

TOEIC Part 7 Practice #12

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

Questions 1-2 refer to the following advertisement.

Neighborhood Tutoring Services
Smart Minds Learning Center

- Math, science, and English tutoring for K–12 students
- Experienced and certified tutors
- Flexible schedules including evenings and weekends

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1. What is this advertisement for?
 - (A) Tutoring services
 - (B) Childcare services
 - (C) Summer camps
 - (D) Online courses
 2. What type of sessions are available?
 - (A) Online only
 - (B) Large group only
 - (C) Individual or small group
 - (D) Weekend camps only
-

Questions 3–5 refer to the following job application.

To: HR Department
Harrison & Lowe Consulting
Boston, MA

Dear Hiring Committee,

I am applying for the position of Market Research Associate advertised on your company's website. I graduated from Northeastern University with a degree in Business Administration, concentrating in Marketing. During my internship at Beacon Strategies, I assisted in developing surveys and analyzing customer data, which contributed to a successful product launch.

In addition to academic training, I bring strong analytical and communication

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innovative approach to client services. I believe my skills in data analysis and my enthusiasm for collaborative teamwork make me a strong candidate. Thank you for your time and consideration.

Sincerely,
Rachel Kim

3. Who is the application addressed to?

- (A) HR Department
- (B) Northeastern University
- (C) Beacon Strategies
- (D) Marketing Committee

4. What position is Rachel Kim applying for?

- (A) Financial Analyst
- (B) Project Coordinator
- (C) Research Intern
- (D) Market Research Associate

5. Which software does she list as a skill?

- (A) Photoshop
- (B) Tableau
- (C) AutoCAD
- (D) WordPerfect

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Dear Sarah,

This email confirms that your order of 45 crates of glassware has been processed and scheduled for shipment. The goods will depart from our Newark facility on September 18 and are expected to arrive at your Portland warehouse by September 24. Please note that delivery requires a signature upon receipt.

An invoice has been attached for your records. Kindly review the payment terms, which specify settlement within 30 days of delivery. If you encounter any issues with documentation, contact our billing department at billing@dunhamlogistics.com.

Also, I'd like to remind you that fragile items such as these are insured under our standard carrier liability. However, we encourage your warehouse team to inspect each crate upon arrival and report damages within 48 hours.

Thank you for choosing Dunham Logistics. We look forward to serving your business needs again.

Sincerely,
Martin Lopez

6. What type of goods are being shipped?

- (A) Electronics
- (B) Glassware
- (C) Office supplies

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- (C) September 20
- (D) September 30

8. How long does the customer have to report damages?

- (A) 7 days
- (B) 30 days
- (C) 48 hours
- (D) Until the next shipment

Questions 9–11 refer to the following advertisement.

BrightPath Credit Solutions – Your Partner for Financial Freedom

Are you struggling to manage multiple credit card balances, high-interest loans, or unexpected bills? BrightPath Credit Solutions can help you regain control of your finances with our tailored debt consolidation plans. By combining all your payments into a single, lower monthly installment, you'll save money and reduce stress.

Our certified financial advisors will evaluate your unique situation and design a plan that works for you. Whether you need budgeting assistance, refinancing options, or simply a roadmap toward financial independence, BrightPath is here to guide you every step of the way.

Features of our services include:

- Flexible repayment terms from 12 to 60 months
- Competitive interest rates well below national averages

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Credit Solutions – guiding you to a brighter financial future.

9. What service does BrightPath primarily offer?

- (A) Credit card promotions
- (B) Tax filing assistance
- (C) Real estate loans
- (D) Debt consolidation

10. How long can repayment terms last?

- (A) Up to 60 months
- (B) Up to 12 months
- (C) Up to 24 months

(D) Unlimited time

11. What is free to potential customers?

- (A) Initial consultation
- (B) Debt payments
- (C) Online advertising
- (D) Credit card interest

Questions 12–14 refer to the following formal letter.

September 2, 2025

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We understand that infrastructure improvements are essential and that temporary inconvenience is sometimes unavoidable. However, the repeated extension of work into the late evening has negatively impacted families, students, and elderly residents in our community.

We respectfully request that the construction company involved limit its operations to the designated hours of 7:00 a.m. to 7:00 p.m., except in cases of true emergency repairs. We also ask for advance notice of any planned schedule changes so that residents can prepare accordingly.

We appreciate your attention to this matter and look forward to a timely response.

Sincerely,
Thomas Ellis
President, Brookfield Neighborhood Association

12. What problem is being described in the letter?
- (A) Lack of emergency repairs
 - (B) Road closures during the day
 - (C) Late-night construction noise
 - (D) Insufficient lighting at night

13. Who is the letter written on behalf of?
- (A) Maple Avenue residents' committee

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- (A) 7:00 a.m. to 7:00 p.m.
- (B) 8:00 a.m. to 5:00 p.m.
- (C) 9:00 a.m. to 6:00 p.m.
- (D) 6:00 a.m. to 8:00 p.m.

Questions 15-17 refer to the following advertisement.

Advertisement

Upgrade your office efficiency with the **AeroPrint Pro 8000 Series**, the most advanced multifunction printer on the market. Designed for companies of all

sizes, the AeroPrint Pro combines high-speed printing, scanning, and copying with superior energy efficiency.

Why choose AeroPrint Pro 8000?

- **Unmatched Speed:** Print up to 70 pages per minute without sacrificing quality.
- **Smart Connectivity:** Built-in Wi-Fi and Bluetooth allow seamless printing from laptops, tablets, and smartphones.
- **Cost-Saving Features:** Automatic double-sided printing reduces paper use, while toner cartridges last up to 20,000 pages.
- **Eco-Friendly:** ENERGY STAR® certified with low power consumption during standby mode.

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

Join the thousands of organizations worldwide that rely on AeroPrint for dependable, sustainable document management. Visit

www.aeroprintsolutions.com or call **1-888-600-PRINT** to schedule a live demonstration.

15. What is being advertised?

- A. A data security software
- B. A line of office furniture
- C. A multifunctional printer
- D. A corporate training program

16. What special offer is included with bulk purchases?
- A. A three-year warranty
 - B. Free toner cartridges
 - C. Discounted supplies and technical support
 - D. Complimentary office furniture
17. Why might financial firms be especially interested in this product?
- A. It offers employee training
 - B. It has data protection features
 - C. It can reduce paper costs
 - D. It connects to smartphones

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blenders manufactured between **March 2022 and April 2023**. The recall follows reports of overheating motors that, in rare cases, caused smoke or melting of internal components.

Affected Products

- Model: UltraBlend 5000
- Serial Numbers: UB5000-220301 through UB5000-230430
- Retailers: Major appliance stores and online distributors nationwide

Consumer Instructions

Customers who purchased the affected models should **stop using the blender immediately**. Orion Appliances will provide free replacement units or full refunds. Proof of purchase is required.

How to Proceed

1. Visit **www.orionappliances.com/recall** to verify your blender's serial number.
2. Call **1-800-555-8123** for instructions on shipping the recalled product.
3. Replacement blenders will be shipped within 10 business days of receiving the returned unit.

The U.S. Consumer Product Safety Commission is overseeing this recall. Orion Appliances regrets the inconvenience and assures customers of its ongoing commitment to safety and quality.

18. What is the main purpose of this notice?

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19. What issue has been reported with the blenders?
- A. Cracked glass jars
 - B. Loose power cords
 - C. Faulty on/off switches
 - D. Overheating motors
20. What must customers provide to receive a refund or replacement?
- A. A shipping label
 - B. A new serial number
 - C. A retailer's authorization
 - D. Proof of purchase
-

Questions 21-24 refer to the following news article.

Community Bank Expands Microloan Program for Local Entrepreneurs

In an effort to stimulate small business growth, **Harbor Community Bank** announced yesterday that it will significantly expand its microloan program. Initially launched in 2018, the program provides small loans—ranging from \$2,000 to \$15,000—to entrepreneurs who may not qualify for traditional bank financing.

Bank officials stated that the program has already supported more than 300 local businesses, from neighborhood cafés to start-up tech firms. “We believe that small businesses are the backbone of our economy,” said CEO Laura Kim. “By offering accessible financing, we’re helping hardworking individuals turn

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The expansion will increase the annual fund by 40 percent, allowing the bank to serve at least 150 additional businesses in the coming year. Community leaders praised the initiative, noting that microloans often lead to job creation and stronger neighborhood economies.

Industry analysts also pointed out that while microloans carry higher administrative costs for banks, they build long-term customer relationships. Borrowers who succeed often become loyal clients who later require larger financial services.

With the expansion, Harbor Community Bank hopes to attract new partners, including local chambers of commerce and nonprofit organizations, to extend outreach to underrepresented groups.

21. What is the article mainly about?
- A. A new government tax policy
 - B. A successful food-truck operator
 - C. The expansion of a bank's loan program
 - D. The launch of a national charity
22. How much money can participants typically borrow?
- A. Up to \$50,000
 - B. Between \$2,000 and \$15,000
 - C. Over \$100,000
 - D. Less than \$1,000

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24. What do industry analysts believe about microloans?
- A. They help banks form lasting client relationships
 - B. They rarely benefit small businesses
 - C. They are a low-cost option for banks
 - D. They discourage business competition

Questions 25-28 refer to the following posted notice.

Posted Notice

Dear Guests,

To ensure your stay at the **Mountain Crest Lodge** is enjoyable, we would like to inform you of several service adjustments scheduled during **October**:

1. **Shuttle Service:** The complimentary shuttle to the ski slopes will run only **hourly** instead of every 30 minutes due to seasonal staffing levels. Please plan accordingly.
2. **Restaurant Schedule:** The Summit Dining Room will close at **9:00 p.m.** nightly for kitchen renovations. Guests may continue to order room service until **10:30 p.m.**
3. **Fitness Center:** Open daily from **7:00 a.m. to 7:00 p.m.** while new ventilation systems are installed.
4. **Wi-Fi Service:** Internet access may be briefly unavailable between **2:00 a.m. and 4:00 a.m.** as technicians perform upgrades

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25. How often will the shuttle to the slopes run?
 - A. Every 45 minutes
 - B. Every 30 minutes
 - C. Every 20 minutes
 - D. Every hour
26. Until what time will room service be available?
 - A. 9:00 p.m.
 - B. 10:30 p.m.
 - C. 11:00 p.m.

D. Midnight

27. What adjustment has been made to the fitness center?

- A. Installation of new ventilation
- B. Closure for the entire month
- C. Reduced daily hours
- D. Relocation to another floor

28. When may Wi-Fi access be unavailable?

- A. Noon to 2:00 p.m.
- B. 11:00 p.m. to 1:00 a.m.
- C. 2:00 a.m. to 4:00 a.m.

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

Date: February 10, 2025

Subject: Mandatory Cybersecurity Training

As part of our ongoing efforts to strengthen data security, all employees are required to complete an online training module titled *Protecting Company Data*. The training must be completed by **March 15, 2025**. Employees who fail to complete the training will temporarily lose access to their company email accounts until the requirement is met.

The training lasts approximately 90 minutes and can be paused and resumed at any time. Employees may access it via the company intranet under “Employee Learning.” Upon completion, a certificate will be issued, which should be uploaded to the HR portal.

Supervisors are expected to remind their team members of this deadline and to provide flexibility in scheduling so that all employees can complete the training during work hours. Employees who encounter technical issues should contact the IT help desk at extension 3324 or send an email to support@keystone-tech.com.

We appreciate your cooperation in keeping our company safe from cyber threats.

Keystone Technologies
Employee Learning Portal – Required Training

Mandatory Cybersecurity Training – Completion Status Report (as of March 1, 2025)

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Customer Support	30	18	5	7	60%
Human Resources	12	9	2	1	75%
Company Total	172	104	33	35	60%

Supervisors should encourage staff to complete training promptly. A follow-up status report will be circulated on March 10. Departments below 60% completion may be required to attend additional in-person workshops.

29. What is the purpose of the memorandum?
- (A) To inform staff of a training requirement
 - (B) To announce a change in IT support staff

- (C) To describe a new intranet feature
- (D) To provide guidelines for business travel

30. What consequence will employees face if they miss the training deadline?
- (A) They will be fined.
 - (B) They will lose access to email.
 - (C) They will have to repeat the course.
 - (D) They will be transferred to another department.

31. According to the report, which department has the lowest completion rate?

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- (A) 30 minutes
 - (B) 60 minutes
 - (C) 75 minutes
 - (D) 90 minutes
33. What will happen if a department's completion rate is below 60% by the next report?
- (A) They will have to purchase extra software.
 - (B) They will be assigned in-person workshops.
 - (C) They will be exempt from the program.
 - (D) They will lose access to the intranet.
-

Questions 34–38 refer to the following information.

March 2, 2025

Paul Reed
Horizon Office Supplies
(206) 555-1982

Ms. Andrea Sullivan
Office Manager
Brightwell Architects
2230 Westlake Avenue

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scheduled for delivery on February 25, has not yet arrived.

After reviewing our records, we discovered that a supplier delay affected several shipments. The chairs you ordered are now scheduled to arrive at our Seattle warehouse on March 6. We anticipate that your order of 12 chairs will be delivered to your office no later than **March 10**.

To minimize the inconvenience, we are waiving the delivery fee and providing a 10% discount on your next purchase. Additionally, if you require temporary seating, we can arrange a short-term loan of standard office chairs at no cost until your order arrives.

Please let us know if you would like us to provide the temporary chairs. We sincerely regret the delay and appreciate your patience.

Sincerely,
Paul Reed
Customer Service Manager
Horizon Office Supplies

March 4, 2025

Andrea Sullivan
Brightwell Architects
(206) 555-7342

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

Dear Mr. Reed,

Thank you for your prompt reply regarding our delayed order. While the delay has caused some inconvenience, I appreciate the clear explanation and the offer of compensation.

We do not need the temporary chairs, as most of our staff are currently working from home several days a week, which has reduced the immediate need for additional seating. However, I will gladly accept the waiver of delivery fees and the 10% discount on our next purchase.

Please ensure that delivery is completed by March 10 as indicated. We are planning to have all staff return to the office by mid-March, and we would like the new chairs in place before then.

Sincerely,
Andrea Sullivan
Office Manager

34. What was the purpose of Ms. Sullivan's initial contact with Horizon Office Supplies?
- (A) To report a late delivery
 - (B) To request temporary chairs
 - (C) To confirm a discount
 - (D) To cancel an order

35. What action did Horizon Office Supplies take as compensation?

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36. When does Horizon Office Supplies expect the order to arrive at their warehouse?
- (A) February 25
 - (B) March 4
 - (C) March 10
 - (D) March 6

37. What does Ms. Sullivan say about the temporary chairs?
- (A) She wants them delivered immediately.
 - (B) She does not need them.
 - (C) She requests 12 of them.
 - (D) She will decide later.

38. According to Ms. Sullivan, when are all staff expected to return to the office?
- (A) Mid-March
 - (B) Early March
 - (C) Late March
 - (D) Early April
-

Questions 39–43 refer to the following information.

Career Development Workshop Series – Spring 2025

Hosted by: Northbridge Chamber of Commerce

Location: Northbridge Conference Center, 1450 Parkside Avenue

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

- **April 8 (Tuesday): *Effective Business Writing*** — Learn techniques for writing clear and professional emails, reports, and proposals. Led by Dr. Helen Kim, business communications expert.
- **April 15 (Tuesday): *Time Management for Managers*** — Practical tools for prioritizing tasks, delegating responsibilities, and avoiding burnout. Facilitator: Mark Greene, executive coach.
- **April 22 (Tuesday): *Data Analysis for Decision-Making*** — An introduction to interpreting sales and operational data to guide strategy. Presented by Lisa Campos, data analytics consultant.

Details:

- Each workshop runs from 9:00 a.m. to 12:30 p.m.

- Registration fee: \$85 per session, or \$225 for all three.
- Participants will receive a printed handbook and a certificate of completion.
- To register, visit **www.northbridgechamber.org/workshops** or call (555) 498-2200.
- Registration closes one week before each event.

April 3, 2025

To: Northbridge Chamber of Commerce

From: Maria Torres m.torres@everliteenergy.com

Dear Organizers

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

would be helpful to know what is provided.

Second, is it possible to register as a group and receive an invoice instead of having each employee pay individually online? We anticipate sending at least six employees, and handling this as a company expense would be more efficient.

Finally, I noticed that registration closes one week prior to the event. Does this mean we must register for all three workshops by April 1, or may we register for each session separately before its individual deadline?

Thank you in advance for your assistance.

Sincerely,

Maria Torres

39. What is NOT mentioned as part of the workshops?
- (A) A handbook for participants
 - (B) A networking luncheon
 - (C) A certificate of completion
 - (D) An experienced instructor
40. According to the advertisement, what is the price for attending all three sessions?
- (A) \$85

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

- (A) If they are included in the price
 - (B) If they can be purchased on-site
 - (C) If she can bring her own
 - (D) If the conference center has a café
42. Why does Ms. Torres prefer group registration?
- (A) It allows employees to register later.
 - (B) It provides a discount for large groups.
 - (C) It enables her company to pay as a business expense.
 - (D) It includes additional materials.

43. What does Ms. Torres want clarified about the registration deadline?
- (A) If she can register for free
 - (B) If deadlines are flexible for businesses
 - (C) If all three sessions must be registered at once
 - (D) If registration can be canceled
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Questions 44–48 refer to the following information.

Quarterly Sales Report – Westbrook Electronics (Q1 2025)

Product Category	Q1 2024 Sales	Q1 2025 Sales	Year-over-Year Change	Share of Total 2025 Sales
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Smart Home Products	\$720,000	\$940,000	+31%	15%
Other Electronics	\$320,000	\$240,000	–25%	3%
Total	\$5,820,000	\$6,250,000	+7%	100%

Internal Analysis Memo

From: Finance & Strategy Team

Date: April 7, 2025

To: Executive Board

Overall Q1 2025 revenue rose by 7% compared to the same period last year, primarily driven by strong growth in *Computer Accessories* and *Smart Home*

Products. Both categories benefited from increased consumer demand for remote working tools and home automation.

While *Home Appliances* grew steadily by 16%, the most concerning development is the 11% decline in *Mobile Devices*. This category has traditionally accounted for the largest share of sales, but its proportion fell from 40% in Q1 2024 to 34% in Q1 2025. Contributing factors include intensified competition from overseas brands, delayed product launches, and a decline in average unit prices.

Other Electronics also dropped significantly (–25%), but because this category represents only 3% of total sales, the impact is minimal.

Recommendations:

1. Expedite the release of the mid-range smartphone currently in

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44. What is identified as the main driver of overall revenue growth?

- (A) Home Appliances
- (B) Mobile Devices
- (C) Computer Accessories and Smart Home Products
- (D) Other Electronics

45. What is true about Mobile Devices?

- (A) They declined by 11% compared with last year.
- (B) They showed the largest percentage growth.
- (C) Their sales increased slightly.

(D) They now account for nearly half of sales.

46. What recommendation does the Finance & Strategy Team make regarding Computer Accessories?

- (A) Reduce production
- (B) Increase marketing support
- (C) Discontinue older models
- (D) Lower the unit price

47. What is the share of Smart Home Products in Q1 2025 sales?

- (A) 3%
- (B) 20%
- (C) 45%

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- (B) Sales were expected to fall.
 - (C) Consumer demand will rebound in Q2.
 - (D) It represents only a small share of sales.
-

Answers

1. A

2. C

3. A

4. D

5. B

6. B

7. A

8. C

9. D

10. A

11. A

12. C

31. D

32. D

33. B

34. A

35. A

36. D

37. B

38. A

39. B

40. B

41. A

42. C

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18. B

19. D

20. D

21. C

22. B

23. B

24. A

25. D

26. B

27. A

28. C

29. A

30. B

48. D