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benzen

EVERYTHING FOR TOEIC

CÙNG BENZEN CHINH PHỤC TOEIC LÀM ĐIỀU MÌNH THÍCH



ĐỂ THI

TOEIC

ĐỊNH DẠNG MỚI

NEW



## LISTENING TEST

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### PART 1

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.



Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

1



2



3



4





5



6



## PART 2

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.
20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

**PART 3**

**Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

32. What is the problem?  
(A) A missing name  
(B) An outdated logo  
(C) A blurred image  
(D) A dull color
33. Why is the man concerned?  
(A) An event may be postponed.  
(B) A type of shirt may not sell well.  
(C) A sponsor may be displeased.  
(D) An event budget may be exceeded.
34. What does the woman offer to do?  
(A) Waive a production charge  
(B) Dispose of some items  
(C) Expedite a delivery  
(D) Conceal some defects
35. Where most likely are the speakers?  
(A) In a job placement agency  
(B) In an electronics store  
(C) In a bank  
(D) In a dental clinic
36. According to the man, what is a problem?  
(A) A Web site is not operating.  
(B) A promotional offer has ended.  
(C) A mobile phone has no power.  
(D) A meeting room is unavailable.
37. What does the man say he will do?  
(A) Lower a price  
(B) Supply an additional form  
(C) Find a manager  
(D) Reschedule an appointment
38. Where most likely does the woman work?  
(A) At an insurance provider  
(B) At a marketing company  
(C) At a paper manufacturer  
(D) At a customer service call center
39. What does the man say about BaxterShare?  
(A) It is difficult to use.  
(B) It has limited features.  
(C) It is available in a trial version.  
(D) It offers strong security.
40. What does the woman agree to do?  
(A) Copy some important files  
(B) Download some software  
(C) View a demonstration  
(D) Buy a notebook computer
41. What does the woman say will happen next month?  
(A) Special shipments will arrive.  
(B) A city festival will take place.  
(C) A new location will open.  
(D) Temporary employees will be hired.
42. What does the man offer to do?  
(A) Clean a sidewalk area  
(B) Print some flyers  
(C) Move a display case  
(D) Take some photographs
43. What does the woman say she will research?  
(A) The layout of a store showroom  
(B) The best place to buy some kitchen equipment  
(C) The wholesale price of a coffee drink  
(D) The costs for some online advertisements



44. Why has the man come to the train station?  
(A) To reserve a ticket  
(B) To work in a shop  
(C) To pick up a client  
(D) To leave on a train
45. What does the woman offer to help the man do?  
(A) Carry some luggage  
(B) Understand a wall display  
(C) Locate a meeting site  
(D) Obtain an access card
46. What is the man told to do?  
(A) Make a change to a plan  
(B) Wait for an attendant  
(C) Save some printed receipts  
(D) Double-check some instructions
- 
47. Who most likely is the woman?  
(A) A safety inspector  
(B) A new employee  
(C) A board member  
(D) A potential vendor
48. What does the woman ask about?  
(A) The need for some repair instruments  
(B) The speed of some machines  
(C) The placement of a workstation  
(D) The difficulty of hiring technicians
49. What will the woman most likely do next?  
(A) Put on a uniform  
(B) Monitor some procedures  
(C) Gather some supervisors  
(D) Make a reminder note
- 
50. Who most likely are the speakers?  
(A) Financial consultants  
(B) School teachers  
(C) Travel photographers  
(D) Research scientists
51. What does the woman say about a workshop?  
(A) It was full.  
(B) It began late.  
(C) It was recorded.  
(D) It involved role-playing.
52. Why does the woman say, "He's wearing a green shirt"?  
(A) To complain about a person's appearance  
(B) To clarify why some lighting is unsuitable  
(C) To help the man identify a person  
(D) To indicate what the man should wear
- 
53. What does the woman want to do?  
(A) Attend an upcoming event  
(B) Apply for a position  
(C) Place a special order  
(D) Promote her work
54. What does the man warn the woman about?  
(A) An extra fee  
(B) A new restriction  
(C) A possible delay  
(D) A dissatisfied customer
55. What does the man encourage the woman to do?  
(A) Enter a writing contest  
(B) Register for an e-mail update program  
(C) Participate in a local trade show  
(D) Visit another store location
-

56. What does the woman ask the man to do?  
 (A) Start preparing a presentation  
 (B) Proofread a section of an article  
 (C) Explain a feature of a software program  
 (D) Purchase some office supplies online
57. What did the man do yesterday?  
 (A) Paid a utility bill  
 (B) Toured a warehouse  
 (C) Met a technician  
 (D) Reviewed a manual
58. What does the man mean when he says "I was on my way to a meeting"?  
 (A) He traveled to a site separately from others.  
 (B) He was not in the area when a problem occurred.  
 (C) He will not be able to make a phone call immediately.  
 (D) He can make an announcement to a group of staff.
- 
59. According to the woman, what is the problem with the fan?  
 (A) It cannot be turned on.  
 (B) It has stopped rotating.  
 (C) It may fall off of the wall.  
 (D) It is making loud noises.
60. Why is Itaru unable to assist the woman?  
 (A) His work space is being used by a colleague.  
 (B) He does not have the necessary skills.  
 (C) He has to handle another task.  
 (D) His job description does not allow it.
61. What does Adam ask about?  
 (A) A building floor  
 (B) A contact method  
 (C) A department name  
 (D) A vacation period

**Inbox - Unread Messages**

From	Subject
Mariana Sanchez	Estimate of expenses
Georgina Lewis	Revision to timeline
Wyatt Rayburn	Copy machine tips
Suraj Sidhu	Team outing

62. Where is the conversation most likely taking place?  
 (A) In a copy room  
 (B) In a break area  
 (C) In a reception area  
 (D) In a conference room
63. What is the woman having trouble with?  
 (A) Designing new merchandise  
 (B) Completing a training course  
 (C) Using a filing system  
 (D) Developing a sales plan
64. Look at the graphic. Who sent the e-mail that the man mentions?  
 (A) Mariana Sanchez  
 (B) Georgina Lewis  
 (C) Wyatt Rayburn  
 (D) Suraj Sidhu

Basic package	\$110.00
Evening visit surcharge	\$35.00
Local taxes	\$8.00
<b>Total</b>	<b>\$153.00</b>

	Sea view	No sea view
With breakfast	£130	£100
Without breakfast	£115	£85

65. Look at the graphic. What amount from the invoice will be modified?
- (A) \$110.00  
(B) \$35.00  
(C) \$8.00  
(D) \$153.00
66. What service does the man's company most likely provide?
- (A) Commercial moving  
(B) Carpet cleaning  
(C) Garden care  
(D) Grocery delivery
67. What does the woman want to know about?
- (A) Customized services  
(B) Rewards for client referrals  
(C) Appointment cancellation policies  
(D) Employment opportunities
68. Why is the woman in the area?
- (A) To see a performance  
(B) To interview for a job  
(C) To speak at a conference  
(D) To spend time with a friend
69. Look at the graphic. How much will the woman most likely pay?
- (A) £130  
(B) £100  
(C) £115  
(D) £85
70. What does the man recommend doing?
- (A) Arriving early for a meal  
(B) Parking in front of a hotel  
(C) Taking a shuttle bus downtown  
(D) Getting a second room key


**PART 4**





**Directions:** You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

71. What kind of business is being advertised?  
 (A) An ocean cruise provider  
 (B) A sportswear store  
 (C) A seaside café  
 (D) A boat repair shop
72. What does the speaker emphasize about the business?  
 (A) Its numerous branches  
 (B) Its famous customers  
 (C) Its advanced technology  
 (D) Its relaxed atmosphere
73. How can listeners get a free gift?  
 (A) By mentioning an advertisement  
 (B) By signing up for a loyalty card  
 (C) By visiting on a certain day  
 (D) By referring a friend
- 
74. Who most likely is making the announcement?  
 (A) A public official  
 (B) An event coordinator  
 (C) A bank manager  
 (D) A radio program host
75. What will Mr. Jensen speak about at the event?  
 (A) A regional economy  
 (B) A negotiation method  
 (C) Business management  
 (D) Personal finance
76. What is mentioned about the event?  
 (A) Its attendees will be given handouts.  
 (B) It will be followed by a reception.  
 (C) Its date has been moved.  
 (D) It is predicted to sell out.
- 
77. What is the speaker calling about?  
 (A) A furniture order  
 (B) A broken appliance  
 (C) A rental contract  
 (D) A delivery van
78. What does the speaker imply when he says, "don't get your hopes up"?  
 (A) An item may not arrive on time.  
 (B) A phone number may not be correct.  
 (C) A space may be too small for a vehicle.  
 (D) An item may be damaged in transit.
79. What does the speaker request that the listener do?  
 (A) Leave a message on a door  
 (B) Speak to his coworker  
 (C) Look for some records  
 (D) Take some measurements
- 
80. What is the purpose of the talk?  
 (A) To persuade the listeners to purchase some items  
 (B) To educate listeners about a manufacturing process  
 (C) To report on the progress of a design project  
 (D) To introduce the new head of a department
81. What does the speaker's company make?  
 (A) Portable electronic devices  
 (B) Skin care goods  
 (C) Food packaging  
 (D) Stationery products
82. What does the speaker show on a screen?  
 (A) A sales chart  
 (B) A regional map  
 (C) Pictures of an event  
 (D) Results from a survey

83. What will take place at the end of the year?
- (A) The launch of a product line
  - (B) A retirement ceremony
  - (C) The renovation of a store
  - (D) A holiday banquet
84. What are the listeners asked to do?
- (A) Forward an e-mail to some contacts
  - (B) Stay later than usual today
  - (C) Outline some goals
  - (D) Participate in a vote
85. What does the speaker imply when she says, "That was really something"?
- (A) She hopes to avoid repeating a mistake.
  - (B) Customers appreciated a special service.
  - (C) An achievement was impressive.
  - (D) A proposal was too impractical.
- 
86. What is the main topic of the broadcast?
- (A) A video game
  - (B) A television series
  - (C) A classic novel
  - (D) A recent film
87. According to the speaker, what did Mr. Tarver do last year?
- (A) He starred in a commercial.
  - (B) He met a politician.
  - (C) He wrote a play.
  - (D) He traveled abroad.
88. What will the speaker do next?
- (A) Bring out a guest
  - (B) Give a Web site address
  - (C) Describe a story's contents
  - (D) Read letters from viewers
- 
89. What is mentioned about the train?
- (A) It does not go above ground.
  - (B) It offers wireless Internet service.
  - (C) It crosses a national border.
  - (D) It does not stop at all stations.
90. What information does the speaker announce?
- (A) The number of passengers on board
  - (B) The time of an arrival
  - (C) The location of a dining car
  - (D) The charge for transferring to a bus
91. What does the speaker encourage listeners to do?
- (A) Browse around some stores.
  - (B) Buy special transport passes
  - (C) Use a short-term storage facility
  - (D) Install a new mobile app
- 
92. What has caused a problem?
- (A) Shortages of special ingredients
  - (B) New city regulations for restaurants
  - (C) Improvements to another neighborhood
  - (D) Negative customer reviews posted online
93. What does the speaker intend to do?
- (A) Build some parking garages
  - (B) Extend some opening hours
  - (C) Schedule a press conference
  - (D) Reconsider a hiring requirement
94. Why does the speaker say, "it will be a temporary situation"?
- (A) To give a reason for a decision
  - (B) To express frustration with an agreement
  - (C) To suggest postponing an announcement
  - (D) To reassure the listeners about a change
-



 Expense Report Section: Magazines	
<b>Title</b>	<b>Cost per year</b>
<i>Celebrity Gossip</i>	£96
<i>Wise Consumer</i>	£55
<i>Games for Children</i>	£48
<i>Earth in Photographs</i>	£27

<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
			

95. Who most likely are the listeners?
- (A) Medical clinic staff
  - (B) Magazine designers
  - (C) Librarians
  - (D) Journalism students
96. Look at the graphic. Which title did the speaker read recently?
- (A) *Celebrity Gossip*
  - (B) *Wise Consumer*
  - (C) *Games for Children*
  - (D) *Earth in Photographs*
97. What will most likely be discussed next?
- (A) Who will take on an assignment
  - (B) Whether to renew a subscription
  - (C) How to arrange a magazine rack
  - (D) Why some expenses have increased
98. Look at the graphic. On what day was a meeting scheduled?
- (A) Tuesday
  - (B) Wednesday
  - (C) Thursday
  - (D) Friday
99. What is the speaker offering to provide for an event?
- (A) The transportation
  - (B) The refreshments
  - (C) The venue
  - (D) The decorations
100. Why should the listener visit a Web site?
- (A) To obtain a coupon
  - (B) To watch a video
  - (C) To join a mailing list
  - (D) To make a tour reservation

This is the end of the Listening test.

Benzen English - TOEIC

## READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

## PART 5

**Directions:** A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

101. Before sending us your résumé, be sure to check that it meets our requirements -----.
- (A) preciseness  
(B) precise  
(C) precision  
(D) precisely
102. Most of the product photographs were taken by either the manufacturer ----- a freelance photographer.
- (A) nor  
(B) as  
(C) and  
(D) or
103. ----- about payments and account balances should be directed to our billing department.
- (A) To inquire  
(B) Inquired  
(C) Inquiries  
(D) Inquire
104. Girmus Airlines suspended several flights yesterday ----- issues with its aircraft.
- (A) due to  
(B) except for  
(C) whereas  
(D) although
105. Darablatt Ltd. ----- its earnings figures at its board meeting next Tuesday.
- (A) being released  
(B) was releasing  
(C) will release  
(D) released
106. Thanks to the new street signs, drivers' dependence on city landmarks for navigation will ----- be reduced.
- (A) recently  
(B) more  
(C) soon  
(D) early
107. The film *Greenmeadow Memories* has received warm praise ----- audiences and critics alike.
- (A) from  
(B) away  
(C) during  
(D) into
108. Steels bars placed inside the concrete should provide sufficient -----.
- (A) reinforce  
(B) reinforcement  
(C) reinforced  
(D) reinforceable

109. Set to open on Friday, the new Hagoya Shopping Mall ----- a variety of architectural styles and details.  
(A) incorporations  
(B) incorporating  
(C) incorporation  
(D) incorporates
110. After inspecting the artwork, please share your assessment of ----- authenticity and value.  
(A) what  
(B) whose  
(C) there  
(D) its
111. In one of the prize-winning posters currently on exhibition, a bicycle is shown leaning ----- a large oak tree.  
(A) until  
(B) between  
(C) contrary  
(D) against
112. Voter polls suggest that the two mayoral candidates are ----- likely to win the seat.  
(A) normally  
(B) equally  
(C) formerly  
(D) gradually
113. The ----- Fiona Lim has acquired enables her to deliver a persuasive talk to any audience.  
(A) progress  
(B) experience  
(C) graduation  
(D) instance
114. Folk singer Karen Watson is ----- considering appearing on the upcoming season of a popular music program.  
(A) strengthen  
(B) strongly  
(C) strength  
(D) strong
115. At Sebetich Mutual, employees may be given permission to telecommute if they have ----- at a superior level consistently.  
(A) encountered  
(B) assured  
(C) understood  
(D) performed
116. Despite his youth, Mark Brown has written one of the most ----- novels of recent times.  
(A) engagement  
(B) engaging  
(C) engagingly  
(D) engages
117. Bezotte, Inc.'s latest survey sought respondents' opinions on a ----- of economic and political topics.  
(A) material  
(B) range  
(C) type  
(D) distance
118. The Design Team made minor changes to the final version of the product, but overall it is not ----- different from the prototype.  
(A) fundamentally  
(B) approximately  
(C) easily  
(D) separately
119. The Product Support Department is on hand to assist customers ----- questions arise concerning warranty conditions.  
(A) whenever  
(B) rather than  
(C) such as  
(D) so that
120. Versoi Financial has denied claims that the investments are ----- risky.  
(A) intentional  
(B) intentionally  
(C) intention  
(D) intend

121. This document details the factors that Mr. Zhao took into account for his ----- of the new employees.
- (A) evaluate
  - (B) evaluation
  - (C) evaluated
  - (D) evaluates
122. The limited-edition Jeerab tea gift set will probably sell out fast, as the store has almost ----- supply remaining in inventory.
- (A) no
  - (B) not
  - (C) nothing
  - (D) none
123. Although the restaurant's cuisine has become quite bold and adventurous, patrons agree that it is ----- delicious.
- (A) much
  - (B) still
  - (C) far
  - (D) how
124. The Sales Team ----- in the all-employee meeting last month, but most of its members were away on business trips.
- (A) have been participating
  - (B) would have participated
  - (C) can participate
  - (D) will be participating
125. We are working past regular hours to ensure the ----- resolution of the matter.
- (A) steep
  - (B) prompt
  - (C) identical
  - (D) vague
126. During one impressive period in her directing career, Ms. Lu earned ----- Muller Awards for *Hand to Hand* and *The Renwicks*.
- (A) successive
  - (B) thorough
  - (C) mandatory
  - (D) compatible
127. By encouraging innovative promotional ideas, the company hopes to gain a ----- market share than it had previously.
- (A) highly
  - (B) high
  - (C) higher
  - (D) highest
128. The city expects that the language classes will help newly-arrived international residents ----- their neighbors.
- (A) apply for
  - (B) reach out
  - (C) interact with
  - (D) belong to
129. The Park Ecology Committee's weekly meeting is intended to provide a ----- in which attendees can discuss environmental issues.
- (A) forum
  - (B) mission
  - (C) safeguard
  - (D) prediction
130. Festival organizers have ----- the crafts vendors that set-up assistance will be offered before the event.
- (A) announced
  - (B) notified
  - (C) declared
  - (D) expressed

**PART 6**

**Directions:** Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following e-mail.

To: <jordan.bartlett@sweettree.com>  
From: <linhbui@critespackaging.com>  
Date: May 4  
Subject: Packaging solutions

Dear Mr. Bartlett,

Thank you again for calling this morning to discuss our packaging solutions. Learning about Sweet Tree Catering's needs was very interesting. As promised, I \_\_\_\_\_ on the information to our design team. They responded that creating suitable packaging would not be \_\_\_\_\_. In fact, they could probably have samples ready for you in as little as one week. \_\_\_\_\_. If you are interested, the next step is to set up an in-person meeting \_\_\_\_\_ which you would describe your requirements in greater detail directly to the Design Team. Please call me or reply to this e-mail to confirm that that is what you would like to do.

Sincerely,

Linh Bui  
Crites Packaging

131. (A) passed  
(B) pass  
(C) will pass  
(D) would have passed

132. (A) responsible  
(B) challenging  
(C) proportional  
(D) inaccurate

133. (A) Do you know where they are being displayed?  
(B) Are you certain that schedule is correct?  
(C) Have you noticed any problems with them?  
(D) Would you like to move ahead with this process?

134. (A) at  
(B) on  
(C) toward  
(D) between



Questions 135-138 refer to the following article.

CHICAGO (March 19)—Popular singer Kurt Glaize revealed this morning that the second single from his current album will be a remake of Stan Weber’s classic “Sighs of Glass.” \_\_\_\_\_ 135.

Mr. Weber rose to fame upon releasing the \_\_\_\_\_ version of the song thirty years ago. It has been 136.

remade several times since then, in musical genres as diverse as jazz and rock. None of these

\_\_\_\_\_ suit Mr. Glaize, however. The young singer describes his single as “actually pretty similar” to 137.

Mr. Weber’s, \_\_\_\_\_ his love for traditional ballads. “It’s already such a beautiful song,” he explained.

138. “All I did was update it a little bit for modern audiences.”

135. (A) Tickets may still be available for some of the April performances.  
(B) The announcement was made during an interview on WLW Radio.  
(C) The two musicians are expected to begin separate solo careers.  
(D) Each song deals with a different aspect of young adulthood.
136. (A) newest  
(B) adverse  
(C) clarified  
(D) original
137. (A) styles  
(B) coupons  
(C) instruments  
(D) designs
138. (A) has reflected  
(B) reflecting  
(C) reflects  
(D) will reflect

Questions 139-142 refer to the following notice.

**NOTICE TO CUSTOMERS**

As you all know, the property surrounding Bracht Storage is fully fenced, and all areas \_\_\_\_\_  
continuously by a video surveillance system. Our meticulous cleaning practices also deter harmful  
pests. However, our commitment to \_\_\_\_\_ no longer stops there. As an extra precaution, Bracht now  
requires storage unit contents to be insured. \_\_\_\_\_. The policy provides partial compensation for  
items damaged by fire, floods and other unexpected occurrences. For more comprehensive  
coverage, customers may opt \_\_\_\_\_ a policy from a specialized insurance carrier. A consultant can  
help determine which option is suitable for you.

139. (A) to be filmed  
(B) are filming  
(C) were filmed  
(D) are filmed

140. (A) courtesy  
(B) security  
(C) accessibility  
(D) customization

141. (A) Nevertheless, many prefer the indoor facilities.  
(B) Separate units must be rented for additional items.  
(C) Customers may obtain a basic plan directly from us.  
(D) A licensed repair worker is on call at all times.

142. (A) purchases  
(B) that purchased  
(C) to purchase  
(D) purchaser

Questions 143-146 refer to the following memo.

To: All library staff  
From: Cameron Meach, Director  
Subject: Budget and meeting  
Date: December 5  
Attachment: Proposals

This year, several of the events on which we usually spend the library's "Programs" budget have not taken place as expected. <sup>143.</sup> our author readings scheduled for February were cancelled because of the heavy snowfall. This has left us with a sizable amount of money that must be spent on programs by the end of the year. In the attachment, I have listed a few ideas for how to do this.

Please <sup>144.</sup> them before Friday's meeting. We will discuss which one would best support the aim of <sup>145.</sup> the library's usefulness to the community. <sup>146.</sup> With your valuable input, I feel certain we will be able to take full advantage of this situation.

143. (A) Otherwise  
(B) As long as  
(C) Owing to  
(D) For instance

144. (A) transmit  
(B) locate  
(C) reserve  
(D) examine

145. (A) enhanced  
(B) enhancing  
(C) enhancer  
(D) enhance

146. (A) I also encourage you to make your own suggestions at that time.  
(B) Thank you for the hard work you have put into planning this initiative.  
(C) More recent patron surveys have tended to ask about other areas.  
(D) Remember, we must take the reduced budget into account.

**PART 7**

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following e-mail.

E-Mail message

**From:** <l.canfield@binniskphoto.com>  
**To:** <j.pham@signeteffect.com>  
**Subject:** Staff portraits  
**Date:** February 19

Dear Mr. Pham,

Thank you for choosing Binnisk Photography to create official portraits of Signet Effect Associates staff. We look forward to helping to shape the public image of your new business. As I mentioned when you booked the appointment, selecting a backdrop in advance ensures that the portraits look natural. Our photo retouching service is useful for making small changes to a subject's face or hair, but not for replacing an entire background. Please look over our background collection [here](#), and inform us of your decision by the evening before the appointment.

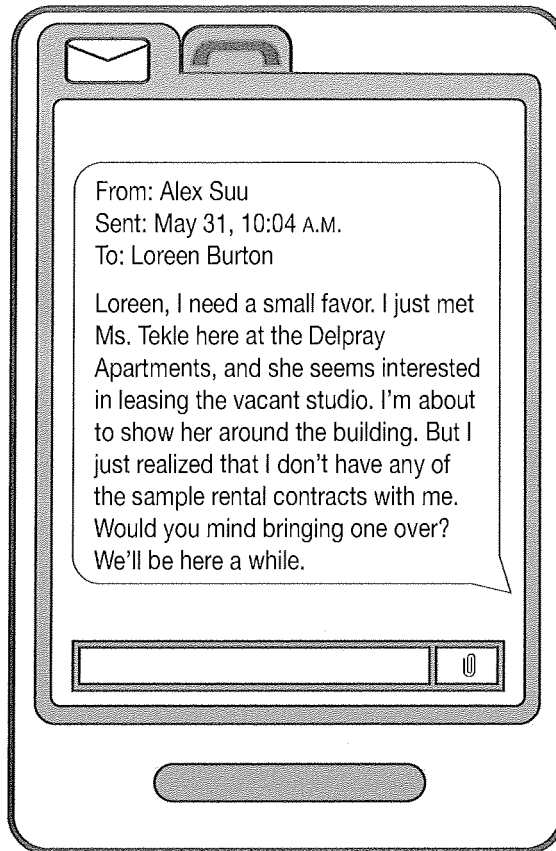
Sincerely,

Leah Canfield  
Client Services  
Binnisk Photography

147. Why is Ms. Canfield writing to Mr. Pham?
- (A) To find out a preference
  - (B) To recommend a business to him
  - (C) To confirm an appointment
  - (D) To apologize for a misunderstanding

148. What does Ms. Canfield mention is available?
- (A) A nighttime studio session
  - (B) A professional makeup service
  - (C) Special lighting equipment
  - (D) Digital photograph editing

Questions 149-150 refer to the following text message.



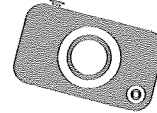
149. What does Mr. Suu indicate will soon take place?
- (A) A building tour
  - (B) A groundbreaking ceremony
  - (C) A safety inspection
  - (D) A training session

150. What is Ms. Burton asked to do?
- (A) Review a contract
  - (B) Clean out a room
  - (C) Deliver a document
  - (D) Work overtime



Questions 151-152 refer to the following information.

### *Dermakk DXR Digital Camera*



Congratulations on your purchase of a Dermakk DXR Digital Camera. We guarantee that its state-of-the-art technology will allow you to begin taking high-quality images in no time. To facilitate this, the attached manual describes how to use your digital camera and install the provided editing software. Please be sure that you have reviewed the manual's contents thoroughly before you use the camera. A searchable version of the manual is also available in several electronic file formats. Simply visit [www.dermakk.com/support/manuals](http://www.dermakk.com/support/manuals) and type "DXR Digital Camera" into the box at the top of the page.

151. For whom is the information most likely intended?
- (A) A consumer attempting to make a purchasing decision
  - (B) An engineer developing digital editing software
  - (C) A salesperson who must explain a product's features
  - (D) A customer who owns a product
152. What is indicated about the DXR Digital Camera?
- (A) It was previously sold by a different manufacturer.
  - (B) Its manual may be found on the Internet.
  - (C) Repair service is free within a certain amount of time.
  - (D) Its users can save photos in all standard formats.

Questions 153-155 refer to the following Web page.

**Dinajpur Food Processing Company's Web site**

**News update for:** 2 February      **Posted by:** Tyler Sharma, Operations Manager

It's been two weeks since my last post, so I just want to inform everyone on what's going on with the construction of our new factory. We had a few setbacks during the installation of flooring materials in the main manufacturing area, but that work is now complete. Plumbing and electrical work are progressing as planned, and the inside partition walls will be put in soon. If the remaining work proceeds on schedule, the factory should be operational by late April.

I have been working closely with the Human Resources Team to recruit technical support staff for the plant. Last week, on behalf of the company, I attended the employment recruitment fair at Navi-Tech University in Mumbai to interview promising young candidates interested in careers in the industry. In addition, I have contacted a former colleague of mine, Giorgio Dutt, to handle the task of creating custom safety signs for the plant floor. The printing firm he owns specializes in high-visibility signs for work areas.

I will keep everyone posted as more news comes up.

153. Why most likely was the Web page written?
- (A) To provide updates on a building project
  - (B) To outline a new manufacturing process
  - (C) To evaluate a corporate restructuring effort
  - (D) To propose more frequent all-staff meetings
154. According to the Web page, what did Mr. Sharma do in Mumbai?
- (A) Demonstrated a new product
  - (B) Presented an employee award
  - (C) Toured a branch office
  - (D) Participated in a job fair
155. Who most likely is Mr. Dutt?
- (A) A reporter for a business publication
  - (B) An intern at a head office
  - (C) A supervisor at a food processing plant
  - (D) An owner of a printing company

Questions 156-158 refer to the following form.

**Aldac-D Ltd.**  
*Customer Feedback Form*

At Aldac-D Ltd., we value customers' opinions on our cleaning and repair services. Please share yours below.

**Customer name:** Dan Martell    **Item/Items serviced:** Black leather dress shoes

	Agree	Not sure	Disagree
Staff were friendly and helpful.		✓	
The cost of the service was reasonable.		✓	
The service was completed properly.	✓		
The service was completed swiftly.	✓		

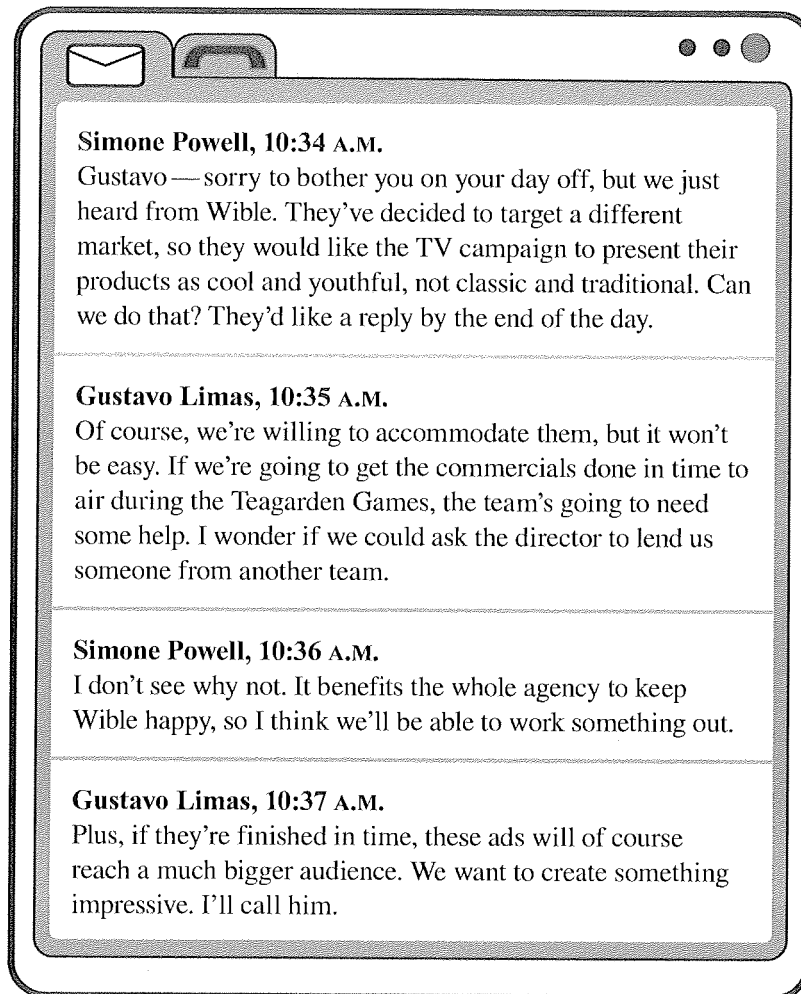
**Comments:**

The service was very quick. My shoes were ready for pick-up just two days after I dropped them off at the service center. And I'm pleased with the results. The only problem is that the repair charges exceeded the original price quote I was given. I understand why this happened—the technician said that the shoes were in worse shape than he had expected—but I found it frustrating.

Thank you for your comments. We will use them to further develop our training methods for new and current staff and technicians.

- 156.** What is indicated about Mr. Martell?
- (A) He received the form by e-mail.
  - (B) He inquired about express shipping options.
  - (C) He communicated with staff via online chat.
  - (D) He visited a service center in person.
- 157.** What problem does Mr. Martell describe?
- (A) A confusing explanation
  - (B) A poor-quality repair
  - (C) A long wait time
  - (D) An incorrect cost estimate
- 158.** According to the form, what will Aldac-D Ltd. do?
- (A) Reward technicians who earn positive feedback
  - (B) Call Mr. Martell to discuss the form's contents
  - (C) Improve its employee education system
  - (D) Send Mr. Martell a free accessory

Questions 159-160 refer to the following text-message chain.



159. What does Wible hope to do?
- (A) Appeal to a younger market
  - (B) Hire a celebrity spokesperson
  - (C) Respond to a rival campaign
  - (D) Conduct market research
160. At 10:36 A.M., what does Ms. Powell most likely mean when she writes, "I don't see why not"?
- (A) She thinks an advertisement will be successful.
  - (B) She wants to request additional staffing.
  - (C) She prefers to borrow filming equipment.
  - (D) She expects a deadline to be extended.

Questions 161-163 refer to the following article.

### **Local Business News**

March 23

The famously small Caravanne Café will soon increase its floor space by taking over a nearby building. — [1] —. Owner Ibrahim Akkad says he is excited about his popular restaurant's expansion because it is too small at present to handle the large crowds wanting to eat there, especially on weekends.

Mr. Akkad has already begun updating the eatery's current dining area, located at 72 Clover Street. — [2] —. At the same time, he is busy remodeling the vacant structure next door, which was previously occupied by Kainer's Clothing Store. The opportunity to rent the larger neighboring storefront arose when, after 23 years at the same location, owner Roselyn Kainer decided to move her business to Marax Shopping Plaza. — [3] —. "I grabbed the chance to rent the space," Mr. Akkad said.

Mr. Akkad has not set a timeline for the completion of the expansion, but said that it will be celebrated with a large event. — [4] —. Its opening hours, menu, and other information can be found at [www.caravannecafe.com](http://www.caravannecafe.com).

- 161.** What does the article mainly discuss?
- (A) A local business event
  - (B) Changes to a restaurant's menu
  - (C) The expansion of a business
  - (D) The popularity of a weekend event
- 162.** What is suggested about Kainer's Clothing Store?
- (A) It is managed by Mr. Akkad.
  - (B) It used to be located on Clover Street.
  - (C) It used to occupy a smaller space than Caravanne Café.
  - (D) It opened a second branch in Marax Shopping Plaza.
- 163.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "He would like patrons to know that the business will operate as usual until then."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]





Questions 164-167 refer to the following letter.

**Barnotte Eye Clinic**

www.barnotte-ec.com

Sherman Allsop  
1735 Royal Road  
Parma, MI 48089

Dear Mr. Allsop,

You may have heard that, after 40 years of service, Dr. Patrick Marsden will soon close his practice in order to travel and spend time with his family. I and the other physicians of Barnotte Eye Clinic are proud to announce that he chose us to continue to care for his patients in the Parma area. With your consent, I would be honored to begin serving your eye care needs. Let me tell you a little about myself.

I was raised nearby in Lansing, where much of my family still lives, and graduated from medical school at Goodrich University. I am board-certified and a regular contributor to the Michigan Academy of Ophthalmology's quarterly *Current Vision Research*. Upon joining Barnotte Eye Clinic, I committed myself to serving this community long-term. Should you decide to become my patient, I will review your medical records before we meet and take time to address your concerns during your appointments. Still, as a recipient of our clinic's "On-Time Doctor Award", I can assure you that you will not be kept waiting when you visit me.

To further facilitate us getting to know each other, I invite you to come to a reception for Dr. Marsden's former patients at our office on Thursday, July 15 at 5 P.M. It is sure to be an enjoyable affair, so I hope you can stop by. Otherwise, our desk staff will contact you soon to discuss setting up an appointment.

I look forward to meeting you.

Regards,

*Dr. Hillary Vosburg*

164. According to the letter, what will Dr. Marsden do?
- (A) Retire from the workforce
  - (B) Start a new medical center
  - (C) Move to a different city
  - (D) Teach younger physicians
165. What did Dr. Vosburg receive an award for?
- (A) Her research
  - (B) Her medical skills
  - (C) Her volunteer work
  - (D) Her punctuality
166. What is suggested about Dr. Vosburg?
- (A) She is the founder of Barnotte Eye Clinic.
  - (B) Some of her family members are doctors.
  - (C) She has published articles in a professional journal.
  - (D) She used to teach at Goodrich University.
167. What is Mr. Allsop encouraged to do?
- (A) Join a mailing list
  - (B) Attend a welcoming party
  - (C) Call to make an appointment
  - (D) Keep copies of his medical records

Questions 168-171 refer to the following article.

## Portala Stadium to Host USSL All-Star Game

US Soccer League (USSL) commissioner Joseph Mason, FC Santa Fe owner Octavia Yelnick, and Santa Fe mayor Idalia Ortiz held a joint press conference yesterday to announce that the city's Portala Stadium has been chosen as the site of the league's next all-star match.

The all-star game is a competition between the best players of the USSL's western and eastern divisions as determined by a poll of players and coaches. — [1] —. Last year, the Western Division Team, featuring current FC Santa Fe star Eric Gikunoo, narrowly beat the Eastern Division Team in a thrilling match in Nashville.

Mr. Mason explained that the league's decision reflects the skyrocketing local popularity of the sport since FC Santa Fe was formed two years ago. — [2] —. "We know that the city will provide a welcoming

and exciting atmosphere for this event," he said.

During her turn to speak, Mayor Ortiz cited the quality of the stadium's facilities as another factor that influenced the USSL. An extensive renovation project to the stadium, which is also the home of the Santa Fe Streaks football team, was undertaken to accommodate FC Santa Fe, and was a major initiative of Ms. Ortiz's first term in office. — [3] —. The project drew concern from local officials and residents because of the high costs involved, but has been considered a success since its completion.

In addition to the game itself, the city will host several related special events throughout the week of the contest. These will be announced at a later date, but are likely to include concerts and player appearances. — [4] —.

168. What is suggested about Mr. Gikunoo?
- (A) He will take part in a team selection process.
  - (B) He is the newest member of FC Santa Fe.
  - (C) He spoke at a press conference.
  - (D) He used to play for a Nashville-based team.
169. The word "drew" in paragraph 4, line 9, is closest in meaning to
- (A) concluded
  - (B) attracted
  - (C) calculated
  - (D) portrayed
170. What is mentioned about Portala Stadium?
- (A) It is also used as a concert venue.
  - (B) It is shared by two sports teams.
  - (C) It is currently undergoing renovations.
  - (D) Its construction was proposed by Ms. Ortiz.
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "It is held in June each year."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

Questions 172-175 refer to the following online chat discussion.

The screenshot shows a chat window with a title bar containing a minimize button, a maximize button, and a close button (X). The chat area contains the following messages:

- Ryan Etchison, 11:41 A.M.**  
Everyone, I'm going online now to buy tickets for the department's trip to the movies on Friday. How does *The Gates of Belief* sound? It's gotten excellent reviews from critics.
- Hannah Kiehl, 11:42 A.M.**  
It's been in theaters for so long that I think most of us have seen it already. I'd prefer *The Adventures of Sam Driver*. My friend saw it last weekend and highly recommended it.
- Mark Gaskins, 11:43 A.M.**  
*The Adventures of Sam Driver* does sound good, but I've heard that its second half is practically a horror movie.
- Joy Lafferty, 11:44 A.M.**  
How about a more lighthearted option? *Goldfish Canteen* opens tomorrow.
- Hamdan Al Neyadi, 11:44 A.M.**  
I'd be happy to see *Goldfish Canteen* or *Blizzard Connection*.
- Ryan Etchison, 11:46 A.M.**  
It looks like there's a 4:30 showing of *Goldfish Canteen*. Does that sound all right?
- Hannah Kiehl, 11:47 A.M.**  
Wait, will there be dinner afterwards? I was hoping to leave by 7 o'clock sharp.
- Ryan Etchison, 11:48 A.M.**  
It looks like the movie's only 90 minutes, and we're eating at that Chinese restaurant next to the theater. I think you'll be fine.

At the bottom of the chat window, there are icons for a speech bubble and a person, and three dots on the right side.

172. Why is Mr. Etchison asking for film recommendations?

- (A) For an office outing
- (B) For a fundraising opportunity
- (C) For an analytical article
- (D) For a decorating theme

173. What does Mr. Gaskins suggest about *The Adventures of Sam Driver*?

- (A) It is not being shown at local theaters.
- (B) It has not been praised by critics.
- (C) It is the sequel to another film.
- (D) It includes frightening scenes.

174. Which film has not yet been released?

- (A) *The Gates of Belief*
- (B) *The Adventures of Sam Driver*
- (C) *Goldfish Canteen*
- (D) *Blizzard Connection*

175. At 11:47 A.M., what does Ms. Kiehl most likely mean when she writes, "will there be dinner afterwards"?

- (A) She is feeling hungry.
- (B) She is concerned about a schedule.
- (C) She would like to volunteer to serve food.
- (D) She thinks a budget for an event is too high.

Questions 176-180 refer to the following Web page and e-mail.

The screenshot shows a web browser window with the address bar containing <http://www.ste-a.org/tcc>. The page title is "Town Center Contest Information". The main text reads: "The Small Town Enrichment Association organizes this annual contest to support America's small towns. If you know a community that is working hard to create a welcoming town center, we want to hear about it! Entries can be submitted [here](#). They must be titled and include a brief explanation of the town's past and present, and two to three photographs that show its overall character. **Note:** Employees of the Small Town Enrichment Association, Rood Web Services, or Sakos Hardware may not enter the contest. As usual, submissions are accepted until March 31. Towns chosen as finalists in April by a popular vote at [www.ste-a.org/tcc/vote](http://www.ste-a.org/tcc/vote) then host our judges for daylong visits in May. This year, judges will award the following prizes:

Prize name	Contents
Grand Prize	A check for \$20,000
Gold Prize	A yearlong subscription to Rood Web Services
Silver Prize	A \$500 gift card for Sakos Hardware
Bronze Prize	An elegant recognition plaque

The screenshot shows an email message with the following details:

**From:** <r.ayers@ste-a.org>  
**To:** <t.maddux@lio-mail.com>  
**Subject:** Town Center Contest Results  
**Date:** June 15  
**Attachment:** Form

Dear Mr. Maddux,

Congratulations! You have won Gold Prize in the Small Town Enrichment Association's Town Center Contest. Judges were impressed with Bahr Hills' unique, locally-owned shops and restaurants. We hope that the winnings help to fulfill your goal of bringing more visitors to the area. I will contact you soon with detailed instructions about how to claim your prize.

Also, please know that the contents of your entry will be preserved on a "Winner's Page" on our Web site. We also encourage you to e-mail us a paragraph early next year about how participating in the Town Center Contest has benefitted Bahr Hills. It will be added to your entry to bring further positive publicity to your town, and attract applicants to future contests.

Sincerely,

Rose Ayers  
Small Town Enrichment Association

176. What is NOT a required part of a contest submission?  
(A) A heading  
(B) A map of a town  
(C) Some pictures of an area  
(D) Some historical information
177. According to the Web page, who are not allowed to enter the contest?  
(A) People who moved to a location recently  
(B) People who have won the Grand Prize in the past  
(C) People employed by certain organizations  
(D) People in a town with over 20,000 residents
178. According to the Web page, what happens in May?  
(A) Entries are collected.  
(B) Rules are determined.  
(C) Judges visit towns.  
(D) The public votes online.
179. What did Mr. Maddux win?  
(A) A decorative tablet  
(B) A service subscription  
(C) A store voucher  
(D) A gift certificate
180. What is Mr. Maddux invited to do next year?  
(A) Supply a written update  
(B) Apply to the contest again  
(C) Appear at an award ceremony  
(D) Participate in a study

Questions 181-185 refer to the following Web page and flyer.

http://www.valmirebooks.com

## Valmire Books

News and Updates

Friday, September 23

We are kicking off the fall season with something new to enhance your in-store shopping experience. Starting next Monday, we will produce a weekly flyer highlighting books that are strongly endorsed by our store's staff. Every book featured in the flyers will be 10% off, but you must visit the store to enjoy these discounts. The offer will not be valid for online purchases. We also encourage you to browse through our shop's vast inventory—including hundreds of titles that are not sold on our Web site.

For our first flyer, our employees chose some of their favorite how-to books from the store's business section. Among the selections for the week is the classic reference volume *Inspirations for Logo Design*, as well as Gretchen Silva's latest chart-topper. All of the selected titles are guaranteed to help aspiring entrepreneurs, so come in and check them out.


### Valmire Books – Flyer for week of September 26

- *How to Lead a Team* by Denise Knapp  
This easy-to-follow guide makes team management seem easy with the help of clear explanations and colorful flowcharts. Take the personality test provided in the appendix for extra insight.
- *Make Your Business Eco-Friendly* by Gretchen Silva  
Filled with case studies of actual business owners' experiences in "going green", this book offers a six-part model for creating an environmentally-friendly company.
- *Inspirations for Logo Design* by Keith Gerlack  
This authoritative volume showcases logos from 27 countries and serves as an invaluable reference tool for graphic designers looking to pick up new ideas.
- *Retail Display Tips* by Bart Dunstan  
This highly informative book includes step-by-step instructions, accompanied by detailed sketches, for creating a memorable window display. Updated edition includes a new chapter covering Web site design for online shops.



181. What is suggested about Valmire Books?
- (A) It has expanded hours during the summer.
  - (B) It plans to open a new store location.
  - (C) Its online and offline store inventories differ.
  - (D) Its staff members attend a nearby business university.
182. In the Web page, what is NOT indicated about the flyers?
- (A) They are posted in the store window.
  - (B) They feature discounted books.
  - (C) They list books recommended by staff.
  - (D) They are a new project of the store.
183. Which book has been republished in a revised version?
- (A) *How to Lead a Team*
  - (B) *Make Your Business Eco-Friendly*
  - (C) *Inspirations for Logo Design*
  - (D) *Retail Display Tips*
184. What is implied about *Make Your Business Eco-Friendly*?
- (A) It was printed on recycled paper.
  - (B) It has exactly six chapters.
  - (C) It is a recent bestseller
  - (D) It contains helpful graphics.
185. In the flyer, the phrase "pick up" in paragraph 3, line 2, is closest in meaning to
- (A) recover
  - (B) accelerate
  - (C) gain
  - (D) remove

Questions 186-190 refer to the following brochure, e-mail, and advertisement.

**ALBRIGHT FONNER BANK** 

**About Us**  
Since our first location was opened on Peak Street in Auckland just over two years ago, Albright Fonner Bank has established additional branches in Whangarei, Tauranga, and Hamilton. Throughout this process, we have maintained an excellent record of service. In an online poll of New Zealanders by Glaspell Alliance, Albright Fonner was voted the bank with the best customer support.

**Credit Card Solutions**  
If you are looking for a credit card with great benefits from an institution you can trust, check out our offerings below.

<b><i>AF Blue Card</i></b> Get 2% cash back on all grocery store purchases, and 1% cash back everywhere else.	<b><i>AF Glint Card</i></b> With every dollar you spend, earn 1.5 points that can be used on flights, hotels, cruises, etc.
<b><i>AF White Card</i></b> Enjoy a 0% annual interest rate for your first two years as a cardholder.	<b><i>AF Premium Card</i></b> For a small annual fee, earn 2 points per dollar and spend them on anything.

E-Mail message

From: Albright Fonner Bank  
To: Jaiana Harris  
Date: 22 November  
Subject: Payment confirmation

Dear Ms. Harris,

This e-mail confirms that you authorised a payment to your Albright Fonner credit card account ending in 7668 from your Albright Fonner savings account ending in 0821. We recommend that you save this information for your records.

Transaction summary:  
Reference number: 41152  
Date: November 22  
Payment amount: \$436.09  
Cash back earned: \$5.11

If you did not authorise this transaction or would like to dispute the information provided, please call us toll-free at 1-800-555-0176.

Albright Fonner Bank

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## ALBRIGHT FONNER BANK

### Anniversary Celebration during January

Albright Fonner Bank turns three years old this month. In honour of this milestone, we are offering special promotions that benefit both new and returning customers. Throughout January, customers at any of our branches who open a checking account with a deposit of at least \$1,000 in it will earn a bonus deposit of \$200.

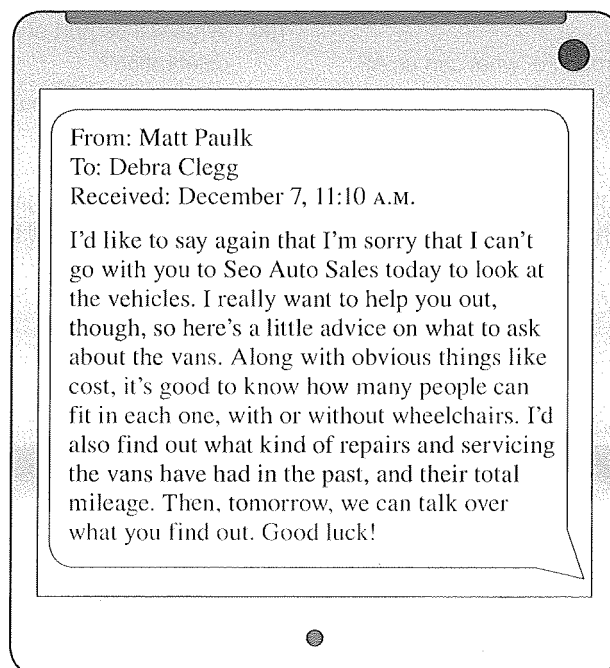
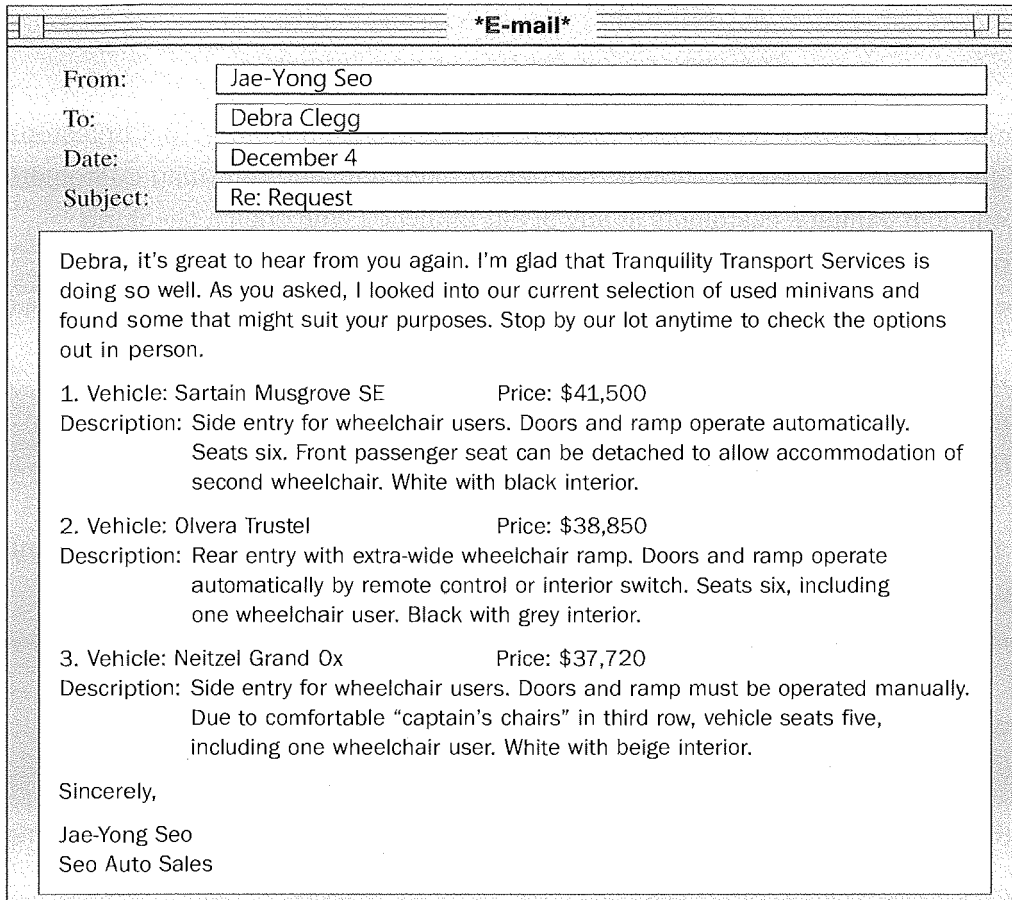
Furthermore, all savings account holders have been entered into a lottery for a brand-new Arcuri N-680 sedan. The winner will be announced at a customer appreciation party held in front of our Auckland branch on Saturday, 25 January. Starting at 1 P.M. and continuing until the prize ceremony at 5 P.M., games and refreshments will be available to all Albright Fonner customers and their families. We hope you will join us to celebrate three years of successful growth, and to build relationships for our community's future.

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186. What is stated about Albright Fonner Bank?
- (A) It was highly ranked in a nationwide survey.
  - (B) It has expanded through acquisitions of local banks.
  - (C) It mainly serves small business owners.
  - (D) It will launch an online investing tool.
187. According to the brochure, what can an AF Glint Card cardholder do?
- (A) Sign up for automatic balance payments
  - (B) Pay a 1.5% interest rate
  - (C) Earn extra points for food purchases
  - (D) Save money on travel
188. Which credit card does Ms. Harris most likely have?
- (A) The AF Blue Card
  - (B) The AF Glint Card
  - (C) The AF White Card
  - (D) The AF Premium Card
189. What is implied about Ms. Harris?
- (A) She lives in Auckland.
  - (B) She will have to call a hotline.
  - (C) She has been entered into a drawing.
  - (D) She recently opened a new bank account.
190. What will be part of the anniversary celebration?
- (A) Checking account holders will receive a gift.
  - (B) Employees at some branches will be given bonus pay.
  - (C) A gathering will be held for the bank's customers.
  - (D) A donation will be made to a community organization.

Questions 191-195 refer to the following e-mail, text message, and article.



### Taking a Ride with Tranquility Transport Services

By Stephanie Oxner

LULEY (December 29)—Residents of Luley are about to see more white minivans with cheerful blue logo stickers. Tranquility Transport Services is a local company that provides transportation for non-emergency medical situations to people with or without disabilities. Now, after just six months in business, it has increased the size of its fleet from one vehicle to three.

I spoke with Tranquility Transport staff about this impressive growth. As driver Matt Paulk showed me an Olvera Trustel that the company

had recently purchased, he explained that the foundation of the business was reliability. "People have learned that they can trust us to be on time and properly equipped," he said.

Debra Clegg, the company's owner, said she was excited about its future, noting, "We're now able to transport passengers to locations outside of Luley, such as Averin Hospital." She encourages those interested to call 555-0147 to learn about Tranquility Transport Services' offerings.

- 191. What is the purpose of the e-mail?
  - (A) To respond to an inquiry
  - (B) To confirm an order
  - (C) To advertise an upcoming sale
  - (D) To explain a service delay
- 192. What information is Ms. Clegg advised to ask for that is NOT provided in the e-mail?
  - (A) The vehicles' price
  - (B) The vehicles' mileage per gallon
  - (C) The vehicles' maintenance history
  - (D) The vehicles' seating capacity
- 193. What is most likely true about a Tranquility Transport Services vehicle?
  - (A) Its front passenger seat has been removed.
  - (B) It has a video entertainment system.
  - (C) It has been repainted.
  - (D) Its doors must be opened by hand.
- 194. In the article, the word "foundation" in paragraph 2, line 5, is closest in meaning to
  - (A) segment
  - (B) institute
  - (C) creation
  - (D) basis
- 195. How is Tranquility Transport Services changing?
  - (A) Its pricing strategy is being adjusted.
  - (B) Its service territory is increasing.
  - (C) It now caters to passengers with special needs.
  - (D) It is forming a partnership with a medical clinic.

Questions 196-200 refer to the following e-mail, advertisement, and schedule.

<b>From:</b>	Jeanne Dubois
<b>To:</b>	Rachel Freund
<b>Date:</b>	May 4
<b>Subject:</b>	CLS Results
<b>Attachment:</b>	📎 CLS Summary

Dear Rachel,

I've finished this semester's Campus Life Survey. A detailed report of my findings is attached to this e-mail, but I can summarize the main points for you as follows:

- The service or facility that received the lowest approval rating was parking. Students say there are not enough spaces, especially near Scheyd Auditorium.
- Most students rate Morton Cafeteria as their favorite dining hall, but express concerns about overcrowding there. They would like our other dining halls to offer special food items like its burrito bowls.
- Especially among students majoring in science, there continues to be demand for themed dormitories for those who share particular interests.

Please take a look at the attachment and let me know when we can meet to discuss the information. Obviously, I can't take on major projects in the short time that I have left in this position, but I will make sure my successor is well-informed of all issues raised.

Thanks,

Jeanne Dubois  
Residential Life Manager, Carroway University

## Residential Life Manager

Carroway University — Pittsburgh, Pennsylvania

The Department of Student Residential Life at Carroway University is seeking a residential life manager (RLM). The RLM's main responsibility is overseeing all aspects of life in the university's student residence halls. Occasional night and weekend work will be required, as the RLM must respond to residence-hall related problems as soon as they arise. In addition, the position involves serving as a liaison to several student-run committees, as well as designing and administering feedback surveys to assess satisfaction with campus life. Candidates must possess a master's degree or higher in an education-related field, and have worked in a university setting for a minimum of five years. For more information about the position, visit [www.carroway.edu/hr](http://www.carroway.edu/hr).

<b>Carroway University</b> <i>New Student Orientation Schedule – Day 2</i>		
Time	Activity	Location
7 A.M.–8:30 A.M.	Breakfast	Belva Dining Hall
9 A.M.–10:30 A.M.	Icebreaker activities led by resident assistants	Each residence hall
11 A.M.–12 P.M.	Speech: “The History of Carroway” (Wentao Li, Carroway University President)	Scheyd Auditorium
12 P.M.–1:00 P.M.	Lunch	Morton Cafeteria
1:15 P.M.–2:30 P.M.	Speech: “Basics of Campus Living” (Peter Travis, Residential Life Manager)	Scheyd Auditorium
2:45 P.M.–4 P.M.	Speech: “Classroom Do’s and Don’ts” (Professor Christine Wren, Social Science Department)	Scheyd Auditorium
4 P.M.–5:15 P.M.	Panel discussion: “Making the Most of Social Opportunities” (Returning students)	Scheyd Auditorium
6 P.M.–7:30 P.M.	Dinner	Belva Dining Hall
8 P.M.–10 P.M.	Welcoming party	Sloman Square

- 196.** According to the e-mail, what do Carroway University students want?
- (A) Themed housing
  - (B) A reduction in parking fees
  - (C) A new restaurant on campus
  - (D) Tutoring for science majors
- 197.** What is one duty of the position described in the advertisement?
- (A) Translating documents into another language
  - (B) Working outside of normal business hours
  - (C) Designing training programs for staff
  - (D) Driving long distances occasionally
- 198.** What is implied about the New Student Orientation lunch?
- (A) Students will be led to the venue by resident assistants.
  - (B) It will be held in the university’s most popular dining hall.
  - (C) It will be hosted by the university president.
  - (D) Students must choose their meal in advance.
- 199.** What is suggested about Mr. Travis?
- (A) He lives on the university campus.
  - (B) He is the head of a finance committee.
  - (C) He has a master’s degree in social science.
  - (D) He has at least five years of work experience.
- 200.** When would an orientation participant start learning about academic policies?
- (A) At 11:00 A.M.
  - (B) At 1:15 P.M.
  - (C) At 2:45 P.M.
  - (D) At 4:00 P.M.

Stop! This is the end of the test. If you finish before time is called, you may go  
back to Parts 5, 6, and 7 and check your answers.  
Benzen English - TOEFL







**Giải thích chi tiết**

S: chủ ngữ	N: danh từ	NP: cụm danh từ
V: động từ	Adj: tính từ	# : các từ để nhầm nghĩa
Adv: trạng từ	* : từ vựng quan trọng	** : từ vựng nâng cao
TTSH: tính từ sở hữu	HTD: hiện tại đơn	HTHT: hiện tại hoàn thành

READING

101.	D	Câu có S là “it”, V là “meets”, O là “our requirements” nên đầy đủ thành phần, chọn Adv * requirement (n): yêu cầu * precisely (adv): một cách chính xác
102.	D	Câu trúc cân nhắc: “either...or...”
103.	C	Chỗ ... đứng đầu câu đóng vai trò là S trong câu, chọn N * inquiry (n): yêu cầu
104.	A	“Hãng hàng không Girmus đã hoãn một vài chuyến bay hôm qua ..BỐI VÌ.. những vấn đề với máy bay” * issue (n): vấn đề
105.	C	Câu thấy dấu hiệu “next Tuesday” là thì tương lai nên chọn “will release” * release (v): tung ra
106.	C	“Nhờ vào những biển chỉ đường mới, sự phụ thuộc của tài xế vào mốc chỉ đường sẽ ..SỐM.. được giảm xuống”
107.	A	“Bộ phim Greenmeadow Memories đã nhận được sự tán thưởng ..TỪ.. cả khán giả và các nhà phê bình” Câu trúc trong đồng: “both ... and ...” = “... and ... alike” *praise (n): lời khen, sự tán thưởng
108.	B	“Should + V”, đã có V là “provide” nên sau V phải là O, chọn danh từ. *sufficient (adj): đầy đủ
109.	D	Câu này chưa có V chia thì => vị trí trống là V chia thì, đồng thời S “Shopping Mall” là số ít nên động từ thêm “S/ES”
110.	D	Từ “And” nối 2 N là “Value” (GIÁ TRỊ) và “Authenticity” (tính xác thực). Dấu “...” đứng trước danh từ => chọn TTSH
111.	D	“Ở một trong những áp phích thắng giải đang được triển lãm, một cái xe đạp được cho thấy đang đặt ..TỰA VÀO.. một cây sồi lớn. ** lean against sth (v): tựa vào cái gì đó
112.	B	“Các cuộc bỏ phiếu cử tri gợi ý rằng 2 ứng cử viên thì có cơ hội trùng cử ..BẰNG NHAU..”
113.	B	“..KINH NGHIỆM.. mà Fiona Lim có được cho phép cô ấy đưa ra bài nói thuyết phục với bất kỳ khán giả nào.” Câu trúc: enable sb to + V o : cho phép ai đó làm điều gì
114.	B	Thì HTTD: Tobe + Ving đã có đủ thành phần, dấu “...” chen vào giữa là thành phần phụ, chọn Adv
115.	D	“Tại Sebetich Mutual, các nhân viên được cho phép làm việc qua mạng nếu họ ..THỂ HIỆN.. năng suất làm việc cao một cách liên tục. * telecommute (v): làm việc tại nhà * consistently (adv): một cách liên tục/ nhất quán
116.	B	“Novel” là danh từ phía sau mạo từ “the” => chỗ “...” là tính từ, chọn B (adv bỏ “ly” thành adj)
117.	B	Câu trúc hay ra: A variety of = A range of = A collection of: sự đa dạng của cái gì đó. Chọn B.
118.	A	Câu này không quan trọng, bỏ qua
119.	A	“Phòng hỗ trợ sản phẩm luôn sẵn lòng hỗ trợ khách hàng ..BẤT CỨ KHI NÀO.. có câu hỏi xuất hiện..”
120.	B	Có “are” là tobe, “risky” là adj, câu trúc TOBE + ADJ đã đầy đủ, ta chọn adv chen giữa bỏ nghĩa.
121.	B	N đứng sau TTSH “his”, chọn B. ** take into account(v): tính đến cái gì đó
122.	A	N là “supply”, không chọn B. not vì không đúng văn phạm, không chọn C vì “nothing” không đứng trước N, không chọn “none” vì không đứng trước N, chọn A.
123.	B	“Mặc dù món ăn của nhà hàng đã trở nên như thế nào đó, những ai đó đồng ý là nó ..VĂN.. ngon” * cusine (n); món ăn/ ẩm thực
124.	B	Dấu hiệu “last month” => chọn thì quá khứ, loại A, C, D vì không hợp thì. Chọn B
125.	B	Câu này không quan trọng, bỏ qua
126.	A	“Trong một quãng thời gian ấn tượng trong sự nghiệp lãnh đạo, cô Lu đã có được giải thưởng ..THÀNH CÔNG.. cho..”
127.	C	Thấy “than” là dấu hiệu của so sánh hơn, chọn C.
128.	C	“Thành phố mong đợi rằng những lớp học ngôn ngữ sẽ giúp những cư dân quốc tế mới tới ..TUƠNG TÁC.. với hàng xóm của họ” ** interact with (v): tương tác với ai đó
129.	A	“Cuộc họp hàng tuần của hội đồng Park Ecology nhằm để cung cấp một ..DIỄN ĐÀN.. mà những người tham gia thảo luận về các vấn đề môi trường” ** intend to (v): nhằm làm cái gì đó # intend for (v): dành cho ai đó * forum (n): diễn đàn
130.	B	“Những người tổ chức lễ hội đã ..THÔNG BÁO.. cho những người bán hàng thủ công rằng...” ** notify someone (v): thông báo cho ai đó ** announce/ declare/ express that (v): thông báo cái gì đó
131.	B	Các câu xung quanh đều chia thì quá khứ => Câu chia theo thì quá khứ, chọn B
132.	B	“Họ trả lời rằng việc tạo ra đồng gói phù hợp sẽ không ..KHÓ KHĂN..”

		* packaging (n): đóng gói * challenging (adj): khó khăn, mang tính thử thách
133.	D	Dịch ý “ <b>Ông có muốn tiếp tục với quy trình này không?</b> Nếu ông hứng thú, bước tiếp theo là tổ chức cuộc họp trực tiếp ..NÓI MÀ.. ông có thể mô tả các yêu cầu của ông..”
134.		** at which = where.
	A	Không dùng “on which” vì tại buổi họp là “at the meeting” chứ không phải “on the meeting”
135.	B	Ta dịch tiếp theo ý “Ca sĩ nổi tiếng Kurt Glaize tiết lộ sáng nay rằng đĩa đơn thứ hai từ album hiện tại của anh ấy sẽ được làm lại... <b>Thông báo được đưa ra trong buổi phỏng vấn trên kênh Radio WLW</b> ”
136.		“Ông Weber đã trở nên nổi tiếng khi cho ra mắt phiên bản ..CHÍNH THỨC.. của bài hát 30 năm trước” * release (v): tung ra, ra mắt * original (adj): thuộc nguyên bản chính thức
137.		Dịch tiếp theo ý phía trước “bài hát đã được làm lại vài lần từ khi đó, ở các thể loại nhạc đa dạng như jazz và rock. Tuy nhiên, không ..PHÓNG CÁCH.. nào phù hợp với Glaize”
138.	B	Câu đã có V chia thì là “describes”, V còn lại ở dạng rút gọn, chọn B.
139.	D	Phía trước chia thì HTĐ => chia theo thì HTĐ hoặc TLD. Loại A, B, C vì không hợp thì.
140.	B	“Tuy vậy, cam kết của chúng tôi cho ..AN NINH.. không chỉ dừng lại ở đó.”
141.		Ta dịch tiếp theo ý “Như một sự phòng ngừa thêm, Bracht yêu cầu những món hàng được lưu trữ phải được bảo hiểm. <b>Những hành khách có thể có được một kế hoạch trực tiếp từ chúng tôi</b> ”
142.		** opt to + Vo (v) lựa chọn làm cái gì đó ** opt for sth (v) lựa chọn cái gì
143.	D	Dịch tiếp ý câu phía trước “năm nay, một số sự kiện chúng ta thương dùng quỹ “chương trình” đã không diễn ra như mong đợi. VÍ DỤ NHƯ, buổi đọc của chúng ta lên lịch vào tháng 2 đã bị hủy...”
144.	D	“Vui lòng ..XEM XÉT.. chúng trước cuộc họp vào thứ 6”
145.		Câu trúc cần nhớ: GT + Ving + N GT là “of”, N là “the library’s usefulness”, thiếu Ving
146.		Dịch ý “ <b>Tôi cũng khuyến khích bạn tự đề xuất những gợi ý vào lúc đó.</b> Với sự hỗ trợ quý giá của bạn, tôi cảm thấy chắc chắn rằng chúng ta sẽ có thể tận dụng tình trạng này”
147-148	A	** take advantage of (v): tận dụng
149-150		** public image (n): hình ảnh trước công chúng * appointment (n): cuộc hẹn * portrait (n): chân dung * background (n): phông nền
151-152		* lease (v): cho thuê ** rental contract (n): hợp đồng cho thuê
153-155		* manual (n): sách hướng dẫn sử dụng ** state-of-the-art (adj): hiện đại, tối tân
156-158		* construction (n): việc xây dựng ** job fair (n): ngày hội việc làm ** specialize in (v): chuyên về cái gì đó
159-160		** in person: trực tiếp * estimate (n): sự ước tính ** training method (n): phương pháp đào tạo
161-163		** appeal to (v): thu hút * request (v): yêu cầu
164-167		* expansion (n): sự mở rộng ** to be located (v): được tọa lạc * retire (v): về hưu ** punctuality (n): sự đúng giờ * publish (v): xuất bản * reception (n): tiệc chiêu đãi
168-171		* attract (v): thu hút ** take part in (v): tham gia vào cái gì đó
172-175		** frightening scenes (n): cảnh đáng sợ * critic (n) nhà phê bình
176-180		* subscription (n): việc đăng ký * heading (n): đầu đề trang, bài viết

LISTENING

Câu	Từ vựng / ghi chú
1	**Reach for: với lấy *Shopping cart: xe đẩy hàng *Product: Sản phẩm
2	*Flame: ngọn lửa
3	*Rake: cái bả cào

4	*Examine: xem xét, kiểm tra
5	*Gather: tập hợp
6	
7	*Most of: hầu hết
8	*Anticipate: dự đoán = expect
10	*Look like: có vẻ như *Manage: xoay sở
14	*Tobe about to: sắp sửa #dessert: món tráng miệng
15	**drop sth off: trả lại = return
18	**tobe on sale: giảm giá
22	*inventory: hàng tồn kho
23	*repair: sửa chữa
26	*assist: giúp đỡ = help
32	Từ trong đoạn văn “a company name being left out” (tên một công ty bị bỏ sót) = Trong đáp án “a missing name” (một cái tên bị mất)
33	*displease: phật lòng Từ trong đoạn văn “... this mistake could damage our good relationship with them” = Trong đáp án “... be displeased” (Một nhà tài trợ có thể bị phật lòng)
36	Từ trong đoạn văn “a site is down” (Một trang mạng bị hư) = Trong đáp án “A web site..operating” (Một trang web không hoạt động)
37	Từ trong đoạn văn “...our floor manager” (Tầng của giám đốc) → Chọn C “Find a manager” (Tìm giám đốc)
41	Từ trong đoạn văn “...second store is set to open” (cửa hàng thứ hai sẽ được khai trương) = Trong đáp án “A new location will open” (Một địa điểm mới sẽ được mở)
42	Từ trong đoạn văn: “take some pictures” (chụp hình) = Trong đáp án “photographs” (tấm hình)
46	Từ trong đoạn văn “choose a different place to meet” (chọn một nơi khác để gặp) = Trong đáp án “change a plan” (thay đổi kế hoạch)
49	Từ trong đoạn văn: “write that down” (viết xuống) = Trong đáp án “make a reminder note” (một tờ nhắc nhở)
50	*consultant: tư vấn viên *research: nghiên cứu
51	Từ trong đoạn văn: “every available seat was taken” (tất cả các chỗ đều được đặt) = Trong đáp án “full” (đầy)
53	*attend: tham dự * upcoming event: một sự kiện sắp diễn ra
60	Từ trong đoạn văn: “need to deal with a serious plumbing problem” (cần phải giải quyết một vấn đề quan trọng) = trong đáp án “handle another task” (giải quyết một việc khác)
62	*break area: khu vực giải lao
63	Từ trong đoạn văn: “complete the action plan” (hoàn thành kế hoạch) = Trong đáp án “Developing a sales plan” (phát triển kế hoạch bán hàng)
67	*customized services: những dịch vụ tùy chỉnh
70	*shuttle bus: xe buýt chạy tuyến ngắn
73	Từ trong đoạn văn: “tell us you heard this ad” (nói chúng tôi bạn đã nghe cái quảng cáo này) = Trong đáp án “mentioning an advertisement” (đề cập tới một cái quảng cáo)
75	Từ trong đoạn văn: “money” = Trong đáp án “finance” (tài chính)
76	*reception: lễ tân
84	Từ trong đoạn văn: “please vote” (làm ơn bỏ phiếu) = Trong đáp án “participate in a vote” (tham gia bầu cử)
86	Từ trong đoạn văn: “drama on TV” (chương trình kịch trên TV) = Trong đáp án “A television series” (Một chương trình Tv dài tập)
89	Từ trong đoạn văn: “will not be stopping at other stations” = Trong đáp án “does not stop at all stations” (không dừng ở trạm nào)
91	Từ trong đoạn văn: “exploring the new shops and boutiques” (Khám phá những cửa hàng quần áo mới) = Trong đáp án “Browse around some stores” (tìm kiếm một vài cửa hàng)
92	Từ trong đoạn văn: “the Market District across town was revitalized” (Chợ huyện xung quanh thị trấn đang được hồi sinh) = Trong đáp án “Improvements to another neighborhood” (sự phát triển của vùng lân cận/hàng xóm)
94	*reassure: trấn an
98	Từ trong đoạn văn “said it’s supposed to rain that day” (được cho là có mưa vào ngày đó) = Trong hình đáp án Wednesday có mưa.