

(C) A no-cost packaging redesign

(D) An extended warranty on products

Questions 44–48 refer to the following data and analysis.

Monthly IT Helpdesk Report – April 2025

(Selected Statistics)

Category	Number of Tickets	Average Resolution Time	% Within SLA (Service-Level Agreement)
Hardware Issues	128	2.4 days	82%
Software Installation	97	1.8 days	90%
Network Connectivity	84	3.1 days	75%
Password Resets	153	0.5 days	98%
Security/Access Requests	61	2.0 days	85%
Other			

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though these are resolved very quickly and maintain the highest SLA compliance. Hardware and network connectivity remain the most time-consuming categories, with resolution times exceeding our internal goal of two days.

Of particular concern is the “Other” category, which recorded the slowest resolution time and lowest SLA compliance. A deeper look shows that many of these cases involved specialized software errors requiring escalation to external vendors, which extends the timeline significantly.

To address these issues, we are implementing two measures starting in May: (1) dedicating an additional technician to hardware-related problems, and (2) establishing a priority escalation path for complex software cases. These

adjustments should improve both average resolution time and SLA compliance in the next quarter.

44. According to the table, what type of issue generated the most tickets?

- (A) Password resets
- (B) Hardware issues
- (C) Software installations
- (D) Network connectivity

45. What is noted about the number of tickets compared with March?

- (A) It decreased by 14%
- (B) It increased by 14%

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- (C) They are resolved within one day
- (D) They take longer than the company goal

47. What is identified as the slowest to resolve?

- (A) Security/access requests
- (B) Password resets
- (C) Other (miscellaneous) issues
- (D) Hardware issues

48. What step will the helpdesk take in May?

- (A) Hiring a new external vendor
- (B) Upgrading password management software

- (C) Assigning an additional hardware technician
- (D) Expanding service hours to weekends

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Answers

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

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