

## TOEIC Part 7 Practice #5

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

### Questions 1-2 refer to the following memo.

TO: Marketing Team

FROM: Sarah Kim, Campaign Manager

RE: Upcoming Client Presentation

Next Thursday, May 30, we will present our latest campaign strategies to our client, BrightWave Electronics. All team members must submit their presentation slides for review by Tuesday, May 28. The meeting will begin at 10:00 a.m. in the conference room.

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

1. (A) To schedule a staff outing  
(B) To introduce new team members  
(C) To announce a product launch  
(D) To provide instructions for a presentation
  
2. When must slides be submitted for review?  
(A) Monday, May 27  
(B) Tuesday, May 28  
(C) Wednesday, May 29  
(D) Thursday, May 30

**Questions 3–5 refer to the following business email.**

**From:** Claire Donovan c.donovan@parkside-consulting.com

**To:** Michael Reed m.reed@northwestmanufacturing.com

**Date:** October 14, 2025

**Subject:** Revised Training Schedule

Dear Mr. Reed,

Thank you for confirming participation in our leadership workshop. I wanted to inform you that, due to venue renovations, the training sessions will now take place at the Riverside Conference Center instead of the downtown facility. The dates remain unchanged—November 10 through 12, from 9:00 a.m. to 4:30 p.m. each day.

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to reach out directly. We look forward to welcoming your team.

Best regards,

Claire Donovan

3. Why was the email written?

- (A) To confirm payment of fees
- (B) To request new training materials
- (C) To announce the cancellation of a workshop
- (D) To inform about a change in venue

4. What has been altered in the agenda?

- (A) The total number of sessions
- (B) The timing of the keynote speech
- (C) The closing date of the program
- (D) The lunch arrangements

5. What is suggested about the Riverside Conference Center?

- (A) It has more spacious parking facilities
- (B) It is located closer to downtown
- (C) It is undergoing renovations
- (D) It may have limited parking spaces

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

Date: November 2, 2020

Subject: Winter Office Preparation

As colder weather approaches, we ask each department to take steps to ensure energy efficiency and safety throughout the building. Please remind staff members to turn off lights and equipment when not in use, particularly over weekends and holidays. Windows should remain closed once the central heating system is activated on November 15.

In addition, the parking lot will be resurfaced on November 20–21. During these dates, employees should park in the overflow lot behind the cafeteria. Shuttle service will operate every 15 minutes. Finally, snow-clearing procedures will be posted on the company intranet by November 10. Supervisors are responsible

for communicating this information to their teams.

6. When will the heating system be switched on?

- (A) November 2
- (B) November 10
- (C) November 15
- (D) November 20

7. What are employees asked to do during weekends?

- (A) Park in the overflow lot
- (B) Report snow-clearing procedures

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- (D) In the underground garage
- (C) At a nearby rented facility
- (D) In the overflow lot behind the cafeteria

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**Questions 9–11 refer to the following invoice.**

**Brighton Office Supply Co.**

2200 Lakeside Blvd, Portland, OR 97219

Tel: (503) 555-2298

**Bill To:** Harbor Legal Associates

515 Oak Street, Portland, OR 97211

**Invoice Date:** October 28, 2025

**Invoice Number:** 42761

**Due Date:** November 28, 2025

Item Description	Quantity	Unit Price	Line Total
Copy Paper (10 reams)	1	\$56.00	\$56.00
Laser Printer Toner	2	\$69.00	\$138.00
Ergonomic Office Chair	3	\$143.00	\$429.00
LED Desk Lamp	6	\$24.00	\$144.00
Whiteboard (Medium)	2	\$99.00	\$198.00
Stapler, Heavy Duty	4	\$23.00	\$92.00

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**Total Due: \$1,524.60**

*Payment must be received by the due date. A late charge of 1.5% per month will apply to overdue balances. Returns must be requested within 30 days and require prior authorization.*

9. What company issued this invoice?

- (A) Harbor Legal Associates
- (B) Oak Street Finance
- (C) Brighton Office Supply Co.
- (D) Lakeside Financial

10. What is the total amount due?

- (A) \$1,452.00
- (B) \$1,524.60
- (C) \$1,620.60
- (D) \$1,638.00

11. What is required for a product return?

- (A) Prior authorization
- (B) A payment extension
- (C) Immediate replacement
- (D) A sales tax refund

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1450 Maple Avenue

Denver, CO 80205

Dear Mr. Ortiz,

We are pleased to inform you that your proposal for the Downtown Shuttle Partnership has been approved by the City Council. After a thorough review of competing bids, your company's emphasis on environmentally friendly vehicles and cost efficiency distinguished it from others. The initial agreement authorizes service for three years, beginning in January 2026.

As part of the partnership, GreenLine Transport will operate five hybrid-electric buses to provide free shuttle service between Union Station and the Capitol district. The Council expects quarterly performance reports, which should

include ridership data and maintenance records. Should the service prove successful, the contract may be extended an additional two years.

We look forward to collaborating with your team on this project.

Sincerely,

Karen Li

Deputy Director, City Transportation Office

12. What is the main purpose of the letter?

- (A) To announce an approval of a proposal
- (B) To request revisions to a bid
- (C) To inquire about transportation costs
- (D) To confirm a service cancellation

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- (D) Use of hybrid-electric buses

14. What will GreenLine Transport need to submit regularly?

- (A) Employee training certificates
- (B) Advertising proposals
- (C) Maintenance records and ridership data
- (D) Quarterly financial statements

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**Questions 15-17 refer to the following notice.**

**Notice to All Office Tenants: Elevator Service Update**

Beginning Monday, June 10, all elevators in the East Wing of the Grandview Office Complex will undergo scheduled modernization. The upgrade project will focus on replacing outdated mechanical systems, installing digital control panels, and improving safety features such as emergency braking mechanisms and fire-resistant cabling. Once complete, the new elevators will also be faster and more energy-efficient, reducing both waiting times and power consumption.

During the first phase, only two of the four elevators will be operational at any given time. This will likely result in longer wait periods, particularly during peak morning and afternoon hours. Tenants are encouraged to plan accordingly by arriving slightly earlier for meetings or considering the use of stairwells for travel between adjacent floors.

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the building's systems up to modern safety and performance standards. The project is expected to last eight weeks, with all elevators fully operational by August 5.

If you require assistance due to mobility concerns, please contact the building management office at extension 102 so that special arrangements can be made. Thank you for your cooperation and patience as we enhance the comfort and safety of our workplace.

Grandview Building Management

15. What type of facility is being renovated?  
(A) The elevators

- (B) The stairwells
- (C) The parking garage
- (D) The security office

16. What will tenants probably experience during the renovation?

- (A) A lack of security staff
- (B) Noise during the workday
- (C) Lower electricity bills
- (D) Longer wait times

17. By when is the project expected to be completed?

- (A) June 10

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QUESTIONS TO REFER TO THE FOLLOWING LETTER.

Greenfield Consulting Group  
78 Main Street  
Boston, MA 02110

April 4

Mr. Anthony Morales  
Director of Human Resources  
Delmont Industries  
42 Park Avenue  
Newark, NJ 07102

Dear Mr. Morales,

I am writing to confirm our recent discussion regarding the leadership development workshop that Delmont Industries has requested for its mid-level managers. As agreed, Greenfield Consulting will design and deliver a two-day program tailored to your company's goals of improving team coordination, conflict resolution, and decision-making skills.

The workshop will be held at your Newark headquarters on May 15 and 16. Sessions will run from 9:00 A.M. until 4:00 P.M. each day, with a one-hour lunch break provided. Our lead consultant, Dr. Susan Lang, will conduct the sessions. Dr. Lang has extensive experience facilitating executive training for Fortune 500 companies, and her practical approach ensures that participants leave with strategies they can immediately apply.

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How to inform: Write it in the Skype chat or the comments section when making a reservation.  
As per our agreement, the total program cost will be \$0,000, which includes consultant fees, materials, and post-workshop evaluations. An invoice will follow under separate cover.

We appreciate the opportunity to work with Delmont Industries and look forward to contributing to the professional development of your team. Please feel free to contact me directly with any additional questions.

Sincerely,  
Elaine Kim  
Program Director  
Greenfield Consulting Group

18. What is the main purpose of this letter?

- (A) To confirm arrangements for a training program
- (B) To request payment for a past-due invoice
- (C) To advertise consulting services to new clients
- (D) To summarize results of an employee survey

19. Who will conduct the workshop sessions?

- (A) Anthony Morales
- (B) Elaine Kim
- (C) A Delmont manager
- (D) Dr. Susan Lang

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**Questions 21-24 refer to the following memo.**

### **Interoffice Memorandum**

**To:** All Marketing Department Staff

**From:** Olivia Ramirez, Vice President of Marketing

**Date:** September 2

**Subject:** Upcoming Department Meeting and Policy Changes

This memo serves as notification of a mandatory departmental meeting scheduled for Friday, September 6, at 10:00 A.M. in the Horizon Conference Room. All staff members are required to attend.

The first portion of the meeting will review the progress of the “SmartHome” product launch campaign. We will analyze results from the initial advertising rollout, discuss consumer feedback, and identify opportunities to strengthen our social media strategy. Team leaders should come prepared with updated performance reports.

The second portion will introduce changes to our remote-work policy. Effective October 1, marketing employees will be permitted to work remotely up to three days per week, provided performance targets are consistently met. This decision reflects our recognition of evolving workplace trends and our commitment to employee work-life balance. However, managers will continue to monitor productivity closely.

Additionally, starting next quarter, all client presentations must follow the

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21. What is the main purpose of this memo?

- (A) To announce a departmental meeting and new policies
- (B) To introduce new employees to the company
- (C) To provide training on presentation skills
- (D) To report financial performance

22. According to the memo, how often may marketing employees work remotely?

- (A) Every day
- (B) Once per week
- (C) Two days per week

(D) Up to three days per week

23. What must team leaders bring to the meeting?

- (A) Client contracts
- (B) Updated performance reports
- (C) Standardized templates
- (D) Consumer surveys

24. What change will affect client presentations?

- (A) They must be reviewed by HR
- (B) They must be shortened to 10 minutes
- (C) They must use a new template

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

100 Pine Street

San Francisco, CA 94105

May 20

Ms. Rachel Tanaka  
Chief Financial Officer  
Westbrook Textiles  
450 Industrial Drive  
Oakland, CA 94607

Dear Ms. Tanaka,

I am pleased to inform you that Brighton Financial has completed its preliminary assessment of Westbrook Textiles' eligibility for a long-term business loan. Based on the financial documents you submitted, we are prepared to extend conditional approval for a loan of up to \$2 million. This offer is subject to final verification of collateral and satisfactory results from our credit risk analysis, which is currently underway.

If approved, the loan will be issued at a fixed annual interest rate of 4.8%, with repayment terms of up to ten years. We believe these terms will support your company's plans for modernizing equipment and expanding operations into new markets.

Please note that final approval requires submission of the property title for your Oakland facility and completion of an independent appraisal. Our office

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Sincerely,  
Henry Wong  
Senior Loan Officer  
Brighton Financial Services

25. What is the purpose of this letter?

- (A) To deny a loan application
- (B) To request a property appraisal
- (C) To announce updated interest rates
- (D) To provide conditional approval for financing

26. What interest rate is mentioned in the letter?

- (A) 3.5%
- (B) 4.2%
- (C) 4.8%
- (D) 5.1%

27. What is Brighton Financial currently conducting?

- (A) A credit risk analysis
- (B) A site inspection of the facility
- (C) An independent appraisal
- (D) A property title transfer

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Questions 29–33 refer to the following table and report.

### Employee Commuting Survey – Results (2024)

Mode of Transport	% of Employees	Average Commute Time	Reported Satisfaction Level
Car (driving alone)	42%	48 minutes	Low
Carpool (2–4 people)	15%	39 minutes	Medium
Public Bus	18%	55 minutes	Low

Mode of Transport	% of Employees	Average Commute Time	Reported Satisfaction Level
Train/Metro	20%	46 minutes	High
Bicycle	3%	28 minutes	High
Walking	2%	22 minutes	Medium

## Report

The survey, conducted in June 2024 by HR, aimed to evaluate commuting habits across our 800 employees. While the majority continue to drive alone, the data indicates dissatisfaction with both commute time and convenience. In contrast, employees who commute by train or bicycle reported high levels of

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How to inform: Write it in the Skype chat or the comments section when making a reservation. Encouraging carpooling, for example, or a corporate subsidy for monthly train passes could both reduce parking lot congestion and improve employee morale. Similarly, installing additional bicycle racks and providing shower facilities may encourage healthier commuting choices.

Finally, while carpooling represents only 15% of commuters, its medium satisfaction ratings suggest it could be improved with better coordination tools. We recommend piloting an internal app that helps staff arrange shared rides more easily. If implemented effectively, this could reduce both traffic congestion and environmental impact while lowering commuting stress.

29. What is suggested as a way to encourage more bicycle commuting?  
A. Offering free helmets

- B. Shortening commute times
- C. Installing racks and showers
- D. Providing monthly subsidies

30. According to the report, what is the main issue for bus commuters?

- A. Lack of available seating
- B. Higher costs than driving
- C. Limited operating hours
- D. Delays and overcrowding

31. What percentage of employees reported using the train?

- A. 20%

→ 100%

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- B. Developing a coordination app
- C. Increasing fuel reimbursements
- D. Reducing parking fees

33. What is implied about parking at the company?

- A. It is not available for employees
- B. It may be overly crowded
- C. It is free of charge
- D. It is located far from the office

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

## Advertisement

### *Harborview Business Hotel – Summer Conference Packages*

Looking for the perfect venue for your next company event? The Harborview Business Hotel, conveniently located downtown near the financial district, is offering **exclusive corporate packages from July through September.**

Each package includes:

- Use of a fully equipped conference room (up to 120 participants)
- Complimentary audio-visual equipment (projectors, microphones, Wi-Fi)
- Two coffee/tea breaks with light snacks

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

- Airport shuttle service at reduced group rates
- Team-building workshops conducted by certified facilitators

For availability and pricing, please contact our Corporate Sales Department at [sales@harborviewhotel.com](mailto:sales@harborviewhotel.com) or call (555) 0198-433. Early reservations receive a 10% discount.

## E-mail

From: Daniel Kim [d.kim@alliedtech.com](mailto:d.kim@alliedtech.com)

To: Corporate Sales [sales@harborviewhotel.com](mailto:sales@harborviewhotel.com)

Subject: Inquiry about conference package

Dear Corporate Sales Team,

Our company, AlliedTech Solutions, is planning a two-day staff workshop in late August, with approximately 85 participants. We are very interested in your summer corporate package. Could you please provide a detailed quotation including the buffet lunch option? Additionally, do your overnight room discounts apply to all participants, even if some stay for only one night instead of two?

We are also considering arranging transportation for a group arriving from the airport on the first morning. Could you clarify how your shuttle pricing works for larger groups?

Thank you in advance. I look forward to your reply.

Best regards,

Daniel Kim

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

D. Virtual access

C. Event coordinator support

D. Coffee breaks

35. What does Mr. Kim request in his message?

- A. A price quotation
- B. Confirmation of reservation dates
- C. A floor plan of the conference room
- D. A list of workshop facilitators

36. What does Mr. Kim want to know about overnight stays?

- A. Whether late check-out is possible

- B. If breakfast is included in the room rate
- C. How many rooms are available in total
- D. If discounts apply for one-night stays

37. What does the advertisement say about reservations?

- A. They are limited to certain companies
- B. They must be made by phone
- C. They include free team-building
- D. They qualify for a discount if made early

38. In his message, what is Mr. Kim considering arranging?

- A. Team-building workshops

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

## Internal Announcement

To: All Department Managers

From: Human Resources Department

Date: September 12, 2024

Subject: New Remote-Work Request Procedure

Beginning October 1, employees who wish to work remotely for one or more days per week must complete the updated *Remote-Work Request Form*. This change is part of our compliance with the revised labor regulations and our effort to ensure consistent practices across all departments.

Key changes:

- All requests must be submitted at least **10 business days** before the intended start date.
- Employees must specify the number of remote days (up to two per week) and provide justification related to job duties.
- Department managers are required to review and approve or deny requests within **five business days** of receipt.
- Approved forms must be forwarded to HR for final confirmation.

Failure to follow this process may result in delays or denial of remote-work privileges. Please ensure your teams are informed. The updated form is attached.

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

Manager's Decision: Approved / Denied

Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

39. What is the purpose of the announcement?

- A. To notify staff of a change in pay policies
- B. To announce a company-wide relocation
- C. To introduce new training requirements
- D. To explain new procedures for remote work

40. According to the memo, when must requests be submitted?

- A. Five business days before starting
- B. Ten business days before starting

- C. At the beginning of each month
- D. On the first day of remote work

41. How many remote days per week can employees request?

- A. Up to three
- B. One or two
- C. Unlimited
- D. Only one

42. What is required of department managers?

- A. Approve or deny requests within five days
- B. Submit requests directly to HR without review

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

- C. The employee will lose their vacation days
- D. The department will face disciplinary action

**44–48 refer to the following letter and reply.**

September 5, 2024

Customer Relations Department  
Oakwood Electronics Ltd.  
2215 Crescent Avenue

Boston, MA

Dear Sir or Madam,

I am writing regarding my recent order (#78423) for a 24-inch LED monitor purchased through your website. While the item was delivered on time, I was surprised to find that the warranty information was missing from the box. Furthermore, the screen occasionally flickers when connected to my laptop, which raises concerns about whether the unit may be defective.

Could you please confirm whether the warranty applies automatically even without printed documentation? If not, I would like to know how to obtain the official warranty papers. Additionally, I would appreciate your advice on whether the flickering is a technical fault that requires repair or replacement.

完全版テキストはレッスン前に“教材名”を講師に伝えてください。  
(リンクだけ送っても講師には伝わりません。)

伝え方: スカイプチャット or 予約時のコメント欄に記入

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

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

Dear Mr. Wallace,

Thank you for contacting Oakwood Electronics. Please be assured that the one-year manufacturer's warranty applies to all products purchased through our website, regardless of whether printed documentation was included.

Nevertheless, we will send you a replacement copy of the warranty booklet by mail this week.

Regarding the flickering screen, this may occur when the display cable is not securely connected or when outdated graphics drivers are in use. We recommend first checking your cable connections and updating your drivers. If the issue persists, please contact our technical support hotline at (555) 0199-452, and we will arrange for either repair or replacement under warranty.

We apologize for any inconvenience and thank you for choosing Oakwood Electronics.

Sincerely,  
Linda Gomez  
Customer Relations Officer

44. What was Mr. Wallace's main concern about the monitor?

- A. It was delivered late
- B. The warranty documents were missing
- C. The size was incorrect
- D. The screen flickers when connected

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46. What action will Oakwood Electronics take?

- A. Refund the customer's purchase
- B. Replace the monitor immediately
- C. Mail the warranty booklet
- D. Extend the warranty period

47. According to Ms. Gomez, what should Mr. Wallace do first about the flickering issue?

- A. Contact technical support
- B. Check the cable and drivers
- C. Return the product by mail

D. Replace his laptop

48. How does Oakwood Electronics express goodwill in the reply?

- A. By offering a discount on future orders
- B. By apologizing for the inconvenience
- C. By sending a technician to Mr. Wallace's home
- D. By extending the warranty to two years

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## Answers

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

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