

TOEIC Part 7 Practice #3

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

Questions 1-2 refer to the following memo.

TO: All Employees

FROM: Marcus Nguyen, IT Dept.

RE: Password Security Update

As part of our ongoing commitment to protect company data, we will be implementing new password policies starting Monday, June 3. All employees must change their passwords and follow the guidelines outlined in the

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1. What is the purpose of this memo?
 - (A) To introduce new software
 - (B) To report a security breach
 - (C) To announce a staff meeting
 - (D) To inform employees about password policies

 2. What should employees do regarding passwords?
 - (A) Reuse old passwords
 - (B) Share passwords with colleagues
 - (C) Follow the new guidelines
 - (D) Avoid using symbols
-

Questions 3-5 refer to the following e-mail.

Subject: Upcoming System Maintenance — Action Required

From: IT Support itsupport@grantltd.com

To: All Employees

Date: October 7, 2025

Dear Staff,

On Sunday, October 15, between 1:00 a.m. and 9:00 a.m., our central servers will be offline for scheduled maintenance. During this time, users will not be able to access company e-mail, client databases, or the shared drive. Remote connections through the Virtual Private Network (VPN) will also be disabled.

Please save all files you may need in advance. If you anticipate working over the weekend, we strongly advise copying materials to your local drives by

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IT Support Team

3. When will employees be unable to access company servers?

- (A) October 7
- (B) October 13
- (C) October 15
- (D) October 17

4. What should employees do before Friday evening?

- (A) Shut down their computers
- (B) Back up important files

- (C) Update client databases
- (D) Call the help desk

5. Where is the IT office located?

- (A) On the 1st floor
- (B) On the 3rd floor
- (C) On the 5th floor
- (D) On the 7th floor

Questions 6-8 refer to the following contract excerpt.

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security updates and performance testing.

2. **Compensation:** Contractor shall receive a fee of \$4,500 per month, payable on the last business day of each month, upon submission of an invoice.
3. **Term:** The Agreement shall remain in effect from September 1, 2023 through February 29, 2024, unless terminated earlier.
4. **Termination:** Either party may terminate this Agreement with thirty (30) days written notice.
5. **Confidentiality:** Contractor agrees not to disclose proprietary information, including but not limited to client data, financial records, or technical processes.

6. **Governing Law:** This Agreement shall be governed under the laws of the State of New York.

Signed,
MetroTech Consulting, Inc.
Daniel Cho

6. What is Daniel Cho hired to do?
- (A) Perform accounting services
 - (B) Develop and maintain websites
 - (C) Provide financial consulting
 - (D) Write marketing content

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8. What is required to terminate the agreement?
- (A) A verbal notification
 - (B) Thirty days written notice
 - (C) Immediate agreement by both parties
 - (D) A court order

Questions 9-11 refer to the following advertisement.

GrowSafe Investments — Retirement Planning Made Simple

Are you worried about your future financial security? GrowSafe Investments offers flexible retirement accounts designed for working professionals who want to maximize savings and minimize risk.

- ✓ Choose from Roth or Traditional Individual Retirement Accounts (IRAs)
- ✓ Free consultation with a certified financial planner
- ✓ Automatic monthly contributions from your checking account
- ✓ No maintenance fees for balances above \$10,000
- ✓ Competitive annual return rates of 6–8%

Our offices are conveniently located in downtown Cincinnati, but consultations are also available by phone or video call.

Call **1-800-874-SAFE** today to schedule your free appointment, or visit us

online at www.growsafe.com/securefuture. Appointments fill quickly, so

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9. What type of service is being advertised?

- (A) Tax preparation
- (B) Retirement planning
- (C) Insurance coverage
- (D) Loan refinancing

10. What is free for clients with accounts over \$10,000?

- (A) Annual returns
- (B) Maintenance fees
- (C) Phone consultations
- (D) Financial planning software

11. How can a client schedule an appointment?

- (A) By mailing in a form
 - (B) By contacting their employer
 - (C) By calling or visiting a website
 - (D) By visiting a bank branch
-

Questions 12-14 refer to the following magazine article excerpt.

Outsourcing Trends in the Tech Industry

In the past five years, more mid-sized technology firms have outsourced their customer support operations to overseas contractors. A recent survey by the National Technology Association showed that 46% of software companies now

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One example is *BrightLink Software*, a Boston-based firm that outsourced its technical support to Manila in 2021. Although costs fell by nearly 30%, customer satisfaction scores initially dropped. After investing in staff training and quality monitoring, BrightLink reported a recovery in satisfaction levels within a year.

Analysts predict outsourcing will continue to grow, especially as firms seek to remain competitive in challenging markets.

12. According to the article, what is a main benefit of outsourcing?

- (A) Improved customer satisfaction
- (B) Increased staff training
- (C) Lower labor costs

(D) Better cultural understanding

13. What problem did BrightLink Software experience after outsourcing?

- (A) Higher operating expenses
- (B) Lower satisfaction among customers
- (C) Difficulty hiring staff in Manila
- (D) Lack of technical knowledge

14. What do analysts believe will happen in the future?

- (A) Outsourcing will decline
- (B) Customer satisfaction will no longer be measured

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August 3, 2024

Mr. Richard Lawson

Procurement Manager

Henderson Automotive Ltd.

214 Industrial Parkway

Cleveland, OH 44115

Dear Mr. Lawson,

I am pleased to confirm receipt of your request for proposal regarding the supply of **high-grade aluminum panels** for use in your upcoming vehicle line. We appreciate the opportunity to work with Henderson Automotive, a respected leader in the automotive manufacturing sector.

Our company, Northgate Metals, has been producing industrial aluminum sheets and custom paneling for over 25 years. We maintain contracts with major firms across North America and are proud of our record of consistent delivery, competitive pricing, and rigorous safety standards. Our facilities are ISO 9001 certified, and we employ continuous testing to ensure materials meet specifications for strength and durability.

Based on your specifications, we believe Northgate can provide panels that not only meet but exceed your technical requirements. Furthermore, our flexible supply agreements allow clients to adjust volumes according to production fluctuations, ensuring you are never overstocked or undersupplied.

We propose arranging a consultation meeting next month to finalize technical details, tour our facilities, and review initial cost estimates. A representative

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Sincerely,

Gloria Ramos

Director of Business Development

Northgate Metals, Inc.

15. What is the main purpose of the letter?

- (A) To respond to a request for proposal
- (B) To complain about a shipment error
- (C) To introduce a new vehicle line
- (D) To cancel an existing contract

16. What is highlighted about Northgate Metals?
- (A) Its long history and certifications
 - (B) Its recent merger with another company
 - (C) Its new automotive design team
 - (D) Its expansion into European markets
17. What does the letter request from Mr. Lawson?
- (A) To place an immediate order
 - (B) To provide technical drawings
 - (C) To sign a long-term contract
 - (D) To confirm availability for a meeting

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focused on providing low-interest loans, the foundation has broadened its scope to include mentorship, training seminars, and networking events.

This year alone, more than 320 entrepreneurs participated in its workshops, covering topics from digital marketing to financial planning. According to Executive Director Angela Kim, the demand for such services has soared since the pandemic. “Many small businesses had to reinvent themselves,” she explained. “We provide the tools and connections they need to compete.”

The foundation also partners with local banks to secure financing. Unlike traditional lenders, it emphasizes accessibility, helping individuals who may lack collateral or formal credit histories. This has enabled dozens of minority-owned and women-led businesses to open their doors in the past five years.

The economic impact is noticeable. A recent study conducted by the University of North State found that businesses supported by the foundation generated over **\$25 million in local revenue** last year and created more than 450 jobs. Residents benefit too, as many of these businesses operate in underserved neighborhoods where new investment has long been absent.

Still, challenges remain. Demand for resources exceeds capacity, and the foundation relies heavily on donations. Fundraising campaigns are underway to expand services further. “Our vision is to be not just a financial resource,” said Ms. Kim, “but a catalyst for sustainable community growth.”

18. What is the article mainly about?

(A) The decline of small businesses in Riverside

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(B) It requires higher-than-average interest rates

(C) It invests exclusively in technology firms

(D) It focuses only on established corporations

20. What is mentioned as a challenge for the foundation?

(A) Limited capacity compared to demand

(B) Rising interest rates in local banks

(C) A decline in public interest in donations

(D) Competition from private lenders

Questions 21-24 refer to the following advertisement.

INTRODUCING SMARTDESK PRO — THE FUTURE OF OFFICE PRODUCTIVITY

Are you struggling with clutter, poor posture, or low energy at work? SmartDesk Pro from Innovexa Solutions is designed to revolutionize the way you work.

This state-of-the-art adjustable workstation combines **ergonomic design** with advanced digital features. At the touch of a button, you can switch between sitting and standing positions, reducing fatigue and improving circulation. Integrated sensors track usage habits and send reminders to change positions, while the built-in wireless charging pad keeps your devices powered throughout the day.

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Backed by a 5-year warranty and available in multiple finishes, SmartDesk Pro is the ideal solution for businesses seeking to promote health, efficiency, and innovation. Bulk purchase discounts and leasing options are available.

Visit www.innovexa.com/smartdesk or call 1-800-555-8790 to schedule a demo today. Transform your office with SmartDesk Pro — because better work begins with a better workspace.

21. What is the main purpose of this advertisement?
- (A) To compare several office furniture brands
 - (B) To explain recent workplace health studies
 - (C) To promote a new adjustable workstation

(D) To provide instructions for assembling furniture

22. What feature helps prevent workplace fatigue?

- (A) LED lighting
- (B) Cable-management system
- (C) Adjustable sitting and standing options
- (D) Wireless charging pad

23. What benefit is mentioned for companies purchasing multiple desks?

- (A) Bulk discounts
- (B) Free delivery

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- (C) By sending an e-mail directly to Innovexa Solutions
- (D) By visiting a local retail store

Questions 25-28 refer to the following letter.

September 12, 2024

Ms. Danielle Foster
Chief Financial Officer
Harper & Gray Publishing
922 Madison Avenue

New York, NY 10019

Dear Ms. Foster,

Following up on our recent conversation, I am pleased to provide a summary of the services that Alden & Moore Accounting can deliver to Harper & Gray. We understand that, as your publishing house continues to grow, effective **financial oversight and compliance** are essential to sustaining success.

Our firm has more than 40 years of experience serving media and creative companies. We specialize in audit preparation, tax strategy, and cash-flow management. Notably, we have helped several publishing houses optimize royalty tracking systems, reducing reporting delays and ensuring that authors are paid accurately and on time.

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team will conduct a thorough financial review and provide actionable recommendations. At the end of this period, Harper & Gray may decide whether to continue with a long-term contract.

We value the trust you place in us and look forward to supporting Harper & Gray's next stage of growth.

Sincerely,

Patrick O'Donnell

Managing Partner

Alden & Moore Accounting

25. What is the main purpose of this letter?

(A) To request payment for services already provided

- (B) To offer accounting services to a publishing company
- (C) To confirm the receipt of a shipment
- (D) To announce a change in tax regulations

26. What is highlighted as a benefit of the firm's services?

- (A) Assistance with book design
- (B) Discounts on publishing contracts
- (C) Improved royalty payment accuracy
- (D) Access to international authors

27. What type of agreement does the letter suggest starting with?

- (A) A one-year renewable contract

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- (B) By expressing interest in future cooperation
- (C) By requesting immediate feedback
- (D) By providing legal disclaimers

Questions 29–33 refer to the following information.

**Quarterly Energy Consumption Report — Hawthorne Manufacturing Plant
(Q2 FY2025)**

Energy Source	Q1 Usage (MWh)	Q2 Usage (MWh)	% Change	Cost per MWh	Total Cost (Q2)
Electricity	12,450	14,820	+19%	\$115	\$1,704,300
Natural Gas	8,220	6,710	-18%	\$76	\$510,000
Renewable Grid Credits	4,000	5,500	+37%	\$62	\$341,000
Diesel Backup Generators	1,100	1,750	+59%	\$145	\$253,750
Total	25,770	28,780	+12%	—	\$2,809,050

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storm-related outages in May. These unplanned generator hours cost over \$250,000, nearly doubling projected standby expenses.

On the positive side, the plant expanded its renewable grid credit purchases, in line with corporate sustainability goals. Although these credits cost slightly more than natural gas, they help the company meet carbon-reduction targets and enhance its public image.

Recommendations: continue monitoring power reliability, explore backup battery storage to offset diesel reliance, and budget for at least a 10–15% seasonal energy increase in future quarters if production remains at current levels.

29. What is one reason for the increase in electricity use?

- (A) A rise in fuel costs
- (B) Installation of new equipment
- (C) Higher machine operating hours
- (D) A switch from gas heating

30. What is true about natural gas usage in Q2?

- (A) It rose due to colder weather
- (B) It replaced renewable credits
- (C) It decreased compared with Q1
- (D) It accounted for the largest cost increase

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32. What recommendation does the Facilities Manager make?

- (A) Increase natural gas contracts
- (B) Purchase additional renewable credits
- (C) Reduce production shifts in Q3
- (D) Consider battery storage solutions

33. What can be inferred about the company's renewable credit purchases?

- (A) They support environmental targets
- (B) They significantly reduce costs
- (C) They replace electricity usage
- (D) They were canceled in Q2

Questions 34–38 refer to the following advertisement and e-mail.

Seabreeze Conference Hotel

Looking for the perfect venue to host your next corporate retreat or seminar?

The Seabreeze Conference Hotel offers:

- 14 fully equipped meeting rooms, ranging from 10 to 400 seats
- Complimentary high-speed Wi-Fi and on-site IT support
- Newly renovated guest suites with ocean views
- All-inclusive corporate packages starting at \$249 per participant per night, including three meals, refreshments, and use of fitness and spa

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

For bookings: events@seabreezehotel.com | (800) 555-7129

From: Helen Davis hdavis@emergingtech.com

To: events@seabreezehotel.com

Date: October 3, 2025

Subject: Inquiry: EmergingTech Retreat

Dear Seabreeze Events Team,

Our company is planning a two-day leadership retreat in mid-November. We expect approximately 55 participants and require a main hall for plenary sessions plus several breakout rooms. I would also like details on whether your

corporate package includes airport transportation for all guests or if that is billed separately.

Additionally, could you clarify whether spa services beyond the standard fitness center are available to attendees under the package, or whether those amenities carry an extra charge?

Finally, since our event would involve over 100 room nights, would we qualify for the 15% accommodation discount, and does it apply automatically at booking?

Thank you,

Helen Davis

Executive Assistant, EmergingTech

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35. What does Ms. Davis indicate her company requires?

- (A) Shuttle service to multiple locations
- (B) A three-day reservation
- (C) Outdoor activity facilities
- (D) Several breakout rooms

36. What question does Ms. Davis ask about spa services?

- (A) Whether they require reservations in advance
- (B) Whether they are included in the corporate package
- (C) Whether they are available only to overnight guests

(D) Whether they can be customized for groups

37. Why does Ms. Davis ask about the discount?

- (A) She plans to book only 10 executive suites
- (B) She wants to negotiate additional free services
- (C) Her company expects to book more than 100 room nights
- (D) The retreat will be scheduled after December 15

38. What is implied about the event Ms. Davis is planning?

- (A) It will last two days
- (B) It will take place in December
- (C) It will include fewer than 50 people

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

To: All Employees

Date: September 28, 2025

Subject: Mandatory Benefits Enrollment Form — Action Required

Dear Team,

As part of our annual compliance process, all employees must complete the 2026 Benefits Enrollment Form by **October 20, 2025**. This form determines your medical, dental, vision, and retirement-plan elections for the coming year. Even if you do not wish to make changes to your current selections, you are still required to submit a signed form indicating “No Changes.”

The form is attached below. Please review the accompanying instructions carefully, as failure to respond will result in default coverage limited to the

basic health plan with no dental or vision benefits. Retirement contributions will remain at the statutory minimum of 2% unless you specify otherwise.

Once complete, return the signed form electronically through the Employee Portal under “HR Submissions.” Paper copies will not be accepted. Should you have any questions, please contact Benefits Coordinator Sara Nguyen (ext. 3421).

Thank you for your cooperation.

—HR Department

Attachment — 2026 Benefits Enrollment Form (Excerpt)

Section A: Employee Information (Name, ID Number, Department, Contact

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Section C: Dental Coverage

- ☐ Opt Out
- ☐ Standard Plan (+\$22/month)
- ☐ Comprehensive Plan (+\$39/month)

Section D: Vision Coverage

- ☐ Opt Out
- ☐ Standard Plan (+\$15/month)
- ☐ Premium Plan (+\$28/month)

Section E: Retirement Contribution

- ☐ 2% (minimum, default if not specified)
- ☐ 4%

☐ 6%

☐ 8%

39. What is the main purpose of the e-mail?

- (A) To announce an upcoming staff meeting
- (B) To require employees to submit an enrollment form
- (C) To advertise optional training programs
- (D) To explain new payroll procedures

40. What will happen if an employee does not return the form?

- (A) They will automatically receive the Enhanced Plan
- (B) They will not be enrolled in any retirement contribution

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- (B) Through interoffice mail delivery
- (C) Via the online Employee Portal
- (D) In hard copy to the HR Department

42. Which benefit option includes worldwide emergency coverage?

- (A) Premium health plan
- (B) Comprehensive dental plan
- (C) Premium vision plan
- (D) Standard health plan

43. What is the latest date by which employees must submit the form?

- (A) September 28, 2025

- (B) October 10, 2025
 - (C) November 1, 2025
 - (D) October 20, 2025
-

Questions 44–48 refer to the following letters.

From: Dana Whitfield dwhitfield@horizonimporters.com

To: Customer Service, Harbor Freight Logistics

Date: August 21, 2025

Subject: Delayed Shipment — Invoice #HIL-09387

Dear Harbor Freight Logistics,

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this shipment and confirm when delivery can be expected? Additionally, we would appreciate knowing whether compensation will be offered under your on-time delivery guarantee.

Sincerely,

Dana Whitfield

Logistics Manager, Horizon Importers

From: Customer Service support@harborfreightlogistics.com

To: Dana Whitfield dwhitfield@horizonimporters.com

Date: August 23, 2025

Subject: RE: Delayed Shipment — Invoice #HIL-09387

Dear Ms. Whitfield,

Thank you for contacting us. The vessel carrying your shipment, *Ocean Pearl*, was delayed due to unexpected port congestion in Yokohama, which required a rerouting and re-docking. According to the updated manifest, the container has now departed Yokohama and is scheduled to arrive in Seattle on **August 28**, approximately two weeks later than originally anticipated.

Regarding your inquiry about compensation, our on-time delivery guarantee applies to domestic freight only and does not extend to international shipments. However, we are escalating your case to our Operations Team to see if an expedited customs clearance can be arranged, minimizing further delays once the cargo arrives.

We apologize for the inconvenience and will continue to update you daily until

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44. What problem is Ms. Whitfield writing about?
- (A) Incorrect billing on an invoice
 - (B) Incomplete product packaging
 - (C) A delay in her company's shipment
 - (D) A canceled shipping order
45. According to Ms. Whitfield, what is the result of the issue?
- (A) Problems meeting obligations to retailers
 - (B) Penalties from port authorities
 - (C) Higher transport charges
 - (D) Cancellation of her purchase order

46. What reason is given for the delay?
- (A) Technical difficulties with the vessel
 - (B) A labor strike in Seattle
 - (C) A problem with customs inspections
 - (D) Port congestion in Yokohama
47. What does the response indicate about the on-time guarantee?
- (A) It applies to all shipments regardless of route
 - (B) It does not apply to international shipments
 - (C) It excludes domestic deliveries
 - (D) It covers only shipments valued above a certain amount

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Answers

1. A

2. C

3. C

4. B

5. C

6. B

7. C

8. B

9. B

10. B

11. C

12. C

31. B

32. D

33. A

34. A

35. D

36. B

37. C

38. A

39. B

40. C

41. C

42. A

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18. B

19. A

20. C

21. C

22. D

23. A

24. A

25. B

26. C

27. B

28. B

29. C

30. C

48. A