Answer Key

LISTENING COMPREHENSION

PART 1 – Photographs

Try It Out p3 Track 1
1. C We can see a fire extinguisher (i.e., equipment), but the man is not repairing it (A). He is squatting, not standing, near the wall (B). He has not fallen (D).
2. A (B) confuses the similar-sounding glass and grass. They are outdoors, but they are not exercising (C). There is no evidence to support (D).
3 C (A) confuses coffee and a copy. The woman is not stapling anything (B). There is a copy machine, but there is no evidence to suggest she is repairing it (D).
4. B The man is looking at a soccer ball, not watching a soccer game (A). There are no tickets on sale (C). Only one man is playing sports (D).
5. B There are no people visible, so (A), (C), and (D) are incorrect.
6. D The helicopter doors are open, so the pilot is not about to take off (A). There is no evidence to support (B). No passengers are in view (C).

Improve Your Performance

Similar-sounding Words p8

Exercise A Track 2

Exercise B Track 3
1. a new packet, 2. a cup of water, 3. walking in the park, 4. something to eat, 5. the hall is clean, 6. alone in the store, 7. a copy in the drawer, 8. train is standing

Exercise C Track 4

Exercise D Track 5

Mini Test – Similar-sounding Words p9 Track 6
1. D (A) assumes the two cups are coffees, which sounds like copies. The woman are working, not walking (B), in the store. They are standing at the counter, not sanding it (C).
2. D (A) confuses the similar-sounding coats and boats. The ocean, not lotion (B), looks clear. (C) refers to cliffs but there is no walker in sight.
3. C (A) uses light, which sounds like white. The man is holding, not folding (B), the brush in his hand. He is painting, not pointing at (D), the door.

Partially True Statements p10

Exercise A Track 7
1. False. The cushions are on the bed. 2. False. The magazines are on the coffee table. 3. True. 4. True. 5. True. 6. True.

Exercise B Track 8
1. False. He’s sitting at the desk. 2. True. 3. False. There’s a pen in his right hand. 4. True. 5. True. 6. False. He’s wearing a long-sleeved shirt (with sleeves partially rolled up).

Mini Test – Partially True Statements p11 Track 9
1. A We can see newspapers, but we can’t tell if the man is reading one (B). The books are arranged in rows on the shelves. The newspapers are arranged in piles (C). The shoppers are looking for, not buying (D), something to read.
2. C The woman is serving a drink, not a meal (A). The passenger is sitting in, not getting up from, his seat (B). He is reaching for his drink, not his computer (D).
3. C The man, not the woman, is having his heart checked (A). He is lying on, not sitting on, the hospital bed (B). He is looking away from, not at, the monitor (D).

Incorrect Interpretations p12

Exercise A Track 10
1. False. We can see a train, and a platform, but the train is not departing. 2. False, although we might associate conductor and tickets with this scene. 3. False. We can see some passengers, but they are not boarding the train. 4. True. 5. False. The train is at a station, not in a tunnel. 6. True. [Although he could be loading the bags onto the train as well.]

Exercise B Track 11
1. False. There is a woman, and we can see sandwiches, but she is not handing out sandwiches. 2. True. 3. False, although the woman is outdoors and we might associate sandwiches with a picnic. 4. True. 5. False, although she is outside and we might associate sandwiches with snack. 6. False. She is pushing a cart of food, not serving it to anyone.

Mini Test – Incorrect Interpretations p13 Track 12
1. C The people in the picture are fishermen, not tourists, and they are not sunbathing (A). The boats are moored along the shore, not sailing out to sea (B). Two men are on their boats, but they are not fishing (D).
2. D We can see a notice board, and the woman has a pen and paper, but she is not writing anything (A). The notices are well ordered, but (B) is incorrect. She is holding a large file, not filing a large report (C).
3. A The man is not drawing (B) or hanging anything on a wall (C). There is a table but he is not booking a table (D).

Steps to Success p14

Practice 1 Track 13 B This is a restaurant, but no waitress is serving food (A) and the people are not ordering a meal (D). (C) is incorrect as only one woman is helping herself to food.

Practice 2 Track 14 A There is some equipment, but nobody is packing it away (B). No meeting is taking place (C). This is not an office (D).

Practice 3 Track 15 C The students are listening to a presentation, not giving the man a present (A). We can see computer equipment but this is not a computer store (B). There are drinks, but no food in sight (D).

Practice 4 Track 16 B The files are below the bulletin board (A). There are some files, not tiles, near the window (C). The notices are pinned to a board, not the curtains (D).

Practice 5 Track 17 D (A) confuses the water with overseas. There is a railing, but it is not being painted (B). The man has a drink, but no waiter is pouring anything (C).

Review Test p21 Track 18
1. D We can see a couple, but they are walking (not working) and there is no bicycle store (A). Nobody is riding a bike (B) or leaving a store (C).
2. A The man is not carrying (B) or hanging (C) anything. He is writing a list, but on the chart, not in his planner (D).

3. B (A) relates tickets with inspectors, but no meeting is taking place. The people are not shopping in a store (C). We cannot assume (D) as there is no evidence.

4. D This is a hotel room, not an office (A). The newspaper is on the desk, not the carpet (B). There are tables, but they are not stacked (C).

5. A The papers are pinned on the wall (B). (C) is incorrect as one computer is not being used. They are office workers, but they are not attending a presentation (D).

6. B The man is not dismantling anything (A) or cleaning his clothes (C). We can see tiles, and a shower, but (D) is an incorrect interpretation.

PART 2 – Question-Response

Try It Out p25 Track 19

1. B (A) begins Yes, but does not answer the question. (C) is an illogical response.
2. A (B) repeats complain with campaign. (C) confuses the noun ad with the past simple of the verb add.
3. B (A) answers a different question (What time is…?). (C) relates discussing with meeting, but refers to the topic, not the attendees.
4. C (A) answers a suggestion (Shall we bring some…?). (B) answers a different question (Would you like a sandwich for lunch?).
5. B (A) answers a different question (How long has Mr. Lee lived in Boston?). (C) confuses forgive with live.
6. C (A) confuses Bobby with lobby. (B) confuses waiter with waiting.
7. A (B) repeats went, but in a different context. (C) confuses preparation with presentation.
8. A (B) repeats Washington, but does not answer the question. (C) is an illogical response and refers to the future, not the past.
9. B (A) repeats building, but does not answer the question. (C) cannot answer a choice question.
10. C (A) relates three years to a long time, but confuses the subject and the context. (B) describes a small hotel, not a small hotel room.
11. C (A) repeats deal, but in a different context. (B) assumes meal in place of deal.
12. A (B) confuses the context, assuming recommend for a job application, and also confuses the subject. (C) uses library to relate to novels, but does not answer the question.
13. C (A) repeats help, but confuses the context. (B) does not answer the question.
14. B (A) repeats business, and answers a different question (How long will you be away?). (C) repeats class, but in a different context, and confuses trying with flying.

Improve Your Performance

Question Types p27

Exercise A

Exercise B
1. h, 2. k, 3. b, 4. i, 5. f, 6. m, 7. d, 8. c, 9. e, 10. a, 11. g, 12. l, 13. j

Questions with What p28

Exercise A Track 20

1. B (A) answers What size…? but confuses coffee with copy. (C) confuses size with surprise.
2. C (A) repeats old. (B) is an illogical response.
3. C (A) relates anytime to time, but does not answer the question. (B) confuses the noun books with the verb book (meaning reserve).
4. A (B) repeats plans, but does not answer the question. (C) does not answer the question.
5. A (B) repeats you like. (C) repeats would and is an illogical response.
6. C (A) answers a different question (How long have you worked…?) (B) confuses the context, as this is not a job offer.
7. B (A) confuses the subject. (C) uses spring in a different context.
8. A (B) confuses work alone and work with someone. (C) confuses the similar-sounding words bucket and budget.

Exercise B Track 21

1. B (A) uses printing as a present participle. (C) confuses pause with caused and does not answer the question.
2. A (B) confuses the context, using amount, which sounds like account. (C) is an illogical response.
3. C (A) confuses installed with called. (B) repeats called, but in a different context.
4. A (B) relates only take a minute to now, and confuses look with book. (C) confuses speeding with reading.
5. B (A) misleads by relating commendable to recommend. (C) refers to the past.
6. C (A) answers a different question (Why do we need…?) and confuses socks with boxes. (B) confuses lose with use.
7. B (A) repeats airport and uses east to relate to west (which sounds like best). (C) relates flying to airport, but does not answer the question.
8. A (B) uses dissolve, which sounds like resolve. (C) relates problem to mistake, but does not answer the question.

Mini Test – Questions with What p28 Track 22

1. B (A) repeats color, but does not answer the question. (C) confuses exceptions with reception.
2. A (B) repeats Florida, but answers a different question (When did Kim move to…?). (C) answers the question Was Kim in Florida?
3. C (A) answers a different question (When did the movie start?). (B) is an illogical response.
4. B (A) answers a different question (When is your review tomorrow?). (C) does not answer the question.
5. C (A) answers the question Where did you get your jacket? (B) confuses package with jacket.
6. A (B) confuses contact with contract. (C) uses the past simple of the verb win in a different context.
7. C (A) confuses the verb fit with in shape. (B) uses escape, which sounds like shape.
8. C (A) assumes the question What time is it? (B) repeats time, but does not answer the question.
9. B (A) uses the verb suggest in the past simple. (C) confuses the context, relating inspector to checkup.
10. C (A) confuses the verb accompany with the noun company. (B) confuses the similar-sounding words suspension and extension.

Questions with When or Where p29

Exercise A Track 23

1. A (B) confuses start your own business with start-up businesses. (C) refers to the future.
2. C (A) answers the question When did they arrive? (B) confuses driving with arriving.
3. B (A) uses position and vacant, which relate to the context, but confuses the subject, and confuse advised with advertised. (C) does not answer the question.
4. B (A) confuses directions with director’s. (C) confuses the noun and verb talk.
5. A (B) does not answer the question. (C) refers to the past.
6. A (B) confuses shut with cut. (C) relates to the context, but answers a different question (How much…?):
7. B (A) uses ship to relate to shipment. (C) confuses equipment with shipment.
8. C (A) confuses convention with mentioned. (B) repeats the verb mention, but does not answer the question.
Exercise B Track 24
1. A (B) repeats order, but confuses replacing with place. (C) confuses the subject.
2. C (A) uses new, which sounds similar to blue. (B) does not answer the question.
3. A (B) and (C) use similar-sounding words (both choose and news sound like shoes).
4. B (A) answers a different question (Why did…?) (C) confuses fall with call.
5. A (B) does not answer the question. (C) repeats results, and assumes they have been received already.
6. C (A) does not answer the question. (B) repeats afternoon.
7. B (A) uses vote, which sounds similar to quote. (C) relates revised to rewrite and confuses notes with quote.
8. A (B) does not answer the question. (C) confuses hard sell with hotel.

Mini Test – Questions with When or Where p29 Track 25
1. C (A) relates the States to San Francisco, and confuses leaving with live. (B) is an illogical response.
2. B (A) relates classical music to concert hall, but uses time (for) and does not answer the question. (C) repeats concert, but answers a different question (When will the concert start?).
3. C (A) answers a different question (When were these books printed?). (B) confuses cooks with books.
4. B (A) confuses walk with work. (C) does not answer the question.
5. C (A) repeats get back to, but in a different context (resume rather than return). (B) does not answer the question.
6. C (A) answers the question Where…? (B) uses degrees (temperature) rather than a degree (qualification).
7. B (A) confuses discount with account. (C) relates to time and repeats Shanghai.
8. A (B) answers a different question (Why is the discussion being held?). (C) confuses discussion with Russian.
9. B (A) does not answer the question. (C) confuses the context, referring to means of transportation.
10. C (A) confuses reviewed with renew, and censorship with membership. (B) answers a different question (How long have you…?).

Questions with Who, Whose, Why, or Which p30
Exercise A Track 26
1. B (A) relates tell to told, but does not answer the question. (C) confuses survey with birthday.
2. C (A) relates clothing to clothes, which sounds like close. (B) answers a different question (When will the company close?).
3. B (A) relates hungry to eat, and (C) repeats idea, but neither answers the question.
4. A (B) confuses deadline with airline. (C) relates to flying, but answers a different question (Why are you going…?).
5. B (A) relates letters to symbols rather than correspondence, and assumes make out (meaning distinguish) instead of send out. (C) does not answer the question.
6. A (B) confuses blue with new. (C) confuses stairs with chairs.
7. C (A) confuses yours with doors, and is an illogical response. (B) confuses the adjective close with the verb.
8. B (A) repeats company and confused resigned with design. (C) repeats website and confuses lose with use, relating designs (drawings) to design (company).

Exercise B Track 27
1. A (B) repeats way, but does not answer the question. (C) uses way in a different context.
2. B (A) refers to the past. (C) refers to a different subject.
3. A (B) uses the noun orders (meaning instructions) to relate to the verb order. (C) does not answer the question.
4. C (A) confuses that with sat and repeats desk, answering the question Who…? (B) repeats sandwich.
5. B (A) confuses the adjective safe (meaning secure) with the noun safe. (C) answers a different question (Where is the key to the safe?).
6. B (A) confuses room (meaning space) with room (in a building). (C) is an illogical response.
7. A (B) repeats their office and confuses door with floor. (C) does not answer the question.
8. A (B) refers to the same subject, but is an illogical response. (C) confuses marking with marketing.

Mini Test – Questions with Who, Whose, Why, or Which p30
Exercise A Track 29
1. C (A) repeats old, but refers to the company and does not answer the question. (B) answers a different question (When was the company founded?).
2. B (A) repeats report, but as a verb, not a noun, and relates right away to soon. (C) does not answer the question.
3. B (A) answers a different question (How long did you stay in Singapore?). (C) repeats hotel, but answers the question How was…? not How much was…?
4. C (A) confuses skating with waiting. (B) confuses the subject and relates How long to length rather than time.
5. B (A) refers to a different subject and uses seat as a noun rather than a verb. (C) does not answer the question.
6. A (B) repeats place but does not answer the question. (C) answers a different question (How often do you go to the fitness center?).
7. A (B) confuses the subject and is an illogical response. (C) confuses find (opposite of lose) with find out about (meaning hear about).
8. C (A) repeats often, but is an illogical response as abroad is not a place. (B) does not answer the question.

Exercise B Track 30
1. B (A) repeats place, but in a different context, and (C) confuses race with place. Neither answers the question.
2. C (A) confuses lost with cost. (B) repeats cost, but confuses the verb repackage with the noun package.
3. A (B) refers to quality, not quantity. (C) confuses inefficient with sufficient.
4. A (B) relates play and instruments to musical. (C) confuses musician and musical and does not answer the question.
5. B (A) mistakenly assumes been is the past participle of the verb go. (C) answers a different question (Have you been often?).
6. C (A) confuses fun with run, and is an illogical response. (B) confuses the adjective late with the adverb.
7. A (B) uses the same verb, work (meaning function), but does not answer the question. (C) assumes there is a problem with the fax machine.
8. C (A) repeats songs, but does not answer the question. (B) confuses disagree with CD.
Mini Test – Questions with How p31 Track 31
1. C (A) repeats last, but as an adjective (meaning most recent). (B) relates How long to distance instead of time.
2. B (A) does not answer the question. (C) is an illogical response.
3. A (B) refers to the future. (C) repeats vacation and confuses plumber with summer.
4. A (B) repeats order but does not answer the question. (C) uses placed (meaning positioned) and the noun order (meaning position).
5. C (A) and (B) use similar-sounding words (both infection and impression sound like recession).
6. C (A) relates How long to distance instead of time. (B) assumes walking rather than working in the question.
7. C (A) incorrectly assumes an offer has been made. (B) does not answer the question.
8. A (B) confuses whether with weather. (C) does not answer the question.
9. B (A) confuses intern with interested. (C) refers to the past.
10. B (A) confuses postage with post office and does not answer the question. (C) is an illogical response.

Yes/No Questions p32
Exercise A Track 32
1. A (B) relates sitting to seat, and confuses below with window. (C) repeats seat, but does not answer the question.
2. A (B) uses the verb suit instead of the noun. (C) is an illogical response.
3. C (A) relates the adjective brief to briefcase. (B) confuses screen with seen.
4. B (A) does not answer the question. (C) confuses driving and arriving.
5. B (A) is an illogical response. (C) relates France to Paris, but confuses trade with delayed.
6. A (B) relates food to meal, but does not answer the question. (C) confuses feel with meal.
7. C (A) repeats help, but confuses the context. (B) confuses hat with that.
8. B (A) uses tall, which sounds like call. (C) confuses the subject and uses the adjective called (meaning named) instead of the verb call.

Exercise B Track 33
1. B (A) uses here, which sounds like hear. (C) confuses arm with alarm.
2. B (A) confuses recommended with recommend. (C) relates food to restaurant but is an illogical response.
3. A (B) uses admire, which sounds like hire. (C) does not answer the question.
4. B (A) confuses comparing with repairing. (C) uses proof, which sounds like roof.
5. B (A) incorrectly relates the noun book with reservation. (C) repeats would but confuses the subject.
6. C (A) uses committee, which sounds like city. (B) repeats city, but does not answer the question.
7. A (B) relates hungry to kitchens. (C) assumes the kitchens needed to pass the inspection, which is not the case as they were only due to be checked. [Some distractors on the TOEIC test are deliberately hard to spot.]
8. A (B) relates running to a race. (C) does not answer the question.

Mini Test – Yes/No Questions p32 Track 34
1. B (A) confuses improving with moving. (C) uses fraud, which sounds similar to abroad.
2. C (A) does not answer the question. (B) repeats now, but is an illogical response.
3. A (B) and (C) are both illogical responses.
4. C (A) confuses hired with higher, and the name Bill with the noun bill, relating electrician to electric. (B) repeats electric and relates expect to expected.
5. B (A) confuses faded with upgraded. (C) does not answer the question.
6. A (B) uses seats, which sounds similar to receipts. (B) is an illogical response.
7. C (A) confuses stated with stapler. (B) uses the verb pass, but in a different context.
8. C (A) gives the price, but does not answer the question. (C) relates presentations to conference, but again does not answer the question.
9. B (A) repeats seven, but referring to a number, not a time. (C) repeats tonight, but does not answer the question.
10. A (B) repeats time, but does not answer the question. (C) is an illogical response.

Choice Questions p33
Exercise A Track 35
1. B (A) confuses the subject. (C) repeats credit, but does not answer the question.
2. B Neither (A) not (C) can answer a choice question.
3. C (A) relates tired with rest, and confuses walking with working. (B) repeats would like but fails to answer the question.
4. A (B) confuses room (meaning space) with room (in a building). (C) repeats Sunday and confuses soon with room.
5. B (A) uses associate, which sounds like negotiate. (C) repeats price, but does not answer the choice question.
6. C (A) cannot answer a choice question. (B) mistakenly relates there to two different locations.
7. B (A) confuses the subject. (C) refers to a bus stop, but does not answer the question.
8. C (A) confuses the time with the number of people. (B) confuses eight with late and does not answer the question.

Exercise B Track 36
1. A (B) assumes the salad has been chosen already. (C) is an illogical response.
2. B (A) cannot answer a choice question. (C) repeats lunch and confuses eating with meeting.
3. C (A) answers a different question (When does this report need to be printed?). (B) relates colorful to color, but is an illogical response.
4. A (B) is an illogical response. (C) confuses commissioning with conditioning, and relates closed to open.
5. A (B) repeats priority, but fails to answer the question. (C) does not answer the question.
6. B (A) fails to make a choice. (C) relates purchase to buy, but refers to the past.
7. C (A) repeats e-mail, and uses hacked, which sounds a little like fax. (B) does not answer the question.
8. B (A) repeats express and airport, but does not answer the question. (C) answers a different question (How long does it take to get to the airport?).

Mini Test – Choice Questions p33 Track 37
1. C (A) relates kitchen to food, but is an illogical response. (B) does not answer the choice question.
2. C (A) and (B) are both illogical responses.
3. B (A) refers to the topic, but does not answer the question. (C) answers a different question (When will the order arrive?).
4. A (B) cannot answer a choice question. (C) repeats tomorrow, but does not answer the question.
5. A (B) uses premium, which sounds like medium. (C) repeats try, but in a different context.
6. A (B) relates confirmation to confirm, but does not answer the question. (C) relates mail to letter, but refers to an unknown it.
7. C (A) uses the verb ask and confuses backup with bathtub. (B) repeats shower, but with a different meaning.
8. B (A) confuses the context. (C) relates more to further, and confuses hall with all.
9. C (A) uses daughter, which sounds like water. (B) repeats vacation and relates ocean to water.
10. A (B) relates staff cuts to cut staff, but refers to the past. (C) repeats president, but is an illogical response.
Tag Questions p34

Exercise A Track 38
1. C (A) is an illogical response. (B) confuses voted with promoted.
2. B (A) does not answer the question. (C) repeats get and resources, but confuses the subject.
3. A (B) confuses the adjective moving (meaning emotional) with the verb to move (homes). (C) refers to the future.
4. B (A) confuses meeting with meeting, and relates tired to boring. (C) refers to the future.
5. C (A) confuses view with review and fails to answer the question. (B) repeats performance, but assumes this to mean a concert.
6. A (B) uses profession, which sounds like recession. (C) relates opportunity to chances, but is an illogical response.
7. C (A) confuses leather, which sounds like weather. (B) confuses don't you think with would you like a drink.
8. B (A) confuses style with file. (C) answers a different question (Would you like me to get the file?).

Exercise B Track 39
1. B (A) refers to the same subject, relating locked to key, but does not answer the question. (C) confuses cleaned with seen.
2. C (A) confuses the subject, and the verb live with leave. (B) relates coach (meaning manager) to bus and flight to airport.
3. B (A) repeats expensive, but is an illogical response. (C) confuses brought with thought, and refers to a different subject.
4. A (B) confuses sources with losses and (C) repeats losses, but neither answers the question.
5. B (A) uses surprised which, sounds similar to supplies, but does not answer the question. (C) confuses prize with supplies.
6. C (A) repeats come in, but in a different context. (B) refers to the same subject, but misleads by relating eight to late.
7. B (A) uses Linguistics, which sounds a little like statistics. (C) is an illogical response.
8. C (A) repeats books, but confuses the context. (B) relates booked (in) to books.

Mini Test – Tag Questions p34 Track 40
1. B (A) refers to the finance, not accounts, department. (C) confuses the context, linking put through with transfer (a call).
2. C (A) relates exterior to internal. (B) uses through, which sounds similar to review.
3. B (A) confuses bribe with subscribe. (C) relates articles to journal, but does not answer the question.
4. B (A) does not answer the question. (C) confuses mixed with fixed.
5. B (A) repeats late, but is an illogical response. (C) relates early to late, but does not answer the question.
6. C (A) confuses the context. (B) repeats twenty percent, but does not answer the question.
7. B (A) relates on the left to map and confuses committee with city. (C) repeats map, but does not answer the question.
8. A (B) confuses chance with France. (C) relates damage to package, but fails to answer the question.
9. C (A) uses glasses, which sounds a little like badges. (B) repeats table but as a verb.
10. A (B) relates old notes to new notebook. (C) repeats new, and confuses consumers with computer.

Negative Questions and Embedded Questions p35

Exercise A Track 41
1. B (A) confuses daughter with doctor. (C) refers to the past.
2. C (A) relates the verb account to the noun accounts. (B) answers a different question (. . . when last year’s accounts were done?).
3. A (B) relates proposal to propose. (C) repeats tell, but is an illogical response.
4. A (B) uses compare, which sounds similar to somewhere. (C) uses the verb see but with a different meaning.
5. A (B) relates update to older version. (C) uses download to update.
6. B (A) repeats get in, but refers to a different subject. (C) relates plane to flight, but answers a different question.

Exercise B p36 Track 44

Exercise B p37 Track 45
1. C (A) is an illogical response. (B) relates print to printer, and repeats files.
2. A (B) repeats back to the office, but confuses the subject. (C) relates meal to bite to eat, but confuses the context.
3. C (A) confuses equipment with shipment. (B) relates cruise to shipment.
4. B (A) uses coffee, which sounds like cough. (C) confuses the context.
5. A (B) assumes the meeting already happened. (C) repeats one and is an illogical response.
6. C (A) refers to the past. (B) repeats sales, but is an illogical response.
7. A (B) confuses emigration with vacation, repeating Europe but confusing the context. (C) confuses the subject.
8. B (A) relates planned to plans, and rest to investment. (C) confuses assessment with investment and bidder with consider.

Exercise C p37 Track 46
1. B (A) uses down, which sounds like town, and is an illogical response. (C) confuses west with best.
2. C (A) relates getting better to improved, but confuses the subject and the context. (B) repeats control and confuses moved with improved.
3. A (B) uses there instead of here and so is an illogical response. (C) confuses the subject.
4. C (A) is an illogical response as no complaint is appropriate. (B) confuses the number of hours with the number of people.
5. B (A) uses food bank, which sounds like feedback. (C) repeats positive, but is an illogical response.
6. A (B) repeats red, but is an illogical response. (C) uses supply, which sounds like tie.
7. B (A) confuses whether with weather, and relates have to having. (C) uses leather with weather.
8. C (A) relates lost to find, and uses imagine, which sounds similar to expansion. (B) confuses plants with plan.

Mini Test – Statements p37 Track 47
1. C (A) repeats production, but assumes the meaning stage show. (B) confuses reduction with production.
2. A (B) uses tax, which sounds like fax. (C) repeats moment and is an illogical response.
3. B (A) confuses the subject and assumes going away on business. (C) relates processed to processing and repeats reminder.
4. A (B) relates finishing to finished. (C) repeats chairs. It also relates backs to back and board to boardroom.
5. B (A) states general working practices and is not a logical response. The verb show in (C) relates to showed up (meaning turned up).
6. A (B) uses remember, which sounds like November; repeats Taiwan; and relates trip with visit. (C) relates month to months but is an illogical response.
7. B (A) confuses contact with contract. (C) uses resigned, which sounds like signed and confuses the subject.
8. A (B) is illogical as the call is not on hold. (C) relates manager to bank.
9. B (A) relates taxi to truck. (C) confuses taken down with broke down.
10. C (A) relates stop to allow. (B) repeats time but is an illogical response.
11. A (B) uses disrespect, which sounds like expect. (C) relates questionnaires to survey.
12. B (A) confuses house with housed. (C) repeats workers, and uses building as a gerund instead of a noun.

Words with Multiple Meanings
Exercise A p38 Track 48
1. b, 2. a, 3. a, 4. a, 5. b, 6. a, 7. b, 8. a, 9. b, 10. b

Exercise B p38
1. bill, 2. date, 3. act, 4. call, 5. mean, 6. top, 7. flat, 8. record, 9. fairly, 10. raise

Mini Test – Words with Multiple Meanings p38 Track 49
1. A (B) repeats first and confuses the verb call (meaning to telephone) with the meaning to refer to. (C) uses the noun call and relates last to first, making the collocation last call.
2. B (A) confuses date (meaning appointment) with the meaning day of the month. (C) confuses the noun date with the verb.
3. C (A) repeats safe, but does not answer the question. (B) confuses the noun safe with the adjective.

Exercise A p40 Track 52
1. a, 2. a, 3. b, 4. a, 5. b, 6. a, 7. b, 8. b, 9. b, 10. a

[In British English, story has the meaning tale. A floor of a building is a storey.]

Exercise B

Mini Test – Homophones p40 Track 53
1. A (B) confuses the noun grape with the adjective great.
   (C) confuses beat with feet.
2. C (A) confuses the adjective plain with the noun plane. (B) confuses the context.
3. B (A) confuses the preposition through with the past simple threw. (C) confuses hour with our.
4. B (A) relates eyesight to sight and worse to sore. (C) confuses site with sight.
5. C (A) confuses flower with flour. (B) confuses They’re with there.
6. C (A) confuses the verb steal with the noun steel. (B) confuses the noun maid with the past simple made.
7. A (B) confuses too with two. (C) is an illogical response, repeating dinner and relating three to two.
8. C (A) is an illogical response, repeating do we. (B) confuses bank with riverbank.

Steps to Success p41
Practice 1 Track 54 Warm-up: What time, meet, lunch / at one o’clock, after the presentation, C
Track 55 Practice: C
Practice 2 Track 56 Warm-up: Who, going, convention / Sandra, nobody. A
Track 57 Practice: B
Practice 3 Track 58 Warm-up: Where, office / on the left, on the 4th floor, A
Track 59 Practice: B
Practice 4 Track 60 Warm-up: Is it, worth, taxi / yes, it’s quicker, maybe, C
Track 61 Practice: A
Practice 5 Track 62 Warm-up: I don’t know, delivery, expected / tomorrow, call to ask, B
Track 63 Practice: B

Review Test p48 Track 64
1. B (A) confuses stopping with shopping. (C) refers to the past, answering the question Didn’t you...?
2. C (A) answers a different question (When did Susan leave the office?). (B) repeats office and back, but also answers a different question (Does Susan have an office here?).
3. A (B) is responding to a question, and relates afternoon to morning. (C) confuses the context.
4. C (A) refers to a different subject and is an illogical response. (B) answers a different question (How long will the presentation take?).
5. A (B) confuses reception (meaning lobby in an office building) with the meaning welcome party. (C) is an illogical response, as the group has already arrived.
6. C (A) confuses the subject. (B) relates emotional to moving, but assumes this to be an adjective (meaning touching) rather than the present participle of move.
7. B (A) confuses lived with leave. (C) confuses the subject and is an illogical response.
8. B (A) and (C) use similar-sounding words (sign and lines sound similar to designs).
9. C (A) confuses resignation with reservation, and does not answer the question. (B) confuses the meaning of reservation (meaning booking) with doubt.
10. B (A) relates speak to speaking, but does not answer the question. (C) confuses speaking (meaning talking) with the meaning giving a talk.
11. A (B) confuses the similar-sounding recital with recycle. (C) repeats boxes, but does not answer the question.
12. C (A) relates revision to revise and (B) relates propose to proposal, but neither is a logical response.
13. B (A) confuses shipment with equipment. (C) uses brochure, which sounds like make sure.
14. A (B) confuses bill (meaning invoice) with a man’s name. (C) is an illogical response.
15. C (A) uses room meaning space rather than part of a building. (B) relates you can’t smoke to non-smoking, but fails to answer the question.

PART 3 – Short Conversations

Try It Out p55 Track 69
1. B The man says George is retiring next month. (A) and (D) are not mentioned. (C) refers to when George is meeting clients.
2. D The woman says I hope they find a replacement soon. She thought George, not she, would be promoted. (A), (B) and (C) are not indicated.
3. A The man doubts a replacement will be found, suggesting that he and the woman may have to share George’s job. The woman says they are overworked already.
4. C The man says he goes there for lunch. They are in a restaurant.
5. B The man says he usually goes there on Fridays.
6. A The man suggest they meet here every Friday. He doesn’t suggest discussing the prices (B), only that the prices are very reasonable. (C) refers to what the woman normally has for lunch. (D) is not indicated.
7. B The woman is a store assistant. (A), (C), and (D) do not fit the context.
8. C One man refers to a recent ad offering 25 percent off laser printers. The woman confirms this, explaining the models by the window are the ones on sale.
9. A The woman offers to fill out the forms to help them apply for a SupaSave Business account.
10. B The man asks when all of this construction will be finished. The woman mentions the bathrooms and painting remain to be finished. (A) repeats construction, but no vacancies are mentioned. (C) and (D) cannot be inferred.
11. D The speakers work in the same company. (A) cannot be inferred. (B) and (C) are incorrect.
12. C The woman says the man can move to the third floor to use a meeting room there. The room on the third floor is Granger.

Improve Your Performance

Topics
Exercise A1 p58

Exercise B p59 Track 70

Exercise C p59 Track70
1. acting, music, plot, special effects, 3D, 2. smell amazing, vase, put
them in water, 3. apply, salary, position, résumé, interviewing practice, job, 4. coach-fare, staying at, five nights, breakfast included, flight, meals included, 5. something wrong with my monitor, can’t see the
cursor, screen, problem, mouse, check the connections

People
Exercise A1 p60
1. client, 2. patient, 3. teacher, 4. employee, 5. tourist, 6. customer, 7. toll collector, 8. criminal

Exercise A2 p60
1. taxi driver, 2. reporter, 3. waiter, 4. flight attendant, 5. auto mechanic, 6. politician, 7. dentist, 8. decorator, 9. chef, 10. carpenter, 11. librarian, 12. police officer, 13. architect, 14. vet, 15. hairstylist, 16. plumber

Exercise B p61 Track 71

Exercise C p61 Track 71
1. runs around the house, losing... fur, 2. bring these back, overdue, returned, read, 3. fixed that leak, pipes, sink, water, 4. took over running this store, 5. bumpy, turbulence, airsick, landing, get you your

Activities
Exercise A1 p62

Exercise B p63 Track 72

Exercise C p63 Track 72
1. packed, 3,000 visitors, booth, main hall, orders, contacts, 2. no sign of it, traffic, standing in the cold, seats, stops,3. contacting them, worth just giving them a call, 4. go ask Dr. Gerringer, 5. I’d like to check out. [In the TOEIC test, sometimes several words help identify the activity, but in other cases there is just one key phrase.]

Locations
Exercise A1 p64

Exercise B p65 Track 73

Exercise C p65 Track 73
1. compact four-door, two weeks, insurance, unlimited mileage, drop it off, 2. special exhibit, collection, ancientpaintings, 3. game, season, win, 4. tickets, seat numbers, seating plan, row, stage, orchestra, 5. fabrics, summerline, in the window, styles

Mini Test – Topics, People, Activities, and Locations p66 Track 74
1. C  They are not discussing a conference (A), but arrangements for a retirement party to take place in the conference room.  (B) confuses good-byes with going on a trip.  (D) relates to the sandwiches and drinks the woman has organized.
2. B  The woman refers to the man as office manager.  (A), (C), and (D) are not mentioned.
3. C  The woman says the man might want to say a few words.  (A) refers to sandwiches.  (B) is the time the party starts.  (D) is not indicated.
4. A  The woman mentions she is going to give a talk to 40 people, and refers to a program.  (B) confuses department (meaning responsibility) with department store.  (C) confuses the context.  (D) uses apartment, which sounds like department.
5. C  The woman complains the room is far too small.  (A) confuses work schedule with the people scheduled to attend her talk.  (B) is not indicated.  The man suggests putting up a sign, but the woman doesn’t mention the number of signs (D).
6. D  The man is going to call the organizer.  (A) and (B) are not mentioned.  He intends to look for a bigger room for the woman to use, not move somewhere bigger (C).
7. D  The woman is asking for authority to process a currency transfer the man has requested.  She mentions a payment to Japan, not a client in Japan (A).  (B) is not indicated.  (C) relates to the man’s sending a fax rather than any shipment.
8. A  Only a bank employee would be involved in a financial transaction of this sort.  (B) and (C) confuse sending a document by fax with mailing a package.  (D) cannot be inferred.
9. A  The man refers to the fax and says he will send it again right away. (B) is incorrect, (C) cannot be inferred, and (D) is not mentioned.
10. D  The woman and the man work together in an office.  She asks the man to find, not interview, someone (A).  (B) is incorrect as Mr. Barlow works in accounts payable.  She is not asking for anything to be delivered (C).
11. B  The woman needs some answers she promised to get for a client by the end of today. The problem is that Mr. Barlow is not answering his phone, not that her phone is faulty (A).  She mentions an important client, not an important account (C).  The implication is that the client’s bill is incorrect, not a bill the woman has received (D).
12. C  She wants to find answers to some questions, not answer them herself (A).  (B) is not mentioned.  (D) relates to the accounts department she wants to contact.

Times, Reasons, and Feelings
Exercise A1 p68
1. at/on, 2. in, 3. by, 4. from/to, 'til, until, 5. until, 6. in, 7. for, 8. since, 9. in, 10. in

Exercise A2 p68
1. d, 2. e, 3. b, 4. a, 5. c

Exercise A3 p68
Positive: amazed, amused, appreciative, confident, delighted, eager, excited, impressed, pleased, proud, relaxed, satisfied, thankful Negative: afraid, alarmed, angry, anxious, disappointed, doubtful, embarrassed, frustrated, jealous, miserable, nervous, shocked, sick, unhappy, unwel, upset, worried

Exercise B p69 Track 75

Exercise C p69 Track 75
1. scheduled for two o’clock, should allow two hours, 2. haven’t heard anything, can’t really sign off... until we hear from her, 3. I’m happy about that, 4. cold in here, the heat isn’t working, 5. another two weeks off, she’ll be out for six weeks total before she comes back

Mini Test – Times, Reasons, and Feelings p70 Track 76
1. B  The woman says she is the new scheduler.  (A) confuses pale with sale.  (C) confuses production with construction.  (D) is not indicated.
2. D  The woman looks pale, and explains she is not used to standing up in front of people.  We can infer she is nervous about the upcoming meeting.
3. C  The man proposes they meet for lunch in the cafeteria right afterwards, and suggests around one.  (A) refers to when the production meeting will start.  (B) and (D) are not indicated.
4. A  The woman wants to discuss quite a few things, including the design of the brochures that Mrs. Franklin is working on.  The man, not the woman, offers to pass this message on (B).  (C) incorrectly interprets the context, confusing four with four.  (D) confuses resign with design, and is incorrect as the woman is a client.
5. C The man says that Mrs. Franklin is at a convention. (A) and (D) are incorrect. (B) mistakes the reason Mrs. Franklin is in Seattle.

6. C The man suggests she call after four. (A) refers to Mrs. Franklin’s return journey. (B) and (D) are not mentioned.

7. B The man says he decided to mail them, but hasn’t been able to get around to it yet. To have them picked up (A) is too expensive. (C) is incorrect as the packages are by the stairs and ready to go. The packages are heavy, but there is no suggestion they are too heavy to carry (D).

8. A The woman complains the packages are in the way as people have to step over them on their way in and out of the office. The cost refers to having the packages collected, not repairing anything (B). (C) is incorrect as the packages are in the office. (D) is incorrect as the man says They aren’t urgent.

9. D The man says he will mail the packages first thing on Monday morning. (A), (B), and (C) are not mentioned.

10. B The woman says it’s one-thirty and the man replies they arrived at a quarter after.

11. B (A) refers to the current time. (C) confuses the location of the lecture (Room 3) with the time it starts. (D) is not mentioned.

12. C The problem is the slow service. They want to arrive early for the lecture to get a good seat, not because they are excited about the lecture (A). Food quality (B) is not mentioned. Rather, this relates to the man’s comment that the menu isn’t very impressive. Prices (D) are not mentioned.

Requests/Offers, Advice, and Opinions

Exercise A1 p72
Requests: Would you mind if I let early? Could you meet me at five? Do you mind closing the door? Can you get me the sales report? Could I have a cup of tea, please? Would you please tell me when Jim arrives? Offers: I’ll get the door for you. I could do the report, if you want. Can I have a cup of tea, please? Would you please tell me when Jim arrives?

Exercise A2 p72
1. e, 2, d, 3, c, 4, b, 5, a

Exercise A3 p72
Asking for opinions: What do you think? Do you agree? Do you think that…?
Giving opinions: I think… In my opinion… If you ask me,… Agreeing: Maybe you’re right. That’s a good point. I agree completely. Disagreeing: No, definitely not. Sorry, I don’t agree. I think you’re mistaken.

Exercise B p73 Track 77
1. C, 2, D, 3, C, 4, B, 5, B

Exercise C p73 Track 77
1. I can give you a 15 percent discount. 2. very large, worth the price?, double what we were paying before, 3.Why don’t you move your desk

Exercise - Requests/Offers, Advice, and Opinions p74 Track 78
1. A The woman asks the man to tell one of the mechanics to go to Bay 7. She does not ask him to go to Bay 7 (C) or call the main office (B). Rather, the man says he has already contacted the main office several times over the issue. (D) relates take a look to inspect, but confuses car with machine.

2. C The man says That CK50 is an old machine and suggests it needs replacing. (A), (B), and (D) are not indicated.

3. B The man suggests the woman looks for a good-quality secondhand machine to replace the CK50 packing machine. (A) refers to what may happen if the CK50 is not replaced. (C) and (D) are not indicated.

4. A The woman says the party should be fun. We can infer she is looking forward to it.

5. A The sheet at reception is almost full, so the woman says If I were you, I’d go there now. (B) confuses the context. There aren’t many spots on the list, not parking spaces, left. (C) confuses the verb sign with the noun. (D) is not indicated.

6. D The man says he is going to be tied up (meaning busy) all morning and asks the woman if she would mind doing it for me – referring to the need to sign up quickly.

7. B The woman says We can keep your bags here. (A) is incorrect as the man’s room isn’t ready. (C) is not mentioned. (D) repeats shopping, but the man has not been shopping. He has just arrived at the hotel.

8. C The man asks for somewhere he can go and rest. He has just come from Montreal (A). (B) relates to flight, but confuses the context. He has just arrived from the airport. (D) is not mentioned.

9. A The woman suggests the man goes to the swimming pool and spa on the eighth floor. (B) relates to spa, but is not mentioned. (C) and (D) are incorrect.

10. B The man gives the woman a form to claim the tax back. (A) confuses a tax claim form with an insurance claim. (C) is not indicated. (D) repeats receipt.

11. C The man responds to the news of an $84 tax refund by saying That’s good.

12. D The man says the form is very long and asks the woman to do it (meaning complete the form).

Understanding Inference and Implied Meaning

Exercise A1 p75
1. The speaker would like Carol to turn off the music.

2. The speaker wants Simon to open the window.

3. The speaker wants Katie to buy some milk.

4. The speaker is asking Derek to help open the office door.

5. The speaker would like Carol to turn off the music.

Exercise A2 p75
1. c, 2, d, 3, b, 4, e, 5, a

Exercise A3 p75 Track 79
1. a, 2, a, 3, b, 4, a

Mini Test - Understanding Inference and Implied Meaning p76 Track 80
1. C The woman refers to the journey and asks That wasn’t so bad, was it? The man complains about spending an hour to travel 30 miles. The implication is he disagrees with the woman.

2. D They are looking for somewhere to park. (A) confuses the noun park with the verb. They are on the way to the movie theater (B), but they are not there yet. (C) is not indicated.

3. A The man is worried they will miss the start of the movie. He feels anxious.

4. A One man complains the noise has been very disruptive and he can’t concentrate. The other man says he was late to a meeting because the elevator isn’t installed yet. We can infer that the renovation is clearly affecting their work.

5. B One man asks the woman to raise the matter at the next board meeting. The implication is that this is a high-level meeting that she will attend, but the men won’t be able to.

6. D When the man asks the woman to raise the issue, she replies Sure, indicating she agrees to his request.

7. B The man says the fan is way too noisy and later that they should open the windows. We can infer he is referring to the building’s air conditioning system.

8. C The man says Bill should have sorted it out at the start, implying he is slow or ineffective in his job.

9. A They feel frustrated; the man because the problem hasn’t been resolved yet, and the woman because she can’t understand why they haven’t moved to another room.

10. D The woman is talking about being upgraded to business class on his way back from Hong Kong. We can infer from that this is a recent journey by plane. (B) is not mentioned. (A) and (C) are not indicated.

11. A When the man mentions he was upgraded to business class, the woman is surprised and finds it hard to believe.
12. D The woman says Lucky you, and adds That's great. We can infer she feels happy about the man's good fortune.

Mini Test - Conversations including a Graphic p78 Track 81
1. D The woman gives the man his passport and boarding card, and gives him directions to Gate 3. We can infer she is an airline representative working at a check-in desk.
2. B The woman says flights to Moscow and France are delayed, but that there are no other delays for flights into Europe, so the man’s flight should be on time. The only other flight into Europe is BAS501 to Manchester.
3. A The woman says the man must go through security quickly as time is short.
4. C The man is going through the woman’s appointments for the week ahead and updating her of changes.
5. B The woman says That will be nice, so we can assume that the food is good there.
6. C The man tells the woman on Wednesday you’re seeing the Bartrams rep. We can see from the list of Key Contacts that this is Inga Wright.
7. A The speakers are discussing a forthcoming training day. We can infer they are office workers as the woman says she works in Human Resources (HR).
8. D The man says that that tomorrow’s talk on Employee disputes is the only one I have time for. It is the woman who had forgotten about the training event, not the man (A). (B) and (C) are not indicated.
9. A The woman says she will be going to a talk on Employee disputes, and the man responds See you there. This event takes place in Seminar Room 1.
10. D The woman indicates she is going to check the system to try to find the men’s friend.
11. B The woman tells the men their friend has been taken to the Acute Care facility.
12. A The woman tells the men that their friend is in a different facility. She is about to explain how to get there. We can infer they will listen to her directions and then go to find their friend.

Steps to Success p80
Practice 1 Track 82 1. What/discussing [topic], 2. What/man/concerned about [problem], 3. What/man/suggest [suggestion]
1. C The speakers are discussing an office building. Only waiting area, bathrooms, kitchen, and especially desks and conference room, all refer to an office building.
2. C The man mentions there are only spaces for six cars. (A) is too general. (B) is not mentioned. (D) is incorrect as he says the rent is competitive.
3. A The man suggests seeing what kind of a deal they can get. (B) is not indicated. The man suggests giving them a call, not meeting (C). We can infer that them refers to a rental agency, not a coworker (D).

1. A The woman asks about the man’s reasons for wanting to work at Jedro. He does not work there yet (B). (C) is not indicated. (D) is incorrect.
2. A The man refers to the apprenticeship program and says why he thinks he should be considered for it. He has already graduated (B). (C) is not indicated. (D) is incorrect.
3. C The woman uses the phrase Really? in response to the man’s claim he has always wanted to work for Jedro. We can infer she is a little surprised.

Practice 3 Track 84 1. What/woman/ask/man/do [activity], 2. What/man/offer/do [offer], 3. Why/recommend/Plaza Hotel [reason]
1. B The woman asks Jason to mail plans for some storage tanks to a client. The woman is visiting the refinery, not the man, so (A) and (D) are incorrect. She does not ask him to call anyone (C).
2. D Jason offers to finish the plans over the weekend. (A) and (B) are incorrect. He recommends a hotel, but does not offer to book a room (C).
3. B Steve says their rates… seem pretty good. (A) and (C) relate to the motel Steve stayed at previously. (D) is not mentioned.

Practice 4 Track 85 1. Where/speakers [location], 2. Why/woman/unhappy [reason], 3. Where/speakers/meet Philip [place]
1. C The words conductor, line, and station indicate the speakers are in a train.
2. A The woman is unhappy to hear that everything is delayed. (B) repeats accident. (C) and (D) are incorrect.
3. B Although the speakers decide to take a taxi, the woman says Philip is waiting for them at the station.

Practice 5 Track 86 1. Who/woman [occupation], 2. What/man/ask [request], 3. What/woman/offer/do [offer]
1. B The woman is responsible for making appointments. She mentions Dr. Parkes, but she is not a doctor (A). The man is a patient, not the woman (C). (D) repeats nurse.
2. C The man wants to book an appointment to see the nurse. (A) confuses next month with last month. (B) is not indicated. He has not had a blood test yet (D).
3. D The woman says she will check appointments for the nurse and call the man as soon as something comes up. (A) and (B) are not mentioned. (C) confuses compensation with cancellation.

Review Test p87 Track 87
1. B The words gate and board indicate the speakers are at an airport.
2. C The woman wants to do some duty-free shopping before her flight. She is traveling on business, not starting a business (A). She is going to Shanghai for a couple of weeks, not permanently (B). (D) is not mentioned.
3. B The woman asks Will this take long?, saying That the gate closes in half an hour and she wants to do some shopping first. (A) confuses bored with board. (C) confuses the context. (D) repeats bag, but there is no suggestion it is lost.
4. D The words tables and kitchen, and especially the woman’s reference to our regular diners, indicate the speakers are at a restaurant.
5. A The man says the renovation work cost us three weeks’ earnings. (B) repeats cost and construction, but confuses the subject. (C) relates to the tourist season and (D) relates to the fall, but both confuse the context.
6. C The woman suggests the man Put a notice in the local papers to attract customers. (A) repeats equipment. (B) is not mentioned. (D) repeats regularly with regular and confuses the subject.
7. C The woman mentions sessions and discussion groups. (A), (B), and (D) confuse the context.
8. A The man says he is surprised that she felt the experience was worth it. (B), (C), and (D) are not mentioned.
9. B The woman says she thinks the man should sign up and give it a try. (A) and (C) are not mentioned. (D) confuses sign up (meaning register) with sign.
10. C The man mentions a Picasso exhibition, which the woman says she would also like to see. (A), (B), and (D) confuse the context.
11. B The exhibition they decide to visit is at the Modern Art Gallery. (A) is incorrect as they plan to go there on Friday after work. (C) repeats open, but confuses the context. (D) is not indicated.
12. C The woman suggests having a bite to eat after they visit the museum. (A) confuses seats with eat. (B) confuses two with too. (D) is not mentioned.
13. B The woman is helping the man to open a savings account. (A) and (C) are not indicated. (D) mistakenly relates passport to travel.
14. A The woman asks for a form of ID. (B) is not mentioned. (C) confuses sales with savings. (D) refers to credit card.
15. C The woman offers to make some copies of the documents the man has brought in. The man has already filled out his application (A). (B) repeats credit. (D) is not mentioned.
16. D The woman mentions a reservation and rooms. Only a hotel fits the context.
17. A The man apologizes for not confirming the booking. He says he has been trying to work out the numbers, not that the numbers have been miscalculated (B). The booking may have to be canceled, not the event (C). (D) confuses the context, relating to the man’s comment that Some people haven’t replied.
18. D The man says he will call back in an hour or so. He will confirm numbers, not leave, right away (A). He will call back in an hour, not wait an hour (B). (C) confuses the noun guarantee with the verb.
19. C The speakers refer to regional sales teams, territories, and visiting customers. (A) relates budgets to accountancy. (B) confuses the references to travel, transportation, and accommodations with vacation. (D) is not indicated.
20. A The speakers are worried the cuts to the travel budget will affect their ability to do their jobs. (B) repeats accommodations, (C) relates to on the road, and (D) relates to customers, but all confuse the subject.
21. D The man wants to explain to Mr. Emerson the consequences the cuts announced in his e-mail will have. (A) is not mentioned. (B) is not indicated. (C) is incorrect.
22. D They are discussing a new color catalog. (A) is not mentioned. (B) confuses the competition (i.e., rival companies) with a competition (meaning contest). The subject is a new catalog, not a new book (C).
23. B They are hopeful that the new catalog will help business. (A) cannot be inferred. (C) and (D) are incorrect.
24. A The woman hopes the catalog will help get more orders coming through, as they want to increase sales by 10 percent. They already negotiated a discount with the printer (B). (C) and (D) are not mentioned.
25. B The phrases changing room, gym, aerobics class, and working out all indicate this is in a health club.
26. A The man can’t find her membership card. She has looked for it in her bag, so (A) is incorrect. (C) confuses the context, relating card to credit card. (D) repeats card, but there is no suggestion her car has broken down.
27. D The man says he will get another card ready for you. (A) and (C) are not mentioned. (B) is not necessary as he has found the woman’s membership details.
28. A The speakers mention opening speeches and presentations. They are at a conference.
29. A The woman says the event is not very well organized. (B) is not mentioned. The man is worried about space on the minibus, but this does not mean there are too many people at the event (C). (D) repeats enough and confuses the subject with a reference to time.
30. B The man decides to have a word with the planning committee, indicating he will make a complaint. (A) repeats lunch, but confuses the subject. (C) and (D) are not indicated.
31. B The man says I have an allergy. (A) is incorrect because the man refers to the fact that he can’t wear man-made materials, so he must be buying something for himself. (C) confuses designer with the design of the sweater mentioned. (D) confuses latest style with classic style.
32. C The man says It has to be washable, and the label says Dry clean only. Care instructions refer to washing instructions. (A) is incorrect because the man does not object when the woman says I think the Large size will fit you. (B) is incorrect because the man says I cannot wear man-made materials, but the garment is 100% new wool. (D) is not mentioned.
33. A The woman asks if she should show the man a gray sweater. (B) Large appears in the conversation, but it refers to the size of the sweater. (C) is incorrect because the man does not contradict the woman when she says the Large size will fit you. (D) is incorrect; the brand is not mentioned.
34. B The man says Can you cancel the fee? (A) is incorrect because although he paid ten days late, the man has paid his bill already. (C) is incorrect because the man does not ask her to do this. (D) is incorrect because, although the woman says they can provide advice, she does not mention sending any information.
35. C The idiom it’s out of my hands means there is nothing I can do or I cannot control this. (A) confuses the idiom with hand over, meaning pass to someone else. (B) and (D) confuse the idiom with its opposite in the hands of, which means controlled by or the responsibility of, or being dealt with by.
36. D The woman says I’ll transfer you to an advisor after she mentions advice on other ways you can pay your bill, so David Jackson must be this person. (A) confuses supervisor with the similar-sounding advisor. (B) is incorrect because the man is already speaking to a customer services employee. (C) is incorrect because the man does not say he wants to make a complaint.
37. B The woman says it doesn’t operate on weekends. (A) is incorrect because the woman says There are no reports of any problems. (C) is incorrect, as the woman says there are no reports of any problems on the route, which means that the route has not changed. (D) is not mentioned.
38. D The man says Will the driver sell me a ticket. (A) is incorrect because he doesn’t ask her for this information. (B) is incorrect as the time period mentioned refers to the length of the journey, ten-minute ride. (C) is incorrect because it is the woman who mentions that he needs the exact change.
39. D The woman says You need Bus Number 12 and this goes from Terminal 5.

PART 4 – Short Talks

Try It Out p94 Track 90

1. B The speaker says he is stuck in heavy traffic. He says there may have been an accident, not that he has had an accident (A). He is on his way back, so (C) and (D) are incorrect.
2. D The speaker asks Sandy to send out the weekly status report, which is in the Draft folder. (A) repeats department. (B) is not mentioned. He asks Sandy to cancel a meeting, not visit a client (C).
3. B He expects to be back after five. (A) refers to his meeting with Mr. Harris. (C) refers to when he may next see Sandy. (D) relates to when he wants to reschedule the appointment with Mr. Harris.
4. D The speaker is giving instructions to the audience about the next session and thanks a previous speaker. (A) associates television with camera operators. (B) is incorrect as Ms. Unwin was the keynote speaker. (C) associates workshop leader with the workshops mentioned as being next on the program.
5. C The phrase blown away is a positive emotion meaning extremely impressed. (A), (B), and (D) are incorrect.
6. B The speaker asks those planning to attend the panel discussion to wait because the camera operators are still setting up their equipment, and the panel discussion is taking place in Room 220.
7. A The speaker addresses passengers on Platform 11 and warns A nonstop express train is due to pass through the station.
8. D The delay is due to signal failure. (A), (B), and (C) are not mentioned.
9. B The speaker asks passengers to stand away from the edge of the platform.
10. C The speaker is welcoming people from all over the region to the Winter Festival. The event may attract tourists, but he is not speaking to travel agents (A). (B) is incorrect, as the event is to celebrate the arrival of winter. Some sports are mentioned (D), but only as part of the festival.
11. A The speaker is declaring the Winter Festival open. He is a city official, but the speaker is not explaining a policy (B). He mentions various attractions, but does not confirm a schedule (C). The event is a festival, not a competition (D).
12. C The phrase I could eat a horse means to feel very hungry. (B) confused could eat a horse with to eat like a horse, meaning to have a big appetite in general. (A) and (D) are not suggested.
Pass The TOEIC Test Intermediate Course ANSWER KEY

Improve Your Performance

Mini Test - Business Talks p99 Track 92
1. B The speaker says the paper tends to jam in the copier, and it needs to be restarted frequently. (A) confuses the noun gift with the adjective present (meaning current). (C) confuses sold with old. (D) confuses toner with over.
2. C The speaker says the new copier should be arriving in a couple of weeks.
3. A The speaker says the new copier is very sophisticated and a technician will install it and show us how it works. The cost is not indicated. (B) and (D) are not mentioned.
4. Phrases such as main assembly area, automated, panels, pressed, molded, and welded indicate this is a factory that assembles cars. (A) and (D) relate to cars, but not their assembly. (B) is not indicated.
5. C The speaker mentions There are 500 robots in the main assembly area. (A) is incorrect, as production is completely automated. (B) and (D) cannot be inferred.
6. D The speaker says that everyone who comes to work with us is given the tour, and refers to Those of you starting in the technical division. We can infer these are new employees. (A) is not indicated. (B) confuses posted (meaning assigned) with mailed, suggesting the audience could be postal workers. (D) incorrectly relates create, take shape, and paint to art.
7. D The woman mainly details changes to the day’s events. She mentions some speakers, but does not introduce them (A). She thanks the audience (B), but this is not the main purpose of her talk. This might be a training event, but she is not promoting it (C).
8. B The speaker announces that Mrs. Garston’s talk will take place in Room 13. We can see in the graphic this is in Annex A.
9. A The speaker says anyone interested in a boxed lunch should write your name on the bulletin board.
10. C The man says that nominations opened four weeks ago. (A) repeats weekend, but this relates to the prize itself. (B) and (D) are incorrect.
11. A The man says that the prize has generated a lot more interest than on previous occasions. (B), (C), and (D) cannot be inferred.
12. A The phrase without further ado means without delaying any further. The purpose of the speech is to announce the winner of the ‘Employee of the Season’ award.

Mini Test – Recorded Announcements p102 Track 94
1. C The woman is talking about a briefcase that a cleaner found under a table in the conference room. She is asking how to return it to its owner.
2. C The woman says the group from India just checked out.
3. C The woman leaving the message, Sue Barker, works in the housekeeping department. At the end of the message she says she wants Francis to call her.
4. A The message states that All of our operators are busy taking other calls. (B) repeats extension. (C) is incorrect. (D) cannot be inferred.
5. B The references to electricity, gas, and billing inquiries suggest the company supplies energy to consumers.
6. A This inquiry is not mentioned directly, so for all other inquiries callers should press 5.
7. D This is a general message is for anyone calling the New World Theater. It assumes that callers may want information about performance times, so (A), (B), and (C) are unlikely.
8. A Opening hours cover Monday through Friday, and weekends. (B), (C), and (D) cannot be inferred.
9. B The message asks callers to leave your name, your phone number, and a short message. (A), (C), and (D) are not mentioned.
10. B Dan says he will be away from Monday the 12th through Monday the 19th.
11. D Dan asks callers to leave your name and telephone number or send an e-mail. (A) is incorrect. (B) and (C) are not mentioned.
12. B The phrase to be out of the office means to be away from one’s desk or normal place of work, and therefore out of contact or in limited contact. Often this is used when someone goes on vacation (A) or on a business trip (D) but it does not mean these things. (C) is not suggested.

Mini Test – Advertisements p105 Track 96
1. B The ad begins Is your restaurant in the Orlando City area? and ends put your restaurant on the map.
2. D Listeners are asked to inquire about exhibiting at the 10th Annual Food and Drink Expo, and to rent a booth at the event. (A), (B), and (C) are not indicated.
3. A The ad gives a number to call, and a web address to go to for further details.
4. D This is a general ad aimed at getting customers to visit Bertram’s Bikes. (A) is incorrect, as no jobs are advertised. Bike safety (B) is referred to, but is not the purpose of the ad. The ad promises great deals for everyone, not just current customers (C).
5. C The ad says FreeRider mountain bikes are half price this month.
6. A According to the ad, every bike we sell qualifies for a free safety helmet.
7. D The ad states that Sun Fun International advisors are ready to book the vacation of your dreams. The company is a travel agency, offering skiing vacations and city tours. (A) and (B) are incorrect. No hotel chain (C) is mentioned.
8. B The phrase to cut corners means to do things quickly or easily at the expense of quality. The speaker is encouraging listeners to pay for the services of a professional travel agent when booking a vacation.
9. C According to the ad, parties of ten or more are eligible for special rates.
10. B The ad is aimed at employed or out of work adults looking to take adult education courses in order to develop their careers.
11. C According to the ad, all courses qualify for a government subsidy. This does not mean the courses are free (A). The courses are for adults 18 and over. This age restriction does not relate to the cost (B). Generous discounts (D) are not mentioned.
12. A Listeners are encouraged to go to the Maryland College Open House event in person. (B) confuses Open House with a property. The event lasts one day only, and is not a getaway (C). (D) is not mentioned.

Mini Test – Public Announcements p108 Track 98
1. C The announcement refers to special deals throughout the store and mentions the men’s department, home department, and children’s department. We can infer that SupaSave is a department store.
2. D The announcement mentions half-price children’s shoes and then encourages listeners to go to the children’s department to find every pair of shoes at half price.
3. A The offers are part of a SupaFriday promotion, valid only Today.
4. A The speaker tells listeners to complete your answers on the answer sheet and lists various rules to follow. We can infer an exam is about to take place. We cannot infer that the exam entrants are job seekers (B). Likewise, (C) and (D) cannot be inferred.
5. C The identification cards must be clearly displayed. (A) is incorrect, as ID cards are necessary. The listeners already have their ID cards, so (B) is incorrect. (D) incorrectly states where the cards must be placed.
6. A According to the speaker, listeners may make notes on the paper provided. (B) is not mentioned. (C) confuses providing first aid with providing as an escort for those wishing to leave the room. No bags have been found (D). Rather, listeners should put bags on the table in the back of the room.
7. C The announcement is for workers in the machine room. Only a manufacturing setting fits the context.
8. B The announcer tells workers that the noise control measures are for your protection. (A), (C), and (D) are not mentioned.
Pass The TOEIC Test Intermediate Course ANSWER KEY

1. D This is a weather report. The speaker mentions a severe weather alert and goes on to specify which areas in Kansas may be affected by thunderstorms. (A) is incorrect. Power outages (B) are mentioned as a risk. Advice on travel (C) is given, but is not the main purpose of the report.

2. D The speaker advises Anyone listening to this report to remain indoors. (A) is not indicated. (B) is not mentioned. (C) relates to make essential trips.

3. A The speaker says that high winds in the late afternoon and evening could cause power lines to fall, resulting in blackouts. The situation will get worse, not better (B). Winds will increase, not drop (C). (D) is not mentioned.

4. D The speaker tells listeners about the results of a survey on the world’s best cities to live in. (A) refers to some of the cities mentioned. (B) is too general. Problems of city life (C) are mentioned, but are not the main topic.

5. C Here, the phrase to go on means to continue (talking about something). The speaker lists several problems of city life (traffic, pollution...) and is indicating there are more problems he could mention, but he doesn’t want to as it’s not his main focus.

6. C Judith Delea compiled and reviewed the data for the publisher of the survey. Nelson. (A) is incorrect. (B) confuses the context, relating travel to the cities mentioned in the survey. (D) is not indicated.

7. D The speaker is announcing the latest data on industrial production from the Global Market Statistics Office.

8. C The speaker says the recent growth is the first rise in six months. (A) relates to the recent rise. (B) confuses two months with the 2.6 percent rise. (D) confuses a year ago with at the end of the year.

9. A There will be a gathering of world economic experts. (B) confuses consumer demand with consumer demonstration. (C) and (D) are not indicated.

10. A The speaker refers to Laura Kennedy as a Hollywood sensation, and says she will be speaking to us about her latest movie. We can infer she is an actress. (B) is not mentioned. (C) is incorrect. (D) refers to Little Mo.

11. B The speaker says Little Mo will be speaking about the highs and lows of being famous. (A) relates to Little Mo’s being a reality TV star. (C) and (D) relate to the topics Wendy Chang and Laura Kennedy will cover.

12. C The speaker mentions Hollywood sensation Laura Kennedy, cupcakes and baking and the latest reality TV series. He does not mention anything related to fashion.

Mini Test – News, Weather, and Traffic Reports p111

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2. D The speaker advises Anyone listening to this report to remain indoors. (A) is not indicated. (B) is not mentioned. (C) relates to make essential trips.

3. A The speaker says that high winds in the late afternoon and evening could cause power lines to fall, resulting in blackouts. The situation will get worse, not better (B). Winds will increase, not drop (C). (D) is not mentioned.

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Steps to Success p113

Practice 1 Track 101
1. Why/calling [purpose], 2. Where/work [location], 3. What/suggest/Miss Clarkson/do [suggestion]

1. A The speaker is replying to a letter sent by Miss Clarkson complaining about a delay.

2. B The man says he works for Eastern Travel Group and apologizes for a delay in our service from Cambridge to London. The words track, passengers, station, and line all indicate this is a rail company.

3. D The man suggests Miss Clarkson call him only if she wants to discuss this further.

Practice 2 Track 102

1. C The report is about a huge expansion by a company called Benny’s.

2. D The report mentions 200 drive-through outlets, and another 120 stores in major cities.

3. B The speaker says the news is surprising.

Practice 3 Track 103
1. Why/calling [purpose], 2. What/inferred [inference], 3 Which supervisor/respond [topic]

1. D The man says he is reporting some changes to his medical circumstances, which are personal details. (A) is incorrect because when the man refers to his policy, it is one he owns already. (B) is incorrect because even though the man mentions a car accident, he is not making a claim regarding it. (C) is not mentioned.

2. B The man says I’ve been a customer of yours for over 15 years. (A) is incorrect as he mentions only one policy, purchased over 15 years ago. (C) is not mentioned and cannot be inferred. (D) is incorrect as the man says he does not want to change his insurer, so he cannot be dissatisfied.

3. A The speaker mentions holiday insurance and travel cover, so he is talking about travel insurance. (B) associates health insurance with medical circumstances and medication. (C) associates vehicle insurance with car accident. (D) wrongly associates All-risks with the phrase risk invalidating my policy.

Practice 4 Track 104
1. What/purchasers/receive today only [benefit], 2. What/mean/You bet! [context], 3 manufacturer’s product/free gift [offer]

1. C The speaker announces an extra 15% discount on all computers and laptops over $600. (A) and (D) refer to regular benefits, not ones available today only. (B) is not mentioned; the 12-month period relates to a warranty.

2. A The phrase you bet! is used when one is saying yes emphatically. (B), (C), and (D) wrongly associate bet with winning and taking risks.

3. B Customers who buy an internal hard drive will receive a high-capacity USB flash drive memory stick absolutely free. (A) Novello is an external hard drive, not internal. (C) Ultra K is the manufacturer of the free gift. (D) confuses a brand of cloud storage with the cloud computing applications mentioned in the text.

Practice 5 Track 105
1. When/talk/take place [time], 2. What/speaker/ask/participants/do [request], 3. What/participants/do with/valuables [advice]

1. B Participants will introduce themselves shortly. They are registered already (A). (C) relates to the arrival of two buses. (D) is not mentioned.

2. D The speaker asks people who have parked in the zone marked in blue to move their cars.

3. A Listeners are advised to keep any valuables with you.

Review Test p120 Track 106
1. D The speaker mentions going to at least one show is a course requirement, and refers to extra credit if listeners write a review. References to college and campus also indicate the audience are drama students.

2. C The announcement states that the event is a four-week festival.

3. B The speaker says you can get your tickets for just $10. (A) relates to the maximum number of tickets listeners can buy. (C) is the regular price without a subsidy. (D) refuses to 50 with 15.

4. C References to track maintenance, station, a dining car, and train all indicate this announcement is being made on a train.

5. A These passengers need to change at Hatfield and continue by bus.

6. B Passengers are told the dining car offers a selection of hot and cold beverages, sandwiches, and snacks.
7. C The announcement refers to property services, and is aimed at people who want to buy, rent, sell, or lease a property.

8. B Callers are told we will answer your call as soon as we can. (A) and (C) are therefore incorrect. (D) is not indicated.

9. C Callers with an urgent inquiry should continue to hold.

10. D The speaker gives listeners a plan, and outlines the advantages of a Top 20 tour. The speaker is not a tour guide himself (A). (B) is not mentioned. (C) relates to the paintings on show.

11. B We can infer from galleries, main exhibits, and paintings that this is at an art museum. (A) confuses the context. Souvenirs are mentioned (C), but as available from the museum shop. (D) confuses post office with postcards.

12. D The speaker asks listeners if they want to go ahead and book a tour.

13. A The speaker gives a brief weather forecast and then reviews the traffic conditions in Miami.

14. D The report is coming from the radio station's Eye in the Sky with the speaker mentioning from up here as a further clue to the fact he is in the air.

15. A The speaker mentions two traffic accidents and finishes by saying I am relieved to report no injuries at either incident.

16. B References to a tough day of meetings, the Business Center, office, and corporate rates all indicate the ad is targeting business travelers.

17. A Internet access is free only in all public areas. We can infer that guests must pay to access the internet in their rooms.

18. C The ad states the Star Hotel comprises a chain of luxury hotels. (A) is incorrect. (B) cannot be inferred. The hotel has a five-star restaurant, but this does not mean it is famous for the quality of its food (D).

19. B The speaker mentions he is speaking to distinguished experts in energy conservation.

20. C The speaker says he wants to present the results of a five-year study into the issue of sustainable development.

21. D The speaker says he will meet the Secretary of Energy next week.

22. A The speaker begins by saying that not all bargains are what they seem, and gives examples of several special offers that are not actually a good value.

23. D The speaker says the report covers the Big Five supermarkets, implying they are large supermarkets.

24. B To keep someone posted means to keep them informed of any developments. (A) confuses the verb post with mail. (C) and (D) refer to post in the sense of sent on assignment as part of a job.

25. A The announcer says We're sorry but this flight has been delayed. (B) is incorrect because passengers are asked to wait in the departure hall. (C) is incorrect because passengers are asked to check the monitors for the gate number. (D) confuses the late departure hall. (C) is incorrect because passengers are asked to check the flight information monitors. (A) wrongly associates departure gate with wait in the departure hall. (B) is incorrect because only passengers with questions should visit the service counter. (D) is not mentioned.

26. B The announcer says the announcement is for passengers traveling on Flight MelbanAir 952, final destination Sydney. (A) is incorrect because Bangkok is mentioned only as a stopover. (C) confuses Singapore with Sydney, which begins with the same syllable. (D) confuses the name of the airline, MelbanAir, with the similar-sounding word Melbourne.

27. C Passengers are asked to check the flight information monitors. (A) wrongly associates departure gate with wait in the departure hall. (B) is incorrect because only passengers with questions should visit the service counter. (D) is not mentioned.

28. D The announcer says all of our finalists are from the northwest. (A) cannot be inferred from the names, three of which are unisex names. (B) is incorrect as only one finalist is described as being still at high school. (C) wrongly associates astronomy with scientists.

29. C The phrase believe it or not is said when we think that listeners might not believe something we say, even though it is true. (A) is incorrect because believe is in the imperative form here, not the present tense. (B) is incorrect, because it does not reflect the either/or nature of the phrase. (D) confuses confirm and believe.

30. C The speaker announces that the first talk is on a math topic, and Taylor Kelly is the only finalist with a math-related topic. (A), (B), and (D) are incorrect.

Listening Comprehension Test

Part 1 p123 Track 107

1. D These are not bookshelves (A). There are some dishes, but they are not being washed (B) and they don’t contain food (C).

2. A We can see some people, and the sea, but nobody is swimming (B). (C) is an assumption. There is a wooden wall, but it is not under construction (D).

3. B (A) confuses the context, as the men are not shaking hands. The blinds are closed, not open (C). There is no evidence to support (D).

4. B (A) confuses height with light. One man is holding, not carrying, a ladder. (C) confuses testing a light, with having one's sight tested.

5. C We can see some instruments, but they are not being repaired (A). The bicycles are next to each other, not lying on the ground (B). The band is performing, but they are outdoors in the street, not onstage (D).

6. A The umbrellas are on the left, not the right (B). The hats are on the table (C). There are some bags on the wall and on the table, but not on the floor (D).

Part 2 p127 Track 108

7. C (A) repeats know, but confuses the subject. (B) is a response to How do you do? I’m Jennifer.

8. C (A) confuses pick (meaning choose) with pick up (meaning collect). (B) is an illogical response.

9. A (B) confuses head with the similar-sounding ahead. (C) fails to answer the question.

10. B (A) confuses the noun rest (meaning remainder) with rest (meaning break). (C) confuses best with rest.

11. C (A) relates staying to hotel, but is an illogical response. (B) repeats think, but does not express an opinion.

12. C (A) is an illogical response, as the number is already indicated. (B) repeats two, and relates reserved to book, but confuses the context.

13. A (B) confuses count with accountant. (C) confuses hear with here.

14. A (B) confuses accept and kept. (C) uses piles, which sounds similar to files, and does not answer the question.

15. B (A) cannot answer a choice question. (C) uses piles, which sounds similar to files, and does not answer the question.

16. B (A) relates the verb store to the noun storage, and relates pipes, but is an illogical response. (C) confuses meeting with heating.

17. B (A) relates tours to brochures. (C) fails to answer the question.

18. C (A) does not answer the question. (B) is an illogical response.

19. B (A) relates double to single, but answers a different question (Is it a single room?) (C) assumes the question How many rooms...?

20. B (A) confuses apartment with department. (C) confuses imports with report.

21. C (A) confuses the verb look up (meaning search for) with the meaning improve. (B) confuses the subject and the context, relating look up to lifting one’s head.

22. C (A) confuses the subject and does not answer the question. (B) answers a different question (What time does your flight arrive?).

23. B (A) confuses How much with cost. (C) repeats time, and confuses the subject.

24. B (A) confuses disagree with degree. (C) assumes an offer (Won’t you have a...?), and is an illogical response.

25. C (A) assumes the question Did all shift supervisors pass the...? (B) relates safe to safety and repeats take, but is an illogical response.

26. B (A) confuses resign with signed. (C) relates agree to agreement, and confuses mind with signed.

27. C (A) repeats office, but is an illogical response. (B) confuses partly and partly.
28. B (A) confuses coming in (to work) with came in (i.e., finishing position in a race). (C) confuses the subject.
29. B (A) confuses speak with with call (meaning refer to as). (C) assumes the question Did you speak with Annie?
30. B (A) confuses move with movie. (C) confuses movie starts with movie star, and answers the question Who’s your favorite…?
31. C (A) answers a different question (Can you tell me when I’m meeting…?). (B) confuses floor (meaning ground) with floor (meaning story) of a building.

Part 3 p128 Track 109
32. A The woman responds to the man’s question with the answer by Thursday afternoon. (B) is the latest possible finish date. (C) refers to replacing the furniture. (D) is when the visitors from Far Eastern Finance are arriving.
33. B The woman says she has a progress meeting with Tony Wagner. We can infer he is supervising the painting.
34. D The man says they can put all the furniture back on Sunday if necessary.
35. C They are talking about a position in the research department. The woman has an interview tomorrow morning.
36. A The woman is worried because she doesn’t have a master’s degree.
37. C The man says You’ve worked here for five years.
38. B The woman says she is a speaker at an upcoming conference and wants to check what Mr. Terry wants her to talk about. (A) confuses reservation with presentation. (C) repeats conference. (D) is not mentioned.
39. A The woman says I’ll e-mail him. (B) is not indicated. The man suggests she call back (C), and offers to take a message (D).
40. C The man says Mr. Terry should be in tomorrow. (A) relates to a meeting Mr. Terry has tomorrow morning. (B) is incorrect, as he will be out all afternoon. (D) refers to when the conference will take place.
41. B The woman asks about renting a treadmill and an exercise bike. She mentions joining a gym, but not joining a fitness class (A). (C) confuses the context, as no race is mentioned. She is not currently a member of any gym (D).
42. A The woman says the cost is a lot more than I was expecting. (B) and (C) are inclusive in the cost. (D) is not indicated.
43. B The man asks for the woman’s contact information.
44. B The woman says This is the first time they have met in the new training center. (A) confuses minutes (periods of 60 seconds) with minutes (notes of a meeting). (C) and (D) cannot be inferred.
45. C The man says he e-mailed everyone yesterday to remind them. (A) confuses mailed with e-mailed. (B) is not mentioned. (D) refers to the poster outside the cafeteria, which has been there for a week.
46. A The woman suggests they call Stefan, who is the team leader.
47. B The man went to an exhibition featuring hundreds of companies. (A), (C), and (D) are not indicated.
48. D The man says he found a company where we can get all our advertising flyers printed. (A) misleads by repeating advertising. (B) repeats shipping, and (C) relates to the references to flight and hotel.
49. B He says It wasn’t cheap. (A) and (D) are not indicated. (C) is incorrect as he found a printing company.
50. B The phrases midterm exams, students, and faculty meeting indicate the speakers work in a university.
51. A She plans to attend the faculty meeting, where she will sit at the back and try to work.
52. B The woman says she has to mark 30 midterm exams and infers this is a lot of work to do in a short space of time. (A) and (C) confuse time (available) with time off. (D) is incorrect as she is marking the tests, not taking one.
53. A The man wants to order a bathroom suite and some wall tiles.
54. C The man asks how soon the order will be ready, and the woman replies giving likely availability.
55. A The man will give the product numbers to see if the items are in stock. He has not yet placed an order, so he cannot collect it (B). (C) is not indicated. He will go to his local store (D) if the items are in stock there.
56. B The model the man mentions is leather and fully adjustable, with a seat that moves up and down and a back that also tilts. He says it is comfortable, especially if you’re sitting at your desk.
57. C The man is encouraging the woman to buy the chair. He shows the main features, but this does not mean he is an instructor (A). (B) is incorrect. (D) confuses the context, referring to a car.
58. B The phrase just my luck is used ironically when someone experiences bad luck. Susan feels unlucky that the brown model, which she prefers, is not available. (A) and (C) are incorrect. (D) is not suggested.
59. C The phrases gum disease, decay, fillings, polish, and whitening service all relate to teeth.
60. B The woman suggest a polish and a whitening service.
61. A The man says that sounds like a very sensible plan. He agrees with the advice.
62. C The woman wants to buy a kettle for a teacher’s lounge and mentions lessons.
63. B The woman says she wants a kettle that’s quick. (A), (C), and (D) are not mentioned.
64. A The man says the Espresso and Kitchen Queen kettles are the fastest, and adds I think you should opt for the cordless one. The graphic indicates this is the Kitchen Queen.
65. B The man says I’m looking for something for my grandmother. (A) confuses mother with the similar-sounding grandmother. (C) is incorrect as the man bought his wife flowers on an earlier occasion; he says my wife loved them in the past tense. (D) associates coworker with away on business.
66. A The woman asks the man to write the address. (B) confuses wrapping paper with gift-wrap. (C) is incorrect as the woman has not yet got the cards and does not say he needs to buy one. (D) confuses credit card with the card that will be sent with the flowers.
67. D The woman suggests sweet peas, roses, and violets. (A) is incorrect as the man bought red roses previously for his wife. (B) is incorrect as Summer Splendor is not perfumed. The woman advises against (C) as lilies can stain clothes and fabric.
68. D The woman is calling a store to ask for details of a product. (A) wrongly associates the delivery details mentioned with the job of delivery driver. (B) confuses the advertisement the woman saw with advertising executive. (C) is not indicated.
69. A The woman says I came across an advertisement of yours in a newspaper. (B) associates came across with found, but street is not mentioned. (C) is incorrect, as although the man works for a company, there is no indication that his company sent the advertisement. (D) associates doctor’s surgery, where the woman saw the newspaper, with a person.
70. C The man says that products will now be delivered within forty-eight hours so this is a change from the 3-5 working days in the advertisement.

Part 4 p131 Track 110
71. C The speaker says Doris has been his assistant for the last 15 years.
72. C The speaker mentions Doris and her husband both intend to retire early. She is already married (A). (B) confuses going to Australia with traveling around the world. They intend to emigrate, not celebrate, in the New Year (D).
73. C Listeners are asked to attend a presentation ceremony after next month’s board meeting. (A) relates to the leaving gift the speaker will give Doris. (B) is not mentioned. Listeners are asked to attend, not give, a presentation (D).
74. B The phrases free texts, unlimited calls, call time, number, and remaining minutes all suggest this is a phone company.
75. B Listeners are given details of a new Rover Pay-Monthly plan and encouraged to subscribe.
76. C The message says To hear your call time and remaining balance, press 2.
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### READING

#### Word Choice – Mini Test p139

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#### Grammar

**Modal Verbs – Mini Test p141**

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**Relative Clauses – Mini Test p143**

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**Conditionals – Mini Test p145**

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8. C To complete this third conditional, the past perfect is needed.
9. A The future simple is needed to complete this first conditional.
10. A Only the past perfect correctly completes this sentence.

**Pronouns and Determiners – Mini Test p147**

1. B The reflexive pronoun is needed here.
2. A In this case we use the possessive adjective.
3. D Here all of (meaning every one of) is used.
4. C Only something can complete this positive statement.
5. D Here a few (meaning some) is needed.
6. A Only neither makes sense here.
7. D The only option that fits grammatically is some, because every and each take a singular subject, and all of needs to be followed by the.
8. B The possessive adjective is needed here.
9. B In this negative statement we must use any.
10. B Only anywhere can complete this sentence.

**Verb Forms and Tenses – Mini Test p149**

1. C For actions in progress in the future we use the future continuous.
2. B Here we need the past simple for a completed past action.
3. C We use the present continuous for arrangements.
4. C The present perfect is used for this unfinished action.
5. D The past continuous is used for an interrupted past action.
6. A Only the future simple correctly completes this question.
7. B The past perfect is used for a past action that happened before something else.
8. A In a time clause with before, the present simple is needed.
9. C We use the present perfect continuous for past actions that continue into the present.
10. A Here the future perfect is used for something that will be completed before a future time.

**Passives – Mini Test p151**

1. C The future simple passive is used here for a planned future event.
2. D The present perfect simple passive is used here for a recent past action with present results.
3. A Here, the past simple passive is used for a completed past action.
4. B The structure used here is have something done.
5. D The past perfect simple passive is needed here.
6. B Here the past simple of the verb to be made from is used.
7. C The preposition by is used to introduce the agent.
8. B The structure need + -ing is used here.
9. B Only broken can fit because the verb break is the only transitive verb here.
10. D This option completes the present continuous passive.

**Vocabulary**

**Word Forms – Mini Test p155**

1. C Only this adjective (meaning a good idea) can be used here.
2. D After the modal verb can we need a verb. The verb differentiate means distinguish.
3. B The adverb is used because it describes the verb proceed.
4. A This adjective (meaning possible to deal with) correctly completes this sentence.
5. C Only a noun can be used here.
6. A After the modal auxiliary could we use a verb.
7. B The past simple of the verb is needed here.
8. C The adverb is used because it describes the verb share.
9. B Here the adjective describes the noun decision.
10. D A noun is needed after reputation for.

**Words with Similar Meanings – Mini Test p157**

1. C The context indicates that trip is needed here.
2. A The collocation used here is code of practice.
3. D Only identical can be used immediately before qualifications.
4. B The noun produce correctly describes fruit and vegetables, and collocates with fresh.
5. B Of these options, a goal can only be disallowed.
6. A This verb (meaning go with) fits the context.
7. C The verb confess (here meaning to admit to a crime) is needed here.
8. C The noun vocation means calling, and collocates with true.
9. A Only barriers (here meaning fences to keep people back) fits the meaning of this sentence.
10. B The verb accomplish means achieve, and collocates with a great deal.

**Word Choice – Mini Test p159**

1. C Costs are usually described as high.
2. B Something can be remembered vaguely (meaning imprecisely).
3. B Here gain collocates with access to.
4. D The collocation used is market forces.
5. A Only the adverb deeply can come before committed.
6. C To take a look at something here means to read or study it.
7. B The collocation advertising campaign completes this sentence.
8. D In this sentence, only unusual can come after highly.
9. B Plans can be changed significantly.
10. B The adjective major collocates best with concern.

**Dependent Prepositions – Mini Test p161**

1. D We use of after the noun understanding.
2. B Only by can come after inspired here.
3. C To count on someone means to depend on or rely on that person.
4. D Here familiar with means acquainted with.
5. A Only of can come after regardless.
6. B The preposition needed after impressed is by.
7. C To interfere with something is to meddle or intervene in some way.
8. B Only to can come after essential here.
9. B We use the expression an approach to a problem.
10. A We say to be specialized in a subject or field of study.

**Words that Look Alike – Mini Test p163**

1. B The noun resignation comes from the verb resign meaning leave your job.
2. C Here an extension means extra time to complete something.
3. B The verb affect means to have an effect on something.
4. C Here compensation (meaning recompense) completes the sentence.
5. B An exception to a rule is a particular case where the rule need not apply.
6. C The verb review (meaning go over or check) fits here.
7. C The noun subsidy means financial assistance.
8. A The verb detract (from something) means to make something less appealing.
9. B We use personnel to refer to workers in a company or organization.
10. A Of these adverbs, easily fits best.

**Transition Words and Phrases – Mini Test p165**

1. C The conjunction consequently (meaning as a result) is needed here.
2. B Only the conjunction Besides (meaning as well as) fits here.
3. C Here currently (meaning at present) completes the sentence.
4. C The conjunction nevertheless means the same as even so, but can come after the subject.
5. A Here While (meaning although) is used as a formal means of introducing a contrast.
6. B In this sentence, since is used to introduce a reason.
7. A Only provided that (meaning on condition that) can be used here.
8. B The adverb ordinarily means usually or normally.
9. A The phrase in particular means especially.
10. D Here in the end (meaning ultimately) completes the sentence.
Phrasal Verbs – Mini Test p167
1. C Only go back on (here meaning reverse a decision) can fit here.
2. C Here took over means began to do something someone else was doing.
3. D The verb draw up (meaning prepare) collocates with plans.
4. A The phrasal verb make up for (meaning compensate for or make amends for).
5. D To get away with something means to avoid punishment or criticism for something.
6. B Only pay off a debt (meaning give back the money owed) can fit here.
7. A The verb carry out (meaning perform) collocates with responsibilities.
8. D To come up against means to encounter or run into (a problem).
9. B The phrasal verb do away with means get rid of or eliminate.
10. A To be let down is to be disappointed in some way (here, unjustly).

PART 5 – Incomplete Sentences

Try It Out p169
1. D The noun decision collocates with the verb made.
2. B These nouns all look alike, but only election (here meaning appointment) fits the meaning of the sentence.
3. C We use such a before an adjective + noun.
4. C The adverb is used because it describes the verb to be informed.
5. B The present simple completes this first conditional sentence.
6. C The relative pronoun whose is needed here to indicate the possessive.
7. A The phrasal verb get around to (meaning find time to) fits here.
8. A The only adverb that collocates with this skill is highly.
9. A Here the present simple of the modal verb have to (meaning needn’t) expresses a lack of obligation.
10. A We use gain (here meaning develop or achieve) with a reputation.
11. C Only the conjunction despite (meaning in spite of) can begin this noun phrase.
12. A The past participle is needed to complete this passive infinitive.
13. C To work closely with someone means to work in close cooperation.
14. A The infinitive without to is used here.
15. C Here only roles (meaning responsibilities) can come before the preposition in.
16. B An award is given for (meaning in recognition of) a particular achievement.

Steps to Success p171

Practice 1
1.1 A [V - prepositions] The preposition on completes the phrase on behalf of (meaning a representative of).
1.2 B [V - word forms] Only the adverb instantly can describe the verb stopped.

Practice 2
1.1 C [G - verb tenses] The simple past passive is needed in this sentence.
1.2 B [V - words that look alike] The noun disregard (meaning lack of care over) fits here.

Practice 3
1.1 D [G - relative clauses] The relative pronoun which completes this defining relative clause.
1.2 C [G - verb forms and tenses] Here the past participle of the verb found (meaning establish) is needed.

Practice 4
1.1 C [V - dependent prepositions] Of these verbs, only file can come before for. To file for means to apply for something official (e.g., a divorce, bankruptcy).
1.2 A [V - transitional words and phrases] Only unless (meaning if not, or except if) can fit here.

Practice 5
1.1 A [G – modal verbs] The modal verb might (expressing possibility) is used to complete this present perfect passive sentence.
1.2 B [V – words that look alike] The adjective unsuitable (meaning inappropriate) is used here.

Review Test p178
1. D Only course collocates with of action here.
2. C The relative pronoun who is used to refer to people.
3. A A close friend is a very good friend.
4. C Of these options, only both can be followed by a plural noun.
5. A Here we use the present simple after the time expression until.
6. D Only the adverb can describe labeled.
7. B The adverb already is used here for emphasis.
8. C The only noun here that collocates with the verb accept is responsibility.
9. A Here the modal auxiliary should is used to elicit an opinion.
10. C The possessive pronoun is needed here.
11. A The preposition on is needed after the verb concentrate.
12. C Only anywhere, used as an adverb, completes this negative statement.
13. A The conjunction unless (meaning if... not) is needed here.
14. B These nouns all share similar meanings, but assurance (meaning guaranteed) is used here after the verb have.
15. C The verb mind (meaning be unhappy about) takes the gerund.
16. B The adjective unintentional (meaning accidental) best fits the meaning of this sentence.
17. B The future simple is needed to complete this first conditional sentence.
18. A The adjective hard is needed here.
19. A The conjunction used here to express doubt is whether... or not.
20. D To show restraint means to exercise a degree of discipline or control.
21. A This option correctly completes the compound adjective fully inclusive.
22. C Only the present participle of the verb wish (formal for want) is possible here.
23. B This option correctly completes the present perfect passive.
24. D This adverb completes the collocation commercially viable (meaning profitable).
25. D The verb exert (meaning apply) is used with the noun pressure.
26. C Here respectfully is used before the verb suggest to complete this formal proposition.
27. C The preposition that follows the verb engage (meaning participate) is in.
28. B The noun disregard (for something) means a lack of concern.
29. A This adverb (meaning continually) completes the sentence.
30. B Only the adjective valued (meaning appreciated or esteemed) can be used here.

PART 6 – Text Completion

Try It Out p183
1. A All four options can refer to a subscription, but only the verb expire (meaning end or run out) fits the context.
2. D The present perfect simple is needed here.
3. C The adjective exclusive (meaning special) comes before the noun after.
4. B Only this sentence fits the context of encouraging the reader to renew their subscription.
5. D The conjunction Or is used here to introduce an alternative.
6. B Only the verb nominate (meaning propose or put forward) can complete this sentence.
7. C Only this sentence fits the context of encouraging the reader to renew their subscription.
8. C Here the present simple is used for a scheduled future date.
Steps to Success p185

Practice 1
1. B The preposition in is used after the verb result.
2. A The verb aware of (meaning know about) is used here.
3. C Here Neither is used as a determiner to refer to two things.
4. A This apology is the most suitable conclusion to the memo.

Practice 2
1. C Only the verb save fits the context here.
2. A After the adjective easy the infinitive with to is needed.
3. B The verb minimize (meaning make as small as possible) completes this sentence.
4. C This sentence follows on from the previous sentence and relates to the context most closely.

Practice 3
1. A The past simple is used to refer to an action completed in the past.
2. C Only the conjunction showing contrast Although fits here.
3. D Here engaged (meaning involved) is used.
4. D This sentence refers to the topic most closely. It encourages readers to consider the benefits of spending their holiday time at or near home.

Practice 4
1. B The noun enhancement (meaning improvement or development) is used here.
2. B The present perfect simple is used to describe a recent past action that is important now.
3. A This sentence logically links with what comes before, and after.
4. C Only the adverb currently (meaning at this time) completes this sentence.

Practice 5
1. B The context of this e-mail indicates that the noun bill (meaning demand for payment) fits here.
2. C Only the possessive pronoun can be used here.
3. C Here the conjunction therefore introduces a consequence.
4. D This promise to pay fits most closely with the purpose of the email.

Review Test p192
1. C Only this adjective (meaning reliable or trustworthy) can fit here.
2. A Here the verb handle (meaning deal with or take care of) is used.
3. B The structure from ... to links this sentence.
4. D This relates to the ad’s core message in the previous sentence to come to Alberta Movers.
5. C Here other (meaning alternative) is used as a determiner after no.
6. A After the verb take advantage the dependent preposition of is used.
7. B The noun needed is partners (meaning businesses that have a working relationship with each other).
8. B Ms. Verney is already a member of the loyalty program. This sentence reflects the main purpose of the letter, to encourage her to use her account and access its benefits.
9. B Here the future simple is used to introduce an expectation.
10. B We normally use in-depth before knowledge.
11. C The conjunction and is used to introduce an additional requirement.
12. C This sentence links most closely with the job ad’s main purpose to attract suitable applicants.
13. C The auxiliary Did completes the past simple tense which is needed here.
14. D This sentence follows logically from Martin’s request that Jenny attend the event. He goes on to say it would be great if she can go in his place.
15. B Only the adjective necessary (meaning required) can be used here before the noun arrangements.
16. A The infinitive with to is used after the noun chance (meaning opportunity).

PART 7 – Reading Comprehension

Try It Out p202
1. B The letter is dated June 25, and mentions Mr. Rachman visited the restaurant on June 21. We can conclude he recently ate there.
2. A The letter refers to an enclosed certificate giving a 25 percent discount on a meal at any of the chain’s restaurants.
3. D This sentence fits best at the end of the paragraph, as both Wherever and if refer back to the content of previous sentences.
4. D The notice is promoting an event called “Discover the Planets.” Although entry regulations (A) are mentioned, this is not the main purpose. The schedule is given, but there is no suggestion of any changes (B). (C) is not mentioned.
5. C The concert starts at 8:00 p.m., and the event finishes at 10:00 p.m. We can infer that the concert lasts two hours. (A) refers to the pre-concert talk. (B) is the time between the event’s starting and the beginning of the concert. (D) is the total time the event will last.
6. B Here the adjective spectacular means impressive or amazing.
7. C The notice states that it is possible to buy tickets at the door (A), or on our website (D). A phone number is also given for people wanting further details (B). The only method of communication not mentioned is by fax.
8. A The article is reviewing some new speakers, and gives an overall judgment. How to use the speakers (B) is not mentioned. (C) is incorrect because the article highlights both positive and negative points. (D) is not indicated.
9. A The sound quality is superb. However, weaknesses include the high price (B), large and bulky design (C), and no built-in AC power outlet (D).
10. B The adjective handy means useful or helpful.
11. A to have deep pockets is an expression meaning to be wealthy.
12. B Ms. Brown is writing to ask Mr. Garcia to attend a preliminary interview. She wants to confirm the date and time she suggests is convenient. She does list information he should bring (C), but this is not the main purpose of the letter. A job offer (A) will be dependent on the result of the interview. (D) is not mentioned.
13. D Under Requirements, we can read a Bachelor’s degree in Accounting, Finance, or Business (A), experience in a similar role (B) and Strong user of Excel, Word… (C). While Ms. Brown provides A map showing the location of the interview venue, that is not the main purpose of the letter (D).
14. D The letter states that Mrs. Anderson is Head of Finance. The ad, which is for a financial position, states that the post holder will deliver monthly reports to the head of department. We can conclude this is Mrs. Anderson.
15. C In her letter, Ms. Brown writes Please reply by e-mail to confirm your attendance. (A) relates to Mr. Garcia’s wish to keep the interview secret from his current employer. He has already supplied references (B). He needs to take documents to the interview, not send them (D).
16. B Here, the noun portfolio means folder or collection (of documents to use as examples).
17. C The advertisement states 100% natural ingredients. (A) is incorrect as the advertisement only claims they are not tested on animals. (B) is not indicated. (D) is incorrect, as the advertisement only mentions vitamins in general, it does not specify which.
18. B The shopping cart shows that the customer paid for expedited shipping, so the parcel must have been delivered the next day. (A) confuses wrong size with the incorrect nail polish that was delivered. (C) is incorrect as the e-mail was written on September 4, so the sender must have bought the product on September 3. (D) is incorrect as the shopping cart shows that the customer did not ask for gift-wrap.
19. A Ms. Yuan says that Lipstick 101 was out of stock, and, according to the notice, 101 is Blush Pink.
20. B The phrase in mint condition means new, or unused.
21. D Ms. Yuan writes that she was sent the incorrect nail polish. (A) is not indicated; the wrapping mentioned is the manufacturer’s wrapping around the lipstick tube, and it is described as being intact. (B) is not indicated; price is not mentioned. (C) is incorrect, as Ms. Yuan paid extra for expedited delivery, but does not complain that she did not receive the service she paid for, so the parcel must have been delivered within the time stated.

Improve Your Performance

E-mails and Memos

Passage 1 p213

Main Ideas
1. B Ms. Miller is asking a client to select the most appropriate speakers from a list and choose three company visits in order to create a customized “Managing Global Change” program.

Details/inferences
1. ten days 2. “Managing Global Change” 3. five 4. company visits 5. at Lawson Associates 6. choose speakers and three companies to visit 7. two (speakers and company visits) 8. next week

Passage 2 p214

Main Ideas
1. C The e-mail gives an overview of the main features inside the latest edition of a magazine called Business Ventures. A survey (A) and insurance coverage (D) are mentioned, but neither is the main purpose. (B) is not mentioned.

Details/inferences
1. online and in print 2. a Japanese electronics expert 3. the chance to win a free year’s subscription to Business Ventures online 4. anyone interested in customer service/client satisfaction 5. May 6. for tips on how to become a successful entrepreneur 7. C.E.O. of Garret Enterprises 8. to get reader feedback on Business Ventures

Passage 3 p215

Main Ideas
1. A The memo expresses satisfaction at the performance of Ms. Hill, a temporary intern working at Marshall. A job offer (B) is referred to, but only after she graduates from business school. (C) and (D) are not indicated.

Details/inferences

Mini Test – E-mails and Memos p216

1. B Ms. Carter is applying for a full-time job at A Cut Above as a Senior Stylist. She mentions her availability for an interview (A), but this is not the purpose of the e-mail. (C) and (D) are not indicated.

2. B She writes that she currently works three days a week. She is looking for a full-time opportunity (A). (C) is incorrect as she has a job. She mentions that she is self-taught, not self-employed (D).

3. A Here trends means fashions or (hair)styles.

4. C She says she works three days a week, and is generally available on Tuesdays and Wednesdays, or most weekends.

5. D This is the only possible answer, as she says she is self-taught. No other option can be correct as she has five years’ experience (A), has a very good knowledge of her field (B), and wants a full-time job (C).

Letters and Faxes

Passage 1 p218

Main Ideas
1. C The letter confirms a booking for a cruise vacation. (A) is not indicated. Money is mentioned, but the letter does not discuss a bank transfer. (B) The company’s website service is also mentioned (D), but this is not the main topic.

Details/inferences
1. 15 days [November 3-November 17] 2. September 3 (two months before the date of departure) 3. It includes visits to ten ports in the East Mediterranean. 4. via the website www.htw.co.uk 5. £2,300 6. shore excursions 7. Southampton 8. an itinerary and a Welcome Pack

Passage 2 p219

Main Ideas
1. A The fax was sent after Ms. Cheng complained that her food processor was faulty. No delivery is mentioned (B). Mr. Williams does ask the customer to return the product (C), but only if the problem is not solved after following the recommended steps in the Troubleshooting Guide. (D) is not mentioned.

Details/inferences
1. three weeks ago 2. on the phone 3. (the pulse button and chopping blade) 4. follow steps in the Troubleshooting Guide 5. Nothing. She can return it free of charge. 6. one year 7. three 8. If the food processor cannot be repaired

Passage 3 p220

Main Ideas
1. A The letter outlines recent changes to the name, management, and operations of West Office Supplies. The letter is for existing customers, not new customers (B). Readers are encouraged to order online (D), but this is not the main purpose of the letter. (C) is not mentioned.

2. D The letter mentions a range of services for customers and offers for online purchases and new orders. Delivery schedules (A) are not mentioned specifically. (B) and (C) are mentioned, but are not the main focus.

Details/inferences
1. 12 (from 8 A.M. to 8 P.M.) 2. two months (May and June) 3. having your own Preferred Account Manager to deal with your orders 4. to qualify for a 20 percent discount when ordering online 5. within five rings 6. May 1 7. anyone spending over $500 per month 8. by phoning or going online

Mini Test – Letters and Faxes p221

1. D Dr. Hammond is writing to invite Dr. Parker to be a speaker at a convention. She wants Dr. Parker to accept her proposal (A). She has nothing to thank Dr. Parker for (B). She mentions a convention, but the purpose of the letter is not to promote it (C).

2. C The letter discusses arrangements for the Bio International Convention, which will be held in the summer. (A) is not indicated. (B) and (D) relate to the theme and a topic of the convention.

3. D The letter states that over 2,000 delegates are expected (A). The conference will take place in Washington from August 7 – 10 (B). (D) The theme is Drug Discovery & Development, especially in
the Asian biotech market. (C). The only thing not mentioned is the registration requirements.

4. A Dr. Hammond writes that Dr. Parker has spoken many times on the topic of intellectual property rights. (B) is not indicated. (C) and (D) are both incorrect.

Notices

Passage 1 p223

Main Ideas

1. B Phrases such as If you are not at home when your purchase arrives clearly indicate this is intended for store customers.

2. A The notice gives delivery arrangements and details how to make national shipments. Readers do not make deliveries (B). (C) is referred to only briefly. (D) is not mentioned.

Details/Inferences

1. because a signature is required on delivery 2. international customers 3. free (for orders over $175) 4. Monday (the next business day) 5. people who live in a rural area 6. the nearest Post Office 7. if the items are held for longer than 15 days 8. Overnight Express delivery

Passage 2 p224

Main Ideas

1. A The notice is to announce a new development, namely the appointment of Mark Adams as Corporate Marketing Vice President.

2. D We can infer that this is a press release intended for people outside the company. (A), (B), and (C) all relate to groups of people within the company.

Details/Inferences

1. a consumer electronics manufacturer 2. President of Heising 3. an MBA in Marketing 4. Director of Overseas Marketing Operations 5. five years 6. Sao Paulo, Brazil 7. South America 8. Global Sales Manager

Passage 3 p225

Main Ideas

1. B The notice is to announce the closure of a company called HAL Home & Office.

2. C The notice thanks all of our suppliers for your support. (A), (B), and (D) are not mentioned.

Details/Inferences

1. It manufactures home and office furniture. 2. September 30 (a month before closing the business) 3. 22 years 4. October 30 5. Bakersville 6. competition from overseas, where lower production costs mean the company is no longer competitive 7. 90 days 8. call the Support Center for more information or assistance if needed

Mini Test – Notices p226

1. D The CCDA is running the competition. It is likely that an employee, rather than the Director (A), would be responsible for issuing this notice. (B) and (C) are not indicated.

2. C The notice states Minimum age is 16 years. (A), (B), and (D) are all eligible to enter.

3. B There is a Registration fee for all entrants. (A) is incorrect as only digital art and photography may be entered. (C) is incorrect as the notice states Multiple entries permitted. The jurors listed at the bottom of the notice are mostly administrative officials rather than artists (D).

4. A March 25 is the deadline for entries. The winners will be announced on April 2 (B). May 1 and May 30 are the start and end of the solo exhibition (C), (D).

5. B The winner’s solo exhibition will be widely promoted... worldwide. (A) refers to the value of making 12 prints of the winners work. The show will be promoted worldwide, but there will not be a worldwide tour (C). (D) is not mentioned.

Advertisements

Passage 1 p228

Main Ideas

1. B The ad is aimed at people who like skiing, biking, climbing... all kinds of extreme sports. (A) is incorrect as this is a movie camera. There is no indication that movie directors (C) might want to buy it. (D) is not mentioned.

2. C The ad is promoting the Mini Action Cam. (A) relates to the various sports mentioned. (B) is not indicated. (D) confuses moviegoers with people wanting to take movie footage while engaged in sports.

Details/Inferences

1. its small size 2. inside the camera 3. a micro 32GB SD card 4. to protect the camera from knocks and bumps 5. 2 hours 6. with an integrated clip 7. children under 12 years of age 8. a rechargeable lithium battery

Passage 2 p229

Main Ideas

1. B The ad is promoting apartments for short- and long-term rental. They are not for sale (A), or under construction (D). No hotel renovation (C) is mentioned.

2. D People traveling to Toronto on business would most likely be interested in renting serviced apartments.

Details/Inferences

1. in the business district of Toronto 2. book online 3. a twice-weekly maid service and linen change 4. It is simple and quick. 5. people wanting to stay longer than a month 6. in the basement 7. toiletries and a hair dryer 8. It is open 24 hours.

Passage 3 p230

Main Ideas

1. B The ad is promoting private health coverage provided through JVK Insurance.

2. A The ad states that the coverage is for individuals, families, and the self-employed.

Details/Inferences

1. anyone who decides to join this month 2. $30 3. prescription drugs 4. 20 nights ($150 per night x 20 = $3,000) 5. access to the Wellbeing Hotline, a health advice line 6. dental expenses at any time (24 hours a day, every day of the year) 8. 10 percent

Mini Test – Advertisements p231

1. D The ad is aimed at anyone who wants to come to the San Diego Sicilian Festival.

2. C The ad refers to Italian food only, not food from other countries. With 120,000 visitors, it is a large festival (A). People from all over the world come (B). It is fun for the whole family (D).

3. D There are no directions on how to get there, only a reference to free parking once there. The festival began in 1994 (A), and is in the Little Italy district of San Diego (C). Lots of activities are mentioned (B).

4. B Visitors to the event are asked to arrive in good time. (A), (C), and (D) are not mentioned.

5. D Here array means selection or range.

Articles

Passage 1 p233

Main Ideas

1. B This article is reporting the result of a vote by GoMart shareholders in favor of a takeover by Jayson. It refers to a past shareholders’ meeting, not one to take place (A). The company GoMart has not collapsed (C), and although a dispute is hinted at, no details are given (D).

2. C The article is of general interest to anyone following business affairs.
Passage 2 p234
Main Ideas
1. D The article gives details of a farming convention to take place in Melbourne. The convention will showcase cutting-edge technology, but the article does not announce any breakthrough (A). (B) and (C) are referred to but are not the reason the article was written.
2. A The event is open to all, and should appeal to everyone from school-age children to visitors from far and wide. (B) and (D) are not indicated. (C) is incorrect.

Details/Inferences
1. over 50
2. March 31
3. agricultural sustainability and national and global food security
4. Business Development Manager at the Regional Development Council
5. nothing (the events are free of charge)
6. more than 20,000 square meters
7. top celebrity chefs
8. There will be a wide range of eye-catching displays.

Passage 3 p235
Main Ideas
1. D The article is about the issue of funding for alternative energy sources. It does not go into detail about sources of renewable energy (A). Difficulties (B) are only referred to and (C) relates to Mr. Cho’s plan, not the topic of this article.
2. C The article informs the reader about a convention for start-up companies seeking funding, and the hopes for clean energy development.

Details/Inferences
1. around 150
2. an investment company that supports alternative-energy technologies
3. C.E.O. of GemOil
4. Los Angeles
5. large multinational companies such as DHL or UPS
6. a liquid biofuel
7. to increase clean energy’s global power market share to 10%
8. The writer admires Mr. Cho’s optimism.

Passage 4 p236
Main Ideas
1. A The article is about the economic performance of a metal treatment company called Farnworth. The focus is the company’s growth, not growth in the metal industry at large (B). No merger is mentioned (C), and a rise in profits is mentioned, not wages (D).
2. D The statistics all indicate strong growth. The company was restructured (A). It has a good reputation already (B). It does not anticipate any difficulties to overcome (C).

Details/Inferences
1. $90.35m
2. Linda Saunders
3. BH Velspri
4. the current headline operating margin
5. the South American market
6. by $0.23 ($1.25 minus $1.02)
7. The writer says it is staggering (i.e., amazing/incredible).
8. The company is optimistic, predicting strong growth in the coming year.

Mini Test – Articles p237
1. A The article reports the granting of planning permission for a 120-bed long-term care facility. Construction is yet to begin, so it is not completed (B). (C) is not mentioned. The application has been granted, not rejected (D).
2. C The residents are not satisfied that their concerns have been addressed.

Details/Inferences
1. a chain of budget convenience stores
2. two years ago
3. As the GoMart board and most shareholders are delighted, we can infer the offer is a good one.
4. for nearly 40 years
5. throughout the southern states of the US
6. 85 percent
7. because there are no guarantees to safeguard any jobs
8. four (three early attempts and the current successful bid)

Passage 1 p240
Main Ideas
1. C The memo is giving details of the company’s wellness training program for the coming year. Although health is the focus, safety is not specifically discussed (A), and no single corporate event is mentioned (B). The training company providing the services is mentioned, but not promoted (D).
2. C The notice refers to your staff and is intended for managers in companies that wish to use wellness services to boost their employees’ energy and productivity.

Details/Inferences
1. in California
2. 11:00 A.M.
3. Staff Development Manager at NIC Corp.
4. every three months
5. The only service NOT mentioned in the memo is Workstation Assessments.
6. register via their line manager
7. Office Yoga is described as a firm favorite with staff.
8. repetitive strain injury
9. to make sure companies comply with federal regulations
10. at least one
11. Health through Massage
12. one hour

Passages 3/4 p242
Main Ideas
1. D The article focuses on the issue of high electricity bills, and suggests ways consumers can try to get the best rate. Special energy deals are mentioned (A), but only as examples of suppliers misleading consumers. The article accuses utility companies of misleading customers, but does not describe them as dishonest (B). The article urges readers to try to get the cheapest electricity rate. It does not list ways to save energy (C).
2. C The letter was written by an Office Manager.

Details/Inferences
1. an electricity supplier
2. They are made to look like a special offer.
3. They should check the contract terms & conditions.
4. telling customers when their energy contract is about to end
5. 12 months
6. by sending a termination letter
7. within 48 hours of receiving his letter
8. The letter is dated July 23, and asks for the contract to be ended on July 31. This does not meet the advice to write well in advance.
9. to stop suppliers from saying they never received the letter
10. 120 days
11. after the minimum notice period has passed
12. GM Engineering

Mini Test – Double Passages p244
Main Ideas
1. C The review gives general advice for travelers who are considering staying at The Peartree Hotel, Singapore. The purpose is not specifically to recommend the hotel (A). The writer mentions some negative points, but is not complaining officially (B). (D) is not indicated.
2. B The writer’s room had a view of the garden, and the rate included breakfast. A deluxe room including breakfast costs $125.
3. D The advertisement mentions an entertainment lounge, but not live music in the evenings. (A), (B), and (C) are all mentioned.
4. A The writer says the hotel is charging too much for drinks from the mini-bar.
5. The review is dated Aug 12, and the writer has just come back from a one-week vacation there.
Triple Passages

**Passage 1/2/3 p248**

**Main Ideas**
1. C The conference schedule mentions *safeguarding your business* and how companies can combat these threats. (A) and (B) are incorrect. (D) confuses law enforcement officers with the word security used in a computer context.
2. D The schedule starts from 10 A.M. and runs to 4:30 P.M.

**Details/Inferences**
1. at 3:30 P.M. 2. Cryptography 3. He is being ironic, implying that Chris knows he will not be able to understand that particular session. 4. Sunshine 5. to attend a parent-teacher meeting at his child’s school 6. because he has a meeting the following morning 7. next week 8. the Number 36 9. two (bus and taxi) 10. Application Security 11. at lunchtime 12. 20 minutes

**Passage 4/5/6 p250**

**Main Ideas**
1. C Megan Rice has written a professional review of the product. She does not use it (A), and has not bought one (D).
2. D This is a product for sale to the general public.

**Details/Inferences**
1. the TX2 (*supersede* means *replace*) 2. a personal organizer. 3. They both mention it is cheap 4. BobbyB, Megan Rice 5. It doesn’t offer any more features than a regular cell phone. 6. He means the device is expensive for what it is and is not worth the money. 7. Sir Lancelot 8. It has a faster processor and larger font. 9. RabbitRun refers to its long battery life 10. Mark_Twin_fan 11. over $790 12. two: RabbitRun and Mark_Twin_fan

**Mini Test – Triple Passages p252**
1. B Ms. Romanova says that, depending on final numbers, the number of groups and afternoon session will change, so this is a draft schedule.
2. C Ms. Romanova asks Dr. McCarthy to complete her presentation, which begins at 2:15, in 45 minutes.
3. D Ms. Ahuja says she is finalizing the check-in of the group, and will *be in contact with the group leader*, so she is obviously an employee of the Indian company.
4. B In her e-mail, Ms. Romanova says that if there are 16 or fewer *in the group*, then she will *cancel Mr. Gomez’s tour*. Ms. Ahuja confirms that there will be only 14 in the group.
5. A *Might be better advised* is a polite way of suggesting a course of action to someone; the time difference means that Ms. Ahuja may not receive any e-mails for several hours, so it would be quicker and more convenient to phone the hotel.

**Steps to Success p254**

**Practice 1**
1. D The e-mail is from a member of a conference organizing team. (A) refers to the recipients of the e-mail. (B) relates to the website. (C) is not indicated.
2. A Presenters are asked to upload their presentations and photos. (B), (C), and (D) are all mentioned in the first paragraph. Only (B) is not mentioned.
3. D The main conference will take place in Sydney. (A) relates to the additional online coverage. (B) is incorrect as the date is already April 20. (C) is not indicated.

**Practice 2**
1. B Mr. Wilson is writing to confirm a two-week extension to Mr. Garcia’s period of absence. (A) is mentioned, but is not the main purpose. No new appointments are mentioned (C). Mr. Garcia’s operation has not yet taken place (D).
2. A Mr. Garcia’s absence is due to his *health situation*. (B) is granted leave by Human Resources at CTS Electrical (C). Mr. White is his *coworker* (D). Only (A) is not mentioned.
3. D His absence is extended for two weeks from the date of the letter (Oct 10).
4. D His *key clients* will be looked after by Mr. White.

**Practice 3**
1. C The notice details how customers can return a faulty product to KARTCo. (B) relates to the notice states a replacement can be made if *no receipt* can be found, but a service fee will be charged. (A), (B), and (D) are mandatory.
3. A The service department is open Monday through Friday only. (B), (C), and (D) are not indicated.
4. C Here *defective* means *faulty or not working*.

**Practice 4**
1. B The name of the company and the items listed indicate this company Renovates offices. (A) and (D) are incorrect as the company offers services as well as products. (C) is not indicated.
2. A The fax gives a quotation for the work detailed. No revision has been made (B). Mr. Sawyer is thanked, but this is not the main purpose (C). No payment is due (D).
3. B Payment terms show 30 percent is required upfront (i.e., as a deposit in advance).
4. C The fax says it *should take no longer than 4 weeks to complete* the work. The date is June 25. (A) relates to the maximum time before work will start after the contract is placed. (B) is not indicated. (C) refers to the validity of the quote.

**Practice 5**
1. C This ad is promises to help boost sales for company owners by improving their web presence. (A), (B), and (D) relate to people employed by the company.
2. B The sub-heading of the ad states the company was founded in 2010. (A), (C), and (D) cannot be inferred.
3. D The ad promises to *increase your site traffic* (A) and create an *appealing website* (B). It also offers *e-commerce solutions* (C). Only (D) is not mentioned.
4. A Here *rating* means *position or rank*.

**Review Test p261**
1. C The information refers to registration for a *webcast* (i.e., an internet broadcast) entitled *Seven Mistakes Everyone Makes in Business*.
2. B Anyone who has a question is asked to contact Paul Fisher, whose e-mail address begins *support*. We can infer he is an organizer. (A), (C), and (D) cannot be inferred.
3. C The note at the top gives the first quarter as April-June, so we can confirm each quarter is three months. The chart covers a total of four quarters.
4. D Sales are much higher in the third quarter. We can infer the products are more popular during October-December. (A) cannot be inferred as we do not have all of last year’s figures. (B) is incorrect. (C) cannot be inferred as profits are not mentioned.
5. A The book is about the *Great Depression in America in the 1930s*. The author is a *historian*. Although the topic of food is covered, this is not a cookbook (B). (C) and (D) are not mentioned.
6. C The author has written two previous books. (A) confuses her academic title Dr. with a medical doctor. (B) relates to her PhD subject and cannot be inferred. (D) is not mentioned.
7. C The reviewer says the book is sure to be a *bestseller* (A), includes *familiar... themes* (B), and is *very readable* (D). Only (C) is not mentioned. [The themes of the book are potentially dull, but actually are covered in a vivid and meaningful way.]
8. B Here, the word *plummeting* means *declining* (sharply).
9. D The message indicates that Ms. West is normally responsible for Mr. Leung’s travel arrangements, so she is most likely his secretary. (A) and (C) are incorrect because Ms. West works in a different company. Ms. West works for Storm Engineering, Inc, not a travel agency (B).
10. B The meeting is on Wednesday. Mr. Leung is *arriving the evening before the meeting* and his *return flight is on Thursday morning*. 
11. D Ms. West’s message states that Mr. Leung will stay for an extra night and asks Mr. Khan to arrange this with the hotel. Mr. Khan should only call Ms. West (A) if there are any problems with the booking. (B) and (C) are incorrect.

12. C This is a schedule detailing movies showing at a movie theater. (A), (B), and (D) are not mentioned.

13. A Of the answer choices, only Mayhem in Miami has a G rating, which means Suitable for all ages.

14. C The Lost Planet is 110 minutes long, whereas the others range between 90 and 105 minutes in length. (A) and (D) cannot be inferred. (B) is incorrect because it has a PG rating, meaning Parental guidance recommended.

15. C The price for this five-day vacation is valid… from April through June. The price may increase afterward. (A) and (B) cannot be inferred. (D) is incorrect.

16. D Visitors can relax on the pristine beaches. So Barcelona must be located near the sea. (A), (B), and (C) cannot be inferred.

17. A Here, the word pristine means unspoiled or immaculate.

18. B Only breakfast is included, not dinner. Round-trip flights (A), hotel (C), and entry to places of interest (D) are included.

19. C Ms. Hernandez writes I am very sorry about the error and later finishes please accept my apologies for the error. (A) relates to Mr. Sharma, who has complained. No price for shipping is given (B) and the delivery (D) has already been sent.

20. D The number of bookcases on the order form was misread. Ms. Hernandez has shipped the outstanding bookcases, indicating that the original shipment was not complete.

21. D Mr. Sharma needs to quote CDL901 to obtain a discount of ten percent when he next places an order.

22. D This sentence fits best at the end of the final paragraph, as this refers to the discount mentioned previously.

23. B This notice advises on the ways to recycle clean, used motor oil. (A) confuses wastage with waste. (C) and (D) are not mentioned.

24. A The notice concerns recycling used motor oil, so is of interest to drivers. (B) is not mentioned. (C) and (D) relate to where drivers need to take their used oil.

25. D Certified Motor Oil Recycling Centers are open on the first Saturday of the month. They do not charge a fee (A). Five gallons is the maximum size of container accepted, not the only size (B). (C) is incorrect as drivers must not bring contaminated motor oil.

26. D Hazardous Waste Collection Centers do not accept waste from a commercial source. (A) and (B) are acceptable. The limit is 15, not 12 gallons (C).

27. C Author Mary Beth Glaser has traveled 2,500 miles to be with us in Norfolk today.

28. C This session will be taking Engledean Public Library as an example to show how social media can help marketing.

29. A Here, the word shun means ignore or avoid.

30. A Mr. Richaud asks for specifications of some machines plus details about ordering and shipping. (B), (C), and (D) are not mentioned.

31. B The e-mail states that the company supplies pharmaceutical packaging services to manufacturers. (A) relates to the company’s customers. (C) relates to Magnet Pharma. (D) is not mentioned.

32. B Ramona Ortiz is Sales Manager Europe. Medico-Emballage is based in France and Mr. Richaud in interested in purchasing packaging machines.

33. C The grid indicates that the company has several departments and a complex structure. (A) is incorrect as there is a Domestic Sales Manager. (B) cannot be inferred. (D) cannot be inferred. Magnet is merely the name of the company.

34. D Mr. Richaud writes he is looking to buy two new machines, and has seen suitable machines on Magnet Pharma’s website. He also asks for details about ordering and shipping.

35. D Mr. Martinez asks Ms. Lee to agree to his leaving the office by four o’clock on Thursdays. He is not asking for a transfer (A). (B) is not mentioned. (C) is incorrect as he will cover the cost himself.

36. D He wants to take a desktop publishing course. He writes that the Intermediate class (C) would be more suitable, but the time is inconvenient so he would like to attend the Thursday class. This is the Advanced class.

37. C All classes run either from 5:00 through 7:00 p.m. or from 7:00 through 9:00 p.m. Classes are offered four evenings per week, not five (A). Exam fees are extra (B), (D) is incorrect as all levels of the same course are the same price.

38. A Here, the word overlaps means coincides or takes place at (partly) the same time.

39. A Mr. Martinez says he is eager to advance within the company, but his appraisal identified that his desktop publishing skills were not good enough. By improving his skills, he hopes to be promoted. He will only work lunchtimes on class days, not every day (B). (C) is incorrect as he thinks he is Intermediate level rather than Advanced. (D) is not mentioned.

40. B Aqua Innovations are testing a device that treats the salty water of the ocean. EcoPowerhouse uses energy from waves and transports seawater. Dynamic Futures will harness the ocean’s tide, and BioFabric is making textile from seaweed. (A) and (C) are incorrect. (D) cannot be inferred.

41. D In the radio program The Balance Sheet, Mr. Capelli talked about active-wear fashion, so he must have spoken about BioFabric, which makes textiles for sportswear.

42. D The next big thing means the newest trend in a particular field, which is taken up quickly by the population.

43. B Ms. Morgan says in her e-mail that she has enjoyed the radio station over recent weeks since the arrival of ‘The Balance Sheet’, so the program must have started within the last few weeks. (A) is incorrect as the program is broadcast at 6:00 p.m.

44. A Ms. Morgan says that Mr. Capelli became involved with her company, after which it was successful, so it can be assumed that his involvement involved financial help, given that he is an investor.

45. B Ms. Murphy says in her e-mail We now need to agree on a date. (C) is not discussed.

46. A Ms. Murphy refers in her e-mail to graduate recruitment interviews and taking on about ten people.

47. B Ms. Murphy says they will need to discuss whether we are happy to run with the same agenda, so the agenda has not yet been decided.

48. C Ms. Murphy says she is free from 3rd to 6th October, and Mr. Lim’s diary indicates that he has a full day free on Wednesday 4.

49. A Ms. Murphy’s e-mail refers to the focus group being for line managers, and Mr. Zimmerman is apologizing for not being able to attend the focus group.

50. B Only the orange and yellow jerseys are high-viz (high-visibility).

51. A Bradley Green says The club will cover the cost of the jerseys, i.e. will pay for them.

52. B A sense of belonging refers to a relationship or affiliation and feeling of trust and affection. (A) and (C) refer to other meanings of belonging. (D) wrongly associates see with sense, since sight is one of the five human senses.

53. D The online shopping cart indicates that only yellow jerseys were purchased, and Bradley Green says that we will buy jerseys in the color that scores the highest number of votes.

54. C The online shopping cart indicates that 16 jerseys were purchased, and so were eligible for a 10% discount.
109. C The verb raise (meaning increase) comes before the direct object interest rates.
110. D The present participle describes actions happening at the same time.
111. B Here the +ing form is used as a gerund.
112. D The conjunction so that (meaning in order that) fits here.
113. B The phrasal verb step up (meaning increase) is used here.
114. B Here any is used as a determiner before the singular uncountable noun industry.
115. B Only this noun (meaning advice) can fit here.
116. C After the suggestion How about, we use the gerund.
117. B Here the past participle completes the present perfect.
118. B The preposition of time in (meaning during) fits here.
119. B After the preposition on we use his own (meaning by himself).
120. B Here depressed is used as an adjective to describe job market.
121. A The modal verb could is used here to express possibility.
122. A Only the infinitive without to can fit here.
123. B The verb reach collocates with a decision.
124. D Only the intransitive verb remember (meaning to not forget) fits here.
125. A After the noun charges we use the verb apply.
126. C The past simple is used to indicate a completed past action.
127. B This past participle completes the present perfect passive used here.
128. C The preposition in (meaning inside) fits here.
129. D Relating to the past, would have + the past participle completes this third conditional.
130. A Only earned (meaning gained or won) collocates with trust.

Part 6 p284
131. D The relative pronoun who (referring to a person) completes this defining relative clause.
132. A This sentence fits best as it introduces the need for more brochures, so links logically with the sentence that follows which refers to spares ones and subsequent references to the brochures.
133. D After the verb need only the passive infinitive can fit here.
134. B The noun quote (meaning estimate) completes this sentence.
135. B Here throughout (meaning during) is used.
136. B The adverb ever is used to make comparisons relating to the past.
137. A Only the preposition of collocates with keep (someone) informed.
138. C This sentence logically links best, as it summarizes the recommendation for Dolores.
139. C The noun behalf completes the phrase on our behalf (meaning for us).
140. D Only this noun, meaning trouble or disturbance, fits here.
141. B The present simple is used after once (used here as a conjunction meaning as soon as).
142. C This sentence fits best as it refers to the survey readers are asked to complete. (A) is incorrect as no purchases have been made. (D) is incorrect as the envelope is already stamped. (B) does not logically follow.
143. B The connector whether (meaning if) follows the verb check (meaning confirm).
144. C This sentence follows logically from Beth’s query.
145. B This is the only logical option, reflecting the urgency of the situation.
146. D The adjective impressive is needed before the noun display.

Part 7 p288
147. D Minerva is for businesswomen who want to share expertise, give and receive referrals, and promote their business. (A) is not indicated. There are motivational workshops, but training (B) is not the focus. There is a speaker at every meeting, but it is not a public-speaking society (C).
148. A The organization is for professional businesswomen. The meetings are monthly, not weekly (B). (C) is not indicated. There is a newsletter, but it is not stated as being offered online (D).
149. A The notice concerns items... left behind on... trains, so we can infer that it is intended for rail passengers. (B) and (C) relate to railway workers. Shipping costs are mentioned, but the notice is not for postal workers (D).
150. C This sentence fits best here as it relates to the handling fee previously mentioned.
151. C (A), (B), and (C) are all directly mentioned. Only (D) is not mentioned.
152. B The writer is detailing her plans to help Cultural Contacts If elected to a senior position in the organization. Fundraising (A) is mentioned, but the document is not asking for donations. (C) is not indicated. Various jobs are referred to, but no job offer is mentioned (D).
153. C She is a fundraiser for the charity Doctors Abroad. (A) cannot be inferred. (B) is incorrect because she was Vice-Chair of just one branch until last year. She is a university graduate, not a student (D).
154. C The letter is responding to a request to close a bank account. No account is being promoted (A). The letter begins We are sorry, but there is no apology (B), nor is this an application (D).
155. B She has an account with Downtown Bank, which she wants to close. (A) and (C) are not indicated. (D) is incorrect.
156. D She is asked to give written authority for the bank to cancel regular payments, so the bank will do this task.
157 B This is a review of several cell phones. Various phones from different manufacturers are included, so (A) is incorrect. (C) and (D) are not indicated.
158. C The screen dimensions (A) are given, as well as comments on the shape and look of each phone (B) and how easy to use each one is (D). Only (C) is not mentioned.
159. C This phone is fantastic for movies and photos.
160. B The letter confirms the order of some desk calendars. (A) is not mentioned. (C) is incorrect. Delivery details are given, not queried (D).
161. D To pull out all the stops means to try hard to complete a task or make something successful.
162. B The letter is dated September 3, and states that the calendars will be shipped toward the end of this month.
163. B The growth rate in the Middle East is 9.1 percent whereas it is only 5.4 percent in the US. (A) is incorrect as the Asia-Pacific region is the highest-spending region. (C) refers to the US gaming sector. (D) is incorrect because the European growth rate is 9.3 percent.
164. A The article mentions advertisers want to reach younger males especially.
165. A Here maturity means full development.
166. A The notice refers to fire at your business premises.
167. C Powder fire extinguishers are NOT suitable for confined places.
168. C Wet chemical extinguishers are for use on fires involving cooking fats.
169. D The notice says that Halon fire extinguishers are banned in the UK, with a few exceptions.
170. D Ms. Campbell writes that the company intends to introduce a dress code and explains the reasons for this change of policy. (A) refers to Some employees and managers. The aim is to get the views of department members, not managers (B). (C) is incorrect.
171. B Ms. Campbell mentions the need to project professionalism and the right business message. There are no guidelines (A). No customers are reported to have complained (C). It is the lack of a clear dress code that might cause discrimination against some staff (D).
172. A Recipients are asked to solicit feedback from your department members and to gather their views. (B) relates to staff who do not follow the code once it is finally implemented. (C) is incorrect because there are questions in the attached questionnaire. There is no dress code yet (D).
173. D Here, the word tricky means problematic or difficult.
174. C Mike mentions a plenary, and that most people have registered. Raul refers to a talk he wants to attend.
175. B  Mike is responding to Raul’s hope that he is in time for Dr. Johansson’s talk. Mike is suggesting that as Raul is running late he will be very fortunate to arrive in time.

176 D The letter suggests a time and place for a meeting to discuss an extension to Mr. Mackintosh’s retirement date.

177. B Mr. Evans writes we can sometimes make an exception to the normal retirement age. (A), (C), and (D) cannot be inferred.

178. B Mr. Evans writes that Mr. Mackintosh can bring a union representative to the meeting, but asks to know in advance the name. We can infer that Margaret Denham is a union rep.

179. D Mr. Evans invites Mr. Mackintosh to discuss the matter... on Wednesday, June 30, at 10:30 A.M. (A) is the date of Mr. Mackintosh’s earlier letter. (B) is the date of Mr. Evans’ letter. (C) is the date by which Mr. Mackintosh should confirm the appointment.

180. C According to Mr. Evans’ letter, Mr. Mackintosh has requested to work an extra two years beyond your scheduled retirement date. Since the normal retirement age at the company is 65, Mr. Mackintosh must be approaching that age. (A) cannot be inferred. (B) is incorrect as he is still working. (D) is incorrect as we can infer that Mr. Mackintosh is already a union member.

181. A The topics of the Fall Program talks are all related to industry.

182. B The dates of the talks are exactly 14 days apart. The other options are incorrect.

183. D Reg Levinson will talk about shipyards. This is the only talk related to naval matters.

184. C Membership entitles people to a quarterly newsletter (A), admission to all talks... free of charge (B), and discounts to museums and other places of interest (D). Only (C) is not mentioned.

185. C Mr. Crawford encloses a check for $10 to cover my membership fee. This is the membership rate for Full-time students.

186. D There is no indication of the weight of any of the suitcases. The suitcases are made of durable nylon (A), come in black, red, or blue (B), and have a large strong zipper (C), so the other answers are mentioned.

187. D The largest suitcase is 26” tall and the Duffel is 22.5” (maximum allowed is 22’’); the second largest is 16” wide (maximum allowed is 14’’); the Multi-purpose bag is 10.5” deep (maximum allowed is 9’’).

188. B Karen talks about going hiking in Banff National Park and then says We’re going there in my car. (A) is incorrect as it is Louise who went on an Alaskan cruise a couple of years ago. (C) is incorrect because it cannot be inferred that she is organizing the trip. (D) is incorrect because Louise is going to the Caribbean.

189. C The phrase better you than me is said when you are pleased that you are not in the position of another person.

190. C Louise suggests the mid-sized tote bag with handles. (A) is incorrect as Louise says We’ll be taking the big case. (B) is incorrect as Louise says of the bag it’s soft and has fabric handles. (D) is incorrect as Louise is taking the multi-purpose bag with her for the children’s toys.

191. B Ryan Lloyd writes I would like to know if you plan to run the scheme in the future. (A) is incorrect we don’t know he received an e-mail from Ms. Chow. (C) and (D) are incorrect as he still has one more year to complete at school.

192. C The article says many young cookery apprentices expect to become celebrity chefs.

193. D The advertisement states We are only able to employ Australian citizens or permanent residents and Ryan Lloyd is not yet naturalized. Former experience is not mentioned in the advertisement (A). Ryan Lloyd mentions seeing the advertisement in his local newspaper, which suggests he lives locally (B); he does not mention a driving license, but this does not mean he does not have one (C).

194. A Here, boost means increase or improve.

195. D The article states that companies will have to commit to providing young people with at least one year of guided learning in the workplace, and Lambeth Air Conditioning is offering a nine-month training scheme. (A) is incorrect as the company is offering a salary above the minimum wage. (B) is incorrect as the article does not mention profits as one of the funding criteria. (C) cannot be inferred.

196. A Kinsale is described as the gourmet capital of Ireland. (B) is incorrect as, although a picnic on the beach is mentioned, there is no mention of foreign tourists.

197. C The itinerary mentions a picnic on the beach.

198. D Ms. Kennedy feels bad about canceling a visit and refers to the Butter Museum so she is obviously referring to a visit on the Saturday.

199. A To put someone’s mind at rest means that you say or do something that solves whatever problem that person was worrying about.

200. B Ms. Moran writes that it was only as a result of the change to the schedule that they got to visit my favorite place: she also talks about buying pottery, so she is clearly talking about the Arts Center.

Understanding Spoken English

Identifying Accents p319

Exercise B
Speaker 1 Track 113 [M-Br]
Speaker 2 Track 114 [M-Au]
Speaker 3 Track 115 [M-Am]
Speaker 4 Track 116 [M-Cn]

Features of Connected Speech: Stress p320

Exercise B Track 118 [M-Am]
1. Have you had any problems using the new software?
2. Let’s increase the budget to pay for more training.
3. Some customers have complained about the delay in production.
4. I think I’ve found a way to overcome the deficit.
5. We’re open from nine until five, but we’re closed on Sundays.

Exercise C Track 119

[F-Cn] I’d like to book a table for this evening. I know it’s short notice, but do you have anything available? [M-Am] That depends on how many you are. We have a table for two at seven. Or if you can wait until nine we should have something then.

[F-Cn] There are three of us, so let’s say nine, then. [M-Am] Very good. Can I take your name, and a contact phone number?

Features of Connected Speech: The schwa p320

Exercise B Track 121 [M-Am]
1. For some reason I can’t connect to the internet.
2. Would you get me a glass of water please?
3. I’d like to make an appointment to see a doctor.

Features of Connected Speech: Linking p321

Linking words Exercise B Track 123 [M-Am]
1. Eight words. 2. Nine words. 3. Nine words. 4. Eleven words, 5. Fifteen words

Linking consonants and vowels Exercise B Track 125 [M-Am]
1. We weren’t able to book a hotel room.
2. A crowd of people were waiting at the front entrance.
3. The museum isn’t open until nine o’clock.
[Notice also how the final “t” sound is not pronounced when weren’t able, front entrance, and isn’t open are linked.]

Linking vowels Exercise B Track 127 [M-Am]
1. You /w/ are welcome to /w/ ask questions at the /j/ end of the seminar.
2. Can you please see /j/ if we /j/ are going to be free /j/ on Thursday?
3. Who /w/ is the person to /w/ ask about the /j/ increase in sales to /w/ Australia?
Features of Connected Speech: *Intonation* p322

Intonation in questions Exercise B Track 129 [M-Am]

1. ↑ 2. ↓ 3. ↓ 4. ↑ 5. ↓ 6. ↓

Contrasting alternatives Exercise B Track 131 [M-Am]

In each question, the intonation rises on the first option and falls on the second.

1. [rising] first-class / [falling] economy  
2. [rising] baked potato / [falling] French fries  
3. [rising] train / [falling] bus  
4. [rising] standard / [falling] deluxe  
5. [rising] Tuesday / [falling] Thursday

Practice Test 1

Part 1 p329 Track 132

1. C (A) confuses the similar-sounding *chicken* with *kitchen*. Only the woman is holding the bird, and not in the air. (B), (D) relates waiting to weighing.

2. A There are no workers on the roof. (B) The house has three floors, not four. (C), (D) confuses stories (tales) with the meaning floors of a house.

3. C (A) confuses the similar-sounding *painting* with *pointing*. (B) confuses drawing with holding. The men are looking in the same direction, not opposite directions (D).

4. A The food is on, not being stacked on, the plates. (B) The waiter is carrying the dishes, not diners. (C) The waiter is not taking a break (D).

5. D We can see plants on display, but the people are not looking at the display stand (A). (B) confuses plans with plants. (C) relates center to garden center, and confuses the context as they are not planting flowers.

6. D There is some food on a table, but the women aren’t clearing the table (A). We can see a monitor, not a television, and nobody is watching it (B). The food is already prepared (C).

Part 2 p333 Track 133

7. B (A) refers to boxes, not labels. (C) repeats you put and confuses the subject.

8. B (A) confuses the States with a statement. (C) confuses bus with boss.

9. C (A) confuses TV screen with sunscreen. (B) is an illogical response.

10. B (A) does not answer the question. (C) confuses physics with a physical (medical examination).

11. B (A) confuses the context, relating moved to movie. (C) relates plays to theater.

12. B (A) confuses the similar-sounding words contact and contact. (C) does not answer the question.

13. C (A) confuses pressed with impressive. (B) is illogical, as Muriel’s résumé is impressive.

14. A (B) is illogical, as a doctor would not be responsible for picking up visas. (C) answers the question *How long does it take to get the visas?*

15. A (B) relates doctor’s office to dentist and is an illogical response. (C) confuses reception (meaning formal party) with receptionist.

16. C (A) refers to a different subject, and confuses tired with retired. (B) confuses the verb manage (meaning cope) with the noun manager.

17. A (B) relates expensive to cheaper, and confuses training with train. (C) does not answer the question.

18. B (A) confuses correspondence with letters (here, meaning letters of the alphabet). (C) confuses the context, relating figures (meaning calculations) to numbers.

19. A (B) relates sale to advertising and confuses the subject. (C) repeats newspaper, and relates ads to advertising, but does not answer the question.

20. C (A) confuses supplies with suppliers. (B) repeats potential, but with the meaning promise rather than possible.

21. B (A) confuses programs (meaning shows) with program (meaning software). (C) answers a different question (Where is the…?).

22. C (A) does not answer the question. (B) answers a different question *(Where are the project managers?)*.

23. A Both (B) and (C) refer to the reception, but neither answers the question.

24. C (A) repeats concert, but answers the question *When does the concert begin?* (B) repeats hall, but does not answer the question.

25. B (A) confuses load with loan. (C) repeats big.

26. B (A) confuses count with discount. (C) relates buy to purchases, but confuses the subject.

27. B (A) answers a different question *(Where is the pain?)*. (C) answers the question *When do you get the pain?*

28. B (A) misleads by relating *newspaper* to read, and old to new. (C) confuses view with review.

29. C (A) does not answer the question. (B) answers the question *When did the ferry return to port?*

30. A (B) confuses merchants with merchandise. (C) answers the question *How much does it cost for…?*

31. C (A) confuses the noun present with presented *(meaning put forward).* (B) confuses scene with scheme and assumes presented refers to a play.

Part 3 p334 Track 134

32. D The man and woman are discussing the qualifications and qualities they would like candidates for new front of house positions to have. They are not discussing their own qualifications (A), or applying for a job themselves (B). (C) is not mentioned.

33. B The woman mentions they would prefer people who have experience in another hotel group. The words hospitality and guests also indicate they work in a hotel.

34. B The woman says I’ll talk to Winston to help her prepare a newspaper ad. We can infer he is a coworker. (A) and (C) are not indicated. (D) relates to the language requirement she mentioned previously.

35. A Phrases such as the number of machine, servicing, and maintenance indicate this takes place in a factory. (B) relates records to a record store. (C) relates send to a post office. (D) relates serviced and servicing to a service station.

36. B The woman says the number 3 machine is not cutting properly. (A), (C), and (D) are not indicated.

37. D The man will call the maintenance department. (A) is incorrect. (B) refers to the notice usually required by the maintenance staff. (C) is incorrect as the man is asking for help.

38. D The speakers are deciding what they need to do to prepare for two events they are catering for.

39. A The man says we’re for short. (B) is the number of waiters needed outside. (C) is the number needed inside. (D) is the number of regular wait staff.

40. C The woman suggests what she thinks is a fair division of the work.

41. A The woman mentions three properties that the man might be interested in, and offers to arrange a visit. She does not own the properties (B). The man, not the woman, is the client (C). (D) is not mentioned.

42. B The man agrees to view the larger property downtown in the afternoon. (A), (C), and (D) are not mentioned.

43. C The man asks the woman to arrange a visit to see the other two properties the next day. (A) is not mentioned. (B) repeats schedule. (D) confuses two (number) with two (time).

44. A The man says He’s our best customer.

45. C The man says I was thinking of the theater. He wants to take Mr. Garcia sightseeing, but this does not necessarily mean booking a tour. (A) (B) is incorrect. (D) is not indicated.

46. A The woman offers to give the box office a call. (B) and (D) are not mentioned. (C) relates to the reviews of the show Salad Days.

47. B The woman refers to the man’s talk, indicating this is a Q+A session at the end of a formal lecture or presentation. There is no suggestion they are colleagues (A). (C) confuses the formal
tune of the conversation with a courtroom. The context is not informal (D).

48. D The woman refers to the collapse in bee populations, and blame herbicides used in industrial farming. The man agrees that chemicals used in agriculture may be responsible. (A) confuses the context, (B) and (C) are not mentioned.

49. A The man says we need to investigate these new results a little more.

50. C The woman says the catalogs are needed by the end of the month, and adds It's April already.

51. B The man says they didn't want to use last year's photos, indicating the photos are new. There is no suggestion that last year's catalog was not in color (A) or online (C). We do not know where it will be made (D).

52. A A mock-up design of the print catalog will be available next week. (B) and (D) are incorrect. (C) is not indicated.

53. B The man says he usually has a sandwich at work, and he only ate here a couple of times, so (A) is incorrect. There is no evidence to suggest (C) or (D).

54. D The woman remarks on the size of the portions, referring to so much food on one plate. The man agrees they're generous all right. He says it's not too expensive (A). (B) and (C) are not mentioned.

55. B The woman decides to have a half portion, and then a dessert later.

56. B The woman says her appointment is on Thursday, and later adds at three.

57. A The woman may not keep the appointment because she needs to finish a report, not find one (B). (C) is not mentioned. (D) repeats hand, but as a noun rather than the verb hand something in (meaning submit).

58. C The woman says she will only reschedule if she is pressed for time.

59. A The woman says they will move offices in July.

60. A The man refers to his chair, saying This one…. We can infer they are at their desks. They are discussing furniture, not browsing in a furniture store (B). The woman refers to a meeting, but they are not in one at the moment (C). (D) confuses lean forward with exercise.

61. B The man says his chair isn't adjustable anymore. (A) is not mentioned. The man says he wants a bigger screen, not that he cannot see the screen (C). (D) confuses the context, repeating call and back.

62. A The woman talks about prescribing medicine, so she must be a health professional. (B) is incorrect, as the health center offers fitness classes. (C) wrongly associates the fact that the man is a student with college. (D) associates hotel with the man mentioning that he will be away on vacation.

63. D The woman says You'll find this brochure helpful. (A) is incorrect as although the woman suggests he signs up and says book your place online, she does not specify a time. (B) wrongly associates online research with book your place. (C) is incorrect as making a phone call is not mentioned.

64. D The man can only attend after 5 p.m. and is advised not to take the Advanced class.

65. D The man is talking about booking a flight and looking for a hotel, so this must be a travel agency. (A) wrongly associates airport, and morning flight, with being on a plane. (B) is incorrect as the man is booking a hotel for the future. (C) wrongly associates morning flight, with being at an airport.

66. A The idiom it can't be helped means that the situation cannot be controlled. (B) associates can't be helped with asking for help with a difficult situation. (C) confuses the pronouns she, he, and it. (D) confuses two negative sentences.

67. A The woman wants a four-star hotel for less than €200. (B) is too expensive. (C) and (D) are three-star hotels.

68. B The man talks about an interesting piece in a magazine. (A) is incorrect as, although the man read an article, it does not say he bought the magazine. (C) is incorrect, as the man learned the news from an article, not a meeting. (D) wrongly associates the change of the store layout to a change of job.

69. D The man says the umbrellas could be moved to the front, next to the store entrance. (A) is incorrect as the umbrellas are in this area, at the back of the store and near the escalator, currently. (B) and (C) are not next to the store entrance.

70. C The woman says I must go and order some more umbrellas. (A) is incorrect as photocopy was mentioned by the man in relation to the article. (B) is incorrect as the woman knows the weather forecast already. (D) is incorrect as sales are only mentioned in connection with the relationship between store layout and sales.

Part 4 p337 Track 135

71. C The speaker is announcing a delay to a flight departure. (A) is not indicated. (B) is incorrect, as the listeners are not onboard a plane. (D) confuses the context.

72. B Passengers who have already checked in, whether they have gone through passport control yet or not, can collect vouchers.

73. C The speaker promises an update every 30 minutes or so. (A) is not mentioned. (B) relates to when remaining passengers may check in. (D) is incorrect.

74. A Little Gem Associates sources contract, temporary, and full-time staff for companies with vacancies to fill, managing recruiting, screening, interviewing, and reference checking.

75. B The ad refers to your staffing needs, and your business. It is aimed at owners of companies.

76. B The ad encourages listeners to contact Little Gem Associates at 555-8294 for further details.

77. A The woman’s reference to Some of you studying here indicates that her lecture is most likely to students at a university. (B) is not indicated. (C) refers to the speaker’s field. (D) relates to her reference to appearing on television.

78. D (A) and (C) are mentioned as part of her previous and current jobs, respectively, but the woman says the best part of her current job is working with people from different countries and backgrounds. (B) is not mentioned.

79. B The woman is giving a lecture, but she is not a lecturer (A). She began as an analyst (C). She later became an associate (D). She now refers to herself as an advisor.

80. B The speaker says there are cash prizes of $250 that workers who suggest ways to save money may win, adding they must give their names for a chance of winning a prize. He mentions cuts, but not job cuts (A). (C) relates to the purpose of the competition, not the meeting. (D) is not mentioned.

81. A The speaker tells the listeners about the plan, and says I need your help to publicize it.

82. B The competition closes at the end of the month, so we can infer that suggestions will be reviewed then.

83. B The report gives news of a potential business merger. (A) and (D) are referred to. (C) is not mentioned.

84. A The speaker says that TAP’s C.E.O., accompanied by senior executives, flew to the Korean capital.

85. B According to the speaker, TAP Industries has for some time been looking to take over an electronics-components company. (A) is incorrect. (C) is not mentioned. (D) refers to LithCorp’s shares.

86. C The speaker begins Here we are, standing in... and later says the bus will collect you from where you are standing now.

87. A The speaker mentions four major attractions, adding there are numerous museums and other attractions. Mozart lived in Vienna, not the palace (B). He says the Hapsburg family lived there more than 600 years ago, not that it was built then (C). (D) relates to the inclusive entry price for the listeners’ tickets.

88. C This talk takes place at the start of a three-hour private tour.

89. D The speaker is outlining the afternoon session of our business conference.

90. B The first plenary session and the last contribution will be in the main hall.

91. C This talk is intended for people with legal training.

92. A The speaker is calling to update Neil with information on how the project... is shaping up. He is not asking for help (B). (C) refers to test results, but these will be back next week. Interviews have already been arranged (D).
93. A He says I e-mailed questionnaires to over 300 climbers, and adds so far we have around 150 replies. (B) is incorrect, as he thinks this response is good. (C) is incorrect. (D) is not indicated.

94. D The speaker refers to interviews next week, on March 15 and adds the report will be ready by the 31st. We can infer this is March 31st.

95. A The announcer says that the arts program will not air. (B) confuses musical show with the live broadcast from the Country Music Awards. (C) confuses football game with Sports Round-up. (D) is incorrect as the announcer says that Newsdesk will start thirty minutes later than advertised.

96. D The announcer asks listeners to see our Web site. (A) wrongly associates concert with Country Music Awards. (B) is incorrect because, although the context is a radio station, there no advice to listen is given. (C) wrongly associates newspaper with the program What’s in the Sunday Papers.

97. B The announcer mentions Newland Now and Then among the programs that will start thirty minutes later than currently scheduled, and the regular start time is 9 p.m. (A) is incorrect as What’s in the Sunday Papers will begin at 9 p.m. (C) is incorrect as Newsdesk will begin at 10 p.m. (D) is incorrect as no program is mentioned after Newsdesk.

98. A The speaker is discussing one quarter’s sales results. There is no training taking place (B), (C) refers to the upcoming announcement of this month’s Employee of the Month award. (D) associates the clothing items that the store sells with fashion.

99. D The woman is drawing attention to the surprising sales figures. She works in this department.

100. B The discussion is about low sales of swimwear, and the announcer says we can all feel for Sally, so we can assume that she works in this department.

Part 5 p340

101. B The conjunction although (meaning despite the fact that) is used to express a contrast.

102. A Only denied can fit here before that.

103. C We use have + past participle to complete this consequence of a past regret.

104. B Only sprained collocates with ankle and fits the meaning of the sentence.

105. A The noun is needed here. (B) is the infinitive. (C) is the present participle. (D) is the past participle.

106. C Here strips is used to refer to long, narrow pieces of something.

107. D Of these options, only rather can be used before than.

108. A Here the preposition against follows the verb lean to indicate support.

109. C The past participle completes this third conditional sentence.

110. D The noun is needed here. (A) is the infinitive. (B) is an adjective. (C) is the past simple.

111. D The phrasal verb turn down (meaning reject) is used here.

112. D This preposition means at the side of or next to.

113. A The modal verb have to (here meaning need to) is followed by the infinitive. We cannot use do before ought to or must (B), (D). The modal need (C) is not possible without to afterward.

114. D Only demanding can fit here. (A) and (C) need for. (B) does not fit the context.

115. B The structure make someone do something is the only option that does not take the infinitive with to.

116. D The preposition needed after take an interest is in.

117. B We use the past simple for a completed past action.

118. C The possessive adjective is needed here.

119. A Here only any can be used in a negative statement with a plural noun.

120. A A highway is a wide road that is divided into lanes.

121. A Here could not is used to express impossibility.

122. B The phrase used here is to wish someone well/all the best, etc.

123. B The adjective dim is the opposite of bright when referring to light.

124. B Only the relative pronoun which can come before proposed to do to.

125. C A meal consists of a number of courses. One course can have several dishes (plates of food).

126. A Only the plural noun shortages collocates with water.

127. A The phrase As a rule (meaning in general) is needed here.

128. C When a train is delayed it is overdue or late.

129. B The noun is needed here.

130. D Only the noun factory fits here. (A) is a verb. (B) does not fit the meaning of the sentence. (C) requires the definite article the.

Part 6 p343

131. D The verb range (from X to Y) is used to refer to ages.

132. B The adverb still is used to emphasize that the situation has not changed.

133. B This adjective (here meaning prepared) best completes the sentence.

134. A The sentence that follows mentions before this date, referring to September 15.

135. C The phrase trade show (meaning exhibition) completes this sentence.

136. A Here should have + past participle is used to express a past action that was a good idea but didn’t happen.

137. D The phrase supposed to (meaning expected to) completes this sentence.

138. C This sentence fits best as it seeks to justify the additional cost previously mentioned. There is no indication that Martin arranged the accommodation (A). (B) and (D) are not related to the context or purpose of the email.

139. A Here the phrase time to do something means the point is here when action is necessary.

140. C This superlative adjective means the most recent or newest.

141. A This sentence fits best as it continues the theme of encouraging readers to visit their showrooms. (B) is incorrect as the ad is for new garden furniture. (C) and (D) are not indicated.

142. A Only this relative pronoun (meaning anything or everything) can fit here.

143. C We use to after the verb provide to indicate purpose.

144. B This completes the future simple of the verb take place (meaning happen).

145. D The first paragraph mentions the sessions will last two months. Starting on October 23, this would mean they finish just before Christmas.

146. C The future simple passive is needed here to express a future intention or scheduled action.

Part 7 p347

147. C Minoru’s e-mail begins My wife tells me… which indicates Nana is a family friend. (A), (B), and (D) are not indicated.

148. D Minoru wants to send Nana photos of the necklaces that he bought from the store in Hong Kong, so she can buy matching earrings.

149. B To go mad for something means to like it very much.

150. C The article refers to the results of a recent study that suggests vitamins may help to control heart problems. The limitations of drugs are mentioned, but there is no criticism of pharmaceutical companies (A). (B) is incorrect as no new drugs are mentioned. (D) is not mentioned.

151. B The study suggests that very few animals have heart problems because they are capable of producing vitamin C. (A) relates to drugs. (C) is not indicated. (D) is incorrect for normal doses.

152. B Here, the word viable means practical or possible.

153. D Kev G writes On my salary every cent counts, meaning he needs to be careful spending money. The hasn’t left yet (A), and he usually stays in hotels so (C) is incorrect too. (B) is not indicated.

154. B Guest 762 is responding to Kev G’s query does that rate include breakfast? The implication is the rate is very low and so of course breakfast would not be included.

155. C Delta is described as a wanderer. (A), (B), and (D) are not indicated.

156. A The reviewer says the movie ends unexpectedly.
157. C The ad mentions instruction is either one-on-one, or in groups.
158. D There is a small additional fee for cultural trips.
159. C Classes are every weekday with five hours of class time per day.
160. C The memo states that supplies – especially tea and coffee – are being taken home against company rules, and details new steps to solve the problem. (A), (B), and (D) are not indicated.
161. B The memo refers to flexible working hours that the company offers. (A), (C), and (D) cannot be inferred.
162. C If spot checks don’t stop supplies of refreshments from being taken home, Mr. Rivera writes that the company will switch to vending machines (i.e., will no longer provide free refreshments).
163. B The notice details improvement work due to take place on Montgomery Road, and warns of disruption.
164. C This sentence fits best here as in the following sentence we are told the second phase will last about the same length of time. No time has been specified until this point.
165. D The notice refers to planting of trees (A), resurfacing of the road (B), and widening of the existing sidewalks (C). Only (D) is not mentioned.
166. A Here, the word excavated means dug.
167. B The ad states We MUST make room for new stock. (A) is not indicated. Low interest rates (C) are mentioned, but this is not the reason for the sale. (D) is not mentioned.
168. C Wardrobes are only mentioned as part of the Children’s room suite, which is not available in teak.
169. D The offer is available until October 31. (A) and (B) are not mentioned. (C) is incorrect.
170. B Here, first class is used as an adjective meaning excellent, to describe the shopping experience that Bellingham offers.
171. B Readers are advised to Take care when selecting what to buy (A) and to use printable coupons (C). They are also told that the best bargains are on major holidays (D). Only (B) is not mentioned.
172. B She says in Seattle the deals are the best.
173. C The announcement mentions the development will be on a 150-hectare site on the outskirts of the state capital. (A) and (B) cannot be inferred. (D) is not mentioned.
174. B Here, the word ample means sufficient or plentiful.
175. A The announcement asks for the Names of any proposed subcontractors. (B) is incorrect as companies must have the necessary equipment. They need suitable experience (C), but are not asked for evidence of this. (D) is the deadline for tenderers.
176. C Mr. Singh’s memo states that he did a double shift on February 17, rather than just the afternoon shift as normal.
177. A The minutes state that the problem in Unit B was noted at 2:10 P.M., but the maintenance staff did not arrive until 3:05 P.M.
178. B In his memo Mr. Singh writes that Mr. Banajee told him the repair in the Shipping Department was not urgent. However, the minutes state that the maintenance staff reported the repair was important, which explained their delay in getting to Unit B.
179. C Mr. Singh’s memo states that some details of the events on February 17 in the minutes are not totally accurate, and he then corrects certain points.
180. A Here the word dismantle means take apart or disassemble.
181. B Mrs. Mai’s e-mail asks the airline to refund the ticket price to make up for the inconvenience we suffered.
182. C Any adult traveling with a child under 15 years of age is ineligible to sit in an emergency exit seat. (A) and (B) are incorrect. (D) is not mentioned.
183. B Here the word bound means constrained or required.
184. C She writes she and her husband sat in separate seats in the aisle.
185. B Mrs. Mai should have confirmed that passengers with pets could sit in emergency exit seating. She failed to mention this when she spoke to customer service staff.
186. C The museum hosts adult-only evening lectures and social events. (A) is incorrect as, although it has 600,000 visitors annually, there may be other, more popular, museums. (B) confuses history of science with historic building. (D) is incorrect; the building used to be a post office.
187. A Extra hands in this sentence means extra people, and we could do with is the same as saying we need.
188. C There are eleven people in the delegation plus two members of Hellipont staff. 13 x 105 is $130. (A) is the price for only 11 people at group rate. (B) is the rate for eleven people only. (D) is the minimum group rate, 15 x $9.
189. D The group will go on a tour of the town hall, but not of the town itself. (A) is incorrect as the delegation will visit a waste management facility on Monday afternoon. (B) is incorrect as the delegation will be shown a movie at the town hall. (C) is incorrect as the delegation will hear traditional music on Thursday evening.
190. C The writer of the e-mail suggests Thursday afternoon, and the group is free at this time. (A) is incorrect as the delegation only arrives in the evening. (B) is incorrect as the delegation has another engagement at 2:00 p.m. (D) is incorrect as the writer of the e-mail does not offer Friday as a possibility.
191. A To be considered for the project people who represent a local charity should apply. (B) is incorrect as the notice says the store donates to three or four different local charities. (C) is incorrect as the customers’ actions only determine the number of tokens in the display, and hence the size of donation. (D) cannot be inferred as only one month’s total is given, and it is not stated whether this is a typical monthly amount.
192. B Sharon King refers to her organization’s work providing hot meals for elderly people, and it is clear from the notice that Snack and Chat “provides a lunch for lonely or older people.”
193. A To be terminally ill means no cure can be found. A hospice offers help to people who have fatal illnesses.
194. D Ella Johnson refers to her jewelry-making business, and the notice makes clear that financial support is given to charities. (A) is incorrect, as Ella Johnson only says her customers live or work in this town. (B) is incorrect as age is not mentioned in the notice. (C) is incorrect as she implies that she works for herself.
195. C This sentence means that Ella Johnson will be happy with any amount of money given to her, even if it is a small amount.
196. A The award is described as a First Book Award for a first-time writer. (B) confuses every five years with the fact that the award is “in its fifth year,” in other words it has been awarded four times before. (C) and (D) are not indicated.
197. C According to the article, the winner was a female author and had ancient history as its theme. Michelle Dugdale’s book is about the ancient Roman history of Britain.
198. B The review writer says she was most impressed with the book about life in a small village.
199. C The review writer does not describe her upbringing. She is, however, a librarian (A), says she enjoyed all of the books (B) and talks about leaving London (D).
200. D This phrase refers back to the previous sentence about there being no lonely or isolated people in the small village. She says that you cannot say the same thing about people living in cities.

Practice Test 2

Part 1 p369 Track 136

1. B This is a bus depot, not a train station (A). We can see buses, but no passengers (C), and no drivers (D) are visible.
2. A The boat is on the shore, not sailing out to sea (B). The man may be mending his nets, but he is not casting (i.e., throwing) them (C). He is facing away from the sea, not fishing (D).
3. C The table is set for nine places, not for four (A). The plates are not dirty (B) and there are no diners in view (D).
4. A There is food and drink, but nobody is drinking (B) and the man is not preparing food (C). Nobody is entering the store (D).
5. D The woman is taking a photo, not posing for one (A). She is not carrying a bag (B). (C) misinterprets the context, as she isn’t waving to anyone.
6. C The cyclists are not side by side (A). There are no pedestrians in view (B). The drivers are in vehicles, not getting into them (D).
Part 2 p373 Track 137

7. B (A) answers the question How long does it take you to get home? (C) answers the question What time is it?

8. A (B) refers to a person rather than a machine. (C) relates not working to retirement age.

9. C (A) assumes Can I have some…? and confuses the context. (B) confuses credit cards with playing cards.

10. A (B) correctly answers the question Where…? but confuses the subject. (C) confuses on the weekend with the preposition of place on (meaning on top of).

11. B (A) is incorrect as the appointment is already scheduled. (C) answers a different question (How can I book an appointment?).

12. B (A) repeats ticket, but confuses the context. (C) answers a different question (Where is the ticket office?).

13. A (B) answers the question Do I need to wear a coat? (C) confuses the context, referring to buying a coat.

14. C (A) confuses booking a hotel room with booking a table in a restaurant. (B) relates to a restaurant, but offers advice about the menu rather than answering the question.

15. B (A) confuses cycle with recycle. (C) repeats trash, but answers the question How often is trash collected?

16. A (B) is an illogical response. (C) assumes Ms. Leung is making the call.

17. A (B) repeats dollar, but incorrectly relates change to exchange rates. (C) also assumes exchange for change.

18. A (B) answers a different question (Is the post office far away?). (C) confuses weight and wait.

19. B (C) answers a different question (Where is our next meeting?). (C) answers the question What is our next meeting about?

20. B (A) answers the question When can I…? (C) is an illogical response.

21. C (A) repeats express and confuses express… service with transportation. (B) relates fast to express, but confuses the context.

22. A (B) relates excellent to good, and picture quality to TV. (C) recommends a dish, not a TV program.

23. C (A) answers a different question (What’s the best kind of camera?). (B) refers to a location to take photographs from.

24. A (B) is Jenny’s role in the company, but does not answer the question. (C) answers the question Which one is Jenny?

25. A (B) assumes virus meaning a medical illness, rather than a computer virus. (C) confuses news with use.

26. C (A) is an illogical response, assuming the question asks for the time. (B) assumes the question Could you spare some change?

27. A (B) relates apartment to accommodations, but does not answer the question. (C) confuses the context, recommending a restaurant.

28. B (A) answers a different question (Do you have a family?). (C) relates father to family, and does not answer the question.

29. B (A) repeats meal, but does not answer the question. (C) repeats work as a verb rather than a noun, and is an illogical response.

30. B (A) repeats hear from you, but confuses the context. (C) assumes hear from (meaning be in contact) to mean hear.

31. A (B) answers a different question (What time is the news?). (C) also answers a different question (When did you hear the news?).

Part 3 p374 Track 138

32. C The woman mentions she left her phone on the counter while she was sending a package to France. We can conclude the conversation must take place in a post office.

33. A The woman says that she put her cell phone on the counter and then got distracted and forgot to pick it up. Her phone was damaged, not a package (B). (C) relates to about half an hour ago when the incident happened. (D) misleads by relating delayed to phone.

34. B The man says the phone was handed in, and adds I’ll just go and get it for you.

35. A The man mentions the freeway’s completely closed and the rest of the conversation relates to the woman’s journey home. News of the problem was on the radio, but they are not discussing radio shows (B). (C) and (D) are not mentioned.

36. D The woman is worried she will miss her Spanish class. (A) is incorrect. (B) and (C) are not indicated.

37. A The man suggests the woman should stop for the day and head back. The woman agrees, so (D) is incorrect. She says the report can wait until tomorrow; therefore (B) and (C) are also incorrect.

38. B The woman says she wants to buy a case for my tablet PC. (A) confuses suitcase with case here, (here, meaning protective cover). (C) confuses the verb break with meaning damage. Ms. Leung makes the repair, not to check the time (B). (D) repeats ticket and relates return to round-trip.

39. A The woman says she put her cell phone on the counter and then got distracted and forgot to pick it up. Her phone was damaged, but not that she can’t find the elevator. (D) is not indicated.

40. C The man offers to go find my colleague, who’ll be able to assist you. (A) repeats find and something suitable. (B) is incorrect. (D) relates stockroom to in stock.

41. B The man asks the woman to put your bags by the bus and later refers to the traffic. They are at a bus station.

42. B The 2:05 service to Denver should arrive at 7:35.

43. C The woman says she put her cell phone on the counter and then got distracted and forgot to pick it up. Her phone was damaged, not that she has lost one (B). He says he figures the repair, not to check the time (B). (D) repeats ticket and relates return to round-trip.

44. C The man tells the woman he will ask Mike to call her.

45. A The man says she can’t seem to connect to the internet, not that her laptop is broken (A). (C) repeats credit card. (D) relates to the amount of time she needs to be online.

46. A The man asks the woman what time it is. She says it is 2:05, so the woman might have to wait. It is open 24 hours, so access to the internet is not limited (B). (C) and (D) are incorrect.

47. C The woman asks about her car, which she brought in for a service. Only a garage fits this context.

48. B When she hears about the repair, the woman asks Can you tell me how much it will cost?

49. D The man asks the woman what time it is. She says it is 2:05, so the woman might have to wait. It is open 24 hours, so access to the internet is not limited (B). (C) and (D) are incorrect.

50. C The woman invites the man to meet some coworkers in the cafeteria at lunchtime. (A) and (B) confuse the time each session starts and finishes with the date. (C) is incorrect. (D) is not indicated.

51. D (A) confuses figures with figure out (meaning discover). The man jokes you need a map, not that he has lost one (B). He says he doesn’t know which elevator to use, not that he can’t find the elevator (C).

52. A The woman invites the man to meet some coworkers in the cafeteria at lunchtime. (B), (C), and (D) are not mentioned.

53. C The man wants to take a Relaxation course and asks if there are any openings left. He has a brochure (A) and has not made a booking. (B) is incorrect. (C) and (D) are not mentioned.

54. D (A) and (B) confuse the time each session starts and finishes with the date. (C) is correct. (D) is not indicated.

55. D The woman says it’s quite unusual to have places available because the course is very popular. (A), (B), and (C) are not indicated.

56. C The man asks the woman what time it is. She says it is 2:05, so the woman might have to wait. It is open 24 hours, so access to the internet is not limited (B). (C) and (D) are incorrect.

57. A Here the phrase Why not? is used to express agreement.

58. B The man suggests they travel 23rd-30th. One woman replies That sounds fine. The other says Let’s do it! We can infer they both like the suggestion. (A) is incorrect as they are keen to proceed. (C) and (D) are not suggested.

59. B The man mentions a consignment (i.e., delivery) and wants to arrange a time for delivery. She has had difficulty contacting Mr. Yao, but is not making a complaint (A). (C) and (D) are not mentioned.
60. B Here the woman says What? because she was surprised to hear the news. She didn’t know that Mr. Yao had left the company. (A), (C) and (D) are alternative meanings for What?, but in different contexts.

61. A The woman asks that Mr. Whitehouse get back to us urgently.

62. B The man explains the event is a health and safety course.

63. B The man says a traditional layout would be best for his course. According to the woman, the Oakwood Room is more formal. (A) is too big. (C) is for informal meetings. (D) is too small.

64. C The woman says she will call our bookings administrator this afternoon.

65. C The man asks about the French Flower Painting exhibition.

66. B The man gives the woman a $20 bill and gets $2 change, so his ticket costs $18.

67. A The man says he will go and buy one now referring to the books and guides in the shop” the woman mentions. (B) is incorrect, as the restrooms are mentioned by the woman. He will go to the café (C) after he has bought the book. He will take the elevator (D) later when he goes to the exhibition.

68. A The man mentions Bells and Blessings won four awards.

69. B We use the phrase Are you serious? when we disagree with, or are surprised by, something someone has said. The man suggests a horror movie, but the woman replies You know it’s not my thing meaning she doesn’t like horror movies.

70. C The woman says A for Affordable is a comedy and the man replies let’s go and see that.

Part 4 p377 Track 139

71. A The announcer refers to the next train on Platform 1, and tells passengers for Jamaica Station to please take this train. (B) is not mentioned. (C) relates to passengers for the westbound service. The train ends at Broadway, so (D) is incorrect.

72. A The announcer says Proof of payment is required prior to boarding and gives instructions on how to purchase a ticket. (B) is not mentioned. Passengers are asked to stand back behind the yellow line, not wait in line (C). They need only go to the mezzanine level (D) to buy tickets.

73. D The service to Penn Station is approximately ten minutes late.

74. A The speaker introduces himself with the phrase this is your captain speaking.

75. D The speaker says they are waiting for the cargo doors below to close. (A) is incorrect as the weather forecast is mainly good. (B) and (C) are not mentioned.

76. C The flight time is given as five and a quarter hours.

77. C The scheme is aimed at helping deserving kids and their families.

78. D The speaker says any bikes donated will be refurbished (meaning renovated).

79. B Bikes must be taken to the collection point at the Sky Youth Project office. The bikes will be recycled, but no recycling centers are mentioned (A). DKY Radio supports the scheme, but is not a collection point (C). (D) is where the bikes are sent for refurbishment.

80. C The announcement says all of our operators are currently busy helping other customers. (A), (B), and (D) are incorrect.

81. B The recording states that the quickest... way of managing your account is online.

82. A Listeners are told to press 1 to report a problem with your phone line.

83. D According to the woman, Mr. Weston has been experiencing problems using his travel card. He already has a travel card (A) and is not asking for information (B). His card is not working, rather than needs renewing (C).

84. A The woman says I’m sorry it’s taken us a while to get back to you, explaining that the office is short-staffed.

85. A He should call to book a time to come into the office. He should make an appointment before visiting, so (B) is incorrect. (C) and (D) are not mentioned.

86. B The speaker introduces himself as a regular listener to the program.

87. D The man says $100 was wrongly taken from his credit card. (A) and (C) are not mentioned. We do not know he was on vacation (B), and he wasn’t overcharged by the hotel at the time, but charged afterward for no reason at all.

88. B The man complains he is out-of-pocket for the cost of the calls and his time. His money has been refunded (A). (C) and (D) are not mentioned.

89. A The ad refers to various consumer items available in different departments, including housewares and the furniture department. The store has at least four floors, and there is also a restaurant. We can infer this is a department store.

90. A The ad says that a discount card giving an extra ten percent off all purchases is available for international shoppers.

91. B The executive office chairs are half price, which is bigger than 30 percent (A), up to 40 percent (C), and up to 20 percent (D).

92. D The speaker thanks listeners for their interest in working in a... call center and introduces a video that gives an overview of the work involved. We can infer the audience are seeking work in a call center.

93. B The speaker says that our customers often find it easier to call after the working day. (A) refers to most workplaces, where the action happens in the daytime – not this one. The speaker mentions that lost cash or bank cards are a common problem at night (C). This does not mean the call center is busiest at night. (D) is not indicated.

94. C At the start of the talk, the speaker tells the audience she is about to show a video.

95. B The speaker is addressing those who are considering owning a Milkshake Shack franchise. The audience do not own a franchise yet (A). (C) confuses restaurant stuff with the fact that the franchisor, Milkshake Shack, is a chain of restaurants. (D) confuses this business seminar with a college course.

96. A Faint-hearted means timid, so not for the faint-hearted means it is not for people who lack courage. (B) wrongly associates heart with health. (C) confuses kind-hearted and faint-hearted. (D) wrongly associates faint with being dishonest.

97. C The announcer says Ms. Chen will now be the last speaker before the break.

98. B The speaker hopes the audience enjoyed this morning’s walk, and tells them to sign up for another tour before you go off for lunch. We can infer the tour has just finished. This is lunchtime, not the start of the day (A) or dinner (C). They are not on a bus (D).

99. B The speaker says We get to look around inside buildings on the walking tours. (A) associates before you go off for lunch with the mention of lunch on the tour. (A) and (B) are not mentioned. (D) is incorrect as the guides are professionally trained but it is not suggested that they are architects.

100. C The speaker says he will be leading the Contemporary Chicago tour.

Pass The TOEIC Test Intermediate Course ANSWER KEY 67
113. A The noun fine (meaning a sum of money charged as punishment) fits the context.

114. B Only the noun piece (meaning item) collocates with luggage.

115. A The verb outweigh (meaning be greater or more important than) completes this sentence.

116. D The noun rise (meaning increase or growth) + in is used here.

117. C The verb confirm (meaning check or verify) is needed here.

118. D Only the adjective further (meaning additional) can fit here.

119. C Here the infinitive with to is used to indicate purpose.

120. B We use since to refer to a point of time in the past.

121. C Here if (meaning whether) is needed.

122. B The only conjunction related to location is wherever (meaning no matter where).

123. A We use the noun notice to indicate advance warning of something.

124. D The past participle is needed to complete this future simple passive.

125. A This verb (meaning make certain) fits the meaning of the sentence.

126. B We use the auxiliary verb do to complete a question with the verb need.

127. B The expression Please do not hesitate to... is often used in polite or formal correspondence.

128. D The modal verb would and the passive infinitive are used to complete this reported statement.

129. A The verb used here is take part in (meaning participate in).

130. A Here the conjunction thanks to (meaning as a result of) is needed.

Part 6 p383

131. A Only the verb accept collocates with our sincere apologies.

132. B The e-mail begins by referring to a letter from Ms. Hammond. They go on to say how they listen carefully to any complaints and promise to investigate the issue.

133. D The adverb thoroughly (meaning comprehensively) collocates with the verb past participle investigated.

134. B The future simple of the verb consider (meaning think about) fits best here.

135. C This sentence outlines the purpose of the notice. It is not aimed at customers (A), and gives general guidance rather than for a particular occasion (B). Readers are asked not to investigate or call if fires are needed.

136. B Only the adjective familiar can be followed by with, to mean have a good knowledge of.

137. A Here however is used as an adverb (meaning no matter how).

138. D Only the verb investigate (here meaning determine) can complete this sentence.

139. C This noun means the total number of people who work in a company.

140. D The noun news refers to the recently announced plans to lay off workers.

141. A Here earlier is used as an adverb to indicate nearer the beginning.

142. C In this case, the verb expect is followed by the infinitive with to.

143. A This sentence clearly relates back to the purpose of the memo.

144. B This noun, meaning freedom to decide, fits best here.

145. C This modal verb expresses the conditional mood, and means If. Unlike If, it is followed by the infinitive.

146. D The full infinitive is needed after within your powers (meaning entitled or permitted).

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147. C The ad states the magazine is delivered to subscribers each month.

148. C The magazine covers politics (A), the arts (B), and economics (D). Sports are not mentioned.

149. D TopDeal is the only retailer that is mentioned positively in both the laptop and desktop PC challenges.

150. C Mr. Steinway advises readers to look at the computer repair tips on the SpendSure website before seeking professional help. He does not mention (A), (B), or (D).

151. B No retailer diagnosed and repaired all the computers, and some misdiagnosed the problem. We can infer they lack the necessary knowledge. (A), (C), and (D) are not indicated.

152. B) The information states that the company accepts returns with no time limit. (A), (B), and (C) are incorrect.

153. D Customers are asked to fill out and enclose the return form in the package. No check is requested (A). (B) must be attached to the front of the package. Customers are advised to obtain a free certificate of mailing (C) at the post office when they mail the package.

154. A) The information states we will not charge you the usual shipping fee for customers who exchange an item.

155. D) The word respectively indicates that the first figure given in parentheses relates to male workers. (A) relates to women working flextime. (B) is the percentage of all American workers. (C) is the percentage of employees with children.

156. A) The article states that managers . . . are more likely to work flextime than . . . junior employees. (B) is incorrect. (C) is incorrect as a roughly similar percentage of employees with and without children work flextime. (D) cannot be inferred.

157. C Sandstorm refers to his company Microbid and writes We support hundreds of businesses. He later gives a link for more information.

158. C) The phrase You can’t be too careful means it is important not to take risks.

159. A) Staff are currently paid for 40–48 weeks per year, but the center is only in use for an average of 35 weeks per year. Management want to prevent employees from being paid even if there is no work. (B) is not indicated. (C) and (D) are not mentioned.

160. A) Mr. Sargent says that the main users of the center are finding it difficult to afford. (B) is incorrect as youth groups are among the main users. (C) and (D) are not mentioned.

161. D) According to management, the center will continue to operate as usual. (A), (B), and (C) are not indicated.

162. B) Under Registration, the phrase via this site (together with the tabs Home, etc., below the heading) indicate this is a webpage.

163. D) (A), (B), and (C) are all mentioned under Submission Guidelines. Only (D) is not mentioned.

164. B) Here, the verb alleviate means lessen or reduce the bad effects of.

165. B) The letter thanks Ms. Cheung for calling at the JourneyPlus Travel Center. To call at means visit in person. (A), (C), and (D) are not indicated.

166. D) No deposit has been paid, so there is no mention of a receipt. (A), (B), and (C) are all mentioned.

167. D) The booking is subject to change (i.e., unconfirmed) until a deposit has been paid. (A) is not needed until six weeks before departure. (B) is not indicated. (C) is incorrect.

168. A) The letter states a booklet giving you full information about the treatment is enclosed. (B), (C), and (D) are not mentioned.

169. C) This sentence tells readers how best to get to the Unit, the location of which has just been mentioned.

170. B) The letter explains this is necessary because space in this Unit is very limited.

171. A) Patients who fail to attend will be removed from the waiting list. This means the hospital’s waiting list so (B) is incorrect. (C) and (D) are not mentioned.

172. B) The notice ends Customers are encouraged to review new bus timetables and gives a Customer Services number to call. (A) and (D) are incorrect. (C) is not indicated.

173. A) Buses on this line will run every 10 minutes instead of every 12 minutes.

174. D) The notice states that the changes are in response to customer demand (A), and that they reflect increased traffic congestion (B). Changes to the R5 route and the introduction of Route 321 are designed to improve bus connections (C). Only (D) is not mentioned.

175. A) This sentence completes the introduction to the changes that are outlined in the document.
176. D Ms. Patel wants to know more about the job, asking about qualifications, skills, pay, and training. This is not a job application (A). She mentions the superb service she received, but is not thanking anyone (B). (C) is not mentioned.

177. C The ad states that consultants must... be prepared to work a rotating schedule. (A) is not mentioned. Experience of travel is essential, but not living abroad (B). (D) is not required.

178. D The ad seeks recent experience of extensive travel in South America and/or Asia. Ms. Patel only mentions she has traveled widely throughout Europe.

179. A The ad states that lunch is provided free of charge.

180. B The ad suggests people write to Mrs. Harper for more information and an application form, so it is likely she will include one in her reply. No application for a job has been made, so (A) is incorrect. (C) and (D) are not indicated.

181. B Ms. Parket is asking for help finding a suitable hotel in Singapore as a venue for a regional sales meeting. The meeting is already scheduled (A). (C) is too broad. (D) is not mentioned.

182. B Mr. Franklin advises that reservations need to be made as early as possible. It is a peak period but the date cannot be changed (A). (C) is not mentioned. (D) is incorrect as the meeting is already scheduled to take place during the Lunar New Year.

183. A Here the word concurrently means simultaneously or at the same time.

184. A The fax quotes the hotels' best corporate rates, so they cater for business travelers (B). Mr. Franklin says They are all four stars (C) and Availability isn't an issue yet (D). Only (A) is not mentioned.

185. C As the budget is tight, the Park Hotel is the best option as it includes a gym, and airport transfer, at a low rate.

186. B In her e-mail, Miranda Raven talks of setting up two tables, each of which can accommodate six people. Therefore, including the person serving the tea, there will probably be a maximum of 15 people in the tent at any one time, most of whom will be seated.

187. B In his e-mail, Ravi Patel says the cost of hire is $30 per day. The group will pay for two days’ hire.

188. D Miranda Raven asks Can any of you help out with that? just after saying she cannot take the tent back to the depot.

189. A In his e-mail Ravi Patel asks Ms. Raven to please supply full details of your scouting event. (B) and (C) are incorrect as he does not advise when she should pick up or return the item.

190. C Nominal means very small and is usually used when talking about charges or sums of money.

191. B She says on the evaluation form that she appreciates the discount given to those aged over 65, so that people like me can attend more courses, so she is including herself in this group.

192. C Peter Evans refers to courses he runs, so he must be a teacher. (A) is incorrect as he is writing to a center administrator. (B) confuses the subject he teaches, art history, with being a professional artist.

193. A Ms. Ramirez says there were no drapes at the window, and Mr. Evans writes that he would like a room fitted with blackout drapes. (B) Only Ms. Ramirez mentions the fact that some older people find it difficult to climb the stairs. (C) Only Mr. Evans refers to the content of the course (slides of paintings). (D) Only Ms. Ramirez talks about the items stocked in the cafeteria.

194. D The sentence I appreciate your kind words comes after Mr. Evans’ thanks for the e-mail. Ms. Khan must have said some kind words about Mr. Evans in this previous e-mail, in other words, complimented him.

195. B Mr. Evans suggested that his courses be reduced to two hours in length, but on the schedule they are still scheduled to run for two and a half hours.

196. C The phrase It's a win-win means that each side benefits in some way.