

TOEIC Part 7 Practice #13

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

Questions 1-2 refer to the following memo.

TO: All Marketing Staff

FROM: Serena Lo, Campaign Manager

RE: Social Media Guidelines

Please ensure all posts on the company's official social media accounts are professional and follow brand guidelines. Avoid sharing personal opinions or content unrelated to the company. Any promotional material must be

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- (A) To announce new social media accounts
- (B) To provide marketing statistics
- (C) To schedule team outings
- (D) To instruct staff on social media posting

2. What should employees avoid posting?

- (A) Content unrelated to the company
 - (B) Approved promotional material
 - (C) Product updates
 - (D) Brand guidelines
-

Questions 3–5 refer to the following business email.

From: Amanda Reyes areyes@civicpartners.org

To: Mark Jensen mjensen@citydesign.com

Subject: Request for Proposal Submission

Dear Mr. Jensen,

Thank you for your interest in working with Civic Partners on our upcoming downtown revitalization project. I am writing to confirm receipt of your proposal, which was submitted on August 30. Our review committee will be evaluating all submissions over the next three weeks, with the final selection announced on September 25.

We will be considering criteria such as cost-effectiveness, sustainability, and community engagement. Your proposal has been entered into the formal

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Amanda Reyes

Project Coordinator

3. Who is the sender of the email?

- (A) Mark Jensen
- (B) Amanda Reyes
- (C) The review committee
- (D) City Design

4. What is the deadline for announcing the final selection?

- (A) August 30
- (B) September 12

(C) September 25

(D) October 1

5. What is one of the criteria mentioned for review?

(A) Building height restrictions

(B) Number of employees

(C) Sustainability

(D) Historical accuracy

Questions 6–8 refer to the following invoice.

INVOICE #34891

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From:

Fairview Supply Co.

1950 Commerce Blvd.

Dayton, OH 45410

Tel: (937) 555-2189

Item Description	Qty	Unit Price	Total
Office Chairs (ErgoFlex)	4	\$135.00	\$540.00
Standing Desks (Maple)	2	\$260.00	\$520.00
LED Desk Lamps	6	\$28.00	\$168.00
Filing Cabinets (2-drawer)	3	\$92.00	\$276.00

Item Description	Qty	Unit Price	Total
Whiteboards (4x6 ft)	2	\$115.00	\$230.00
Printer Ink Cartridges (XL)	8	\$42.00	\$336.00
Copy Paper (10-ream pack)	5	\$49.00	\$245.00
Coffee Maker (Commercial)	1	\$210.00	\$210.00

Subtotal: \$2,525.00

Sales Tax (6.5%): \$164.13

Total Due: \$2,689.13

Payment due within 30 days. Late payments subject to 2% monthly fee.

Returns must be reported within 10 business days.

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7. How many whiteboards were purchased?

- (A) 5
- (B) 4
- (C) 2
- (D) 6

8. What is the late payment penalty?

- (A) 2% monthly fee
- (B) Flat \$25 charge
- (C) 5% per week
- (D) 10% per month

Questions 9–11 refer to the following contract.

Service Agreement

This agreement is entered into on September 1, 2025, between **CedarTech Solutions** (“Provider”) and **North River Bank** (“Client”).

1. **Scope of Services:** Provider agrees to implement and maintain cybersecurity monitoring systems for the Client’s branch offices. Services include installation of firewalls, intrusion detection, and monthly system audits.
2. **Term:** This agreement will remain in effect for 24 months beginning on the

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the remaining balance.

5. **Confidentiality:** Both parties agree not to disclose sensitive data except as required by law.

Signed:

CedarTech Solutions Representative

North River Bank Officer

9. What type of services does CedarTech provide under this contract?
 - (A) Cybersecurity monitoring
 - (B) Banking software upgrades
 - (C) Customer service training

(D) Office renovations

10. How long will this agreement remain in effect?

(A) 12 months

(B) 24 months

(C) 36 months

(D) Until terminated immediately

11. What penalty applies if the Client ends the contract early?

(A) Forfeiture of deposit only

(B) Immediate full payment

(C) Payment of 50% of remaining balance

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To: Eric Dalton edalton@civicprinting.com

Subject: Adjustment to Brochure Order

Dear Mr. Dalton,

I'm reaching out about the brochure order we placed last week (Job #2216). Initially, we requested 5,000 copies, but after reviewing our marketing needs, we'd like to increase the order to 7,500 copies. Please confirm if this adjustment can be accommodated without delaying the scheduled delivery of September 22.

Additionally, I would appreciate a revised invoice reflecting the increased quantity, along with updated shipping costs if applicable. Payment will still be made under the original net-30 terms. If the larger order requires additional

lead time, please let me know right away so we can adjust our campaign schedule.

Thanks again for your cooperation and reliable service.

Best regards,

Lauren Ng

Marketing Manager, Harper Media

12. What does Ms. Ng want to change?
- (A) The print design
 - (B) The payment terms
 - (C) The delivery address
 - (D) The number of brochures ordered

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(D) September 22

14. What is Lauren Ng's position?
- (A) Marketing Manager
 - (B) Printing Technician
 - (C) Sales Director
 - (D) Invoice Clerk

Questions 15-17 refer to the following internal memo.

To: All Department Heads

From: Human Resources Department

Date: September 12, 2025

Subject: New Performance Evaluation Process

As part of our ongoing effort to improve communication and provide constructive feedback to all employees, the Human Resources Department will be introducing a new performance evaluation process this fall. Starting in October, every full-time staff member will receive a formal review from their direct supervisor once per year, supplemented by a mid-year check-in meeting.

The new review process emphasizes collaboration. Supervisors will discuss goals with their team members, identify training needs, and create a plan for professional growth. Unlike previous evaluations, which were often one-sided, this new method encourages employees to provide input and self-assessment.

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15. What is the purpose of the memo?

- (A) To recruit additional supervisors
- (B) To announce a new evaluation system
- (C) To advertise training opportunities
- (D) To explain revised vacation policies

16. What is new about the review process?

- (A) It will include employee input.

- (B) It will be conducted twice a year.
- (C) It will focus only on training.
- (D) It will be optional for managers.

17. When will training for department heads take place?

- (A) September 12
- (B) September 25 and 27
- (C) October 1
- (D) Mid-year

Questions 18-20 refer to the following product recall notice.

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retailers, including BrightMart, Home Essentials, and our online store. The affected heaters can be identified by the serial number beginning with SH5, printed on a label located underneath the base.

Consumers are urged to stop using the heater immediately and unplug the device. ElectroHome will provide a full refund or replacement unit free of charge. Customers may register online at www.electrohomecare.com/recall or call our toll-free hotline at 1-800-555-4722 for assistance. Shipping costs will be covered by the company.

We sincerely apologize for the inconvenience and emphasize that customer safety is our top priority.

18. What product is being recalled?

- (A) Washing machines
- (B) Electric fans
- (C) Portable space heaters
- (D) Microwaves

19. What is the reason for the recall?

- (A) The heater is too noisy.
- (B) The heater is not powerful enough.
- (C) The power switch is missing.
- (D) The wiring may cause overheating.

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Questions 21-24 refer to the following business letter.

Harrington Consulting
1550 Maple Avenue
Chicago, IL 60611

September 10, 2025

Ms. Katherine Lee
Chief Financial Officer
Summit Technologies, Inc.

8900 Parkside Drive
Chicago, IL 60614

Dear Ms. Lee,

On behalf of Harrington Consulting, I want to thank you for selecting our firm to assist with Summit Technologies' upcoming financial restructuring. We are honored to work with your company as you prepare for expansion into several new markets.

As discussed during our preliminary meetings, our team will conduct a detailed analysis of Summit's existing debt and equity structure, evaluate potential sources of capital, and provide recommendations on cost-saving opportunities. A full report will be delivered to you by November 15, and a

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report.

We greatly value your trust and look forward to a successful partnership.

Sincerely,

Robert Gaines

Managing Partner

Harrington Consulting

21. What is the main purpose of the letter?

- (A) To request additional funding
- (B) To announce office relocation
- (C) To advertise expansion projects

(D) To confirm consulting services

22. When will Summit Technologies receive the full report?

(A) November 15

(B) September 10

(C) Immediately after the meeting

(D) After the restructuring ends

23. What will Harrington Consulting assign to Summit Technologies?

(A) Two senior consultants

(B) New equity partners

(C) A team of accountants

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(D) Postpone the restructuring

Questions 25-28 refer to the following internal memo.

To: All Hotel Guests

From: Management, Seaview Grand Hotel

Date: September 8, 2025

Subject: Temporary Closure of Fitness Center

We regret to inform you that the Seaview Grand Hotel's fitness center will be temporarily closed for renovations beginning September 20 and lasting until October 5. The project includes replacing outdated equipment, upgrading

flooring, and installing a new ventilation system. These improvements are part of our commitment to enhancing guest comfort and ensuring a modern experience.

During this time, we understand that many guests will miss having access to exercise facilities. As an alternative, we have partnered with the nearby OceanFit Gym, located just two blocks from the hotel. Guests may use the gym free of charge by presenting their hotel key card at the reception desk.

Additionally, outdoor yoga and stretching classes will be offered in our garden area every morning at 7:30 A.M. These sessions are complimentary and open to all guests on a first-come basis.

We sincerely apologize for any inconvenience caused by the closure and appreciate your understanding. We are confident that the upgraded fitness

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(C) To announce staff training sessions

(D) To inform guests of a temporary closure

26. When will the fitness center reopen?

(A) October 5

(B) September 8

(C) September 20

(D) Immediately

27. What arrangement has been made for hotel guests?

(A) Discounted fitness equipment

(B) Free access to a nearby gym

- (C) Online training classes
- (D) Complimentary spa treatments

28. What additional activity will the hotel provide?

- (A) Evening concerts
- (B) Swimming lessons
- (C) Guided city tours
- (D) Morning yoga and stretching sessions

Questions 29–33 refer to the following information.

Annual Employee Satisfaction Survey Results – Horizon Logistics (2024 vs. 2023)
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Compensation & Benefits	3.1	3.6	+0.5	insurance but dissatisfaction with slow bonus payments.
Work-Life Balance	2.8	3.4	+0.6	Employees welcomed hybrid schedule; concerns remain about weekend overtime.
Management Communication	3.9	3.2	−0.7	Workers reported unclear project goals and inconsistent feedback from supervisors.
Career Development Opportunities	2.7	3.5	+0.8	Training budget expanded; mentorship program received positive feedback.

Survey Category	2024	2025	Change	Key Notes from Comments
	Score (out of 5)	Score (out of 5)		
Workplace Facilities	3.4	3.8	+0.4	Renovated cafeteria praised, but complaints about inadequate parking persist.
Overall Satisfaction	3.2	3.5	+0.3	General optimism, though staff expressed worries about high turnover.

Internal Memo – HR Department (February 2025)

To: Executive Leadership Team

From: Human Resources Department

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out last year.

However, we must draw attention to the concerning drop in *management communication* (−0.7). Multiple comments highlighted that employees feel left out of decision-making processes and uncertain about long-term company strategy. This issue could undermine recent gains in morale if not addressed promptly.

Another notable point is the improvement in *compensation and benefits* (+0.5), though delays in distributing annual bonuses were a recurring complaint. Employees praised the cafeteria renovation and upgraded facilities, but unresolved issues with limited parking near headquarters persist.

Overall satisfaction rose modestly to 3.5, but the survey makes it clear that improving communication between leadership and staff should be a top priority for 2025.

29. What area showed the most improvement from 2024 to 2025?

- (A) Workplace Facilities
- (B) Compensation & Benefits
- (C) Career Development Opportunities
- (D) Management Communication

30. What is one problem mentioned regarding compensation?

- (A) Bonus payments were delayed.

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- (A) Parking shortages
- (B) The hybrid schedule
- (C) Poor communication from managers
- (D) Limited training options

32. What facility upgrade received positive feedback?

- (A) Cafeteria renovation
- (B) Expansion of the parking lot
- (C) A new office building
- (D) Increased gym access

33. What is the memo's primary recommendation?
- (A) Expand mentorship programs
 - (B) Improve cafeteria services
 - (C) Focus on strengthening communication
 - (D) Provide additional bonuses
-

Questions 34–38 refer to the following information.

March 10, 2025

Amanda L. Perez

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Procurement Manager

BrightWave Technologies

855 Commerce Drive

Boston, MA 02118

Tel: (617) 555-4930

Dear Mr. Norton,

I am contacting you on behalf of **GreenSupply Office Solutions**, a certified supplier of sustainable workplace products. We recently learned that BrightWave Technologies has adopted a company-wide environmental initiative, and we believe our product line can help you achieve your goals while also reducing long-term operating costs.

Our catalog includes:

- **Recycled Paper Products** (copy paper, notepads, and envelopes made from 100% post-consumer waste)
- **Energy-Efficient Office Equipment** (printers and copiers designed to use 40% less electricity)
- **Eco-Friendly Cleaning Supplies** (biodegradable detergents and non-toxic sanitizers)

In addition to environmentally responsible products, we offer:

- Free monthly delivery to corporate clients in the Boston area
- Volume discounts of up to 15% for large orders
- Detailed quarterly usage reports to help track sustainability progress

We would welcome the opportunity to schedule a meeting with your team to

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

March 14, 2025

Ms. Amanda L. Perez
Account Executive
GreenSupply Office Solutions
1020 River Street
Cambridge, MA 02141

Dear Ms. Perez,

Thank you for reaching out and for sharing information about your sustainable product line. As you mentioned, BrightWave Technologies has indeed implemented a “Green Office” initiative, and we are currently in the process of reviewing new suppliers.

Your emphasis on energy-efficient equipment and detailed quarterly reports aligns well with our goals. However, before we proceed, could you please send us a comprehensive pricing sheet, including bulk-order discounts, as well as references from current corporate clients? Our executive team requires this information prior to approving any supplier agreements.

Once we have reviewed the requested materials, I will be glad to set up a meeting with you and your team.

Sincerely,

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- (A) She had worked with him previously.
- (B) She received a personal referral.
- (C) She learned about the company’s environmental initiative.
- (D) She was asked to provide a price list.

35. What is NOT listed as one of GreenSupply’s offerings?

- (A) Energy-efficient equipment
- (B) Recycled paper products
- (C) Eco-friendly cleaning supplies
- (D) Low-cost office furniture

36. What special service does GreenSupply provide for corporate clients in Boston?
- (A) 24-hour technical support
 - (B) Extended warranty coverage
 - (C) Free monthly delivery
 - (D) In-office installation
37. What additional information does Mr. Norton request?
- (A) A new product catalog
 - (B) A pricing sheet and references
 - (C) A meeting agenda
 - (D) A copy of the environmental policy

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- (D) Consult with GreenSupply's clients

Questions 39–43 refer to the following Instruction and Document.

To: All Staff

From: Human Resources Department

Date: September 16, 2025

Subject: Updated Expense Reimbursement Policy

Beginning October 1, all staff must use the new *Expense Reimbursement Request Form* for any business-related expenses, including travel, lodging,

meals, and supplies. Receipts must be attached to the form, and any claim submitted without receipts will not be processed.

Key points:

- Forms must be submitted within **15 business days** of the expense.
- For travel, only economy class airfare will be reimbursed unless prior approval for an upgrade is documented.
- Hotel reimbursements are capped at **\$220 per night** in major cities and **\$150 per night** elsewhere.
- Meal reimbursements are capped at **\$60 per day**.
- Reimbursements will be processed within **20 business days** after approval.

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

Employee Name	Department	Date Submitted	Expense Category	Amount (USD)	Receipt Attached	Approval Signature
Jane Rivera	Marketing	09/05/2025	Hotel (3 nights)	\$540.00	Yes	_____
			Meals (3 days)	\$180.00	Yes	
			Taxi & Transit	\$95.00	Yes	
			Total	\$815.00		

39. What is the maximum daily reimbursement for meals?

- (A) \$60
- (B) \$150
- (C) \$220
- (D) \$540

40. When must expense forms be submitted?

- (A) Within 10 business days
- (B) Within 30 business days
- (C) Within 20 business days
- (D) Within 15 business days

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42. How long after approval will reimbursements be processed?

- (A) 10 business days
- (B) 15 business days
- (C) 20 business days
- (D) 5 business days

43. According to the sample, what is the total reimbursement requested by Jane Rivera?

- (A) \$540
- (B) \$720
- (C) \$910
- (D) \$815

Questions 44–48 refer to the following Notice and Response.

NOTICE

Posted by: Building Management Office

Date: September 8, 2025

Elevator Maintenance Schedule

Please be advised that elevator maintenance will take place in the East Wing from **September 15–19**. During this period:

- Elevators 3 and 4 will be shut down entirely.
- Elevators 1 and 2 will remain operational but may be slower due to

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

Contact:

Mr. Leonard Grant

Building Facilities Manager

Tel: (212) 555-8743

Email: lgrant@madisonbuildings.com

EMAIL RESPONSE

To: Leonard Grant lgrant@madisonbuildings.com

From: Susan Patel spatel@greenwoodlegal.com

Date: September 9, 2025

Subject: Elevator Maintenance Concerns

Dear Mr. Grant,

Thank you for the notice regarding upcoming elevator maintenance. While we understand the necessity of keeping the systems safe and reliable, I would like to raise a concern on behalf of our office located on the **15th floor**.

Our legal firm frequently hosts clients who may not be accustomed to long waits or walking up several flights of stairs. Could you please clarify:

1. Whether priority access for clients with mobility issues can be arranged?
2. If the maintenance work will affect building access after normal business hours?
3. Whether an additional security guard will be present to help direct visitors to the correct elevators?

完全版テキストはレッスン前に“教材名”を講師に伝えてください。

(リンクだけ送っても講師には伝わりません。)

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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Greenwood Legal Associates

44. When will the elevator maintenance occur?

- (A) September 8–12
- (B) September 15–19
- (C) September 12–15
- (D) September 19–22

45. Who issued the maintenance notice?

- (A) Leonard Grant
- (B) Susan Patel
- (C) Greenwood Legal Associates

(D) A security guard

46. What does Ms. Patel specifically request information about?

- (A) The stairwell access policy
- (B) Relocation of her office
- (C) Priority access and security arrangements
- (D) Rescheduling the maintenance

47. Where is Ms. Patel's office located?

- (A) East Wing, 12th floor
- (B) East Wing, 15th floor
- (C) West Wing, 10th floor

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(D) Noise from construction

Answers

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

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