

## TOEIC Part 7 Practice #2

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

**Questions 1-2 refer to the following advertisement.**

Summer Yoga Classes Now Available

ZenSpace Wellness Studio

- Classes for beginners to advanced students
- Morning, afternoon, and evening sessions available
- Small group sizes to ensure personal guidance

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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.

1. What is this advertisement for?
    - (A) Fitness equipment
    - (B) Dance lessons
    - (C) Yoga classes
    - (D) Meditation workshops
  2. What is included in the classes?
    - (A) Personalized diet plans
    - (B) Guided meditation only
    - (C) Free parking
    - (D) Mats, blocks, and straps
-

**Questions 3-5 refer to the following memo.**

**TO:** Marketing Department

**FROM:** Jenna Corliss, Project Manager

**DATE:** August 4

**SUBJECT:** Client Presentation

Next Tuesday, August 9, we'll be presenting the updated advertising plan to the CEO of Renshaw & Co. The presentation will be held at their headquarters, 5th Avenue Tower, 29th Floor, beginning promptly at 10:00 a.m. A shuttle bus will depart from our office parking lot at 8:45, but those wishing to drive should allow extra time since there's ongoing roadwork on Pine Street and parking near the Tower is limited.

Please note: everyone is expected to bring a printed copy of their assigned

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

(A) To provide details about an upcoming meeting

(B) To request revisions to a report

(C) To announce a new shuttle service

(D) To change an existing deadline

4. Where will the group have lunch?

(A) At a nearby café

(B) In the office cafeteria

(C) At the client's headquarters

(D) On the shuttle bus

5. What are employees asked to submit electronically?

- (A) Copies of their travel receipts
  - (B) Their assigned presentation sections
  - (C) A feedback form
  - (D) Parking reservations
- 

**Questions 6-8 refer to the following e-mail.**

**Subject:** Application for Marketing Assistant Position

**From:** Sarah Donnelly sdonnelly84@gmail.com

**To:** Human Resources Department hr@horizonmedia.com

**Date:** July 12

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

coordinated several mid-size promotional campaigns.

I relocated to Chicago this spring and am seeking an opportunity to continue developing my skills in a dynamic environment. I am familiar with common media software such as Adobe InDesign and Constant Contact, and I have strong communication skills.

If selected, I would be available to begin work immediately. I can be contacted by phone at (312) 555-9043 or by e-mail at the above address.

Thank you very much for your consideration.

Sincerely,

Sarah Donnelly

6. What position is Sarah Donnelly applying for?
- (A) Junior Account Coordinator
  - (B) Marketing Assistant
  - (C) Human Resources Officer
  - (D) Client Database Manager
7. Why is Ms. Donnelly seeking new employment?
- (A) She wants to work in a smaller company.
  - (B) She has recently moved to Chicago.
  - (C) She is changing her career field.
  - (D) She no longer wants to do promotional campaigns.

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**Questions 9-11 refer to the following article.**

### **Regional Tech Conference to Expand in 2023**

The annual Midwestern Tech Conference, first launched in 2005 with fewer than 300 attendees, has announced plans to expand its schedule for 2023. Organizers stated that the event, which last year hosted more than 1,200 software developers, engineers, and educators, will now extend to four full days instead of the traditional three. The venue will again be the Davenport Convention Center, located at 772 Lincoln Avenue, which offers more exhibition space than the previous location in Cedar Falls.

In addition to the expanded schedule, participants will have access to new networking events, including a women-in-technology breakfast and evening social hours sponsored by local firms. Registration begins March 1, with early-bird discounts available until April 15. Details are available at [www.midwesttechconf.org](http://www.midwesttechconf.org).

9. What is mentioned as a change for next year's conference?

- (A) It will be held in a different city
- (B) It will begin in March instead of April
- (C) It will last for an additional day
- (D) It will be free to attend

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

11. What is one way participants can save money?

- (A) Sharing accommodations with others
- (B) Attending fewer sessions
- (C) Registering before April 15
- (D) Bringing their own meals

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**Questions 12-14 refer to the following invoice.**

**Eagle Office Supply, Inc.**

1228 North Randall Rd., Arlington Heights, IL 60004



Phone: (847) 555-2983 | Fax: (847) 555-2984

**Bill To:**

Horizon Media Group  
Attn: Accounts Payable  
350 W. Adams St., Suite 2100  
Chicago, IL 60606

**Invoice No.:** 882341

**Date:** July 5, 2023

**Terms:** Payment due within 30 days. Late payments subject to 2% monthly service charge. Returns accepted within 15 days with receipt.

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41085	Ballpoint Pen Set (12 per pack)	5	\$6.75	\$33.75
50830	Legal Pads, 12-pack	2	\$14.50	\$29.00
61290	File Folders, assorted, box of 50	1	\$22.40	\$22.40
70144	Whiteboard Markers, 8-pack	3	\$8.25	\$24.75
81201	USB Flash Drive, 16 GB	2	\$12.99	\$25.98

**Subtotal:** \$394.24

**Sales Tax (8.75%):** \$34.53

**Shipping & Handling:** \$18.00

**Total Due:** \$446.77

12. What is the due date for payment?
- (A) July 15
  - (B) July 30
  - (C) August 4
  - (D) Within 30 days of July 5
13. How many ink cartridges were ordered?
- (A) Two
  - (B) Four
  - (C) Five
  - (D) Eight

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### Questions 15-17 refer to the following memo.

TO: All Department Managers

FROM: Human Resources Division

DATE: August 29

SUBJECT: Implementation of Hybrid Work Schedule and Manager Orientation

As part of our continuing effort to modernize workplace policies, the Executive Committee has approved a **hybrid work arrangement** that will take effect on **October 15**. Under this policy, full-time employees will be expected to work on-site a minimum of **three days per week**, while the remaining days may be remote at the discretion of each department manager. This approach aims to

balance productivity with flexibility, allowing staff to maintain collaboration while benefiting from reduced commuting time.

In preparation for the transition, HR will hold a **mandatory manager orientation** on **September 12** at 10:00 A.M. in the 4th Floor Conference Hall. The session will cover scheduling tools, performance monitoring methods, and updated health-and-safety protocols. A Q&A segment will follow. Managers unable to attend in person may register for a live-stream option by replying to this memo no later than September 5.

It is essential that managers communicate the new guidelines to their teams by the end of September. HR will distribute a digital handbook summarizing the policy, including case studies and FAQs. Employees with personal concerns (e.g., dependent care, medical accommodations) should be encouraged to

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15. What is the purpose of this memo?

- (A) To introduce a new work policy
- (B) To request feedback from employees
- (C) To announce a company expansion
- (D) To distribute a health survey

16. When will the hybrid work policy begin?

- (A) September 5
- (B) October 15
- (C) August 29
- (D) September 12



17. What should managers do if they cannot attend the meeting in person?
- (A) Read the digital handbook
  - (B) Register for a live-stream option
  - (C) Contact their teams directly
  - (D) Submit questions in advance
- 

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

**TECH START-UP'S GREEN DELIVERY NETWORK EXPANDS NATIONWIDE**

UrbanGo Logistics, a start-up launched in 2018, began with a modest goal: to provide same-day deliveries in metropolitan areas using only **electric**

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

demand for eco-conscious solutions. According to a 2024 survey, 64 percent of consumers said they were more likely to order from businesses that demonstrated sustainable practices. UrbanGo has taken advantage of this sentiment, marketing itself as both reliable and environmentally friendly.

Still, challenges remain. Battery supply shortages have pushed up costs, and recruiting qualified drivers has become difficult amid broader labor market tightness. In response, UrbanGo has introduced a driver incentive program, offering flexible hours, training subsidies, and a profit-sharing plan to retain workers. “We see our drivers as partners in this journey,” said CEO Daniel Rhodes. “We’re not just building a company — we’re helping reshape urban logistics.”

Experts caution, however, that larger competitors are now investing heavily in similar low-emission delivery fleets. If UrbanGo cannot maintain its innovation lead, its market share could erode. Despite these warnings, investors remain optimistic: the company closed its Series C funding round last month, raising \$85 million to finance nationwide expansion.

18. What is the article mainly about?
- (A) Shortages in battery supply worldwide
  - (B) The growth of an environmentally friendly delivery company
  - (C) The decline of large delivery companies
  - (D) A new survey about consumer spending

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20. What step has the company taken to address a challenge?
- (A) Launched an incentive program for drivers
  - (B) Increased delivery fees
  - (C) Partnered with larger competitors
  - (D) Limited its delivery areas

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Questions 21-24 refer to the following letter.

Brighton International Consulting  
54 Westbury Avenue, Suite 800  
Toronto, ON M4X 2H5

August 14

Mr. Robert Lam  
Director of Operations  
Harrison Textiles, Inc.  
88 Brookfield Drive  
Montreal, QC H2P 3K9

Dear Mr. Lam,

I am writing to formally acknowledge receipt of your inquiry regarding **supply chain optimization services**. We understand that Harrison Textiles is currently facing rising costs due to delayed shipments and increasing demand

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How to inform: Write it in the Skype chat or the comments section when making a reservation.  
lead times by up to 20 percent while lowering overall freight expenditures. In addition, our in-house software suite provides real-time tracking and predictive analytics to anticipate disruptions before they escalate.

We recommend scheduling a virtual consultation within the next two weeks to discuss your requirements in detail. Following that session, we will prepare a comprehensive proposal, including cost estimates and implementation timelines. There is no obligation for this initial consultation.

Please let us know your availability at your earliest convenience. We value the opportunity to support Harrison Textiles in strengthening its operational resilience and look forward to building a lasting professional relationship.

Sincerely,  
Karen H. Reeves

21. What is the purpose of this letter?
- (A) To respond to an inquiry about services
  - (B) To complain about a shipment delay
  - (C) To offer a price quotation for textiles
  - (D) To introduce a new product line
22. What benefit does Brighton International claim its model provides?
- (A) Increased textile production
  - (B) Shorter lead times and lower costs

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

- (C) Visiting a warehouse
  - (D) Holding a consultation
24. How does the letter conclude?
- (A) By criticizing current practices
  - (B) By requesting payment in advance
  - (C) By offering a product discount
  - (D) By expressing interest in future collaboration

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Questions 25-28 refer to the following announcement.



## PRODUCT RECALL NOTICE: KITCHENMASTER BLENDER MODEL 500

KitchenMaster Appliances, Inc. is voluntarily recalling **Blender Model 500 units** manufactured between January 2022 and June 2023. The recall was issued after reports of a defective blade assembly that may loosen during operation, posing a potential laceration hazard.

Customers who purchased Model 500 units should immediately stop using the product and check the serial number, located on the base plate under the motor. Affected serial ranges are KM500-22001 through KM500-23750. Consumers with blenders in this range are eligible for a free repair kit or a replacement unit at no charge.

To facilitate the process, KitchenMaster has set up a dedicated recall website at **www.kmrecall.com**, where owners can enter their serial number and

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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. Emphasizes that this action is being taken voluntarily in cooperation with the Consumer Product Safety Commission. “Our customers’ safety is our highest priority,” said CEO Laura Denton. “We apologize for any inconvenience and are committed to resolving the issue quickly.”

25. What is the main purpose of this notice?

- (A) To advertise a new appliance
- (B) To recall a defective product
- (C) To promote an upgraded blender model
- (D) To announce a change in store hours

26. Where can customers check whether their blender is affected?
- (A) On the company's warranty card
  - (B) On the base of the machine
  - (C) On the original store receipt
  - (D) On the product packaging
27. What will KitchenMaster provide to customers who must return a product?
- (A) Free replacement or repair
  - (B) Cash refunds
  - (C) Extended warranties
  - (D) Complimentary upgrades

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

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

### **Instruction Memo**

From: Human Resources Department

Date: July 14, 2025

Subject: Completion of New Travel Reimbursement Form

Effective August 1, 2025, all staff members who travel for work-related purposes must use the updated “Employee Travel Expense Reimbursement Form—Version 3.0.” The previous version of this form (2.5) will no longer be accepted for processing by the Accounting Division.

Employees should ensure that all required receipts are scanned and attached as PDFs when submitting claims electronically. Hard copy submissions are discouraged but may still be accepted only if prior approval is obtained from your department supervisor. Please note that the deadline for submitting reimbursement claims is 15 days from the completion of travel.

## **Document: Employee Travel Expense Reimbursement Form—Version 3.0 (Excerpt)**

### *Section 1: Employee Information*

Full Name: \_\_\_\_\_

Employee ID: \_\_\_\_\_

Department: \_\_\_\_\_

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

Airfare: \$\_\_\_\_\_ (receipt required)

Lodging: \$\_\_\_\_\_ (itemized hotel bill required)

Meals: \$\_\_\_\_\_ (daily maximum \$65; receipts required for amounts exceeding \$25)

Ground Transportation: \$\_\_\_\_\_ (receipt required for taxi, train, or rental car)

Other Expenses: \$\_\_\_\_\_ (must specify)

### *Certification*

I hereby certify that all expenses listed above are accurate and directly related to official company business.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

29. What is the main purpose of the memo?
- (A) To announce a change to the company's travel destinations
  - (B) To explain how to obtain advance payment for travel costs
  - (C) To inform staff of a new version of a reimbursement form
  - (D) To notify staff about delays in reimbursement processing
30. According to the memo, when will the new form become mandatory?
- (A) July 14
  - (B) Immediately upon receipt of the memo
  - (C) 15 days after travel is completed
  - (D) 15 days after the memo is received

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

- (D) Submit the form to the Human Resources Department
32. What is the daily maximum meal allowance listed on the form?
- (A) \$15
  - (B) \$25
  - (C) \$65
  - (D) \$100
33. Which expense category requires an itemized hotel bill?
- (A) Airfare
  - (B) Lodging



(C) Meals

(D) Ground Transportation

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**Questions 34–38 refer to the following business correspondence.**

October 8, 2025

Paul Fenton  
Office Manager  
Brightline Architecture  
12 Harborview Drive  
Suite 405

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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.

Dear Customer Service Team,

On September 30 I placed order #MS-98274 for five “Harrington Executive” chairs (model HXC-210) and two “Verde” standing desks (model VSD-120), with standard office-assembly and white-glove delivery requested; the invoice (inv. #M-5593) showed an estimated delivery date of October 6–10. As of today (October 8) nothing has been delivered and the online tracking portal still shows “processing.” I have called the dispatch line twice (ref. calls #D-3301 and #D-3317) but received no substantive update.

Our new hires begin on October 12 and these workstations are essential. If Metro cannot confirm delivery by October 11, I will need to cancel the order

and source alternate suppliers to meet our deadline. Please advise immediately, including the current shipment status and any remedial measures you will take.

Regards,

Paul Fenton

pfenton@brightline.com

(610) 555-0132

October 9, 2025

Mr. Paul Fenton

Brightline Architecture

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

desk frames. We have now prioritized your order and dispatched it via Priority Freight (tracking TF-774219). Current ETA: **October 11**.

To compensate for the disruption, Metro will **waive all delivery and assembly fees** for this shipment and provide a **10% discount on your next corporate order** (applied to invoice upon placement). We will also assign a dedicated customer-service coordinator (Maria Ortega) to monitor the delivery and confirm completion by telephone. If delivery by October 11 is not acceptable to you, please notify us by close of business today and we will process a cancellation and immediate refund to the credit card used on file.

Again, our sincere apologies for the inconvenience; we appreciate your patience and look forward to resolving this quickly.

Sincerely,  
Customer Service Team  
Metro Office Supplies  
customerservice@metrooffice.com  
(800) 555-9988

34. What problem does Mr. Fenton describe in his letter?
- (A) The items were delivered damaged.
  - (B) His order has not arrived.
  - (C) He was charged twice for his order.
  - (D) The products were the wrong size.

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36. According to the reply, when is the new estimated arrival date?
- (A) October 9
  - (B) October 10
  - (C) October 12
  - (D) October 11
37. What additional benefit does Metro offer to compensate for the delay?
- (A) A 10% discount on the next corporate order
  - (B) Free replacement chairs
  - (C) Complimentary extended warranty

(D) A free upgrade to expedited shipping on the next order

38. What can be inferred about Metro's response to the delay?

(A) It will refuse refunds for cancelled orders.

(B) It blames the customer for incorrect ordering.

(C) It suggests customers always pay extra for priority handling.

(D) It will waive delivery and assembly fees and monitor the shipment.

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Questions 39–43 refer to the following notice and e-mail.

**To All Employees:**

Beginning *October 15*, the company will implement a new policy regarding the  
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How to inform: Write it in the Skype chat or the comments section when making a reservation.

**pages per week** provided that the pages are printed in black and white and marked “Personal” at the top. Color printing is restricted to work-related projects only. IT will be monitoring usage reports monthly, and supervisors may follow up with individuals whose activity exceeds the allowance.

Thank you for your cooperation.

— *Administration*

Dear Administration,

I understand the need to limit personal printing, but I was wondering if an exception could be made for training materials. I occasionally prepare handouts for a volunteer seminar I lead outside of work. These are generally in



black and white but often exceed five pages. Would it be possible to apply for special approval in such cases?

Thank you,

**Carla Jennings, Sales Division**

39. What is the main purpose of the notice?
- (A) To announce a repair schedule for equipment
  - (B) To restrict the personal use of company printers
  - (C) To inform staff about a new training seminar
  - (D) To encourage employees to recycle paper

40. According to the notice, what is *not* allowed?

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

41. What does Ms. Jennings request?

- (A) To replace office equipment
  - (B) To receive an exemption from the limit
  - (C) To transfer to another department
  - (D) To obtain training in printer use
42. What does the notice indicate about printer usage?
- (A) Employees must report their own usage weekly.
  - (B) IT will track monthly usage records.
  - (C) Personal pages must be destroyed after use.
  - (D) Supervisors will receive usage data daily.

43. What is true about Ms. Jennings's handouts?
- (A) They are printed in color.
  - (B) They are required for office training.
  - (C) They often exceed the page limit.
  - (D) They are produced only once a year.
- 

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

**Quarterly Sales Report — Northern Region (in thousands of dollars)**

Product Line	Q1	Q2	Q3	Q4	Annual Total	% Change from Previous Year
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Maintenance Svc.	680	715	702	730	2,827	+12%
Consulting Svcs.	920	975	1,020	1,150	4,065	+15%

**Excerpt from Department Meeting Transcript**

*Manager (Mr. Lopez):* As you can see, consulting services showed the highest growth at fifteen percent compared to last year. Office furniture also improved, likely because of our new ergonomic chair line. However, stationery sales declined slightly, perhaps due to clients reducing paper usage. While computer systems grew modestly, I'm concerned about the dip in Q4. We'll need to review whether that was seasonal or related to competition.

Maintenance services were consistently strong, which suggests that our support packages are attracting repeat business.

For the upcoming year, we should continue promoting consulting, but also develop strategies to stabilize stationery and investigate the reasons for the Q4 computer sales drop.

44. What product line had the largest percentage increase?
- (A) Office furniture
  - (B) Computer systems
  - (C) Stationery items
  - (D) Consulting services

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46. What concern does Mr. Lopez express?
- (A) A shortage of maintenance staff
  - (B) Declining customer satisfaction
  - (C) Rising advertising expenses
  - (D) Competition in the computer market
47. What is suggested about maintenance services?
- (A) They had the lowest sales overall.
  - (B) They were unpopular with new clients.
  - (C) They showed inconsistent quarterly results.

(D) They benefited from repeat business.

48. What is one recommendation for the coming year?

- (A) Stop promoting office furniture
  - (B) Reduce staff in consulting services
  - (C) Stabilize stationery sales
  - (D) Focus only on seasonal promotions
- 

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## Answers

1. C

2. D

3. A

4. A

5. B

6. B

7. B

8. A

9. C

10. A

11. C

12. D

31. B

32. C

33. B

34. B

35. D

36. D

37. A

38. D

39. B

40. D

41. B

42. D

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18. B

19. A

20. A

21. A

22. B

23. D

24. D

25. B

26. B

27. A

28. D

29. C

30. D

48. C