

TOEIC Part 7 Practice #9

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

Questions 1-2 refer to the following memo.

TO: All Warehouse Staff

FROM: Kevin Morales, Operations Manager

RE: Safety Equipment Reminder

All staff are required to wear helmets, gloves, and safety shoes at all times while in the warehouse. Recently, several near-miss incidents were reported due to improper use of equipment. Please double-check that all gear fits

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- (B) To announce new staff hiring
- (C) To introduce new warehouse software
- (D) To schedule overtime shifts

2. Why are staff asked to check their gear?
 - (A) To meet productivity goals
 - (B) To reduce cleaning tasks
 - (C) To ensure personal safety
 - (D) To impress visitors

Questions 3–5 refer to the following job application.

Job Application

Name: Marissa Chen

Address: 4827 Riverside Drive, Apt. 2B, Chicago, IL 60657

Phone: (312) 889-4412

Email: mchen.work@gmail.com

Position Applied For: Marketing Coordinator

Dear Hiring Manager,

I am writing to formally apply for the position of Marketing Coordinator, as advertised on your company's website. With three years of experience in digital content creation and campaign management, I believe my skills align well with your requirements.

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SEO strategy.

I am excited about the opportunity to contribute to your marketing team and would welcome the chance to discuss how my experience could benefit your company. Please find my résumé attached for further details.

Sincerely,

Marissa Chen

3. What position is Marissa applying for?

- A. Account Manager
- B. Sales Associate
- C. Copywriter

D. Marketing Coordinator

4. What achievement does she mention in her letter?

- A. Cutting campaign costs
- B. Increasing client engagement
- C. Winning an industry award
- D. Launching a new product

5. What does Marissa include with her application?

- A. A list of references
- B. A portfolio of artwork
- C. A transcript

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This agreement is made between Hartwell Consulting, Inc. (“the Company”) and Samuel Ortiz (“the Contractor”), effective January 2, 2024.

Scope of Work: The Contractor will provide data analysis services, including preparation of monthly reports and recommendations to support business decision-making.

Compensation: The Company agrees to pay the Contractor \$4,500 per month, payable within 10 days of receipt of invoice.

Term: The agreement will remain in effect for six months, ending June 30, 2024, unless renewed in writing by both parties.

Confidentiality: The Contractor agrees not to disclose any company data or client information obtained during the course of work.

Termination: Either party may terminate the agreement with 30 days' written notice. If the Contractor fails to deliver services on time, the Company reserves the right to end the contract immediately.

Signed:

Michael Hartwell, CEO, Hartwell Consulting, Inc.

Samuel Ortiz, Independent Contractor

6. What service is the contractor expected to provide?

- A. Software development
- B. Event management
- C. Data analysis
- D. Market research

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8. Under what condition may the company terminate the agreement immediately?

- A. If invoices are submitted late
- B. If services are not delivered on time
- C. If the contractor takes a vacation
- D. If either party relocates

Questions 9–11 refer to the following business email.

From: Julia Evans jevans@greenfieldlaw.com

To: Office Staff

Date: December 5, 2023

Subject: Office Relocation – Important Information

Dear Team,

I am writing to inform you that our office will be relocating to a new building at 980 Harbor Plaza effective January 15, 2024. The move is part of our firm's expansion, providing us with larger conference facilities and improved amenities.

Please note the following:

- Packing materials will be delivered to all employees by December 12.

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updated office maps, will be distributed after the holidays.

We appreciate your cooperation in making this transition as smooth as possible. Please direct any questions to me or to the facilities coordinator, Mark Reynolds.

Best regards,

Julia Evans

9. Why is the office relocating?

- A. To reduce expenses
- B. To expand space and amenities
- C. To move closer to clients

D. To improve parking access

10. When must employees have their boxes packed?

- A. December 12
- B. January 8
- C. January 15
- D. After the holidays

11. Who is responsible for disconnecting IT equipment?

- A. Technicians
- B. Employees
- C. The facilities coordinator

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Are you prepared for tomorrow's financial challenges? At Horizon, we specialize in creating customized wealth management strategies designed to meet your personal goals. Whether you are planning for retirement, saving for your child's education, or simply seeking to grow your investments, our team of licensed advisors can guide you every step of the way.

Our services include:

- Retirement and pension planning
- Tax-efficient investment portfolios
- Insurance solutions for individuals and businesses
- Estate planning consultations

With offices in over 30 cities nationwide and access to a secure online platform, Horizon makes it easy to monitor your progress. Our clients enjoy quarterly reviews with their advisors and receive timely updates on market trends.

Call 1-800-555-9321 or visit **www.horizonplanning.com** to schedule a free consultation today. Secure your future now with Horizon Financial Planning.

12. What kind of service does Horizon provide?

- A. Financial planning
- B. Real estate development
- C. Business relocation
- D. Job placement

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✓. free quarterly reviews

14. How can potential customers reach Horizon?

- A. By attending a seminar
- B. By calling or visiting their website
- C. By mailing an application
- D. By visiting a bank branch

Questions 15-17 refer to the following article.

Local Nonprofit Expands Job Training Programs Amid Economic Shifts

In response to rising unemployment and the growing demand for skilled labor, the **Bright Futures Foundation** has announced the expansion of its job training programs across three counties. Established in 2009, the foundation provides vocational training, career counseling, and internship placements for individuals facing barriers to employment, such as limited education or long-term joblessness.

The new initiative, supported by a **\$2 million grant from the Department of Labor**, will fund courses in renewable energy technology, medical support services, and advanced manufacturing. According to Executive Director Carla Romero, “These sectors are among the fastest-growing in the region, and we want to ensure our participants are prepared for real opportunities.”

Local businesses have welcomed the expansion. Several employers, including

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reduce turnover and encourage long-term career success. The foundation reports that **over 70% of past graduates secured full-time employment within six months of completing the program.**

With the expanded funding, Bright Futures expects to serve **more than 1,000 participants annually**, doubling its current capacity. Officials hope the program will not only strengthen the local workforce but also improve economic resilience in communities struggling to adapt to shifting labor market demands.

15. What is the main focus of the article?

- A. Expansion of a nonprofit job training program

- B. Reduction in unemployment benefits
- C. Growth of renewable energy businesses
- D. Opening of a new vocational school

16. Who provided funding for the program expansion?

- A. Local businesses
- B. A private donor
- C. River Valley Medical Group
- D. The Department of Labor

17. What percentage of past participants found jobs within six months?

- A. Over 70%

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QUESTIONS TO REFER TO THE FOLLOWING NOTICE.

Notice to Guests – Temporary Fitness Center Closure

We would like to inform all guests of the **Harborview Hotel** that the **fitness center located on the second floor will be closed for renovations** beginning Monday, October 6, and will remain unavailable through Sunday, October 26. The closure is necessary to allow for upgrades to equipment, improved flooring, and the installation of new ventilation systems.

During this period, guests are welcome to use our partner facility, **Eastside Fitness Club**, located just two blocks from the hotel at 145 Pine Street. Access to this facility will be complimentary for Harborview guests upon presentation of a valid room key at the reception desk. Eastside Fitness Club offers a wide variety of equipment, fitness classes, and locker room amenities.

We understand the inconvenience this may cause and appreciate your patience as we work to improve our facilities. Once completed, the renovated fitness center will feature state-of-the-art cardio machines, expanded free weight areas, and upgraded locker rooms.

For any questions or additional assistance, please contact the front desk by dialing “0” from your room.

18. What facility will be closed at the Harborview Hotel?

- A. The fitness center
- B. The restaurant
- C. The swimming pool
- D. The conference hall

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✓. Harborview Hotel

20. How can guests access the alternative facility?

- A. By showing a room key
- B. By paying a guest fee
- C. By registering online
- D. By calling the front desk

Questions 21-24 refer to the following article.

Local Manufacturing Plant Adopts Sustainable Practices

The **Midwest Components Factory**, a leading producer of automotive parts, has launched a series of environmentally focused initiatives aimed at reducing its carbon footprint. The announcement comes as the manufacturing sector faces increasing pressure to adopt greener practices in response to both regulatory requirements and consumer expectations.

Among the changes, the factory has invested **\$3.5 million in solar panel installations** that now supply nearly 40% of its electricity needs. Additionally, the plant has switched to water-based paints for coating materials, reducing harmful emissions by 60%. Management reports that these changes will not only decrease operational costs over time but also create a safer workplace for employees.

Community leaders have praised the move, noting that the factory employs

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edge, as automakers increasingly prefer suppliers with strong sustainability credentials.

Future plans include the expansion of solar coverage and the development of a closed-loop water recycling system. With these measures, Midwest Components aims to set a benchmark for other factories across the Midwest.

21. What industry does Midwest Components Factory serve?

- A. Automotive manufacturing
- B. Food processing
- C. Electronics assembly

D. Textile production

22. What is one result of switching to water-based paints?

- A. Lower carbon emissions
- B. Reduced harmful emissions
- C. Cheaper materials
- D. Faster production

23. What percentage of the plant's electricity is supplied by solar panels?

- A. About 75%
- B. Around 15%

ANSWER: B

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- C. Developing a closed-loop water recycling system
- D. Partnering with automakers abroad

Questions 25-28 refer to the following announcement.

Important Recall Notice – Apex Appliances

Apex Appliances is issuing an immediate **voluntary recall of its UltraCool 3000 Air Conditioning Units**, manufactured between February 2023 and June 2024. The recall has been initiated after multiple customer reports identified a wiring defect that may cause the unit to short-circuit, posing a potential fire hazard.

All customers currently using the UltraCool 3000 should **discontinue use immediately** and unplug the device. Apex Appliances is offering two options: a **full refund or a replacement with the upgraded UltraCool 3100 model**, which has been thoroughly tested to ensure safety.

Customers can request service through Apex's official recall website or by calling the customer support hotline. Proof of purchase is recommended but not required. Retailers have already been notified to remove affected units from their shelves.

Apex Appliances deeply regrets the inconvenience and emphasizes that consumer safety is the company's highest priority. "We are committed to correcting this issue quickly and responsibly," said CEO Thomas Lane in a press release.

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

- B. UltraCool 3000
- C. UltraCool 2000
- D. UltraCool Deluxe

26. What are customers offered?

- A. Refund or replacement
- B. Store credit
- C. Repair service
- D. Warranty extension

27. What problem was identified with the recalled units?

- A. Fire hazard

- B. Broken cooling fan
- C. Wiring defect
- D. Defective compressor

28. What does Apex Appliances emphasize in the notice?

- A. Speed of manufacturing
- B. Lower prices in the future
- C. Expansion to new markets
- D. Safety as its top priority

Questions 29–33 refer to the following Business Correspondence.

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

Cleveland, OH 44114

Tel: (216) 555-9032

Ms. Rachel Donovan
Procurement Manager
Brightwell Engineering Solutions
225 Harbor Point Boulevard
Baltimore, MD 21230
Tel: (410) 555-2841

Dear Ms. Donovan,

I am writing in regard to your recent invoice #**BE-01478**, dated January 29, 2025, concerning the supply of precision measuring tools to our automotive assembly facility. We received the shipment on February 3 and immediately distributed the instruments across our three production lines.

However, during initial use, our supervisors reported **inconsistencies with the calibration certificates** enclosed with several of the micrometers and calipers. The certificates list verification dates of “April 2023,” which suggests they may not meet the **ISO 9001 requirement of annual calibration**. Since our facility undergoes external audits every quarter, this discrepancy presents a compliance risk.

Additionally, while the shipment was complete in terms of quantity, two items—the digital depth gauges—arrived without user manuals. We can

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Sincerely,
Anthony Marks
Quality Assurance Director

Mr. Anthony Marks
Quality Assurance Director
Summit Auto Components, Inc.

Dear Mr. Marks,

Thank you for your letter dated February 10 concerning invoice #BE-01478. I sincerely regret the inconvenience caused by the issues you identified.

After reviewing the matter with our logistics team, I can confirm that the calibration certificates you received were attached in error. They were outdated copies from a prior shipment. Please note that all the micrometers and calipers supplied to Summit Auto Components were **calibrated in December 2024**, and the correct certificates are enclosed with this correspondence. Digital versions will also be emailed to your records department for convenience.

Regarding the digital depth gauges, the omission of the user manuals was due to a packaging oversight. Two replacement booklets have already been mailed via priority courier and should arrive by February 15.

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Sincerely,
Rachel Donovan
Procurement Manager
Brightwell Engineering Solutions

29. What problem did Mr. Marks report in his letter?

- (A) Calibration certificates appeared outdated
- (B) The invoice contained calculation errors
- (C) Several items were missing from the shipment
- (D) The delivery was delayed by two weeks

30. What standard does Mr. Marks reference in his concern?

- (A) OSHA safety requirement
- (B) Internal corporate guideline
- (C) ASTM materials compliance
- (D) ISO 9001 annual calibration

31. What items arrived without proper documentation?

- (A) Micrometers
- (B) Toner cartridges
- (C) Digital depth gauges
- (D) Ergonomic office chairs

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33. What does Ms. Donovan emphasize about the instruments?

- (A) They were not included in the original order
- (B) They failed quality control inspection
- (C) They were calibrated in April 2023
- (D) They were properly calibrated in December 2024

Questions 34–38 refer to the following Instruction/Offer and Document.

Internal Announcement – May 6, 2025

From: Sarah Lopez, Director of Professional Development

To: All Staff

Subject: Application Procedure – “Leadership Growth Program 2025”

As part of HarborView Technologies’ commitment to career development, we are launching the **Leadership Growth Program (LGP)** for mid-level managers. The program will run from **September 15 to November 21, 2025**, with weekly workshops, mentorship sessions, and project-based assignments.

To ensure fairness and transparency, HR has introduced a **multi-step application process**. Please review carefully before submitting.

- 1. Eligibility:** Applicants must have completed at least two years of continuous service and hold a current supervisory role.
- 2. Application Form:** Available on the HR portal. Applicants must provide employment history, leadership examples, and a statement of goals.

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- 3. Selection Process:** HR and the Executive Committee will review applications. Final decisions will be communicated by July 20, 2025.

Excerpt – LGP 2025 Application Form

Section 1 – Applicant Information

Name: _____

Department: _____

Years with Company: _____ Current Role: _____

Section 2 – Statement of Purpose

Please describe in 200–300 words how participating in the Leadership Growth Program will benefit your career and your team.

Section 3 – Prior Experience

Highlight two leadership challenges you have faced in your current role. Describe actions you took and results achieved.

Section 4 – Manager Endorsement

- The applicant demonstrates readiness for advanced leadership training.
- The applicant has successfully led cross-departmental projects.
- The applicant has clear potential for promotion within the next three years.

Manager Comments: _____

Submission: Completed forms should be uploaded to the HR portal under “LGP 2025 Applications.”

34 When will the Leadership Growth Program begin?

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35. What requirement must applicants meet?

- (A) Two years of service and supervisory role
- (B) At least one year of service and HR approval
- (C) A recommendation from an external mentor
- (D) Completion of prior training modules

36. What should the applicant include in Section 2?

- (A) A statement of purpose
- (B) A copy of their résumé
- (C) Their manager's endorsement
- (D) A certification of project results

37. What must managers provide in Section 4?

- (A) Endorsement and comments
- (B) Proof of professional certification
- (C) A list of applicant's subordinates
- (D) Budget approval for training

38. How should completed forms be submitted?

- (A) Sent to a personal email account
- (B) Uploaded to the HR portal
- (C) Printed and mailed to headquarters
- (D) Handed to a team supervisor

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Product Quality	389	92%	+1%
Technical Support	276	74%	-6%
Pricing Transparency	310	81%	+2%
Online Ordering	355	68%	-9%

Analyst Summary (Prepared by: Emily Chen, Customer Insights Team)

The first quarter survey highlights several encouraging trends as well as areas requiring immediate attention. **Delivery timeliness** showed notable improvement, with satisfaction rising to 88%. This was attributed to the implementation of a new logistics tracking system in January.

Product quality continues to be the strongest category at 92%, reaffirming customer trust in our core manufacturing standards. While this is positive, it offers limited room for further improvement.

However, **technical support satisfaction** fell from 80% in Q4 2024 to 74% this quarter. Customers frequently mentioned long wait times for phone support and inconsistent follow-up on open tickets. A significant number of negative comments came from clients in the financial services sector, where service-level expectations are especially high.

The most concerning decline is in **online ordering**, which dropped from 77% to 68%. Customers expressed frustration with system downtime, incomplete product listings, and difficulty applying promotional codes. Given the shift toward digital purchasing, this decline represents a strategic weakness.

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search functions, insufficient server capacity, and lack of mobile optimization.
A platform upgrade is scheduled for Q3, but stop-gap fixes should be
implemented immediately.”

Emily Chen (Analyst): “If we fail to stabilize the online ordering platform, satisfaction will continue to slide. Competitors already advertise smoother systems.”

39. Which area showed the highest satisfaction rate?

- (A) Delivery timeliness
- (B) Product quality
- (C) Pricing transparency

(D) Online ordering

40. What factor contributed to improved delivery satisfaction?

- (A) A reduction in customer complaints
- (B) Introduction of a logistics tracking system
- (C) Hiring of additional drivers
- (D) A new product launch

41. By how much did satisfaction with technical support decline?

- (A) 6%
- (B) 9%
- (C) 4%
- (D) 8%

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- (D) Problems with packaging quality

43. What measure is planned for Q3 to address online ordering issues?

- (A) Hiring more call center staff
- (B) Reduction of server capacity
- (C) Elimination of promotional codes
- (D) Launch of a platform upgrade

Questions 44–48 refer to the following Advertisement and Response.

“Summit Conference Center” Event Package

Published: June 12, 2025

Host your **next corporate training, seminar, or product launch** at Summit Conference Center, located in the heart of downtown Chicago.

Our Platinum Event Package includes:

- Use of main hall (capacity 400) with advanced audiovisual systems.
- Three breakout rooms with modular furniture.
- On-site catering (buffet or plated service).
- Dedicated event coordinator.
- Complimentary parking for up to 60 vehicles.

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.

From: Olivia Grant ogrant@medinamedical.com

Date: June 18, 2025

Subject: Inquiry Regarding Platinum Event Package

Dear Event Coordinator,

Medina Medical is planning a two-day **training seminar for 150 employees** in late September. We are interested in your Platinum Event Package and would like clarification on a few points.

First, while your advertisement mentions complimentary parking for 60 vehicles, our staff may require closer to **100 spaces**. Is it possible to arrange additional parking nearby, and if so, at what cost?

Second, our program includes several technical presentations. Could you confirm whether your audiovisual systems include **real-time translation equipment**? A number of our staff will attend from overseas offices, and simultaneous interpretation would be essential.

Lastly, as we may book additional seminars in 2026, could you confirm whether the 15% discount is **limited strictly to 2025 events**?

Thank you for your assistance. We look forward to your reply.

Sincerely,
Olivia Grant
Training Coordinator
Medina Medical

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45. What is the maximum capacity of the main hall?

- (A) 150
- (B) 300
- (C) 400
- (D) 600

46. When must events be booked to qualify for the discount?

- (A) By June 18, 2025
- (B) Before July 31, 2025
- (C) By September 30, 2025

(D) Before December 2025

47. What special requirement does Ms. Grant mention for her seminar?

- (A) Real-time translation equipment
- (B) An outdoor reception area
- (C) Accommodation for overnight stays
- (D) A larger catering staff

48. What does Ms. Grant ask about the discount?

- (A) Whether it applies beyond 2025
- (B) If it can be combined with catering promotions
- (C) Whether it extends to 2026 seminars

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Answers

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

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