

TOEIC Part 7 Practice #20

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

Questions 1-2 refer to the following advertisement.

Greenfield Farmers' Market

- Open Saturdays from 8:00 am to 2:00 pm
- Fresh local produce, artisanal bread, and dairy products
- Live music and family-friendly activities
- Vendors rotate weekly, so every visit offers something new

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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.

(C) A cooking class

(D) A farmers' market

2. What is encouraged for visitors to bring?

(A) Cash only

(B) Reusable bags

(C) Pets

(D) Identification

Questions 3-5 refer to the following contract.

Independent Consulting Agreement

This Agreement is entered into on September 12, 2025, between Horizon Analytics LLC (“Consultant”) and Fairview Electronics Inc. (“Client”).

Scope of Services: Consultant agrees to provide monthly data analysis, preparation of quarterly reports, and training sessions for Client’s staff on the use of business intelligence tools.

Compensation: Client shall pay Consultant \$9,500 per month, payable within fifteen (15) days of receipt of invoice. Late payments will accrue a 3% monthly service charge.

Term and Termination: This Agreement shall last for twelve (12) months unless terminated earlier by either party with thirty (30) days’ written notice.

Confidentiality: Consultant shall keep all Client data strictly confidential. Client retains ownership of its raw data while Consultant maintains ownership. 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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- (B) \$9,500
- (C) \$8,000
- (D) \$10,000

4. How long will the agreement last unless terminated earlier?

- (A) 6 months
- (B) 12 months
- (C) 18 months
- (D) 24 months

5. Who retains ownership of raw data?

- (A) The client

- (B) The consultant
- (C) Both equally
- (D) An outside vendor

Questions 6-8 refer to the following article excerpt.

Global Shipping Costs Surge Amid Fuel Increases

September 11, 2025 — The worldwide shipping industry faces rising costs as fuel prices climb to their highest levels in nearly a decade. According to the International Trade Council, the average cost of transporting a standard shipping container from Asia to North America has increased by nearly 30%

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markets.

Economists argue that while higher shipping expenses will not cause inflation alone, they add significant strain on global supply chains already stretched by labor shortages and regional conflicts. Businesses are advised to diversify suppliers and negotiate longer-term contracts to offset volatility.

6. What is the main subject of the article?

- (A) Consumer wage growth
- (B) Declining oil prices
- (C) Rising shipping costs
- (D) E-commerce expansion

7. What goods are especially mentioned as being affected?

- (A) Automobiles
- (B) Textiles and clothing
- (C) Agricultural products
- (D) Electronics and appliances

8. What do economists suggest businesses should do?

- (A) Reduce wages
- (B) Raise product prices
- (C) Diversify suppliers
- (D) Stop imports altogether

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

Subject: Preparation for Client Seminar

Dear Team,

As discussed in our last meeting, we will be hosting the annual client seminar on October 10 at the Harborview Convention Center. This event is critical for strengthening relationships with our small business clients and presenting our new financial planning packages.

Each department is expected to contribute. The design unit should finalize promotional materials by September 20, while the content team must prepare presentations by September 25. Logistics staff are asked to coordinate catering, seating arrangements, and on-site registration no later than October 1.

Please note that attendance is mandatory for all client-facing staff. Any scheduling conflicts must be reported directly to me before September 15 so that appropriate adjustments can be made.

Thank you for your cooperation in making this seminar a success.

Best regards,
Daniel Harris
Client Relations Director

9. What is the purpose of the email?

- (A) To announce staff promotions
- (B) To introduce new employees
- (C) To cancel a company meeting

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

11. Who must attend the seminar?

- (A) Client-facing staff
- (B) The design unit only
- (C) Catering providers
- (D) Only the director

Questions 12-14 refer to the following invoice.

Invoice 2025-4512

Metro Office Supplies
85 Eastlake Drive
Portland, OR 97214
Tel: (503) 555-2211
Fax: (503) 555-2212

Send to: Skyline Consulting Group
977 Harbor Lane
Seattle, WA 98109
Tel: (206) 555-8844

Date: Sept 12, 2025

Packed by: Linda Chen

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1	Multifunction Printer	\$1,200.00	\$1,200.00
12	Toner Cartridges	\$60.00	\$720.00
20	Office Stationery Kits	\$30.00	\$600.00
		Sub Total	\$15,120.00
		Shipping	\$85.00
		Taxes (8%)	\$1,214.00
		Total	\$16,419.00
		Deposit	\$0.00
		Balance Due	\$16,419.00

Payment due within **30 days** of invoice date. Please include a copy of invoice with your payment. Overdue accounts are subject to a **2% monthly finance charge**. Merchandise may be returned within **seven (7) days** for credit only — no cash refunds.

12. What is the subtotal before tax and shipping?

- (A) \$15,120.00
- (B) \$14,800.00
- (C) \$16,419.00
- (D) \$1,214.00

13. Within how many days must payment be made?

- (A) 7 days
- (B) Immediately
- (C) 60 days
- (D) 30 days

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Questions 15-17 refer to the following notice.

NOTICE TO ALL EMPLOYEES — EAST WING RENOVATION

Please be advised that on **October 1** the company will begin a comprehensive renovation of the East Wing of our headquarters. The work will include replacement of the existing HVAC system, upgrades to meeting room audio-visual equipment, refurbishment of common areas, and expansion of a second-floor workspace. Construction is expected to continue for approximately **six months**, with the project team targeting completion in late March.

While the East Wing and its adjacent lot are closed, the company has leased additional parking at Riverside Business Complex (two blocks north). Shuttle service will run every 15 minutes from 7:00 A.M. to 7:00 P.M., Monday through Friday, with extended evening service for those on flexible schedules.

Employees who normally park in the East lot should allow extra travel time and consider carpooling where possible.

For building access, the **North Lobby** entrance will remain the primary public entry. Additional security staff will be stationed to assist with increased foot traffic; please present your employee badge at all times. Visitor and contractor access will be managed from the North Lobby security desk, where **temporary ID passes** will be issued and must be displayed while on premises. Loading dock operations will be consolidated to Dock B; delivery drivers should reference the emailed delivery schedule to avoid delays.

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15. When will the renovation begin?

- (A) September 1
- (B) October 1
- (C) November 1
- (D) December 1

16. What will employees need to do during this period?

- (A) Park in the East Wing lot
- (B) Work longer hours
- (C) Use a different entrance

(D) Show their parking permits

17. How will visitors access the building?

- (A) Through the East Wing entrance
- (B) By shuttle bus only
- (C) With temporary ID passes
- (D) By calling the security office

Questions 18-20 refer to the following article.

LOCAL BAKERY SCALES UP: SWEET HAVEN'S CAREFUL EXPANSION

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packaged sourdough sold at farmers' markets.

Today Sweet Haven employs roughly forty-five people and is preparing to open a third retail location this fall. The owners credit their growth to several strategic choices: sourcing **approximately 80 percent of ingredients from nearby farms and millers**, building a strong social media presence with recipe and “behind-the-scenes” videos, and offering product lines tailored to local tastes. Their weekly online tutorials and community pop-ups have reinforced customer loyalty while introducing the brand to a wider audience.

Nevertheless, expansion brings new costs. Over the past year commodity prices for flour and dairy have climbed, and the bakery has responded by negotiating longer-term contracts with suppliers and modestly increasing certain retail prices. Labor costs have also risen, as Sweet Haven has raised

wages to retain skilled bakers and front-of-house staff. Still, the sisters report that gross margins have remained manageable, in part because customers are willing to pay a premium for quality and provenance. Claire explains, “Our customers want food they can trust. That trust gives us room to invest in better ingredients and training.”

Economists note that this kind of community-oriented strategy can shield small businesses from some mass-market pressures, but they warn that rising input costs and local competition could challenge future profitability. For now, Sweet Haven’s approach — a mix of local sourcing, digital marketing, and community engagement — appears to be paying off.

18. What is the article mainly about?

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- (A) From large chains
- (B) From international markets
- (C) From its own farms
- (D) From local sources

20. What challenge is the bakery facing?

- (A) Declining customer loyalty
- (B) Difficulty hiring staff
- (C) Increased operating costs
- (D) Poor online marketing

Questions 21-24 refer to the following advertisement.

INTRODUCING THE NOVA-PRO X7 SMART PROJECTOR — TECHVISION ELECTRONICS

Bring clarity and mobility to your presentations with the Nova-Pro X7, designed for business professionals, educators, and field teams who need a reliable portable projection solution. The X7 delivers 4K-compatible image processing (upscaled), vivid color fidelity, and strong contrast for readable text and sharp charts even in daylight conditions.

Key features:

- **Wireless Connectivity** — Wi-Fi and Bluetooth streaming from laptops, tablets, and phones; screen mirroring is supported for both iOS and Android.
- **Ultra-Portable Design** — Slim chassis, weighing under 2 pounds, with quiet

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

Limited-time launch package: order directly from **techvisionelectronics.com** and receive a complimentary carrying case and a two-year extended warranty. Schools and corporate buyers can request bulk pricing for purchases of ten units or more; education bundles include discounted classroom licensing for the built-in apps.

To schedule a demo, call **1-800-555-0928** or email sales@techvision.com. The Nova-Pro X7 is built to travel, display, and impress.

21. What product is being advertised?

- (A) A projector
- (B) A laptop computer

- (C) A tablet
- (D) A smartphone

22. What special offer is available for a limited time?

- (A) Free delivery
- (B) Bulk discounts
- (C) A free smartphone
- (D) A carrying case and warranty

23. According to the advertisement, what is one advantage of the Nova-Pro X7?

- (A) It is lightweight

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- (B) Children
- (C) Farmers and suppliers
- (D) Airline staff

Questions 25-28 refer to the following article.

DIGITAL BRIDGE INITIATIVE BOOSTS INTERNET ACCESS IN RURAL TOWNS

Launched three years ago, the Digital Bridge Initiative provides subsidies and incentive packages to telecommunications companies to install high-speed broadband in underserved rural regions. The program aims to close the digital divide by funding fiber-optic deployment, improving last-mile connectivity, and

encouraging local partnerships that reduce construction costs in remote zones.

Fairmont, a farming community of about 6,500 residents, offers a clear example. Before the program, Fairmont had limited connectivity—mostly dial-up or very slow DSL—making online education and e-commerce difficult. Under Digital Bridge, the town received fiber-to-the-node installation and public Wi-Fi in the central business district. As a result, local schools now hold weekly video lessons with guest lecturers, several farmers have adopted precision-agriculture tools that rely on real-time weather and price data, and two small retailers reported a 20–30 percent revenue uptick after launching simple online storefronts.

Program advocates point to these gains as evidence that broadband access

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requiring grantees to open access to multiple service providers where feasible.

Local leaders emphasize long-term potential. “Reliable internet is foundational for education, health care, and business,” says Mayor Ruth Delgado. “We still have work to do, but Digital Bridge is giving our community tools to compete and grow.”

25. What is the article mainly about?

- (A) A new farming technique
- (B) Improvements in e-commerce
- (C) School technology programs
- (D) An internet access initiative

26. Where is Fairmont located?

- (A) In a major city
- (B) In a farming area
- (C) In a coastal port
- (D) In a mountain resort

27. What criticism of the program is mentioned?

- (A) It has raised internet prices
- (B) It leaves smaller villages behind
- (C) It causes environmental damage
- (D) It reduces competition among schools

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

Questions 29–33 refer to the following instruction and document.

From: Human Resources Department

To: All Employees

Date: March 2, 2025

Subject: Submission of Annual Training Records

As part of our compliance obligations, all employees are required to complete at least 12 hours of professional development training each calendar year. These hours may include external workshops, online courses, industry conferences, or in-house seminars.

To ensure accurate record-keeping, the HR Department requests that each employee submit a completed “Annual Training Record Form” by **March 31, 2025**. The form should list all courses attended, dates, training providers, and total hours. Please note that incomplete forms will not be accepted, and supporting documentation such as certificates or attendance confirmations must be attached.

Failure to submit the required record by the deadline will result in training hours not being credited for the year, which may affect eligibility for promotions or professional certifications.

If you have any questions regarding eligible training activities, please contact HR prior to submitting your form.

Thank you for your cooperation.

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

Training Activity	Provider	Date(s)	Hours	Certificate Attached
Excel for Financial Analysis (Online Course)	DataPro Learning	Jan 15–20, 2024	6	Yes
Leadership in Finance Workshop	National Accounting Inst.	May 10, 2024	4	Yes
Annual Compliance Seminar	In-house (HR Dept.)	Sept 22, 2024	2	Yes
Advanced Tax Strategies Conference	Tax Professionals Assoc.	Nov 4–6, 2024	12	Yes

Total Hours Completed: 24

Submitted by: Sandra Kim

Date of Submission: March 10, 2025

29. What is the main purpose of the HR instruction?

- A. To request the submission of employee training records
- B. To announce new training course offerings
- C. To promote internal certification programs
- D. To schedule the annual compliance seminar

30. According to the instruction, what must accompany the training record form?

- A. A signed statement from the employee's manager

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

- A. 0
- B. 12
- C. 18
- D. 24

32. How many hours did Sandra Kim report for the Leadership in Finance Workshop?

- A. 2
- B. 6
- C. 4
- D. 12

33. Based on the form, what can be inferred about Sandra Kim's training in 2024?

- A. She did not attach certificates for most courses
- B. She exceeded the annual training requirement
- C. She only participated in in-house training
- D. She submitted her form after the deadline

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

Data: Customer Service Feedback Survey Results (Q4 2024)

Category	Rating Scale 1– 5	Average Score	% Respondents Selecting 4 or 5
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Effectiveness

Overall Satisfaction	1–5	4.1	76%
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Number of respondents: 500

Analysis

The survey results for Q4 2024 indicate strong performance in staff friendliness and product knowledge, with over 80% of respondents rating these aspects highly. However, two areas show notable weaknesses: **speed of response** and **resolution effectiveness**.

Respondents frequently mentioned in open-ended comments that call wait times were too long and that e-mail responses sometimes took more than 48

hours. Additionally, several customers expressed frustration at needing multiple contacts to fully resolve issues.

To address these issues, the Customer Service Department recommends:

1. Hiring additional representatives to reduce call wait times.
2. Introducing a new ticketing system to ensure faster follow-ups.
3. Providing targeted training on problem-solving skills to improve first-contact resolution rates.

The department aims to raise satisfaction in the two weaker categories to at least 4.2 by the end of Q2 2025.

34. What aspect of customer service received the highest average

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

35. Which problem did customers most frequently mention in their comments?

- A. Unfriendly staff interactions
- B. Inaccurate product information
- C. High prices for services
- D. Long response times to inquiries

36. What percentage of respondents gave high ratings for “Overall Satisfaction”?

- A. 76%
- B. 80%

- C. 65%
- D. 62%

37. According to the analysis, what change is proposed to reduce wait times?

- A. Expanding self-service options
- B. Automating resolution follow-ups
- C. Shortening surveys
- D. Hiring additional representatives

38. What is the department's target rating for weaker categories by mid-2025?

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

Questions 39–43 refer to the following advertisement and response.

Advertisement

Join the “Green Workplace Challenge 2025”

The City Office of Sustainability invites local companies to participate in the Green Workplace Challenge, a six-month program designed to help organizations reduce their environmental footprint while saving money.

Program Benefits:

- Free sustainability audits conducted by certified consultants
- Access to workshops on waste reduction, energy efficiency, and green purchasing

- Recognition on the city's website and in local media outlets
- Awards for top-performing workplaces in categories such as “Energy Savings” and “Waste Reduction”

How to Apply:

Companies must submit an online application by **April 15, 2025**. The challenge runs from **May 1 to October 31, 2025**.

For more information, visit: www.citysustainability.gov/challenge or contact sustainability@city.gov.

March 28, 2025

To: Office of Sustainability

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

possible, and encouraging employees to use public transportation.

We are especially interested in the free sustainability audit and would like to know whether the consultants can provide recommendations specific to professional services firms like ours, as our operations differ from manufacturing or retail businesses.

Additionally, could you please confirm whether participation requires us to attend all workshops in person, or if virtual attendance options will be available? This information would help us plan ahead, as several of our staff are frequently engaged in client work outside the city.

We look forward to participating and demonstrating our commitment to a greener workplace.

Sincerely,
Lena Morris
Operations Manager

39. What is the main purpose of the advertisement?

- A. To promote an energy savings product
- B. To recruit companies for a sustainability competition
- C. To announce new city recycling regulations
- D. To encourage residents to reduce electricity usage

40. What benefit is mentioned for companies that join the challenge?

- A. Tax credits for energy-efficient equipment

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

- A. Eligibility rules for small businesses
- B. The availability of virtual workshop attendance
- C. The deadline for application submission
- D. The criteria for award selection

42. How long will the Green Workplace Challenge run?

- A. Six months
- B. Four months
- C. Three months
- D. Twelve months

43. What is suggested about BrightPath Consulting?

- A. It operates mainly in the retail sector
- B. It manufactures office equipment
- C. It has participated in this challenge before
- D. It already follows some eco-friendly practices

Questions 44–48 refer to the following correspondence.

March 4, 2025

To: Customer Accounts Department

From: Julie Chan, Accounts Payable Coordinator

Westbrook Medical Supplies

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How to inform: Write it in the Skype chat or the comments section when making a reservation. correct amount should be \$13,450. The difference appears to stem from a duplicate charge for “Latex Examination Gloves – Medium, 200 boxes.” We received and approved delivery for only 100 boxes of this item.

Please review the invoice and advise on issuing a corrected version so that we may process payment promptly. A copy of the original purchase order is attached for your reference.

Sincerely,
Julie Chan

March 7, 2025

To: Julie Chan, Accounts Payable Coordinator

From: Customer Accounts Department

Medisupply Distribution

Subject: Re: Invoice Discrepancy – Order #45872

Dear Ms. Chan,

Thank you for bringing this matter to our attention. After reviewing the order records, we confirm that the invoice indeed included a duplicate charge for the Latex Examination Gloves. The correct quantity shipped was 100 boxes, not 200.

We have issued a **revised invoice for \$13,450** and attached it to this message.

Please disregard the previous version. We apologize for the oversight and appreciate your prompt communication, which allowed us to resolve the issue.

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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44. What was the original incorrect invoice total?

- A. \$14,200
- B. \$13,450
- C. \$12,200
- D. \$14,500

45. What caused the discrepancy in the invoice?

- A. A discount was not applied
- B. A shipping fee miscalculation
- C. A duplicate charge for an item

D. An incorrect tax rate

46. What action did the supplier take after the error was reported?

- A. Issued a revised invoice
- B. Offered a future credit
- C. Sent replacement goods
- D. Refunded the customer in cash

47. What item was mistakenly overcharged?

- A. Latex Examination Gloves
- B. Surgical masks
- C. Syringes

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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.

- C. They carefully verify invoices before making payments
- D. They typically ignore small discrepancies

Answers

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

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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.

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