

TOEIC Part 7 Practice #16

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

Questions 1-2 refer to the following advertisement.

City Library Summer Reading Program

- Open to children ages 5–12
- Weekly reading challenges and storytelling sessions
- Prizes for participation and completion
- Registration required before June 15

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- (A) Adults
- (B) Teenagers
- (C) Parents
- (D) Children ages 5–12

2. What is required to participate?

- (A) Library membership only
- (B) Registration before June 15
- (C) Proof of reading level
- (D) Attendance at every session

Questions 3–5 refer to the following formal letter.

October 2, 2025

Mr. Alan Reyes
Director of Supplier Relations
Arbor Furnishings, Inc.
412 Meridian Park Drive
Boston, MA 02108

Dear Mr. Reyes,

I am writing on behalf of Harbor & Co. Purchasing to report a recurring problem with late deliveries of the oak conference tables ordered under Purchase Order

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satisfaction, I would like to request a meeting between our logistics managers and your distribution team to review carrier performance and agree on corrective actions. Please propose three possible meeting dates within the next two weeks. If you prefer, we can arrange a conference call.

We value our longstanding relationship with Arbor Furnishings and hope to resolve this matter promptly. I look forward to your proposed times.

Sincerely,
Marta Delgado
Procurement Manager
Harbor & Co.

3. Why was this letter written?

- (A) To request a price reduction
- (B) To place a new order
- (C) To report repeated late deliveries
- (D) To cancel a contract

4. What does the sender request?

- (A) A discount on future orders
- (B) A meeting to discuss the delivery problems
- (C) Immediate shipment of goods
- (D) A list of replacement items

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Questions 6–8 refer to the following office memo.

Interoffice Memorandum

To: All Staff

From: Facilities & Operations

Date: November 10, 2025

Subject: Winter Parking and Shuttle Arrangements

Due to the scheduled resurfacing of the east parking lot and anticipated winter weather, staff parking procedures will change beginning Monday, November 23, and will remain in effect through Friday, December 18. During this period employees are asked to park in the south overflow lot across Elm Street; a free

shuttle service will run between the overflow lot and the main lobby from 7:20 a.m. until 9:30 a.m., and again from 4:30 p.m. until 6:00 p.m.

To ensure shuttle capacity is sufficient, please submit your weekly commuting schedule via the facilities portal by Friday, November 20. Carpooling is encouraged where possible. Contractors and visitors should use the visitor lot off 3rd Avenue; any vehicles blocking access routes will be towed at the owner's expense.

Facilities will post daily updates on the intranet and notify teams of any changes due to weather. Thank you for your cooperation as we complete these improvements.

6. When do the new parking arrangements begin?

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... what are employees asked to submit?

- (A) Their weekly commuting schedule
- (B) Proof of car insurance
- (C) A parking permit application
- (D) A shuttle waiver form

8. Where should visitors park during this period?

- (A) In the south overflow lot
- (B) In the main east lot
- (C) In the visitor lot off 3rd Avenue
- (D) On Elm Street

Questions 9–11 refer to the following business email.

From: Victor Hale vhale@starktech.com

To: Supply Chain Team supply@starktech.com

Date: December 1, 2025

Subject: Confirmation of Component Delivery Dates

Team,

Please confirm receipt of the updated component delivery schedule attached to this email. Per the vendor's latest update, the semiconductor modules for Project Orion are scheduled to arrive at our Newark receiving dock on December 14, with the secondary shipment of wiring harnesses expected on December 18. Because assembly begins December 20, I need affirmation that

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One is available, we must arrange temporary coverage.

Please reply with confirmations by end of business tomorrow so I can notify the project manager and update the client timeline.

Thanks,

Victor Hale

Logistics Director

9. What does the sender ask the team to do?

- (A) Ship replacement components
- (B) Confirm receipt of the updated delivery schedule
- (C) Cancel the December assembly date

(D) Negotiate new vendor contracts

10. When are the semiconductor modules scheduled to arrive?

- (A) December 18
- (B) December 14
- (C) December 20
- (D) December 1

11. Who sent this email?

- (A) Victor Hale
- (B) The project manager
- (C) Procurement officer

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Full legal name: Emily Park

Position applying for: Guest Services Supervisor

Desired wage: \$48,000 per year

Location preference: Boston, MA (willing to relocate)

Shift preference: Evenings and weekends preferred

Relevant skills: Proficient in OPERA and Amadeus reservation systems; fluent in English and Korean; excellent guest relations and conflict resolution; typed 75 wpm.

Education (highest level): B.A. Hospitality Management, 2016, Boston University.

Work Experience (last three positions):

Jan 2020–Present — Front Desk Supervisor, Seaport Inn, Boston

Jun 2016–Dec 2019 — Guest Services Associate, Harbor View Hotel, Boston

May 2015–May 2016 — Concierge Assistant, City Suites, Boston

References:

Liam O'Connor, Front Office Manager, Seaport Inn — (617) 555-9402

Soo-min Park, General Manager, Harbor View Hotel — (617) 555-1123

Where did you hear about this position? Company careers page, November 4.

I confirm the information above is true and accurate.

Signed: Emily Park

Date: November 12, 2025

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13. Which reservation systems does she list?

- (A) QuickBooks and Excel
- (B) Salesforce and HubSpot
- (C) OPERA and Amadeus
- (D) SAP and Oracle

14. Where did Emily find the job posting?

- (A) A friend's recommendation
- (B) Local newspaper
- (C) Company careers page
- (D) Job fair at university

Questions 15-17 refer to the following article.

GreenPath Foundation, a nonprofit based in Denver, has launched a new initiative to support small-scale farmers transitioning to sustainable agricultural practices. The program, announced on Monday, will provide grants of up to \$15,000 to farmers who wish to invest in eco-friendly equipment such as drip irrigation systems, composting units, and solar-powered water pumps.

According to GreenPath's executive director, demand for locally grown, environmentally responsible produce has risen by 40 percent in the past five years. "Consumers are more aware than ever of how farming impacts the climate," she explained. "Our goal is to give farmers the tools they need to

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So far, 20 farms across Colorado and neighboring states have already committed to joining the program. Early participants are reporting lower operating costs and stronger demand from restaurants eager to feature sustainably sourced produce on their menus.

15. What is the main purpose of the article?

- A. To describe a new agricultural technology
- B. To announce funding opportunities for farmers
- C. To explain consumer interest in organic food
- D. To summarize university research findings

16. According to the article, what trend has been observed?

- A. Declining farm profits nationwide
- B. Decreased interest in local food options
- C. Shortages of water in farming regions
- D. Rising demand for sustainable farm products

17. What will be provided in addition to funding?

- A. Free training workshops
- B. Discounts on farming equipment
- C. Government subsidies
- D. Marketing support for restaurants

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in cloud-based folders accessible from any device.

Unlike traditional scanners, the X500 requires no bulky cables or complex installation. Simply connect via Bluetooth to your laptop or smartphone and begin scanning immediately. Each scan is automatically enhanced for clarity, with text recognition software that makes documents searchable.

This month only, purchase the ProScan X500 for \$199 and receive a complimentary carrying case. Bulk orders of five or more units qualify for a 15 percent discount. Free technical support is included for one year. Visit www.proscan-tech.com to learn more.

18. What product is being advertised?

- A. A mobile phone

- B. A laptop
- C. A portable scanner
- D. A storage case

19. What is one feature of the product?

- A. Solar-powered battery
- B. Automatic text recognition
- C. Voice-command controls
- D. Paper-shredding function

20. What special offer is available this month?

- A. Free replacement parts

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QUESTIONS 21-24 REFER TO THE FOLLOWING NOTICE.

Notice to All Hotel Guests

Beginning November 1, the Riverside Hotel will be upgrading its high-speed Internet service to provide faster and more reliable connections in all guest rooms and conference areas. During the installation period, guests may experience temporary disruptions between the hours of 1:00 a.m. and 5:00 a.m.

In addition, the hotel will discontinue complimentary access in the lobby and public lounges. Instead, guests will receive unlimited access in their rooms at no additional cost. Visitors who are not staying overnight may purchase daily access passes at the front desk.

We apologize for any inconvenience and appreciate your understanding as we work to improve your stay. Please contact guest services at extension 100 for further details.

21. What is the main purpose of the notice?

- A. To advertise a new hotel promotion
- B. To explain changes to meeting room availability
- C. To announce temporary closure of guest rooms
- D. To inform guests of Internet service changes

22. When may service interruptions occur?

- A. During business hours only

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- A. Complementary internet in public areas
- B. Unlimited in-room access
- C. Sales of daily passes
- D. Phone services for guests

24. Who must pay for Internet access?

- A. Members of guest services staff
- B. Guests staying overnight
- C. Guests using conference rooms
- D. Non-overnight visitors

Questions 25-28 refer to the following article.

The International Trade Association released its quarterly report this week, highlighting both challenges and opportunities for small exporters. According to the report, U.S.-based small businesses saw a 12 percent increase in exports during the second quarter, driven largely by demand in Latin America and Southeast Asia.

However, the report also warned of rising shipping costs due to global fuel price fluctuations. “Freight expenses have climbed by nearly 20 percent since last year,” noted the chief analyst. “While demand is strong, exporters must carefully manage expenses to stay competitive.”

Despite these challenges, many businesses remain optimistic. One example is

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cost management, digital marketing, and compliance with foreign regulations.

These will be free of charge for members starting in early December.

25. What does the article mainly discuss?

- A. Difficulties facing large corporations
- B. The decline of Latin American markets
- C. Quarterly trends for small exporters
- D. The rising cost of domestic shipping

26. What challenge is mentioned in the article?

- A. Higher freight expenses
- B. Declining customer demand

- C. Reduced manufacturing output
- D. Currency fluctuations in Asia

27. What is said about BrightWave Electronics?

- A. It reduced its workforce this year
- B. It cut shipping costs significantly
- C. It expanded into new international markets
- D. It was recently acquired by another firm

28. What will members of the association be offered?

- A. Discounted shipping rates
- B. Free product samples

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Quarterly Employee Turnover Report – North American Division

Prepared by: Human Resources Analytics Unit

Date: October 1, 2025

Department	Total Employees	Voluntary Resignation (Q3)	Involuntary Termination (Q3)	Turnover Rate (Q3)	Average Tenure of Departure (s)	Exit Interview – Top Reason Reported
Claims Processing	120	8	3	9.2%	2.3 years	Limited career advancement
Customer Service	85	6	1	8.2%	1.8 years	High stress/workload

Department	Total Employees	Voluntary Resignations (Q3)	Involuntary Terminations (Q3)	Turnover Rate (Q3)	Average Tenure of Departure	Exit Interview – Top Reason Reported
Sales	100	5	2	7.0%	3.5 years	Compensation concerns
Underwriting	70	4	0	5.7%	4.1 years	Lack of role flexibility
IT Support	60	2	1	5.0%	2.0 years	Scheduling conflicts
Administration	40	0	0	0%	N/A	N/A

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department shows the highest turnover rate, with 11 employees leaving, primarily citing limited career advancement opportunities. Customer Service also reports significant stress-related departures, which correlates with prior surveys highlighting workload concerns.

While Sales turnover appears moderate at 7%, exit interviews emphasize compensation dissatisfaction, suggesting a possible misalignment between performance incentives and employee expectations. Underwriting maintains the longest average tenure among departing staff but still reflects frustrations with job rigidity.

IT Support's low but notable turnover points to scheduling issues, possibly linked to on-call requirements. Administration reported zero departures this quarter, though it represents the smallest employee group.

Recommendations:

1. Review career development pathways for Claims Processing staff.
2. Consider workload redistribution or additional hiring in Customer Service.
3. Reassess sales incentive structures to align with employee expectations.
4. Explore flexible work arrangements in Underwriting and IT Support.

29. What was the overall turnover rate for the division in Q3?

- (A) 5.0%
- (B) 6.7%
- (C) 8.2%

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- (C) Underwriting
- (D) Customer Service

31. What was the most frequently cited reason for leaving across all departments?

- (A) Limited career advancement
- (B) High stress and workload
- (C) Compensation concerns
- (D) Scheduling conflicts

32. Which department reported the **longest average tenure** among departing employees?

- (A) Claims Processing
- (B) Underwriting
- (C) Sales
- (D) IT Support

33. What recommendation was suggested for the Customer Service department?

- (A) Offering additional training sessions
- (B) Creating clearer career advancement pathways
- (C) Implementing flexible scheduling policies
- (D) Redistributing workload or hiring more staff

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How to inform: Write it in the Skype chat or the comments section when making a reservation.
Subject: Mandatory Office Equipment Inventory

As part of our annual compliance review, all departments are required to submit a detailed inventory of office equipment by **October 10, 2025**. This includes items such as laptops, monitors, telephones, printers, and ergonomic furniture. Please ensure that serial numbers, current condition, and assigned user (if applicable) are included in the report.

Failure to submit the inventory on time may result in delays in budget allocation for new equipment purchases in 2026. To facilitate this process, please complete the standardized form provided below and return it electronically to Facilities Management.

| Department: _____ | Completed by: _____ | Date: _____ |

Equipment Type	Serial Number	Condition (Excellent/Good/Fair/Poor)	Assigned User	Notes/Replacement Needed
Laptop				
Monitor				
Desk Chair				
Telephone				
Printer				
Other				

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- Signed forms must be submitted as a PDF to facilities@everbright.com.

Acknowledgment of receipt and completion of this form must be confirmed by
October 10, 2025.

34. What is the deadline for submitting the inventory form?

- (A) September 15, 2025
- (B) September 20, 2025
- (C) October 10, 2025
- (D) October 15, 2025

35. What may happen if departments fail to submit the inventory on time?

- (A) They will be charged a penalty fee
- (B) They will not be able to purchase new equipment in 2025
- (C) Their budget allocations for 2026 could be delayed
- (D) They will be required to complete a second review

36. Which of the following is **not** required on the form?

- (A) Serial number
- (B) Assigned user
- (C) Purchase price
- (D) Condition of item

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38. What is the stated purpose of the inventory process?

- (A) To update ergonomic standards
- (B) To identify unproductive staff members
- (C) To ensure accurate equipment records for budget planning
- (D) To measure productivity across departments

Questions 39-43 refer to the following notice and letter.

The Elmwood Community Center is organizing its 12th Annual Career Exploration Day on **Friday, May 12**, at its main hall located at 455 Maple Avenue. The event, which will run from **10:00 a.m. to 2:00 p.m.**, is expected to

host more than 200 high school juniors and seniors from across the district. The purpose of the program is to connect students with professionals in various fields so that they can gain first-hand insights into career paths, workplace skills, and educational requirements.

We are currently seeking volunteers from local businesses to participate as guest speakers and mentors. Each volunteer will be asked to deliver a **20-minute presentation** about their profession, followed by a short Q&A session with students. Additionally, volunteers are encouraged to bring any relevant materials, such as sample projects, product demonstrations, or short case studies that illustrate what a typical workday looks like.

Lunch and light refreshments will be provided, and each participant will receive a certificate of community service. Priority will be given to

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like to present.

We deeply value the contributions of our local businesses and look forward to partnering with you to inspire the next generation of professionals.

To Whom It May Concern,

I am writing to express my interest in volunteering for the Career Exploration Day on May 12. My name is **Linda Martinez**, and I currently serve as a **Customer Service Team Lead at Fairview Telecommunications**, where I manage a department of 14 representatives. I have worked in customer service for over **eight years**, progressing from an entry-level representative to my current leadership role. Over this period, I have overseen initiatives such as

customer retention programs, complaint-resolution training, and the implementation of a live chat platform that significantly reduced wait times.

For the event, I would be happy to prepare a **20-minute presentation** highlighting career opportunities in customer service and explaining the skills necessary for advancement in the field, including communication, conflict management, and adaptability. I will also provide students with practical examples, such as how to handle difficult customer interactions and how customer feedback is analyzed to improve service.

Please let me know if there are specific preparation materials, guidelines, or themes that you would like me to align my presentation with. I would also appreciate receiving the final schedule so that I can coordinate with my supervisor to ensure coverage for my team on the day of the event.

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- (A) To recruit volunteers for an event
- (B) To advertise job openings
- (C) To announce a student scholarship
- (D) To request financial donations

40. When will the Career Exploration Day take place?

- (A) April 25
- (B) May 12
- (C) May 25
- (D) April 12

41. In which field does Linda Martinez work?

- (A) Finance
- (B) Customer service
- (C) Logistics
- (D) Information technology

42. What is offered to participants in the event?

- (A) A stipend
- (B) Training
- (C) Preparation materials
- (D) Lunch

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Questions 44-48 refer to the following letters.

Dear Ms. Wong,

We are writing to confirm receipt of your order for **1,200 customized promotional pens** placed on **March 2** through our online catalog. Each pen features your company's logo printed in two colors, along with your website address. Unfortunately, due to **supply chain disruptions involving one of our international shipping partners**, the production and delivery schedule for your order has been delayed. The pens were originally expected to ship on **March 25**, but we now anticipate the shipment will depart our facility no later

than **April 10**, with delivery expected shortly thereafter depending on your location.

We sincerely apologize for any inconvenience this delay may cause, especially if you had planned to use the pens for a marketing event or client distribution campaign. To help offset the inconvenience, we would like to extend a **15% discount** on your current order. This adjustment will be reflected in your final invoice once the pens are ready to ship.

Please be assured that our production team is prioritizing your order, and we are in constant communication with our logistics provider to minimize the delay. Should you have any upcoming events with fixed deadlines, kindly let us know immediately so that we can explore partial shipments or expedited delivery options.

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

Dear Customer Service,

Thank you for your timely message regarding my order of promotional pens. While I am disappointed by the delay, I understand the circumstances and appreciate your transparency in explaining the situation. Our company intends to distribute the pens at a **regional trade fair scheduled for April 20**, so the revised delivery date of April 10 still allows sufficient time for us to receive and prepare the items.

I accept your offer of a 15% discount and would appreciate receiving a **revised invoice** reflecting the adjustment. This will allow me to forward the updated documentation to our **accounts payable department**, which requires written confirmation before processing any payments. Please email the corrected

statement at your earliest convenience so that I can ensure everything is in order.

Thank you again for your assistance and for working to meet our needs despite the disruption.

Sincerely,
Angela Wong

44. What is the subject of the letter from BrightPrint Promotions?

- (A) A request for payment
- (B) An inquiry about order details
- (C) A notice of delayed delivery
- (D) A request to cancel an order

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

Please inform your teacher “name of the material” before the lesson.
(Sending a link won't convey the message.)

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- (D) Office furniture

46. What does BrightPrint offer as compensation?

- (A) Free shipping
- (B) An additional shipment
- (C) A discount
- (D) A gift card

47. What does Angela Wong ask for?

- (A) An earlier delivery date
- (B) More pens added to the order
- (C) Confirmation of a revised invoice

(D) A new shipping schedule

48. What will Angela do with the updated billing statement?

- (A) Cancel her order
 - (B) Send it to accounts
 - (C) Forward it to her manager
 - (D) Return it with payment enclosed
-

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Answers

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

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