

TOEIC Part 7 Practice #7

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

Questions 1-2 refer to the following memo.

TO: Customer Service Staff

FROM: Olivia Chen, Supervisor

RE: Handling Difficult Calls

Please be reminded that when dealing with customer complaints, patience and active listening are key. Always acknowledge the customer's concerns, provide clear explanations, and offer a solution within company policy. Avoid

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- (A) To announce a staff meeting
- (B) To introduce a new complaint system
- (C) To instruct staff on call handling
- (D) To update staff on working hours

2. What is recommended when speaking to customers?

- (A) Offer a discount
 - (B) Avoid logging calls
 - (C) Transfer calls to a manager immediately
 - (D) Listen actively and acknowledge concerns
-

Questions 3–5 refer to the following email.

Subject: Delay in Delivery of Printer Supplies

Dear Mr. Jameson,

I wanted to inform you about a delay concerning your order of printer cartridges and toner packs placed on October 18. Due to unexpected shipping disruptions from our warehouse in Portland, several shipments—including yours—have been postponed by approximately five business days. We apologize for the inconvenience this may cause, especially since we know your office depends on timely restocking of supplies.

Our logistics team has confirmed that your package should leave the

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0934, and we will arrange for a temporary shipment from a nearby distributor.

Thank you for your understanding, and we appreciate your continued business.

Sincerely,

Laura Kim

Customer Service Representative

3. What is the main purpose of this email?

- A. To advertise new products
- B. To confirm payment receipt
- C. To ask for a new order
- D. To inform about a shipping delay

4. What compensation is being offered?
 - A. Free shipping on the order
 - B. Replacement products
 - C. A complimentary service
 - D. A 10% discount

 5. What should the recipient do if they urgently need supplies?
 - A. Wait for the warehouse delivery
 - B. Call the service desk
 - C. Place a new order online
 - D. Contact the distributor directly
-

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and Sarah Lopez of Boulder, Colorado.

1. **Position and Duties:** Ms. Lopez shall serve as a Project Analyst and will perform duties assigned by her supervisor, including data research, client reporting, and administrative support.
2. **Compensation:** The company will pay Ms. Lopez an annual salary of \$58,000, payable in biweekly installments, subject to standard deductions.
3. **Benefits:** The employee shall be entitled to participate in the company's health, dental, and retirement programs after 90 days of employment.
4. **Work Schedule:** The standard workweek shall be Monday through Friday, 9:00 a.m. to 5:30 p.m. Occasional overtime may be required.

5. **Termination:** Either party may terminate this agreement with two weeks' written notice.

This agreement shall be governed by the laws of the State of Colorado.

Signed,

Jonathan Reed, Director

Brightline Consulting, LLC

6. What position is Sarah Lopez hired for?

- A. Project Analyst
- B. Administrative Assistant
- C. Client Supervisor
- D. Data Manager

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D. \$65,000

8. When may she join the company's health program?

- A. After 90 days
- B. Immediately
- C. After one year
- D. After six months

Questions 9–11 refer to the following job application.

Application for Employment

Applicant: Marcus Jennings

Address: 1097 West Shoreline Ave., Seattle, WA 98126

Phone: (206) 734-1199

Email: marcusjennings@email.com

Position Applied For: Marketing Coordinator

Education: Bachelor of Arts in Communications, University of Washington, graduated 2020.

Experience:

- **2020–2022:** Assistant Marketing Specialist, Riverbend Media Group, Seattle, WA. Responsibilities included coordinating social media campaigns, preparing client reports, and developing promotional events.
- **2022–Present:** Marketing Associate, Greenhouse Brands, Bellevue, WA.

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Applicant Statement:

I am enthusiastic about the opportunity to apply my marketing and communication skills at Bright Horizon Enterprises. I am confident that my experience in digital campaign strategy and event planning makes me a strong candidate for the Marketing Coordinator position.

Signature: Marcus Jennings

Date: October 15, 2023

9. Which position is Marcus applying for?

- A. Digital Specialist
- B. Sales Assistant

C. Public Relations Officer

D. Marketing Coordinator

10. Where did he work most recently?

A. Greenhouse Brands

B. University of Washington

C. Riverbend Media Group

D. Bright Horizon Enterprises

11. What does Marcus highlight as one of his strengths?

A. Written and verbal communication

B. Event attendance

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October 2, 2023

Ms. Rebecca Nguyen

Director of Human Resources

Northstar Technology Solutions

2149 Grandview Drive

Chicago, IL 60616

Dear Ms. Nguyen,

I am writing to express my appreciation for your assistance during the recent recruitment process at Northstar Technology. From the moment I arrived for my interview, your staff demonstrated professionalism and efficiency, which made me feel welcome and supported.

Although I was not selected for the Senior Analyst position, I valued the opportunity to learn more about your company's innovative projects. I am particularly impressed by the work your teams are doing in sustainable data management and digital transformation.

I would be grateful if you could keep my résumé on file for future opportunities that may align with my skills. In the meantime, please extend my thanks to your colleagues in the hiring committee for their consideration and time.

Thank you again for the positive experience. I hope to stay in touch with your organization in the future.

Sincerely,
Daniel Cruz

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13. What aspect of the company impressed him?

- A. Digital transformation projects
- B. Employee retirement program
- C. Workplace safety training
- D. Customer service policies

14. What does Mr. Cruz ask the company to do?

- A. Provide training materials
- B. Send him reference letters
- C. Keep his résumé on file
- D. Reconsider him for the same role

Questions 15-17 refer to the following product recall announcement.

Notice of Product Recall – Apex Home Appliances

Apex Home Appliances is issuing a **voluntary recall** of its *UltraHeat Model 2200 electric kettles*, sold nationwide between **March 2023 and July 2024**. The recall has been initiated after the company received reports of **overheating incidents**, which in rare cases caused the kettle's automatic shut-off feature to fail. While no injuries have been reported to date, Apex is taking proactive measures to ensure customer safety.

Consumers who purchased this model should immediately discontinue use and unplug the appliance. Apex is offering a **full refund or replacement** for all

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online platforms until further notice. Apex has also notified government safety regulators and is cooperating fully with their investigation.

The company deeply regrets any inconvenience this may cause. Apex has built its reputation on providing reliable, safe household appliances, and this recall reflects the company's commitment to customer well-being. Future models will undergo **enhanced safety testing** before release to ensure that similar issues do not occur again. Apex encourages consumers to act promptly to take advantage of the refund or replacement program.

For further assistance, visit **www.apexrecall.com** or call **1-800-555-2277** (available Monday–Friday, 8:00 A.M.–6:00 P.M. EST).

15. What product is being recalled?

- A. Coffee machines
- B. Microwave ovens
- C. Electric kettles
- D. Toaster ovens

16. What should consumers provide to confirm eligibility?

- A. Store receipt
- B. Customer ID
- C. Serial number
- D. Warranty card

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Questions 18-20 refer to the following news article.

City Herald Business Daily

Local Nonprofit Expands Training for Unemployed Residents

The nonprofit organization **FutureWorks Alliance** has announced a major expansion of its workforce training programs aimed at helping unemployed residents reenter the job market. Founded in 2010, FutureWorks has long provided resume workshops, career counseling, and technical skills courses. Now, thanks to a \$2 million donation from the Hamilton Foundation, the nonprofit will add **advanced digital skills training** and **small business support services**.

The expanded program will particularly target individuals laid off from manufacturing jobs who require retraining to compete in today's technology-driven economy. "We know that many residents have the dedication and work ethic but lack access to the right tools," said Executive Director Maria Torres. "This initiative bridges that gap."

The training includes courses in coding, digital marketing, and e-commerce, as well as seminars on entrepreneurship and financial literacy. The nonprofit expects to serve **over 1,200 participants annually**, nearly double its previous capacity.

Local business leaders have voiced strong support, noting that the region's employers often struggle to fill positions requiring computer proficiency. According to a recent study, 42 percent of small businesses report difficulties

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Applications for the new training sessions will open in October, with courses beginning early next year.

18. What new feature is included in the expanded program?

- A. Advanced business partnerships
- B. Resume workshops
- C. Traditional manufacturing training
- D. Coding and digital training

19. According to Maria Torres, what is the main issue facing unemployed residents?

- A. Lack of access to the right tools
- B. Poor work ethic
- C. Shortage of job openings
- D. Inadequate transportation

20. What problem do local businesses report?

- A. Insufficient funding
- B. Limited staff turnover
- C. Difficulty finding workers with digital skills
- D. Declining demand for services

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After multiple reports of **ink leakage and printer compatibility issues**, Horizon has decided to **suspend sales** of the affected cartridges. Customers who have purchased them may experience smudged print quality or, in rare cases, damage to the printer's internal components.

To address this issue, Horizon is offering a **complimentary replacement program**. Customers can exchange their HZ-LC300 cartridges for the newly upgraded *HZ-LC310 model* at no cost. The company will also cover shipping fees for online exchanges. Customers should submit the cartridge's batch number, printed on the side of the packaging, when requesting a replacement.

Retailers have been instructed to remove the defective model from inventory, and Horizon technicians are reviewing all production facilities to ensure quality standards.

Horizon remains committed to sustainability, and the new HZ-LC310 cartridges feature **improved eco-friendly materials** and longer printing capacity. The company appreciates its customers' understanding and urges them to take advantage of this replacement program immediately.

For more details, visit **www.horizonsupport.com** or call **1-888-774-6633**.

21. What is being offered to customers?

- A. Free replacement
- B. Partial refund
- C. Extended warranty
- D. Repair service

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23. What problem may the defective cartridges cause?

- A. Printer damage
- B. Electrical failure
- C. Low ink alert
- D. Slow printing speed

24. What is one improvement in the replacement model?

- A. Increased durability
- B. Faster delivery
- C. Lower price
- D. Eco-friendly materials

Questions 25-28 refer to the following posted notice.

Notice to Guests – Harbor View Hotel

Harbor View Hotel is committed to enhancing guest comfort and convenience. Beginning **October 1**, the hotel will introduce several **service changes** to improve the overall guest experience.

First, the hotel's **fitness center** will undergo major renovations, including new exercise equipment, upgraded flooring, and extended operating hours. During this time, the facility will be temporarily closed, with completion scheduled for **mid-December**. Guests wishing to exercise may use complimentary passes to a nearby fitness club available at the front desk.

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and smart thermostats to promote sustainability. Installation will occur in phases, with minimal disruption expected.

Finally, a new **express check-out system** will be available, allowing guests to settle bills directly via the hotel's mobile app or by email receipt.

Management appreciates guest understanding during this period of improvement and looks forward to offering enhanced amenities in the months ahead.

25. When will the fitness center renovations be completed?

A. Mid-December

B. October 1

C. Late September

D. Next summer

26. What new service is being added?

A. Expanded shuttle routes

B. On-site parking

C. 24-hour restaurant

D. Room service upgrade

27. How will the hotel reduce energy consumption?

A. Smart thermostats

B. Recycling bins

C. Energy-efficient lighting

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

D. By cash at the desk

Questions 29-33 refer to the following posted e-mail and form.

From: Human Resources Department

Subject: Mandatory Health Insurance Enrollment

Date: August 3, 20XX

As part of Glenrock Systems' updated employee benefits policy, all staff members must review and complete the new Health Insurance Enrollment Form by **August 20, 20XX**. The company has renegotiated its group coverage with SilverOak Insurance, and employees now have three options: Basic,

Standard, and Premium. Each plan differs in monthly employee contribution, deductible levels, and coverage for dependents.

To assist employees, HR will host two informational sessions on August 8 and August 14 at 2:00 p.m. in Conference Room B. Attendance is not mandatory but strongly encouraged for anyone uncertain about which plan best suits their needs. Completed forms must be submitted either electronically through the Employee Portal or directly to HR no later than the deadline. Late submissions may result in a default assignment to the Basic plan, which offers the lowest coverage.

Please see the attached form for full details.

Health Insurance Enrollment Form (20XX)

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care covered at 80%. NO dependent coverage.

☐ Standard Plan – \$140 monthly contribution. \$1,500 annual deductible. Preventive care covered at 90%. Dependent coverage available at \$60 per dependent monthly.

☐ Premium Plan – \$220 monthly contribution. \$500 annual deductible. Preventive care covered at 100%. Includes vision and dental. Dependent coverage available at \$40 per dependent monthly.

Additional Options (select if applicable):

☐ Health Savings Account (HSA) Enrollment – Company will contribute \$25 per month.

☐ Wellness Program Participation – Eligible for gym reimbursement up to \$20 per month.

Employee Signature: _____

Date: _____

29. What is the consequence of failing to submit the form by the deadline?
- A. Employees may be automatically placed in the Basic plan.
 - B. Employees will lose health insurance coverage entirely.
 - C. Employees will have to pay an additional late fee.
 - D. Employees must attend a mandatory HR session.

30. Which plan includes both vision and dental coverage?
- A. Basic

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under the Standard Plan:

- A. \$140
 - B. \$160
 - C. \$260
 - D. \$200
32. According to the notice, what is strongly encouraged but not required?
- A. Attending the informational sessions
 - B. Enrolling in the Wellness Program
 - C. Selecting the Standard Plan
 - D. Submitting the form electronically

33. Which additional benefit requires employee selection on the form?
- A. HSA enrollment
 - B. Preventive care
 - C. Gym reimbursement
 - D. Dependent coverage
-

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

Elevate Workspace – Premium Office Solutions in Central London

Are you ready to give your business the professional image it deserves? Elevate Workspace offers fully serviced offices in the heart of London's financial

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rooftop terrace with city views.

Current promotion: Sign a 12-month lease before **September 30, 20XX**, and receive two months rent-free. Discounts are also available for teams larger than 10 people.

For inquiries, visit our website or call +44-20-555-1982.

From: Clara Jensen c.jensen@roystonmedia.co.uk

To: Elevate Workspace Leasing Office

Date: September 10, 20XX

Subject: Inquiry about Office Lease Promotion

Dear Elevate Workspace Team,

I recently saw your advertisement for serviced offices and am very interested in securing a space for my company, Royston Media. We are a team of 12 employees and anticipate expanding to 15 within the next year. Could you please clarify the following points:

1. Does the two-month rent-free promotion apply to larger teams as well, or would we need to choose between the promotion and the large-team discount?
2. Are the conference room hours cumulative each month, or do they expire if unused?
3. Would our staff have access to the fitness center and rooftop terrace without additional fees?

We are aiming to finalize our office move before the end of September, so a

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34. What is being advertised by Elevate Workspace?
 - A. Discounted fitness memberships
 - B. Fully serviced office rentals
 - C. Virtual conference software
 - D. Rooftop event catering services
35. What is one feature included with tenancy at Elevate Workspace?
 - A. Unlimited conference room use
 - B. Daily cleaning services
 - C. Free long-term parking spaces
 - D. Complimentary catering for meetings

36. In her email, what does Ms. Jensen ask about conference rooms?
- A. Whether access is free for large teams
 - B. Whether hours can be carried over
 - C. Whether the rooftop terrace can be used as a conference space
 - D. Whether additional hours are available for purchase
37. According to the advertisement, what incentive is offered for signing a 12-month lease before September 30?
- A. A free fitness center membership
 - B. Two months of rent waived
 - C. Unlimited IT support
 - D. Mail handling at no cost

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Questions 39–43 refer to the following data and discussion.

Quarterly Sales Performance Report (North American Division)

Period: Q2 (April–June), 20XX

Product Line	Q1 Sales Revenue (USD)	Q2 Sales Revenue (USD)	% Change	Notes
Office Printers	2,450,000	2,940,000	+20%	Strong demand from education sector

Product Line	Q1 Sales Revenue (USD)	Q2 Sales Revenue (USD)	% Change	Notes
Desktop Scanners	1,120,000	980,000	-12%	Competitor released new budget model
Toner Cartridges	3,600,000	3,780,000	+5%	Seasonal stability
3D Printers	850,000	1,310,000	+54%	Growth driven by small manufacturing firms
Accessories (Cables, Stands)	420,000	395,000	-6%	Fewer bulk orders
Service Contracts	2,200,000	2,530,000	+15%	Improved customer retention programs

Total Sales Q1: \$10,640,000

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Director of Sales (D. Hughes): "We should highlight the strong growth in 3D printers. This category is outperforming expectations, particularly among mid-sized manufacturers. If this trend continues, Q3 could surpass projections."

Regional Manager (S. Patel): "True, but I am concerned about desktop scanner sales. The decline is sharper than expected, largely due to OrionTech's cheaper scanner model. We need to consider bundling scanners with printers or offering discounts."

Operations Lead (M. Chen): "Service contracts are proving reliable. The 15% jump reflects improved client communication and proactive maintenance. Let's replicate this strategy in underperforming product lines."

39. According to the data, which product line showed the highest percentage growth in Q2?
- A. Toner Cartridges
 - B. Service Contracts
 - C. Office Printers
 - D. 3D Printers
40. What is one reason given for the decrease in scanner sales?
- A. Seasonal demand decline
 - B. Limited production capacity
 - C. Introduction of a cheaper competitor product
 - D. Customer dissatisfaction with warranties

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- D. Focusing solely on large corporate clients
42. How did service contracts perform in Q2 compared to Q1?
- A. They grew by 15% due to better client communication.
 - B. They decreased because of fewer bulk orders.
 - C. They remained stable with no major change.
 - D. They declined slightly due to competitor promotions.
43. What overall growth did the North American Division experience from Q1 to Q2?
- A. 20%
 - B. 12.2%

C. 5%

D. 54%

Questions 44–48 refer to the following correspondence.

October 2, 2025

Crestwell Furnishings Ltd.
Customer Service Department

Dear Crestwell Team,

I am writing to express my concern regarding a recent order I placed through

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making it difficult to open and close. Second, the surface of the desk has a scratch approximately two inches long near the front edge. This was clearly visible upon unpacking, which was disappointing since the desk was marketed as a “premium-grade office centerpiece.” Finally, although the desk was advertised as having a protective finish, the wood appears dull compared to the photos online.

Given the cost of £1,200, I had high expectations for both appearance and functionality. I would appreciate it if you could advise whether Crestwell can provide a replacement, repair, or a partial refund. I am attaching photographs to illustrate these concerns and hope for a prompt resolution.

Sincerely,

Martin Harris

October 5, 2025

Dear Mr. Harris,

Thank you for your message regarding the Alderbrook Executive Desk. We sincerely apologize for the inconvenience and disappointment you experienced. Crestwell Furnishings takes pride in its craftsmanship and rigorous quality standards, but we regret that this item did not meet your expectations.

After reviewing your order and photographs, we would like to offer you three options:

1. **On-site Repair:** We can schedule a service technician to visit your home.

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.

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3. **Partial Refund:** Should you wish to keep the current desk, we are prepared to offer a **£150 goodwill refund**, credited to your original method of payment.

Please confirm your preferred option at your earliest convenience so that we can proceed without delay. If you select the exchange, we will also ensure that the replacement is thoroughly inspected prior to dispatch.

We deeply regret this situation and value you as a customer. Thank you for giving us the opportunity to make it right.

Sincerely,

Angela Carter

44. What problems did Mr. Harris report with his desk?
- A. A misaligned drawer, a scratch, and a dull finish
 - B. Late delivery and missing parts
 - C. Incorrect size and damaged packaging
 - D. Difficulty assembling the furniture
45. What does Crestwell emphasize in its reply?
- A. Its long history of manufacturing wooden desks
 - B. Its faster delivery compared to competitors

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- A. Within 2 business days
 - B. Within 12 business days
 - C. Within 10 business days
 - D. Within 5 business days
47. What additional step will Crestwell take if Mr. Harris requests an exchange?
- A. Waive delivery fees for future purchases
 - B. Offer a one-year extended warranty
 - C. Inspect the replacement before shipping
 - D. Provide a free desk chair as compensation

48. What compensation is offered if Mr. Harris keeps the desk despite the flaws?
- A. A free replacement part
 - B. A credit toward another purchase
 - C. A £150 refund
 - D. An extended service contract
-

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Answers

1. C

2. D

3. D

4. D

5. B

6. A

7. B

8. C

9. D

10. A

11. A

12. C

31. C

32. A

33. C

34. B

35. B

36. B

37. B

38. C

39. D

40. D

41. D

42. A

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18. D

19. A

20. C

21. A

22. A

23. B

24. D

25. A

26. B

27. D

28. A

29. A

30. C

48. C