

## TOEIC Part 7 Practice #18

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

Questions 1-2 refer to the following advertisement.

Local Dog Training Classes

Happy Paws Academy

- Classes for puppies and adult dogs
- Basic obedience, leash training, and socialization
- Small groups for personalized guidance

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

- (A) Dog walking services
- (B) Pet adoption
- (C) Dog training classes
- (D) Veterinary services

2. What type of training method is used?

- (A) Shock collars
- (B) Positive reinforcement
- (C) Competitive trials
- (D) Online tutorials

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**Questions 3–5 refer to the following job application form.**

Summit Financial Partners — Employment Application

Full legal name: Karen Louise Edmonds

Position applying for: Client Services Associate

Desired wage: \$48,000 annually

Location preference: Denver, CO (open to remote work)

Shift preference: Standard business hours

Relevant skills: Over seven years' experience in customer relationship management; certified in Salesforce; strong presentation and communication skills; bilingual in English and French.

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

References:

Martin Grey, Director of Client Services, Peakview Investments — (303) 555-8134

Sandra Mitchell, Manager, NorthWest Brokerage — (303) 555-9712

Where did you find this position? Online posting on Summit Financial Partners' careers page, Nov. 10, 2025.

I hereby attest that the information provided is accurate and consent to employment verification.

Signed: Karen Edmonds

Date: Nov. 22, 2025

3. What position is Karen applying for?
- (A) Account Coordinator
  - (B) Client Support Specialist
  - (C) Financial Analyst
  - (D) Client Services Associate
4. Which city does Karen prefer to work in?
- (A) Denver
  - (B) Boulder
  - (C) Chicago
  - (D) Remote only

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**Questions 6–8 refer to the following business email.**

**From:** Henry Cho hcho@silverlinelogistics.com

**To:** Monica Patel mpatel@silverlinelogistics.com

**Date:** December 1, 2025

**Subject:** Follow-up on Vendor Dispute

Dear Monica,

I am writing to follow up on the issue we encountered with TransCo Freight regarding the delayed shipment of medical supplies last month. Although their representative initially promised delivery within seven days, the cargo did not arrive until November 20, causing multiple clients to express dissatisfaction.

Our operations team estimates the delay cost us approximately \$15,000 in penalties and replacement fees. While TransCo has offered a 10% discount on the next shipment, I believe this does not sufficiently cover our losses.

Could you please draft a formal letter requesting reimbursement for at least half of the costs incurred? Once you prepare it, forward it to me for review before we send it to their legal department. I'd like this completed by the end of the week so we can avoid further delays in resolving the dispute.

Thank you,  
Henry Cho  
Regional Director

6. What company is being disputed?

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7. How much were the estimated losses?

- (A) \$7,000
- (B) \$15,000
- (C) \$20,000
- (D) \$25,000

8. What action does Mr. Cho request from Ms. Patel?

- (A) Accept the discount offered
  - (B) Arrange another shipment
  - (C) Call the vendor's representative
  - (D) Draft a letter for reimbursement
-

**Questions 9–11 refer to the following newspaper article excerpt.**

*From The Wallford Business Journal, November 28, 2025*

Global shipping routes remain under pressure as port congestion intensifies in Asia and Europe. Industry analysts report that container wait times in major Chinese ports have doubled compared to last year, leading to rising freight charges worldwide.

The impact is felt most strongly by mid-sized exporters who lack long-term contracts with carriers. Many are forced to pay spot rates that are now more than 40 percent higher than the 2024 average. Retailers in the U.S. and Europe warn that the delays could disrupt holiday-season supply chains, leaving store shelves understocked.

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

9. What problem is highlighted in the article?

- (A) Falling demand for shipping containers
- (B) Rising oil prices affecting carriers
- (C) Decline in global exports
- (D) Port congestion increasing costs

10. Who is most affected by the issue?

- (A) Mid-sized exporters
- (B) Multinational corporations
- (C) Local consumers



(D) Government agencies

11. What outcome are economists warning about?

- (A) Increased worker strikes
  - (B) Rising consumer prices
  - (C) Decline in corporate profits
  - (D) Falling holiday sales
- 

Questions 12–14 refer to the following advertisement.

**BrightFuture Capital — Secure Your Retirement Today**

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伝え方：スカイプチャット or 予約時のコメント欄に記入

Please inform your teacher “name of the material” before the lesson.

(Sending a link won't convey the message.)

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

career, it's never too early—or too late—to build a stable financial future.

BrightFuture Capital offers:

- Customized retirement plans
- Low-fee investment options
- Tax-advantaged strategies
- 24/7 access to your account dashboard

This month only, new clients receive a complimentary financial health check valued at \$500. Don't wait until it's too late—contact us today to schedule your consultation with a licensed advisor. Call 1-800-555-PLAN or visit [brightfuturecapital.com](http://brightfuturecapital.com).

Secure your tomorrow, starting today.

12. What service does BrightFuture Capital emphasize?
- (A) Retirement planning
  - (B) Real estate investment
  - (C) Business consulting
  - (D) Health insurance
13. How many years has BrightFuture Capital been in business?
- (A) 25
  - (B) 15
  - (C) 10
  - (D) 5

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

(D) Complimentary financial health check

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Questions 15-17 refer to the following notice.

### Notice to Guests – Temporary Fitness Center Closure

To all guests of the *Sunrise Harbor Resort*:

Please be advised that our **Fitness and Wellness Center** will be closed from **April 2 through May 14** for an extensive remodeling project. During this time, the gym equipment will be upgraded, locker rooms will be expanded, and a new yoga studio will be added. We are confident that these enhancements will provide a more enjoyable and modern experience for all guests.

We understand that fitness routines are important to many of you. For this reason, the resort has partnered with the nearby **Oceanside Athletic Club**, located only a five-minute walk away on Bay Avenue. Guests will receive **complimentary access** to the club's facilities, which include treadmills, free weights, a swimming pool, and group exercise classes. Please present your room key at the front desk of the athletic club to gain entry.

Additionally, guests may take advantage of our outdoor walking trail, which circles the resort grounds and offers scenic views of the harbor. Maps of the trail are available at reception.

The Sunrise Harbor Resort apologizes for any inconvenience this closure may cause and thanks you for your understanding. When the new facilities reopen in mid-May, all guests staying at that time will receive a complimentary

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

- B. To promote a new membership program
- C. To announce the closure of a facility
- D. To recruit yoga instructors

16. Where can guests exercise during the closure?

- A. Harbor walking trail only
- B. Oceanside Athletic Club
- C. Downtown fitness center
- D. Rooftop yoga studio

17. What will guests receive when the facilities reopen?

- A. An extended stay



- B. Free yoga classes
  - C. A complimentary gift
  - D. Discounted membership
- 

**Questions 18-20 refer to the following memo.**

**Internal Memo – Departmental Staff Meeting**

To: All Department Managers

From: Office of Administration

Date: July 22

Subject: Quarterly Operations Meeting

The quarterly operations meeting has been scheduled for **Monday, August 3.**

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

transition to a new enterprise software system. Managers are expected to come prepared with departmental progress reports, including data on budget use, staffing, and customer service outcomes.

Please note that time will also be allocated for discussion of upcoming compliance audits. Managers should be ready to present strategies for ensuring their teams meet all regulatory requirements.

Those unable to attend must notify the Administration Office no later than **July 28** and submit written reports in advance.

18. What is the main purpose of the memo?

- A. To request employee surveys

- B. To announce compliance results
- C. To introduce new hires
- D. To schedule a staff meeting

19. What topic will NOT be discussed at the meeting?

- A. Employee vacation schedules
- B. Software transition
- C. Departmental progress reports
- D. Compliance audits

20. When must managers inform the office if they cannot attend?

- A. By July 28

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

Questions 21-24 refer to the following advertisement.

### Advertisement – The EdgeX Laptop Series

Take your productivity to new heights with the **EdgeX Pro Laptop**, the latest innovation from Apex Technologies. Designed for today's business professionals, the EdgeX combines lightweight portability with powerful performance.

Key features include:

- **Ultra-light aluminum body** weighing only 1.2 kilograms.
- **Long-lasting battery life** of up to 16 hours on a single charge.
- **High-resolution 14-inch display** with anti-glare technology.
- **5G and Wi-Fi 6 connectivity** for seamless remote work.

- **Enhanced security features**, including fingerprint recognition and AI-powered threat detection.

For executives on the go, the EdgeX offers unmatched convenience. Its fast-charging capability provides 50% battery in just 30 minutes, perfect for travelers with limited downtime. Business presentations are sharper than ever thanks to the built-in high-definition webcam and noise-canceling microphone.

The EdgeX Pro is also environmentally conscious, constructed from 70% recycled materials and packaged with reduced plastic.

For a limited time, corporate buyers who order 20 units or more will receive a **20% discount and free shipping worldwide**. To place an order, visit [www.apexedge.com](http://www.apexedge.com) or call 1-800-555-2233.

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

D. A projector

22. What feature makes the EdgeX suitable for travel?

- A. Large display
- B. AI threat detection
- C. Fast-charging battery
- D. Wi-Fi 6 connectivity

23. What is highlighted as environmentally friendly?

- A. Recyclable battery
- B. Solar-powered charging
- C. Construction materials

D. Noise-canceling microphone

24. What special offer is provided for bulk orders?

- A. Two free laptops
  - B. 20% discount
  - C. Free extended warranty
  - D. Free accessories
- 

Questions 25-28 refer to the following announcement.

### Service Bulletin – AquaPure Water Dispensers

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

check the serial number label on the back of the machine. Units with serial codes beginning with “HF5-0420” through “HF5-0720” are included in this service campaign.

Owners should stop using the product immediately and contact AquaPure Customer Care to arrange a **free repair service**. Repairs can be scheduled at authorized service centers or through a complimentary home visit by a technician. Proof of purchase is required.

Consumers who prefer not to repair the unit may request a **full refund** instead. AquaPure is committed to maintaining the highest product standards and sincerely apologizes for this inconvenience.

For more information, visit [www.aquapurecare.com/service](http://www.aquapurecare.com/service) or call 1-877-555-9822.

25. What is the reason for this announcement?

- A. To promote a maintenance plan
- B. To launch a new product
- C. To announce a warranty extension
- D. To address a malfunction

26. What problem has been reported?

- A. Power failure
- B. Overheating

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

- B. A replacement filter
- C. A two-year warranty
- D. A discounted upgrade

28. What must customers provide when requesting service?

- A. Serial number only
- B. Customer ID card
- C. Proof of purchase
- D. Receipt from service center

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Questions 29–33 refer to the following advertisement and response.



## **Grand Opening: FreshBloom Natural Market**

Location: 2450 Greenway Avenue, Westside Plaza

Opening Weekend: **May 10–12, 2025**

At FreshBloom, we believe healthy eating should be accessible to everyone.

Our market specializes in:

- Certified organic fruits & vegetables (locally sourced whenever possible).
- Bulk grains, nuts, and legumes at wholesale prices.
- Freshly prepared salads, juices, and vegan bakery goods.
- Household essentials such as biodegradable cleaning supplies and eco-friendly toiletries.

### **Grand Opening Specials:**

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Please inform your teacher “name of the material” before the lesson.

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

year-round, plus invitations to monthly wellness workshops.

Hours: Mon–Sat 9:00 A.M.–8:00 P.M., Sun 10:00 A.M.–6:00 P.M.

For details, visit **[www.freshbloommarket.com](http://www.freshbloommarket.com)** or call **555-492-1780**.

### **Customer Response Form**

Name: **Elena Rodriguez**

Date: May 15, 2025

Contact: [elena.r@outlook.com](mailto:elena.r@outlook.com) | 555-324-9990

1. Did you attend our grand opening?

☒ Yes ☐ No

2. Which offers or events did you take part in?

- ☒ Free tote bag
- ☒ Cooking demonstration (Chef Lin, May 11, 3 P.M.)
- ☒ Discounted produce

3. Please rate the following (1 = Poor, 5 = Excellent):

Category	Rating	Comments
Store layout	4	Easy to navigate, but checkout area was a little congested.
Staff helpfulness	5	Friendly and knowledgeable staff at the produce section.
Quality of products	5	Very fresh vegetables and tasty almond cookies.
Pricing	2	Reasonable for produce, but packaged items seemed slightly

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How to inform: Write it in the Skype chat or the comments section when making a reservation.  
consider extending Sunday hours to 8 P.M.?"

29. What is being advertised?

- (A) A cooking class series
- (B) A natural food market opening
- (C) A new restaurant chain
- (D) A home cleaning service

30. According to the ad, what do members receive?

- (A) Discounts and workshop invitations
- (B) Free juice at every visit
- (C) Weekly coupons mailed home

(D) Priority checkout service

31. What did Elena say about product quality?

(A) It was below expectations

(B) It was inconsistent

(C) It was very high

(D) It was average

32. What concern did Elena mention?

(A) Limited parking

(B) Few staff available

(C) Lack of organic options

(D) No parking lot

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

(D) Cooking demonstration with Chef Lin

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**Questions 34–38 refer to the following data and analysis.**

**Quarterly Employee Satisfaction Survey — Riverbend Insurance Co.**

Survey conducted: March 2025 (n = 480 employees, 82% participation)

Survey Category	Q4 2024 Avg. Score (out of 5)	Q1 2025 Avg. Score (out of 5)	% Change	Notes
Compensation & Benefits	3.2	3.5	+9%	Improved after new healthcare package rolled out in January.
Work-Life Balance	3.8	3.6	-5%	Slight decline; many cited mandatory overtime in February.
Communication from Management	2.9	3.4	+17%	Quarterly town halls were well-received.
Career Development	3.1	2.9	-6%	Dissatisfaction with fewer training slots in Q1

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

strongest in **communication** and **benefits**, suggesting that recent executive efforts are being noticed. However, two areas declined: **work-life balance** and **career development**. Exit interviews during March revealed several employees left due to long overtime hours.

To address this, HR is considering introducing **flex scheduling** and expanding **online training modules** that allow staff to complete professional development at their own pace.

The consistently strong score for **workplace environment** suggests that facilities upgrades have made a lasting positive impression. HR will continue monitoring to ensure improvements in management communication and compensation do not get offset by fatigue from overtime.

34. What was the main purpose of the survey?
- (A) To measure employee satisfaction
  - (B) To analyze customer service complaints
  - (C) To evaluate sales performance
  - (D) To plan a merger
35. Which area improved due to new health benefits?
- (A) Workplace Environment
  - (B) Work-Life Balance
  - (C) Career Development
  - (D) Compensation & Benefits

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

37. According to the notes, what led to dissatisfaction in career development?
- (A) Lack of new mentors
  - (B) Salary freezes
  - (C) Fewer training slots
  - (D) Poor communication
38. What action is HR considering to help improve work-life balance?
- (A) Hiring more staff
  - (B) Offering flexible schedules



- (C) Expanding parking facilities
  - (D) Raising salaries
- 

**Questions 39–43 refer to the following instruction and document.**

### **Internal Memo**

From: IT Support Team

To: All Employees

Date: April 3, 2025

Subject: Two-Factor Authentication (2FA) Rollout

To strengthen account security, all employees are required to activate two-factor authentication (2FA) for their company email and intranet accounts by

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

2. Sign in with your company username and password.
3. Click “Enable Two-Factor Authentication.”
4. Select your preferred method:
  - **Authenticator App** (recommended): Install Google Authenticator or Authy, then scan the QR code provided.
  - **SMS Verification**: Enter your mobile number; you’ll receive a text code each time you log in.
5. Test the setup by logging out and signing in again using the code generated.
6. Confirm activation by completing the **2FA Confirmation Form** linked at the bottom of the page.

## Important Notes:

- IT will hold walk-in support sessions in Conference Room B from April 10–12 (10:00–4:00).
- If you lose access to your mobile device, immediately contact IT to reset your 2FA settings.
- Failure to complete setup by April 18 will result in a temporary account lock until IT assistance is provided.

## Document: 2FA Confirmation Form (sample)

Name: **Marcus Turner**

Department: **Claims Processing**

Preferred Method: ☒ Authenticator App ☐ SMS Verification

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伝え方: スカイプチャット or 予約時のコメント欄に記入

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

- (B) To request feedback on IT upgrades
  - (C) To inform employees of new training requirements
  - (D) To provide instructions for activating 2FA
40. What happens if an employee fails to set up 2FA by the deadline?
- (A) Their account will be temporarily locked
  - (B) They will be fined a penalty
  - (C) They will be reassigned to another team
  - (D) They must purchase a new device
41. What support is available April 10–12?
- (A) A password reset campaign

- (B) Access to additional mobile devices
- (C) A free training workshop
- (D) Drop-in sessions with IT staff

42. In the sample confirmation form, which method did Marcus Turner choose?

- (A) SMS Verification
- (B) Neither was selected
- (C) Both SMS and App
- (D) Authenticator App

43. According to the memo, what should employees do if they lose their

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

**Questions 44–48 refer to the following business correspondence.**

April 22, 2025

Ms. Dana Hsu  
Horizon Media Group  
125 Pineview Drive  
Seattle, WA 98105

Dear Ms. Hsu,

Thank you for your order of **4,000 custom-printed brochures** for the upcoming Pacific Travel Expo. We regret to inform you that, due to a nationwide shortage of specialty paper, our production schedule has been delayed.

Your order was originally set for delivery on **April 29**, but our supplier has notified us that the paper shipment will not arrive until **May 2**. We expect to complete your brochures by **May 6**.

We sincerely apologize for this inconvenience. As compensation, we will discount your order by **15%** and provide **free expedited shipping** once the brochures are ready. Please let us know if the revised timeline will work for your event.

Sincerely,

**Michael Lee**

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伝え方：スカイプチャット or 予約時のコメント欄に記入

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(Sending a link won't convey the message.)

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

PHILWORKS CO.

350 Harbor Avenue

Seattle, WA 98108

Dear Mr. Lee,

I appreciate your prompt communication regarding the delay. While the revised delivery date of **May 6** is later than we had planned, it still allows us enough time before the Travel Expo begins on May 12.

Please proceed with the order under the updated schedule, and thank you for offering the discount and expedited shipping. I would also like to request a **digital proof of the brochure design** by April 26 so that we can finalize the content with our marketing team in advance.

Thank you again for keeping us informed.

Sincerely,

**Dana Hsu**

Marketing Director, Horizon Media Group

44. What was the original delivery date for the brochures?

- (A) April 23
- (B) April 26
- (C) April 29
- (D) May 2

45. What discount did PrintWorks Co. offer?

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。

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46. What is the revised completion date of the brochures?

- (A) April 29
- (B) May 2
- (C) May 12
- (D) May 6

47. What additional request did Ms. Hsu make?

- (A) A larger discount
- (B) A digital proof by April 26
- (C) More brochures
- (D) Printed samples before shipping



48. What was Ms. Hsu's decision about the revised delivery date?
- (A) She rejected it and canceled the order
  - (B) She accepted it since it still fit her schedule
  - (C) She asked for a partial order sooner
  - (D) She postponed her event
- 

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## Answers

1. C

2. B

3. D

4. A

5. C

6. D

7. B

8. D

9. D

10. A

11. B

12. A

31. C

32. D

33. D

34. A

35. A

36. C

37. C

38. B

39. D

40. A

41. D

42. D

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18. D

19. A

20. A

21. C

22. C

23. C

24. B

25. D

26. C

27. A

28. C

29. B

30. A

48. B