

Answer Key

LISTENING COMPREHENSION

PART 1 – Photographs

Try It Out p5 Track 1

1. D In (A), *taking* sounds similar to *talking*, but there are no *customers* in view. She is *sitting*, not *standing*, at the reception desk (B). (C) is an assumption.
2. A (B) is confused by the similar-sounding *stair* and *chair*. They are not *waving at the window* (C). The curtains are open (D).
3. D He's examining a *car*, not a *card* (A). He's fixing the *tire*, not the *car door* (B). He is not *driving* the car (C).
4. B There are no *tourists* in the lake (A). (C) is incorrect because *snake* sounds like *lake*. The trees are not *under the water* (D).
5. A In (B), *trunk* sounds similar to *truck*, but we cannot see the *trunk* (B). He is *sitting*, not *standing*, in the truck (C). He is not *getting out of* the truck (D).
6. C She is not *closing* the store (A) or *cleaning the window* (B). She is looking at the *floor* not the *door* (D).

Improve Your Performance

Analyzing Distractors p10

Exercise A

1. D Correct. (A) Similar-sounding word (*taking* – *talking*). (B) Incorrect key word (*sitting* not *standing*). (C) Incorrect interpretation.

Exercise B

2. A Correct. (B) Similar-sounding word (*stair* – *chair*). (C) Incorrect interpretation. (D) Incorrect key word (*open* not *closed*).
3. D Correct. (A) Similar-sounding word (*card* – *car*). (B) Incorrect key word (*tire* not *car door*). (C) Incorrect interpretation.
4. B Correct. (A) Incorrect interpretation. (C) Similar-sounding word (*snake* – *lake*). (D) Incorrect key word (*near* not *under*).
5. A Correct. (B) Similar-sounding word (*trunk* – *truck*). (C) Incorrect key word (*sitting* not *standing*). (D) Incorrect interpretation.
6. C Correct. (A) Incorrect interpretation. (B) Incorrect key word (*floor* not *window*). (D) Similar-sounding word (*door* – *floor*).

Similar-sounding Words p14

Exercise A Track 2

1. large, 2. hire, 3. rest, 4. bag, 5. wait, 6. frame, 7. choose, 8. nose, 9. sock, 10. waiter

Exercise B Track 3

1. The man is sitting at home. 2. He's sailing a boat. 3. They're walking together. 4. She's setting the table. 5. There's a hat on the chair. 6. The woman is waiting for a train.

Exercise C Track 4

1. Incorrect (*copy* – *coffee*). 2. Correct. 3. Incorrect (*feeding* – *reading* / *cook* – *book*). 4. Incorrect (*cable* – *table*). 5. Correct. 6. Incorrect (*testing* – *resting*).

Mini Test – Similar-sounding Words p15 Track 5

1. C She has a black *hat*, not a *cat* (A). There are *leaves* on the ground, but they are not *leaving* the park (B). They are in the *park*, not the *dark* (D).
2. C She's looking at the *drink*, not the *sink* (A). She's using the *coffee* machine, not *copy* machine (B). She's *holding*, not *folding*, a paper cup (D).
3. B The word *complaint* (A) sounds like *paint*. The shelves are on the *right*, not the *light* (C). The *ladder*, not the *leader*, is in the middle (D).

Incorrect Key Words p16

Exercise A Track 6

1. False. She has *short* dark hair. 2. False. She's wearing a skirt. 3. True. 4. False. She's standing near an *escalator*. 5. True. 6. True.

Exercise B Track 7

1. False. He's sitting in a *coffee shop*. 2. True. 3. True. 4. False. The spoon is *on* the saucer. 5. False. He's *texting* on his phone. 6. True.

Mini Test – Incorrect Key Words p17 Track 8

1. C It's *light* outside, not *dark* (A). People are sitting on *sofas*, not on the *floor* (B). The *blinds*, not the *windows*, are half closed (D).
2. D There's *nobody* on the scooter (A). The scooter is *parked*, not *lying*, on the road (B). The L-sign is on the *front*, not the *back*, of the scooter (C).
3. B She's using a *fax machine*, not a *computer* (A). She's *holding* a *document*, not *opening* one (C). She's wearing a *short* jacket, not a *long* jacket (D).

Incorrect Interpretations p18

False Accounts Track 9

1. False. He is not *leaning* against the wall. 2. True. 3. True. 4. False. There are notices on the board, but he's not *looking* at them. 5. False. It is not a *vending machine*. 6. False. He's not holding a *glass*.

Unsupported Assumptions Track 10

1. Assumption. 2. Fact. 3. Assumption. 4. Fact. 5. Assumption. 6. Fact.

Mini Test – Incorrect Interpretations p19 Track 11

1. B There is a music system on the table, but we can't assume she's listening to it (A). She not typing at a desk (C). We can't assume she's going to sit down (D).
2. D He may need help, but we can't assume he is asking for help (A). He could be delivering the box so (B) is an assumption. There is a cart, but he is not sitting on it (C).
3. C We can't assume a match is about to start (A), or that the courts are closed (B). We can see tennis courts, but no signs of construction (D).

Steps to Success p20

Practice 1 C They are indoors, but they are not *playing a game* (A) or *sitting in a coffee shop* (B). We do not know what they are discussing (D).

Practice 2 D Only one woman is wearing glasses (A). We cannot assume a purchase is being made (B). There is a *clock*, not a *lock*, on the wall (C).

Practice 3 A He is in a restaurant, but he is not *ordering a meal* (B).

Track 14 He's holding a *teapot*, not his *glasses* (C). He is *pouring*, not *drinking*, tea (D).

Practice 4 D We can't assume this is a *competition* (A). The man is

Track 15 *hitting*, not *hiding*, a tennis ball (B). *Nobody* is picking up the balls (C).

Practice 5 B She is not *washing her hair* (A). The poster is *on the wall*,

Track 16 not *on the mirror* (D). They are not watching television (C).

Review Test p27 Track 17

1. C He is not filling the car with gas (A). He is loading the *trunk*, not the *truck* (B). (D) is an assumption.
2. A The food is on a *table*, not on the *floor* (B). Nobody is sitting on the sofa (C). There is a *teapot*, not a *saucepan*, on the table (D).
3. B He standing on a *ladder*, not a *chair* (A). There is nobody sitting outside (C). The chairs are facing *away from* the poster (D).
4. D She's sitting *behind* the counter, not *on* it (A). (B) is an assumption. There is a picture on the wall (C), but she is not looking at it.
5. C The bus has already arrived (A). The weather is sunny, with no rain (B). They are boarding a *bus*, not a *train* (D).
6. B The pillows are on the *bed*, not the *floor* (A). The picture is on the wall *next to* the bed, not *above* it (C). Nobody is sleeping in the bed (D).

PART 2 – Question-Response

Try It Out p31 Track 18

1. B (A) repeats *morning*, but does not answer the question. (C) is a response to a suggestion.
2. C (A) uses the same verb *finish*, but in the past simple. (B) repeats *work*, but as a verb and without answering the question.
3. C (A) answers a different question (*What color is...?*) and confuses *blue* with *new*. (B) repeats *printer*, but does not answer the question.
4. B (A) confuses *get back* (*return*) with *back* (*part of the body*). (C) answers a different question (*Why are you coming back...?*).
5. B (A) repeats *like* and confuses the similar-sounding words *down* and *town*. (C) answers a different question (*Why don't you want to sit down?*).
6. A (B) responds to a different statement (*Is this your ticket?*). (C) repeats *return*, but in a different context.
7. C (A) uses *soon* to mislead *recently*. (B) refers to a different subject (*He*).
8. A (B) repeats *visit*. (C) answers a different question (*Would you like to visit...?*).
9. C (A) confuses the similar-sounding words *called* and *cold*. (B) uses the same context, but does not answer the question.
10. B (A) confuses the similar-sounding words *computer* and *producer*. (C) answers a different question (*Whose is that...?*).
11. C (A) confuses *hat* with *that*, and (B) confuses *suitcase* with *shoelace*.
12. B (A) confuses the similar-sounding words *feeling* and *healing*. (C) does not answer the question.
13. C Neither (A) nor (B) answers the question.
14. C (A) uses the same verb, but a different subject. (B) confuses *meeting* with *seating*.

Improve Your Performance

Wh- Questions p33

Exercise A

1. When, 2. How, 3. What, 4. Who, 5. Which, 6. Why, 7. Where,
8. Whose

Exercise B

1. f, 2. h, 3. g, 4. b, 5. a, 6. e, 7. c, 8. d

Questions with *What* p34

Exercise A

1. c, 2. e, 3. b, 4. f, 5. d, 6. a

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. A

Exercise C Track 19

1. B (A) answers a different question (*Who went to...?*). (C) does not answer the question.
2. A The subject is the same, but neither (B) nor (C) answers the question.
3. B (A) confuses the similar-sounding words *drink* and *think*. (C) confuses *won't* with *want*.
4. A (B) does not answer the question. (C) answers a different question (*Will you sell your...?*).
5. C (A) confuses the noun *talk* with the verb *discuss*, and does not answer the question. (B) answers a different question (*Would you like to...?*).
6. B (A) does not answer the question. (C) repeats *desk*, but answers a different question (*Do you like that desk?*).

Mini Test – Questions with *What* p34 Track 20

1. C (A) answers a different question (*Would you like to...?*). (B) confuses by repeating *time*.
2. A (B) confuses *gift* with *present* from *presentation*. (C) answers a different question (*Did the clients like...?*).
3. B (A) confuses the noun *watch* with *watching*. (C) confuses *tree* with *TV*.

4. C (A) uses *seat*, which sounds similar to *eat*. (B) confuses *meet* (which sounds like *meat*) with *eat*.
5. A (B) uses *plane*, which sounds similar to *plan*. (B) confuses to *pay* with *today*.
6. B (A) repeats *car*, but answers a different question (*Is that your car?*). (C) confuses *far* with *car*.
7. C (A) confuses the similar-sounding words *coast* and *cost*. (B) confuses the similar-sounding words *lost* and *cost*.
8. B (A) confuses the similar-sounding words *drink* and *think*. (C) repeats *think* but does not answer the question.

Questions with *When* or *Where* p35

Exercise A

1. d, 2. e, 3. b, 4. a, 5. c, 6. f

Exercise B

1. B, 2. C, 3. B, 4. B, 5. A, 6. C

Exercise C Track 21

1. C (A) answers the statement *Here's your black pen*. (B) answers a different question (*Is that a black pen?*).
2. B (A) confuses the similar-sounding words *hall* and *call*. (C) answers a different question (*Will you call?*).
3. A (B) repeats *interview*, and (C) repeats *place*, but neither answers the question.
4. B (A) uses *presentation*, which sounds similar to *demonstration*. (C) refers to *time*, but does not answer the question.
5. A (B) confuses *short* with *report*, and does not answer the question. (C) uses *handle* (meaning *manage*) which sounds like *hand in*.
6. B (A) uses *dispute*, which sounds like *suit*. (C) answers a different question (*How much was your suit?*).

Mini Test – Questions with *When* or *Where* p35 Track 22

1. B (A) answers a different question (*Can I get a taxi?*). (C) confuses *tax* with *taxi*.
2. C (A) uses *art*, which sounds similar to *start*. (B) confuses *moving* with *movie*.
3. A (B) answers a different question (*When was this machine made?*). (C) confuses *paid* with *made*.
4. A (B) confuses *take orders* with *place an order*. (C) confuses *place* with *replace*.
5. B (A) uses *heights*, which sounds similar to *night*. (C) does not answer the question.
6. C (A) does not answer the question. (B) confuses *find it* with *founded*.
7. A (B) uses *looking*, which sounds similar to *booking*. (C) confuses the noun *book* with *booking* (meaning *reservation*).
8. B (A) confuses the similar-sounding words *way* and *stay*. (C) answers a different question (*How long will we be at...?*).

Questions with *Who*, *Whose*, *Why*, or *Which* p36

Exercise A

1. b, 2. d, 3. f, 4. c, 5. a, 6. e

Exercise B

1. B, 2. C, 3. C, 4. A, 5. B, 6. A

Exercise C Track 23

1. A (B) confuses the similar-sounding words *say* and *way*. (C) repeats *way*, but in a different context.
2. C (A) uses *right*, which sounds like *tonight*. (B) uses *late* which relates to *early*, but the meaning doesn't fit here.
3. B (A) uses the noun *sign*, but in the plural and with a different meaning. (C) confuses *sweaters* with the similar-sounding *letters*.
4. B (A) uses *stand*, which sounds similar to *expand*. (C) does not answer the question.
5. B (A) does not answer the question. (C) uses *deposit* which sounds like *closet*.
6. A (B) uses *say*, which sounds like *stay*. (C) does not answer the question.

Mini Test – Questions with *Who*, *Whose*, *Why*, or *Which* p36 Track 24

1. B (A) uses *walk*, which sounds similar to *work*. (C) answers a different question (*Do you work in...?*).

- A (B) repeats *desk*, but does not answer the question. (C) does not answer the question.
- C (A) answers a different question (*When was the movie?*). (B) also answers a different question (*Did you like the movie?*).
- B (A) confuses *annual* with *manual*. (C) uses *deduction*, which sounds similar to *instruction*.
- A (B) answers a different question (*Would you like a coffee...?*). (C) suggests *copies* might relate to *copy machine*.
- B (A) confuses *close* (for business) with *open* (a window). (C) uses the same verb and context, but in the past simple.
- C (A) does not answer the question. (B) answers a different question (*Is this pen yours?*).
- A (B) refers to a different subject. (C) repeats *safe*, but without answering the question.

Questions with How p37

Exercise A

1. e, 2. c, 3. a, 4. f, 5. b, 6. d

Exercise B

1. C, 2. A, 3. C, 4. A, 5. B, 6. C

Exercise C Track 25

- B (A) and (C) confuse by using the similar-sounding words (*far* and *car* / *cold* and *old*).
- B (A) answers a different question (*Can I help you?*). (C) does not answer the question.
- A (A) uses *read*, which sounds like *need*. (C) confuses *blockage* with the similar-sounding *cartridge*.
- C (A) uses *steak*, which sounds similar to *take*. (B) gives the *time*, but does not answer the question.
- B (A) confuses the noun *hearing* with the verb *hear*. (C) uses *work* which relates to *job*.
- A (B) uses *exist*, which sounds like *exit*. (C) does not answer the question.

Mini Test – Questions with How p37 Track 26

- B (A) repeats *last*, but as an adjective (meaning *final*). (C) uses the past simple.
- A (B) repeats *party*, but does not answer the question. (C) repeats *people* and uses *blame*, which sounds similar to *came*.
- B (A) responds with *how* as a distractor. (C) uses *up* which sounds like *cup*, and incorrectly implies the coffee is spilt.
- B (A) confuses *present* with *presentation*. (C) answers a different question (*How long was...?*).
- A (B) answers a different question (*Are you going away?*). (C) uses *contract*, which sounds like *contact*.
- B (A) repeats *training*, but does not answer the question. (C) answers a different question (*Do you run training courses?*).
- B (A) confuses *involve* with *solve*, and does not answer the question. (C) answers a different question (*Did they solve the problem?*).
- C (A) does not answer the question. (B) answers a different question (*Do you know Brian well?*).

Other Question Types p38

Exercise A

1. tag question, 2. statement, 3. embedded question, 4. choice question, 5. negative question, 6. Yes/No question

Exercise B

1. d, 2. f, 3. e, 4. b, 5. c, 6. a

Yes/No Questions p39

Exercise A

1. f, 2. d, 3. b, 4. a, 5. c, 6. e

Exercise B

1. C, 2. B, 3. C, 4. A, 5. C, 6. C

Exercise C Track 27

- A (B) uses *tight*, which sounds like *flight*. (C) answers a different question (*What is the time?*).
- B (A) answers the suggestion *What about booking a room?* (C) uses *looked*, which sounds like *booked*.
- A (B) uses *meet*, which sounds like *eat*. (C) does not answer the question.

- C (A) uses *classroom*, which sounds similar to *bathroom*. (B) uses *news*, which sounds similar to *use*.
- A (B) and (C) confuse the similar-sounding words *wrote* and *throat* with *coat*.
- B (A) refers to a different subject. (C) answers the question *Can I not Can you*.

Mini Test – Yes/No Questions p39 Track 28

- C (A) confuses the subject, responding to the statement *I am going to...* (B) uses *fee*, which sounds similar to *see*.
- A (B) uses *far*, which sounds similar to *car*. (C) repeats *come*, but is a response to an invitation.
- A The subject is the same, but neither (B) not (C) answers the question.
- A (B) does not answer the question. (C) answers a different question (*Where is the head office?*).
- C (A) uses *massage*, which sounds like *message*. (B) answers a different question (*Are there any messages?*).
- C (A) uses *wrong*, which sounds similar to *long*. (B) confuses *long* with duration.
- C (A) uses the same verb, but in a different context. (B) uses *cheese*, which sounds similar to *please*.
- B (A) confuses the similar-sounding words *waiter* and *waiting*. (C) uses the same verb, but answers a different question (*Where shall we wait?*).

Choice Questions p40

Exercise A

1. b, 2. e, 3. d, 4. f, 5. a, 6. c

Exercise B

1. C, 2. B, 3. A, 4. A, 5. C, 6. C

Exercise C Track 29

- A (B) confuses the verb *check* with the noun *check*. (C) cannot answer a choice question.
- C Both (A) and (B) refer to a plural subject.
- C (A) implies a reference to *eat out*, but does not make the choice. (B) cannot answer a choice question.
- A (B) uses *flowers*, which sounds similar to *shower*. (C) fails to make a choice.
- B (A) repeats *reservation* in the plural, but confuses the context. (C) repeats the verb *make*, but does not answer the question.
- B (A) is grammatically incorrect (*Neither* would be possible). (C) cannot answer a choice question.

Mini Test – Choice Questions p40 Track 30

- A Neither (B) not (C) can answer a choice question.
- C (A) repeats *meeting*, but as a verb, and along with (B) incorrectly responds *Yes/No* to a choice question.
- C (A) cannot answer a choice question. (B) repeats *two*, but answers a different question (*How many people...?*).
- A (B) misleads by using *expensive* to relate to *free*. (C) repeats *are*, but does not answer the question.
- B (A) repeats *seat* and uses *file* which sounds like *aisle*. (C) also repeats *seat*, but does not answer the choice question.
- A (B) repeats *afternoon*, but does not answer the question. (C) also fails to answer the question.
- B (A) misleads by using *choice* to relate to *choose*. (C) does not refer to the past, and does not answer the question.
- C (A) uses *printer* which might refer to *print*, but does not answer the question. (B) confuses *colorful* with *color*.

Tag Questions p41

Exercise A

1. d, 2. e, 3. a, 4. c, 5. f, 6. b

Exercise B

1. B, 2. A, 3. B, 4. A, 5. C, 6. B

Exercise C Track 31

- A (B) uses *thought*, which sounds similar to *bought*. (C) confuses *print* and *again* with *printer* and *another*.
- C (A) uses *request*, which sounds similar to *success*. (B) uses *lunch*, which sounds similar to *launch*.

3. A (B) confuses *fair* with the similar-sounding word *fares*. (C) repeats *train* and the verb *go*, but does not answer the question.
4. B (A) refers to a different subject. (C) uses *clerk*, which sounds like *work*.
5. C (A) uses *merger*, which sounds similar to *worker*. (B) confuses *walk* with *work*.
6. A (B) repeats *boss* and uses *arrived now* to confuse with *late*. (C) uses *sell*, which sounds like *tell*, and confuses *later* with *late*.

Mini Test – Tag Questions p41 Track 32

1. A (B) uses the past tense. (C) uses *station*, which sounds like *vacation*.
2. A (B) does not answer the question. (C) uses *unsure*, which sounds similar to *brochures*.
3. B (A) uses *home*, which sounds like *phone*. (C) does not answer the question.
4. C (A) uses *walk*, which sounds like *work*. (B) uses *compartment*, which sounds similar to *department*.
5. B (A) does not answer the question logically. (C) repeats *anywhere*, but does not answer the question.
6. B (A) repeats *they* and *job* in the plural, but confuses the context. (C) misleads by using the same word *offer*.
7. A (B) answers a different question (*Kenny's gone to England, hasn't he?*). (C) does not answer the question.
8. B (A) repeats *paper*, but with a different meaning. (C) uses *note*, which sounds like *wrote*.

Negative Questions p42

Exercise A

1. d, 2. f, 3. c, 4. a, 5. e, 6. b

Exercise B

1. C, 2. A, 3. B, 4. B, 5. A, 6. C

Exercise C Track 33

1. B (A) answers a different question (*When did you scan...?*). (C) misleads by using *scans* to relate to *scanner*.
2. A (B) confuses *moon* with *afternoon*. (C) answers a different question (*Where is Jen?*).
3. B (A) uses *announcement*, which sounds similar to *accountant*. (C) confuses *count on* (meaning *rely on*) with the similar-sounding *accountant*.
4. C (A) uses *weaker*, which sounds like *speaker*. (B) uses *spoke* which relates to *speaker*, but does not answer the question.
5. B (A) and (C) use similar-sounding words (*think* and *sink* sound similar to *ink*).
6. C (A) repeats *coat*, but is an illogical answer. (B) uses *wrote*, which sounds like *coat*.

Mini Test – Negative Questions p42 Track 34

1. B (A) repeats *forward*, but is an illogical response. (C) uses the past tense.
2. C (A) and (B) use similar-sounding words (*great* and *plate* sound similar to *late*).
3. B (A) and (C) both refer to driving, but do not answer the question.
4. A (B) uses *phone*, which sounds like *home*. (C) repeats *Lisa* and *home*, but is not a logical response.
5. B (A) confuses the subject. (C) does not answer the question.
6. C (A) uses *overdone*, which sounds like *fun*. (B) is an illogical response.
7. C (A) refers to the context and repeats *year*, but does not answer the question. (B) is an illogical response.
8. B (A) uses *enjoyed*, which sounds similar to *join*. (C) uses *beginner*, which sounds like *dinner*.

Embedded Questions p43

Exercise A

1. b, 2. e, 3. a, 4. c, 5. d, 6. f

Exercise B

1. B, 2. B, 3. C, 4. B, 5. A, 6. B

Exercise C Track 35

1. A (B) uses *thank*, which sounds like *bank*. (C) answers a different question (*When does the bank open?*).

2. A (B) answers a different question (*What time are we meeting?*). (C) misleads by using *restaurant*, which assumes *eating* for *meeting*.
3. B (A) is an illogical response. (C) uses *knees*, which sounds like *keys*, with a singular subject.
4. C (A) and (B) use related words to *shipped* (*ship* and *shipping*), but neither answers the question.
5. B (A) uses *collect*, which sounds similar to *correct*. (C) confuses *stress* with *address*.
6. A (B) uses *tax*, which sounds like *taxi*. (C) repeats *taxi*, answers a different question (*Will we take a taxi there?*).

Mini Test – Embedded Questions p43 Track 36

1. C (A) uses *shoes*, which sounds like *news*. (B) does not answer the question.
2. B (A) uses *up*, which sounds like *cup*. (C) answers a different question (*Can I use your cup?*).
3. B (A) uses *Paul's*, which sounds like *walls*. (C) *colorful* refers to *color*, but does not answer the question.
4. C (A) uses *came*, which sounds like *train*. (B) repeats *train*, but does not answer the question.
5. C (A) repeats *use*, but does not answer the question. (B) is an illogical response.
6. A (B) answers a different question (*Is Mr. Chen in his office?*). (C) answers a different question (*How old is Mr. Chen?*).
7. A (B) uses *nice*, which sounds like *price*. (C) uses *guest*, which sounds like *best*.
8. B (A) misleads as are no job vacancies, only *job cuts*. (C) confuses the context, referring to cuts as in *injuries*.

Statements p44

Exercise A1

1. e, 2. b, 3. f, 4. a, 5. d, 6. c

Exercise A2

1. c, 2. f, 3. a, 4. d, 5. b, 6. e

Exercise A3

1. a, 2. c, 3. e, 4. b, 5. d, 6. f

Exercise B

1. C, 2. C, 3. B, 4. C, 5. A, 6. C, 7. B, 8. B, 9. B, 10. A

Exercise C Track 37

1. B (A) uses *decide*, which sounds like *outside*. (C) refers to a different subject.
2. C (A) answers a different question (*When does the post office close?*). (B) misleads by using *main office* in place of *post office*.
3. B (A) uses *purse*, which sounds like *worse*. (C) answers the question *How is your headache?*
4. A (B) uses *ate*, which sounds like *late*. (C) uses the future simple.
5. C (A) uses *can*, which sounds like *plan*. (B) repeats *plan*. Both are illogical responses.
6. C (A) misleads by using the verb *suit*. (B) uses *share*, which sounds like *wear*.
7. B (A) uses the past simple. (C) confuses *raining* with *training*.
8. C (A) is an illogical response. (B) confuses *lower* with *low* in a different context.
9. C (A) and (B) are both illogical responses.
10. A (B) uses *community*, which sounds similar to *opportunity*. (C) uses *chance*, which is similar in meaning to *opportunity*, but the sentence is in the past simple.

Mini Test – Statements p45 Track 38

1. B (A) says where the lecture took place, and (C) says how long it lasted. Neither is a logical response to the statement.
2. A (B) uses *drink*, which sounds like *ink*. (C) is illogical as the paper supply is not the problem.
3. C (A) repeats the time in a different way, but in the past simple. (B) uses *thirsty*, which sounds like *thirty*.
4. B (A) uses *sit*, which relates to *seat*, and *floor*, which sounds like *door*. (C) uses *four*, which sounds like *door*, but does not answer the question.

- A (B) repeats *car*, but is not a logical response. (C) uses the phrase *get lost*, which means *lose your way* rather than *lose something*.
- C (A) uses *ship*, which sounds like *trip*. (B) confuses the adverb *well* with *healthy*.
- B (A) uses *contact*, which sounds like *contract*. (C) uses the verb *cancel*, in the past simple, but begins *Yes* and therefore is not a logical response.
- B (A) uses *collect*, which sounds like *connect*. (C) confuses the verb *hold* (meaning *carry*) with the meaning *wait*.

Words with Multiple Meanings p46

Exercise A

1. a, 2. b, 3. b, 4. b, 5. a, 6. a, 7. a, 8. a

Exercise B

1. break, 2. book, 3. class, 4. full, 5. kind, 6. play, 7. address, 8. hot

Mini Test – Words with Multiple Meanings p46 Track 39

- B (A) confuses the verb *book* (meaning *reserve*) with the noun. (C) does not answer the question.
- C (A) confuses the verb *fix* (meaning *arrange*) with the meaning *repair*. (B) repeats *fire alarm*, but is an illogical response.
- B (A) is an illogical response due to the verb *use*. (C) confuses the adjective *hard* (meaning *solid* or *inflexible*) with the meaning *difficult*.
- B (A) confuses the adjective *hot* (meaning *spicy*) with the meaning *very warm*. (C) refers to weather, not indoor temperature.
- A (B) confuses the adjective *wrong* (meaning *incorrect*) with the meaning *unsuitable*. (C) repeats *wrong*, but with the meaning *dishonest* or *unethical* rather than *unsuitable*.
- C Both (A) and (B) confuse the noun *class* (meaning *group of students*) with the meaning *standard of travel*.
- A (B) uses *good* meaning *kind*. (C) uses *good* meaning *skilled* or *competent*.
- A (B) uses *play* as a verb *play music*. (C) uses the noun *play* meaning *show* or *theatrical performance*.

Similar-sounding Words p47

Exercise A

1. can, plan, than, Japan, 2. well, hotel, personnel, bell, 3. sweet, meat, sheet, concrete, 4. word, bird, third, heard, 5. say, disobey, repay, delay

Exercise B

1. C – report, support, resort, 2. C – plane, remain, came, train, 3. B – time, climb, nine, sign, 4. C – position, exhibition, competition, edition, 5. A – eight, late, straight, wait, 6. C – prize, fries, advised, surprise, 7. A – charge, large / promotion, lotion, 8. C – prefer, refer, transfer / nine, time, mind

Mini Test – Similar-sounding Words p47 Track 40

- C (A) uses *copies*, which sounds similar to *coffee*. In (B) *believe* sounds similar to *leave*.
- B (A) and (C) use similar-sounding words (*checked* and *collect* sound similar to *project*).
- A (B) and (C) use similar-sounding words (*design* and *mine* sound similar to *sign*).
- C (A) and (B) use similar-sounding words (*hotel* and *sell* sound similar to *Personnel*).
- A (B) uses *take*, which sounds similar to *cake*. In (C) *read* sounds similar to *ready*.
- C (A) uses *depart*, which sounds similar to *chart*. In (B) *art* sounds similar to *chart*.
- B (A) is an illogical response. (C) uses the verb *decide*, which sounds similar to *applied*.
- B (A) uses *play*, which sounds similar to *(re)pay*. In (C) *unknown* sounds similar to *loan*.

Homophones p48

Exercise A

1. a, 2. b, 3. a, 4. b, 5. b, 6. a, 7. b, 8. a

Exercise B

1. C – Where, wear, 2. C – hour, our, 3. A – read, red, 4. B – write, right, 5. B – sun, son, 6. B – knows, nose, 7. A – ate, eight, 8. C – see, sea

Mini Test – Homophones p48 Track 41

- C (A) confuses the adjective *new* with the past simple *knew*. (B) is an illogical response.
- A (B) confuses the verb *meet* with the noun *meat*. (C) is an illogical response.
- C (A) is an illogical response. (B) confuses the noun *road* with the past simple *rode*.
- B (A) confuses the modal auxiliary *would* with the noun *wood*. (C) is an illogical response.
- C (A) uses the contraction *They're* and (B) uses the possessive adjective *their*, which both sound like *There*.
- B (A) confuses the noun *hole* with the adjective *whole*. (C) is an illogical response.
- B (A) confuses the adjective *sweet* with the noun *Suite*. (C) is an illogical response.
- A (B) is an illogical response. (C) confuses the verb *stare* with the noun *stair*.

Steps to Success p49

Practice 1 Warm-up Track 42: Would, Tuesday is fine/I'd prefer the 28th, Answer: C

Practice **Track 43:** C

Practice 2 Warm-up Track 44: Do, Yes, usually/Not always, Answer: B

Practice **Track 45:** B

Practice 3 Warm-up Track 46: What, He's a businessman/He's a student, Answer: A

Practice **Track 47:** B

Practice 4 Warm-up Track 48: Can, I'll try my best/Sorry, I'm busy, Answer: B

Practice **Track 49:** B

Practice 5 Warm-up Track 50: I don't want, You should leave now/Neither do I, Answer: C

Practice **Track 51:** A

Review Test p56 Track 52

- B (A) confuses *living* with *leaving*, and answers a different question (*How long have you been living in Paris?*). (C) answers a different question (*Why are you...?*).
- A (B) repeats *milk*, but does not answer the question. (C) answers a different question (*Where is the...?*).
- A (B) confuses the subject and meaning of *working*. (C) confuses the similar-sounding words *commuters* and *computer*.
- C (A) refers to a different subject, and confuses *handle* with *canceled*. (B) uses *ordered* which related to the noun *order*, but does not answer the question.
- B (A) answers a different question (*What did you study at college?*). (C) refers to the future.
- C (A) does not answer the question. (B) confuses *So* with *snow* and *tonight* with *might*.
- B (A) repeats *take out*, but as a verb. (C) uses the same verb *get*, but is an illogical response.
- A (B) does not answer the question. (C) gives an opinion, but without context.
- B (A) confuses *cancellation* with *station*, and does not answer the question. (C) answers a different question (*How did you get here?*).
- C (A) does not answer the question. (B) confuses *how* with *now*.
- A (B) relates *bought* to *credit*, and confuses *car* with *cards*. (B) relates to *play to cards*.
- C (A) confuses *hat* with *that*. (B) repeats *idea*, but does not answer the question.

13. B (A) relates *big* to *little*. (C) uses *acquired*, which sounds like *tired*.
14. C (A) relates *seafood* to *dinner*. (B) confuses *wear* with *where*.
15. C Both (A) and (B) confuse the homonym *right* (*write*).
16. A (B) relates *movie* to *director*. (C) confuses *sea* with *see*.
17. B (A) repeats *here*, but a different subject. (C) also refers to a different subject.
18. B (A) confuses *remaining* with *training*. (C) refers to the future.
19. C (A) answers a different question (*How was the hotel?*). (B) answers a different question (*When will you go...?*).
20. B (A) confuses *objections* with *directions*. (C) relates *asking* to *ask*.
21. A (B) confuses an item of clothing (sweater or jersey) with *New Jersey*. (C) is an illogical response.
22. C (A) confuses the context by giving directions. (B) assumes the number *seventeen*, not the date 17th.
23. A (B) does not answer the question. (C) repeats *long*, but refers to the future.
24. C (A) repeats *back*, but as part of *go back* (meaning *return*). (B) confuses *that* with *back*.
25. C (A) confuses *champagne* with *train*. (B) is not a logical response.

PART 3 – Short Conversations

Try It Out p62 Track 57

1. C The woman passes on a message from a client, and says she rescheduled the man's appointment. These are all activities a secretary would do, not a teacher (A), flight attendant (B), or chef (D).
2. A The woman says the client *can't make it this afternoon* and *wanted to reschedule* his appointment.
3. C The client will visit *tomorrow*. The woman says she *booked him in at ten A.M.*
4. B The speakers are discussing a job interview they have just had.
5. A We use the phrase *Don't hold your breath* when we feel that something is not very likely to happen.
6. D The man says they need to *go to the main entrance* to take a *bus* to the station.
7. C The man wants an *early morning call*, and the woman says he is in *Room 412*. (A), (B), and (D) do not fit the context.
8. A The man asks for an *early morning call at six thirty tomorrow*, and the woman confirms this.
9. C After booking his early morning call, the man will probably go to sleep. (A) is not mentioned. The man ends the conversation with *Good-night*, so (B) is incorrect and (D) cannot be inferred.
10. D The woman says *My class starts in five minutes*. She is at a school.
11. B The photocopier is not working and the woman says *I need to copy this test*. (A) confuses *copy* with *coffee*. The man says *It's not out of paper*, rather than he has lost some paper (C). The woman wants to *copy* a test. She has not failed a test (D).
12. B The man says *Why don't you call Bob? He should be able to fix it*.

Improve Your Performance

Listening for Main Ideas

Questions about the Speakers p65 Track 59

1. D The woman asks the man to *sit in your seat*, and mentions *The plane is going to take off*.
2. A The woman mentions *books* and the man asks her to put them *in the window*.
3. C The woman complains of a *terrible cough*. The man looks down her throat and asks her to *Say "Ahh"*. He is a doctor examining a patient.
4. D The woman asks for *twelve red roses*, and the man offers to *wrap them in gift paper*.
5. A The man complains his room *hasn't been cleaned* and mentions *the TV doesn't work*. He is in a hotel. (B) cannot be inferred. (C) confuses *cleaned* with *cleaner*. (D) is the person the man wants to speak to.

6. B The man wants to go to the *airport*. He asks the woman to *go as quickly as you can*, and woman mentions *traffic*. (A) relates to *airport*. (C) repeats *traffic*. (D) cannot be inferred as the man is not buying a ticket.

Questions about the Topic p66 Track 60

1. B The woman mentions *the acting, the story* and says she won't be getting *the DVD*. The man mentions *big stars*.
2. A The man says his steak is *great* and the potatoes are *tasty*. The woman says her fish is *good* but the vegetables are *overcooked*. A *waiter* is mentioned, but not (B). (C) and (D) are not mentioned.
3. D The couple speak about various events throughout the day. A *board meeting* (A) is just one event, not the main topic. (B) misleads by repeating *sales*. (C) is not mentioned.
4. C The woman begins *The elevator stopped working this morning*. The man asks when it will be fixed, but there is no mention of it being serviced yet (A). (B) is incorrect as *nobody was inside*. They decide to *take the stairs* so (C) is incorrect.
5. B The speakers mention *going to Tim's on Saturday night* and talk about who will be there. (A) is not mentioned. An address (C) and *neighbors* (D) are mentioned, but are not the topic.
6. A They are talking about getting to *the airport*. The woman prefers the *train*, and the man prefers the *bus*. The man says the train is *expensive*, but (B) cannot be inferred. The location of the *bus stop* is mentioned, but not the train station (C). (D) is not mentioned.

Questions about Activities p67 Track 61

1. D The man asks for the woman's *passport*. The woman offers her *boarding pass*. The words *lounge, flight* and *board* also indicate the woman is catching a flight.
2. A We can infer the man is a taxi driver. He is giving the woman change for a \$20 bill. He is not paying the fare (B). (C) and (D) are not mentioned.
3. C The phrases *go along, take a right, walk straight* and *on your left* indicate the woman is giving directions. She mentions a *post office*, but she is not mailing a letter (A) or working there (B). The man wants to go to a bank (D).
4. B The man says he needs to *finish this report*, so he is still working on it. The woman asks him to move some furniture (A), but he refuses. He mentions a customer (client), but he is not visiting the client (C). The woman, not the man, is preparing a presentation (D).
5. B The man says the *engine* and the *battery* are not the cause of the problem. He promises the woman will be *on the road soon*. He asks for more time, but does not check the time (A). He mentions the battery, but does not say he is charging it (C). (D) is not mentioned.
6. D The woman says *the vegetables will be ready soon*. The man says he *checked the steak*. They are therefore not in a restaurant (A), or buying food (B). (D) cannot be inferred.

Questions about the Location p68 Track 62

1. A The woman asks for the man's *ticket*. The man asks about a *platform*. (B), (C) and (D) are therefore incorrect.
2. D The man asks *where the meats are*. The woman replies *near the fruit and vegetables*, and mentions a *sign*. He is shopping in a *supermarket*. (A) and (B) are incorrect. (C) is not mentioned.
3. C The woman says she needs to *return these books*. As they are overdue, the man says she may *have to pay a fine*. (A) and (B) are therefore incorrect. (D) is not mentioned.
4. B The woman mentions a *package* and refers to *bags of mail* and *stamps*. The word *scales* is a distractor for weighing food items (A). (C) is not mentioned. The phrase *hurt my back* tries to confuse with health (D).
5. C The man wants a *car for a few days* and the woman suggests a *compact* and looks for a price. The car is not being repaired in a garage (A), and the man is not buying a car (B). (D) is not mentioned.

6. A The man complains of a *toothache*. The woman asks to *take a look* and says she needs to *do something about this* urgently. We can infer she is a dentist. (B), (C), and (D) cannot therefore be inferred.

Mini Test – Listening for Main Ideas p69 Track 63

1. B The woman asks about *adult education classes*. The word *courses* also indicates a college.
2. B The woman asks about *business courses*. She is not looking for a job (A) or a vacation (C). The phrase *twice a week for ten weeks* refers to the class schedule, not a work schedule (D).
3. C The man is giving information about the *Business Administration* course. He is not studying (A) or on vacation (B). (D) is a distractor, as the word *business* appears twice.
4. A The woman mentions that *this soup is cold* and the bread is *hard*. There is food (B) and the man apologizes (C). The soup is cold, not the room (D).
5. C Only a waiter, not a friend (A), would apologize for the cold soup. A cook (B) would be in the kitchen not waiting tables in the restaurant. (D) is not mentioned.
6. D The man promises to change the soup and bring more bread. (A), (B), and (C) are not mentioned.
7. B The woman says *the annual conference in Paris is next week*. She is not going there on vacation (A). (C) cannot be inferred and (D) is not mentioned.
8. A The man says *the hotels... will be full by now* and the woman replies *I've tried everywhere*. She mentions taking a train, but not that a train is late (B). The hotels may be expensive (C), but that is not the problem. (D) cannot be inferred.
9. C The woman says she will *book a hotel further out* (of the city). (A) is incorrect, (B) cannot be inferred, and (D) is not mentioned.
10. C The man mentions *Lisa's birthday* and suggests *a party to celebrate*. (A) is not mentioned. (B) distracts by suggesting food. They are making preparations, but not for a meeting (D).
11. D The man says he will *get some sandwiches delivered*. The room they choose is *easy to clean*, but we cannot infer the man will clean it (A). The man will call to order food, not call home (B). The woman will order the *drinks*, but it is not mentioned that the man will have a drink (C).
12. D They say the party will take place in *Meeting Room 4*, and that people can *stop by before they leave the office*. We can infer they work together.

Listening for Details

Questions about Time p72 Track 66

1. C The man says *we should be able to finish it next week*. The woman says *See you on Monday* (A) but this is a distraction. (B) is a distractor for *have a good weekend*. (D) relates to how long the project has lasted so far.
2. D The woman says *You only bought it two weeks ago*. (A) is not mentioned. (B) repeats *over the weekend*. (C) is incorrect.
3. D The woman says the lecture *starts at three and lasts for two hours*. (A) confuses the time with the length of the lecture. (B) is the start time. (C) is the time the man thinks the lecture finishes.
4. A The woman says *It's only Tuesday* and later promises *I'll do it right away*. (B) is not mentioned. (C) is the day of the meeting. (D) is a distractor for *weekend*.
5. C The man says he goes *on Mondays and Fridays*. (A) repeats *every day* in the woman's question. The man mentions *three times a week* (B) but doesn't go that often. (D) is incorrect.
6. D The man advises the woman to *do it right away when you get in tomorrow*. (A) repeats *right away* but in the context of tomorrow. (B) is the current time. (C) is not mentioned.

Questions about Reasons p73 Track 67

1. C The man says *A lot of documents seem to be missing*. (A) is a distractor for *the old system* (i.e. the previous system). (B) is not mentioned. (D) refers to *computer* and confuses the context.

2. B The man agrees it is *convenient* to be able to *walk to work*. (A) is incorrect, as his new home is smaller. (C) relates to *train and walk* but confuses the context. (D) relates to his previous home.
3. D The man says their coworker James is *away at a convention*. (A) repeats *main office* but confuses the context. (B) confuses *manage* with *manager*. (C) repeats *convention* but refers to the woman.
4. D The woman says *I have to wait for a client to call*. (A) is not mentioned. (B) confuses *the Jenkins account* with *accounts*. (C) repeats *invoice* but confuses the context.
5. C The man says Mr. Fraser *resigned*, and a *new Research Director* is needed. (A) confuses *resigned* and *declined*. (B) repeats *new* but confuses the context. (D) refers to the length of time Mr. Fraser was in his job.
6. A The man says he has a *really bad stomachache*. (B) repeats *wait*, but this refers to the man's annual review. (C) confuses *doctor* and *daughter*. (D) repeats *annual review* but it isn't the reason he can't come in.

Questions about Plans p74 Track 68

1. C They decide to *play tennis* and *go for a long walk*. (A) confuses *tennis* and *test*. (B) is incorrect as the man says they *finished that report*. (D) repeats country but confuses the context.
2. D The woman plans to *apply for a permanent position* and is in *Toronto*. Vancouver (A) is mentioned, but she says *I've changed my mind*. (B) repeats *contract* but confuses the context. They talk about her job (C) but she didn't quit it – it ended.
3. C The man asks *Is a credit card OK?* (A) confuses the verb *check* with the noun *check*. (B) repeats *cash* but he doesn't have enough. (D) is not mentioned.
4. A The woman mentions a *blue dress* and then later says *the blue is a little more suitable*. (B) and (C) are mentioned but are incorrect. (D) confuses *suitable* and *suit*.
5. A The woman accepts a job offer. (B) is incorrect as she will give a *month's notice*. She will be working, not on vacation (C). She has found a job, and is not looking for one (D).
6. B The man mentions plans to *close our Munich branch*. There is already a branch in London (A). (C) repeats *investors* but confuses the context. The company will employ some people in New York, not lay off employees there (D).

Questions about Offers and Requests p75 Track 69

1. A The man says he will get a sandwich and says *I can get one for you too*. He is going to buy food, not do the woman's shopping (B). The woman asks the man to buy her a drink (C). She will give him some money, rather the man lend her some (D).
2. C The man asks *Would you mind staying late tonight...* (A) repeats *five o'clock*. (B) repeats *Monday* but confuses the context. (D) relates to the woman's plans for the evening.
3. B The woman says *I can give you my monitor*. (A) and (D) are not mentioned. (C) repeats *desk* but confuses the context.
4. A The man asks *Would you like some tea or coffee?* (B) is not mentioned, but *late* and *wait* sound like *ate*. The man offers to call Mrs. Aiten on her cell phone, not give it to the woman (C). (D) confuses *check* as a verb with *check* as a noun.
5. B The man mentions a *chair* and asks *Do you mind if I take this one?* (A) is not mentioned. (C) repeats *friends*. (D) relates to any *minute* and confuses the context.
6. C The woman asks for *ten percent off all future orders*. (A) repeats *boss*. (C) confuses *competitive* with *competition*. (D) is not mentioned.

Questions about Suggestions and Advice p76 Track 70

1. B The woman suggests the man look at *job sites on the web*. The man has already tried employment agencies (A) and newspapers (C). (D) is not mentioned.
2. D The woman suggests the man *find a good taxi company* to collect *Mr. Chan*. (A) repeats *Mr. Chan*. (B) repeats *schedule*. (C) is not mentioned.
3. B The man advises the woman to contact *Media Relations* and *ask them about a vacancy* there. (A) is incorrect as the woman

doesn't want to leave the company. (C) relates to *qualified*, but there is no mention of taking qualifications. (D) is not indicated.

4. D The woman says the office is *small* and suggests *moving to someplace bigger*. (A) confuses the idea of a bigger office with expanding the company. The woman suggests the man move closer to the city, not live in it (B). Moving to a different city (C) is not mentioned.
5. A The man says *How about eating out* and mentions a *new Italian place across the street*. (B) and (C) refer to what is usually done. (D) relates to the woman's suggestion.
6. A The man says *I'd I were you, I'd catch a train* to a nearby station. (B) refers to the woman's original intention. The man says the train is quicker than the bus (C). (D) is not mentioned.

Questions about Opinions p77 Track 71

1. C The man complains *The guy on the violin was terrible* and the woman says she *couldn't hear the piano*. (A) is not mentioned. (B) confuses *couldn't hear* with loud music. (D) is incorrect as they were relieved *it was only an hour*.
2. A The man says *It's so difficult to remember what goes where* and refers to *all these bins*, implying the system is confusing. (B) is not mentioned. (C) and (D) cannot be inferred.
3. D The woman says they will be *lucky* to reach the targets and she will be *surprised if we can reach any of them*. She feels the targets are *very high* already, not that they should be higher (A). (B) relates *surprised* to *surprising*. (C) is incorrect.
4. A The woman says the shop is not *marked in the leaflet* and it took her *ages to work out where it was*. (B) is incorrect as the shop was *finished last week*. (C) confuses the problem of finding space in the museum with the size of the shop. (D) is not mentioned.
5. D The man says *the company will fail* unless something is done, or they may not *survive another six months*. (A) is incorrect. (B) repeats *lucky*. (C) confuses *a lot of decisions* with *divisions*.
6. A The woman says the suggested price is *twenty percent more than our rivals* and asks if *anyone would buy it*. She thinks there is a *big difference* in price, not that it is a *little high* (B). (C) and (D) are incorrect.

Mini Test – Listening for Details p78 Track 72

1. A The man says *I need to talk about his latest invoice*. (B) confuses *invoice* and *voice*. (C) is not mentioned. (D) relates to Mr. Yang's *lunch meeting*.
2. D The woman asks *Would you like to leave a message?* She does not offer to call the man (A). (B) and (C) are not mentioned.
3. C The woman says Mr. Yang *should be out by two*. (A) cannot be inferred. (B) confuses *soon* with *noon*. (D) is not mentioned.
4. A The woman asks *Do you want to go for a meal?* (B) confuses *leaving for Houston* and *pack* with a vacation. (C) repeats *French*, but this is the type of restaurant the woman mentions. The man needs to *go home*, not *move home* (D).
5. C He is going to Houston on business the next day. He will sign a contract, not rewrite one (A). (B) is not mentioned. (C) confuses *pack* with *snack*.
6. D The man is going home to pack. (A) is incorrect. (B) refers to his trip the next day. (C) relates to the woman's request.
7. C The man says *I have a couple of shirts I'd like you to wash*. Various times are mentioned, but he is not checking the time (A). He wants someone to pick up his laundry from his room, not room service (B). (C) relates to *a couple of* (meaning *two*), but confuses *shirts* with *desserts*.
8. A The woman asks the man to put the shirts *in a blue plastic bag*. A *pink form* (B) is mentioned, but by the man. (C) repeats *closet*. (D) confuses *closet* and *deposit*.
9. B The woman says laundry collected before six P.M. *should be back before ten the following morning*. (A) is not mentioned. (C) refers to the current time. (D) refers to the deadline for laundry collection.
10. D The man mentions they are *thirty minutes late*. (A) is not mentioned. (B) repeats *map*, but the woman has not forgotten it. (C) confuses the context and also confuses *on the left* with *left*, the past tense of *leave*.

11. C The man says *We were supposed to be here at three* and that they are *thirty minutes late*.
12. B The man asks the woman to *tell the reception desk we're here*.

Making Inferences

Inferring attitude p80 Track 74

Exercise A1

- 1 A. b, B. a, C. a
- 2 A. b, B. a, C. b
- 3 A. b, B. a, C. a

Idiomatic language p81

Exercise A2: 1. e, 2. g, 3. f, 4. b, 5. a, 6. h, 7. c, 8. d

Listening "behind" the words

Exercise A3: 1. help him/her carry the package, 2. give him/her the afternoon off work, 3. give him/her a black printer cartridge, 4. buy him/her a sandwich, 5. give him/her a ride to the station

Practice Inferring Meaning p82 Track 75

1. A The woman says she spent *three days negotiating the deal* and *gave them everything they asked for*. We can infer that she is frustrated the client cancelled the order.
2. B The woman questions whether the bill is correct and says *I'm amazed at the cost*, adding that she doesn't have enough cash to pay. We can deduce the bill is more than she anticipated. (A) and (C) are not mentioned. (D) cannot be inferred.
3. A When asked if the *Blue Kings* are popular, the man says *Are you kidding?*, which suggests they are well-known. He also adds *I can't believe I got tickets*, implying tickets soon sell out. We can deduce the band is popular. (B) is incorrect. (C) and (D) cannot be inferred.
4. D Both men mention advantages. One says *the pay's good* and the other likes *the flexible hours*. We can infer they both feel it is a good place to work. (A) is incorrect, as one man started working at the company in 2004 and the other started *a couple of years before that*. (B) and (C) are not mentioned.
5. B The man gives examples of price increases at the office supplies company they order from. We can tell from the context and the woman's tone that she is angry at the hike in prices.
6. C The man mentions the alternative charity *Pets At Home*, saying *he thought we were supporting them*. His tone also suggest disappointment.

Mini Test Making Inferences p83 Track 76

1. A The man refers to the customer feedback forms, and says *They're not very good, are they?* and the woman responds *I'm afraid not*, meaning *No, they aren't*. We can deduce she is agreeing with the man.
2. C The speakers mention *signal strength*, *network speed*, and *charges for international calls*. These terms all relate to cell phone coverage and costs.
3. B The conversation centers around low scores in customer feedback forms, and the high number of complaints. We can infer that the speakers are concerned about these negative performance indicators. (A) and (C) are incorrect. (D) is not indicated.
4. D The woman is offering the man her credit card as proof of identification. We can infer that she is asking whether this is acceptable.
5. A The woman says she *left her driver's license at home*. We can deduce she can drive. Although she doesn't have her card or driver's license with her, we can't deduce she has lost her purse (D). (B) and (C) cannot be inferred.
6. B Because the man tells the woman *You won't be able to borrow any books* we can infer this is a library.
7. C The man says there is a *jazz band* playing that evening, and that he *was thinking about going*. Although he doesn't say so directly, we can infer he is inviting the woman to go with him.

8. A The woman responds to the man's invitation by saying *I go to the gym on Thursdays*, implying she cannot attend the event that evening. We can infer the day the conversation takes place is Thursday. (B) cannot be inferred there is no suggestion the speakers are at work. Although the event is a musical one, (C) cannot be inferred. The venue Kevin mentions has live music most evenings, but we cannot infer (D).
9. B Kevin refers to the venue, Chicago's, and says that Mike *seems to be there all the time*. We can infer that Mike likes going to Chicago's.
10. D We can infer from the key words *presentations, plenary, speaker and program* that the setting is at a conference.
11. A Here, the phrase *Right* means *That's correct*. The woman is responding to the man's question *That's in the West Room, isn't it?*
12. D The woman says *Someone called Dr. Harper* implying she doesn't know him. One man says he *Never heard of him* and the other man says he saw him at breakfast but *didn't speak with him*. We can deduce that none of them has met Dr. Harper.

Conversations with a Graphic

Practice Questions with a Graphic p85 Track 77

1. D The man asks for a *ticket to Edgware*. We can see from the graphic train to Edgware leaves from Platform 7.
2. B The man says he *just had the cheesecake*. We can see from the graphic cheesecake cost \$2.99.
3. D The man suggests the woman call Tony. We can see from the graphic that Tony's extension number is 545.
4. A We can tell from the context that this conversation takes place at the reception of the hotel. The man has just checked in and the woman says *here's your room key*. We can see from the graphic that the reception is located on the Ground Floor.
5. A The woman says Dr. Kleber's talk will be *in the same room as Dr. Parsons*. We can see from the graphic this is the Churchill Suite.
6. C The woman says *This is Lifestyle Insurance* and goes on to tell the man *you need the next floor up*. We can see from the graphic that the next floor up is Hilton & Sons.
7. C The woman says she is *outside the mall*. The man says *Turn left and walk past the City Hall. It's across the street, next to the bank*. We can see from the graphic that this is Building C.
8. C The man asks to *take tomorrow off*. The woman says *tomorrow's the busiest day of our week*. We can see from the graphic that the busiest day is Friday, so the day the conversation takes place is Thursday.

Mini Test – Conversations Including a Graphic p87 Track 78

1. C The woman is responding to the man's comment that there is *so much to see* in the museum, and adds she had *no idea it was so big*. We can infer she is impressed.
2. B The man says *How about having a quick bite to eat?* He points out a sign, but does not suggest they *check the signs* (A). (C) is not mentioned. They are not in the cafeteria yet (D).
3. D They decide to go to the cafeteria, and the man says *the Greek Sculpture exhibit is up there too*. We can see from the notice that this is Level 3.
4. C The woman says *You need Number 9*. We can see from the chart that the final destination for bus number 9 is Eastern University.
5. D The woman tells the man his bus *leaves at a quarter after the hour*, meaning every hour.
6. A At the start of the conversation the woman tells the man *just missed* his bus. As they run every hour, we can infer he has a long wait. (B) is incorrect as she suggests he wait in the waiting room to *stay warm*, so the weather must be cold. (C) and (D) cannot be inferred.
7. B The woman says *I'm planning to put my condo on the market*. (A) is incorrect as when the man asks *Did you spill something on it?* she replies *No*. She is planning to leave her condo, so she hasn't just moved in (C). (D) wrongly associates *advertisement* with a promotion.
8. B The man says he has a *cancellation at three o'clock this afternoon* and suggests coming then.

9. D Although the woman only wants the carpet in one room cleaned, we can see from the ad that there is a minimum charge of \$80 (the cost of cleaning two rooms).
10. D The man asks about the survey *we handed out to visitors last month*
11. A We can tell from the man's tone that he is frustrated the restaurant ranks so highly. He complains *You'd think visitors would be more interested in the plants*, and sarcastically suggests they *build another restaurant*.
12. A The woman says *after the butterfly pavilion* the restaurant was the most popular with visitors. She later confirms *the pavilion still got the highest number of votes*.

Steps to Success p89

Practice 1 Track 79 1 What/do, 2 What/man mean, 3 time

1. D The man asks *How many are you sending out*, and later refers to a *post office*.
2. B If something is "worth" doing it means there will be an advantage to doing it. Here, the man hopes that the time and effort and expense of sending out the brochures, etc. will result in more orders.
3. C The man says *It's almost six now*.

Practice 2 Track 80 1 What/discussing, 2 woman/think of/ cost, 3 What/woman/do next

1. C The woman mentions *next month's conference*, and they discuss *seminar rooms, accommodations* and the cost.
2. A The woman says *They're offering a good deal*.
3. D The man says *Let's go ahead*, and the woman responds *I'll get on it right away*, meaning she will book the event immediately.

Practice 3 Track 81 1 What/problem, 2 What/man/ask/women/do, 3 How/women/feel

1. A One woman says the notebook PC *doesn't seem to work properly* and her daughter adds *there's something wrong with it*.
2. A The man asks the woman he is speaking with to *come back on Friday*. He does not ask them to come back the following week (B). (C) and (D) are not mentioned.
3. B We can infer the women aren't happy about the situation. The daughter needs the computer for her work, and says *I can't wait that long*.

Practice 4 Track 82 1 Why/man/anxious, 2 What/woman/do next, 3 Which city/traveling to

1. D The man is worried that Alex is late for the flight they are about to catch.
2. B The woman says *I'll call his cell phone again*.
3. B The man mentions *Gate 17* and suggests they start walking there. We can see from the graphic that Gate 17 is for the flight to Washington.

Practice 5 Track 83 1 What/man's name, 2 What/speakers/do, 3 What/woman/do

1. B The man mentions the *production department*. He says he *needs more staff to meet our targets*, and later refers to *my workers*. We can deduce he is the production manager, and from the chart we can see this is Mr. Shaw.
2. C They mention they might *extend the shifts from eight to nine hours*
3. C The man suggests the woman *calculate the cost of overtime first*.

Review Test p96 Track 84

1. B The phrases *burning building, emergency call and car crash* indicate the job is a *firefighter*.
2. D She says *it's not as exciting as I first thought*. She mentions hours spent training, but doesn't say they are too long (A). (B) is not suggested. (C) repeats exciting.
3. B The woman mentions there was a *car crash* last week. Nobody was hurt (A). (C) is not mentioned. (D) tries to mislead by referring to *burning building*.
4. C The man is telling the woman about flight times, and accommodation options.

5. B The man says her flight arrives at *five thirty in the morning*.
6. A The man says *it's a very good rate*. (B) is not mentioned. It has four stars (C), but this is not why he recommends it. We don't know if it is available for three nights (D).
7. B They are part of the Customer Service Team.
8. A The man says *There is a lot of information*. (B) and (D) are not mentioned. (C) is incorrect as the website is *finally working*.
9. A She says she didn't know there would be a photo of her on the website. (B) is not mentioned. (C) aims to mislead by including the name of their department. (D) is incorrect.
10. D The man says his boss *came to our wedding*. (A) and (C) cannot be inferred. (B) is the topic of the conversation.
11. D The woman suggests the man asks his boss *for a raise*. (A) is not mentioned. (B) refers to the house they are looking at. (C) repeats *neighborhood* but confuses the context.
12. C The woman says *I wish we lived in a place like that* and the man replies the house *must be worth a fortune*. (A), (B), and (D) cannot be inferred.
13. C The woman passes on a message from the C.E.O. (A) refers to the C.E.O. (B) relates to the job title *Finance Director*. (D) cannot be inferred.
14. B The man is calling about the *Finance Director position*. The woman tells him he has not been *successful*. We can infer he had an interview as he says *It was good meeting the C.E.O. and the team*.
15. C The woman is agreeing to the man's request that she thank the C.E.O on his behalf.
16. C They are talking about translating a customer feedback form into Chinese. They are not discussing any feedback itself (A). They mention that a *group from China is arriving*, but not an overseas booking (B). (C) confuses *appear* with *appearance*.
17. B The woman says the group *is arriving on the twelfth*.
18. B The man says the translation should be done *by an agency*, and the woman says *I'll try to find one*.
19. D The phrases *weighs, send them to Paris and priority mail* indicate this takes place in a post office.
20. D The man mentions he is sending books as *It's my sister's birthday*. He does not plan to visit his sister (A). He has already bought the books (B). His sister lives in Paris (C), but he doesn't plan to go there.
21. A The woman asks the man to fill in a *customs declaration*. (B) refers to when the package will arrive. (C) is not mentioned. (D) confuses *customs* (meaning *tax or duty*) with *custom* (meaning *tradition*).
22. B They are speaking about a coworker, Kevin. They discuss his present, card, and future plans. (A) refers to Kevin's travel plans only. (C) is not mentioned. (D) repeats *hiking*, but refers to Kevin's leaving present.
23. A The man says Kevin plans to *travel around South America for a year*. His girlfriend is mentioned, but no marriage plans (B). (C) repeats *another job*. (D) is not mentioned.
24. C The phrase *Well I never* is used to express surprise. The woman knows Kevin and has met him before (A). She believes what the man said (B). She is not expressing disagreement (D).
25. C The woman asks the man to *stop the car*, and then reviews his driving abilities.
26. A The woman says the man is *not safe on the road* and mentions *he almost hit a cyclist*. She doesn't say he practices a lot (B) but that he needs to practice a lot more. (C) is incorrect as she says *you don't concentrate*. (D) is a distractor for *your reversing is poor*.
27. C The man says he *never saw a cyclist* and seems surprised.
28. A One woman mentions eating *sandwiches at our desks* for a month until they were able to *come down here* when cafeteria reopened. They are in a company canteen.
29. B One woman says *the food is worse than before*. (A) is not mentioned. (C) repeats *sandwiches* and links this incorrectly to the man saying *I'm a bit disappointed*. (D) is incorrect as one of the women says *it's more expensive*.
30. B The man decides to *say something to the management*. We can infer he is going to complain. (A) refers to eating arrangements before the cafeteria reopened. The man says *I can cook better than this*, but this doesn't mean he plans to cook his own food (C). (D) is not mentioned.
31. C The man is asking the woman what she wants to eat and drink. The woman has a train to catch, but (A) cannot be inferred. (B) is not indicated. Soft drinks are mentioned, but he is not employed in a soft drinks company (D).
32. A The woman is responding to the man's query *Anything to eat?* She is explaining why she does not want to order any food. The inference is she has no time to have soup or salad.
33. D The woman says *I'll have a coffee* and then decides on *large*. We can see from the price list that a large coffee costs \$2.50.
34. C The man asks *When are you going to be back in the office?* and hands the woman her coat. (A) relates to the hotel booking he has already made. There is a taxi waiting for the woman, but she is not at a taxi stand (B). She is leaving shortly for the airport, but she is not there yet (D).
35. B "You're a star" is said to someone who has done something willingly that helps you. (A) and (C) are wrongly associated with other meanings of "star." (D) is not indicated.
36. C The woman says *It's three o'clock* and adds *I only have a couple of hours before my flight*. We can see from the schedule that the flight at 5pm goes to Darwin.
37. A The man says he *ordered a Vermont sweater last week* and adds *I'm wondering if it arrived yet*.
38. B The reference number the man gives is 5219. We can see from the graphic that the color is *Green*.
39. A The woman advises the man *You might want to try it on first*. She offers to *refund the cost* back onto his credit card if he is not satisfied, so does not need to pay (B). (C) is incorrect, as the man gave a valid reference number. The man says *I'll come in on Thursday*, so this is not the woman's suggestion (D).

PART 4 – Short Talks

Try It Out p104 Track 87

1. A The announcement is aimed at shoppers in a department store. All shoppers are addressed, not just families (B). There is a fashion event, but the talk is not directed at fashion students (C). (D) is incorrect, as employees are not *shopping at Martlet's*.
2. B The announcer mentions *10 percent off* all shoes and boots, and refers to *discounts on other selected products*. She mentions a *fashion show*, not a contest (A), and this is not the main focus of the announcement. The clothing mentioned is on sale, rather than on exhibition (C). The announcer refers to a *summer collection*, not a charity collection (D).
3. D The fashion show is at 2:30 in the Fountain Restaurant. We can see from the graphic that this is on the 4th Floor.
4. D Lee says his call is *about the new computer system we're designing*. (A) confuses *resigning* with *designing*. (B) incorrectly assumes *online search function* means planning a website. (C) repeats *new* and uses *design*, but he is not starting a new company.
5. A Lee says that adding an online search function means *a lot more work* is needed. We can deduce that he wants to increase his fee for the work. (B) is incorrect as the extra work hasn't been done yet. (C) is not mentioned. (D) cannot be inferred.
6. A Lee says *I'm free next Tuesday*. (B) repeats *afternoon*. (C) is not mentioned. (D) is incorrect as there are *financial implications*.
7. B Mrs. Gifford *has been Vice President here for three years*. (A) refers to the position she will take up next month. The speaker is the Chairman (C). (D) is not mentioned.
8. D The speaker says *she first came to us* as Vice President, three years ago.
9. B The speaker asks the audience to *join me in a round of applause to congratulate Mrs. Gifford*. (A) assumes she is leaving the company. (C) repeats *Chairman*. (D) repeats *position*.
10. D They are in a *Space Museum*. (A) incorrectly links *books* with a *library*. (B) is not mentioned. (C) relates the varied items the speakers lists with a department store.
11. A The speaker is announcing that *work is finally finished* on the museum's *brand new gift shop*. (B) confuses *renovation* with *donation*. The speaker does not thank anyone (C). Although she lists various products on sale, she is not advertising them (D).

12. C The speaker says *Shortly, the renovation of the cafeteria will also be completed.* (A) confuses *renovation* with *vacation*. (B) relates to the speaker's wish for strong sales. (D) repeats *financial*, but there is no suggestion of difficulties ahead.

Improve Your Performance

Listening for Main Ideas

Questions about the Speaker p107 Track 89

1. C The phrases *Welcome aboard, flight AE564, flying, an altitude of, land, and flight* all indicate this is in an airplane.
2. C The speaker is welcoming the audience to the *Seaview Bay Resort*. The phrases *check in at reception* and *Welcome Guest Pack* suggest this is a hotel. The speaker says *I'm in charge here*.
3. D The speaker mentions *Joe's Grill, steak, and dish*, and refers to *Everyone who works with me in the kitchen*.

Questions about the Topic p107 Track 90

1. B The speaker mentions the man's *experience and knowledge*, and invites him to attend *the final stage of interviews*. She is talking about a job vacancy.
2. A The speaker mentions *Washing your hands* as it *prevents the spread of disease*. She reminds the audience to *clean the tables, food trays, and the area around the beds*.
3. C The ad mentions *50 percent off everything and great end-of-the-season bargains* for listeners who come to the store *this weekend*.

Questions about the Audience p108 Track 91

1. B The speaker mentions the *next stop* and says they will visit the *Statue of Liberty*, which is *the last destination in our tour today*.
2. B The speaker refers to a half price *promotion* in the *fruit and vegetable section*. The audience are not working on a farm (A), selling food (C), or eating in a restaurant (D).
3. C The message gives a number for callers to dial for *emergency dental advice*.

Questions about the Location p108 Track 92

1. D The speaker mentions the *Impressionist rooms*, and says there are *over sixty paintings*, mentioning *Monet and Renoir*.
2. C The speaker says *this train will arrive on Platform 2*.
3. B The key words mentioned are *reports, grade, end-of-semester exam, study and students*.

Questions about the Purpose p109 Track 93

1. A The speaker says it is important to *exercise regularly*, and mentions the benefits of a daily *walk*. He also mentions cycling, *golf* and *tennis*. Serious health problems (B) are mentioned, and team sports (C), but neither is the main reason for the talk. The speaker says *more exercise results in a longer life* (D), but this is a result of exercise, not the purpose of the announcement.
2. C The speaker says he wants to express his *gratitude* for the staff's *hard work over the last year*. They work at a conference venue (A), and have won an award, but he is not accepting it now (B). (D) is not mentioned.
3. B The woman is paying tribute to Dr. Williams, who is retiring after 37 years at the research facility. No new employees are mentioned (A). They work in a research facility, but she is not opening one (C). (D) confuses *hard work* with the need to work harder.

Mini Test – Listening for Main Ideas p110 Track 94

1. B The ad tries to attract customers with free offers and big discounts. (A) and (C) are not mentioned. The checks will result in safer cars (D), but this is not the main purpose of the ad.
2. D The ad promises *free engine and winter tire checks*. No products are mentioned (A), only services. (B) confuses a *warranty* for work done on a car with *vehicle insurance*. Prices for services are reduced, but no cars are on sale (C).
3. C The ad is directed at all listeners; *loyal customers* and people who are *new to Mike's Motors*.

4. B The report mentions a *national strike* will take place following the *breakdown in contract negotiations* between a farm workers union and management.
5. C The speaker is the *host* of a feature called *Jobs Bulletin* on *WNRC Radio*. She is a news presenter.
6. A The report is being made from the radio station. A union is mentioned but they are not outside the headquarters (B). The speaker mentions a *press conference* (C), but that was *three hours ago*. (D) refers to the union leader.
7. A The woman is preparing the audience for a talk by *local historian Peter Fletcher*.
8. C The speaker is mostly talking about *Richard Warren*, a settler who arrived in 1620. The topic is local history, but she is not speaking about its importance (A). She only introduces historian Peter Fletcher, rather than talks about him (B). The *Mayflower* is mentioned (D), but is not the topic.
9. B The talk is held at the *Cape Cod Historical Society*, and is for the *general public*.
10. D The woman is introducing *Mr. Sanchez*, who she says is *the latest member of our team*.
11. D The woman says Mr. Sanchez will work with *everyone in the Sales and Marketing Department*. (A), (B), and (C) cannot be inferred.
12. B The woman mentions *main course and dessert*, so this would indicate they are in a restaurant.

Listening for Details

Questions about Numbers, Dates, and Times p113 Track 97

- A
1. C The payments were *paid every month for the last six months*.
 2. C The speaker says *the case will probably go to trial next month*.
 3. A *Parker Buildings* is the company mentioned. *No other building companies are thought to be involved*.

B

1. B The speaker says the cafeteria will close for *approximately one month*.
2. A Employees are told to *use the Coffee Shop on the third floor*. We can see from the graphic that they should press button 2 to get to the third floor.
3. D Employees will each receive *\$50 in coupons* per week.

Questions about Reasons and Requests p114 Track 98

A

1. B The speaker says the delay is *because of road repairs*.
2. B Passengers are advised to *go to Bay 3 and wait there*.
3. D The next bus at Bay 3 is the *15:45 service to London*, not Newcastle.

B

1. B The ad promises *ultrafast broadband at the cheapest rates*.
2. B To qualify for the \$50 credit, customers will need the Advance Net Plus 24-month contract. From the graphic we can see this costs \$20 per month.
3. A New customers can get a *free two-gigabyte memory stick*, but only *until the end of the month*.

Questions about People and Places p115 Track 99

A

1. A The speaker says he will move to *Sun City, Arizona*.
2. C His first job was as an *Assistant Manager*. He was then *Section Director* (A). He is now *Vice President* (D). (B) is not mentioned.
3. A The speaker says he will be *handing over responsibilities to Mr. Hammond*.

B

1. D Only *graduate students* can borrow up to ten books at a time.
2. B The speaker says *The red zone is the silent area and No talking in the red zone*.
3. B Books can be left in the book drop *at the West entrance* if the library is closed. We can see from the graphic that this is Location 2.

Questions about Problems and Suggestions p116 Track 100

A

1. C The company asked for \$100,000, but the bank is only prepared to lend *half that amount*.
2. B The speaker says that *they might need to wait* for bigger offices.
3. D He says *let's make a list of our ideas for cutting costs*.

B

1. A Kathy says *I can't get my work e-mail*.
2. D She says *I don't know when I'll be able to use it again*.
3. A She asks *please call me* and gives a phone number.

Questions about Plans and Sequences p117 Track 101

A

1. B She begins by saying *Before I begin by introducing our keynote speaker*.
2. B The *talk on Innovation will take place in Room 403*.
3. A The presenter who will be introduced first is *Dr. Fraser*.

B

1. C *The speaker says we have two weeks before the launch*.
2. D He mentions that *starting today there will be a TV advertising campaign*.
3. C The man says he will *fly to Los Angeles at three o'clock*. We can see from the graphic that the flight leaving at this time is DX14.

Mini Test – Listening for Details p118 Track 102

1. A The message says *For a billing inquiry, please press 3*.
2. C There is *50 percent discount on all headphones and speakers*.
3. D The message says *to speak to a customer service representative, please press 6*.
4. C The ad mentions family fun and activities *for children of all ages*, and free meals for children under five.
5. A The Aloha restaurant specializes in *authentic local food*.
6. C Anyone booking online will get *breakfast absolutely free*.
7. A The man says that the Regent Hotel is *too small for us these days*.
8. C The Roosevelt is *in the Adirondack Park, which is outside of the city*.
9. B He hands out the brochure and says *let's talk about it*.
10. C There are *three tables of six all booked for between seven thirty and eight*.
11. B They are having a *50th birthday party*.
12. D The woman says *I'll go and tell the chef*. We can infer she will go into the kitchen.

Making Inferences

Practice Inferring Meaning p120 Track 104

1. B The speaker sounds grateful, saying *Thank you* and later repeating her appreciation.
2. A The man says the Jameson contract was *something we all tried to win*, and mentions *the lucky woman who succeeded* will get a *huge bonus*. His tone is jealous.
3. B The speaker asks *employees who have parked there* to move their cars *as soon as possible*.
4. A The woman says the situation *isn't good*, and that *stocks are down again*. She mentions *orders have fallen*.
5. B The speaker refers to customers *asking for air conditioning* and mentions there is a *surplus* (meaning *extra funds*). Here, the expression means *I don't see why we can't (agree to what they want)*.
6. B The expression *it's all about (something)* means *the most important thing is...* The speaker is saying how you look (i.e., your appearance) is vital in a job interview.

Mini Test – Making Inferences p121 Track 105

1. A The speaker says *we can't wait any longer*, and that they are *ten minutes behind* schedule.
2. B Her tone is frustrated, especially towards the end *that's their problem*.
3. D The expression *it is what it is* is used when we need to accept a situation we do not like, because it is out of our control.

4. D The man apologizes that Carolina Strakovsky cannot perform, saying *we understand that you came to hear Carolina Strakovsky*, and offers a refund for those that want it.
5. A We can infer that the man feels disappointed that the event can't take place as planned.
6. C The man says that Claire Whitfield is *very talented* and a *wonderful soloist*. He is confident her performance will please the audience. We can infer he does not expect them to be so disappointed that they will need to ask for a refund.
7. A The man is advising Mr. Andrews of travel arrangements he has made. He wishes Mr. Andrews a *good trip* and adds *See you when you get back*. (B) is incorrect as a travel agent would not know details of Mr. Andrews' meeting with Mr. Nielsen in New York. (C) and (D) are incorrect.
8. C The man says someone called Lee will collect Mr. Andrews and take him to the airport *as usual*. We can infer Mr. Andrews often travels on business. (A) relates only to this particular flight. (B) cannot be inferred. (D) is not indicated.
9. B The man implies that Mr. Andrews was lucky to get the flight he wants, given the short notice (the flight is *tomorrow*). (A) cannot be inferred. The size of the plane (C) is not indicated. (D) is not mentioned.
10. B The broadcast begins *And finally, for today's sports news*. We can deduce that the speaker has already given the rest of the news. She cannot therefore be purely a sports commentator (A). Although the item is gossip, she is not a gossip columnist (C). (D) is not indicated.
11. A The woman says Winters was *just in time for the birth*. There is no suggestion the game took place in New Zealand (B). (C) and (D) cannot be inferred.
12. D The expression *front runner* means the top candidate for a position. The woman mentions the Assistant manager post is vacant, and suggests Winters is the favorite for this position.

Short Talks Including a Graphic

Practice Questions with a Graphic p123 Track 106

1. D The woman says they only need *one printer* and adds *we'll take the cheaper one*. We can see from the graphic the more expensive printer is the Samsung.
2. B The woman says she wants listeners to discuss *the weakest group*. We can see from the graphic that the weakest group is Gold.
3. C The woman says only *the largest office space is still available*. We can see from the graphic that this is the West Tower (5000m²).
4. C The announcement says the flight to Madrid will depart *fifteen minutes later than scheduled*. We can see from the graphic that the original departure time is 11:15, so the new departure time must be 11:30.
5. B The speaker says that Professor Whittaker and Dr. Barlow are going to swap their presentation slots. We can see from the graphic that Prof. Whittaker's talk is School Funding, so this will now be at 3:30 P.M.
6. D When the man goes into the room, he refers to it is a *good sized double* (i.e., double bedroom), and adds it has a *closet built in along the wall*. He then says it is *larger than the other one* (i.e., the other bedroom) and adds it has *the bathroom is leading off it*. We can see from the graphic he must be speaking about the Master Bedroom.
7. B The speaker mentions a *decline in performance in February*, which could refer to Samuel or Tina, but then says there was *strong growth in March*. We can see from the graphic that this must be Samuel.
8. A The woman says the dress costs \$100. We can see from the graphic that card members get a 20% discount.

Mini Test – Short Talks Including a Graphic p125 Track 107

1. B The man says the delay was due to *safety checks* needed following a recent *storm and lightning strike*. (A) is incorrect as no problems were found. (C) is not mentioned. (D) confuses *workers' strike* (i.e., industrial dispute) with *lightning strike*.

2. A The man is addressing a group of travelers at an airport. He has responsibility for their trip. (B) and (C) relate to engineers conducting the safety checks. (D) is incorrect as the speaker is traveling on the same flight as the listeners.
3. D The speaker mentions their flight is to *Mumbai*. We can see from the graphic that they gate they need to go to is 63.
4. C The woman welcomes everyone to the *open sessions* and hopes they will give a *taste of the courses offered* at the college. She is not advertising the courses (A), and there are no changes to the program (B). (D) is not indicated.
5. C Mr. Ivanov has been *suffering from a stomach virus*. (A) cannot be inferred. (B) confuses *virus* (meaning *computer bug*) with a health problem. (D) is not mentioned.
6. B The speaker says Dr. Gardner's philosophy lecture is in Room 1, and Ms. Cooper's session is *directly opposite*. We can see from the graphic that this is Room 2.
7. A The woman says the coffee machine would be for the *staff room* and later adds *the teachers will love it*. (B) relates to the subject of the call (a drinks machine). The woman saw the advertisement online, but (C) and (D) are not indicated.
8. C The woman says *I know you said £300 is your limit* (meaning *maximum price*). From the graphic, we can see the price is \$350.
9. A The woman finishes the call by saying *Let me know soon*. She offers to send an email (B). (C) is not mentioned. She refers to *reviews*, but does not ask the man to write one (D).
10. D The speaker says the restructuring *will shake things up considerably* (meaning it will change things a lot). (A), (B), and (C) are not mentioned.
11. A The speaker says that the changes *should free up some time for Mr. Sanders* (the President) to focus on other things. The implication is he has no time available to do these now.
12. B The man says they don't yet know *who will fill that key position*, referring to the person who the Vice Presidents will now report to. We can see from the graphic that this is the C.E.O.

Steps to Success p127

Practice 1 Track 108 1 What/announced, 2 How long/Vicks/Mundo Medical, 3 What/implied/news

1. C The announcer says the C.E.O. of Mundo Medical is leaving to *join rival PRC Chemicals*.
2. C She has been there *for more than twenty years*.
3. B The man refers to the announcement as *shocking*.

Practice 2 Track 109 1 problem/website, 2 How long/problem, 3 What/mean/This can't go on.

1. C The woman complains that there is still a *wrong telephone number* on the website.
2. D She says *It's been almost four weeks now*.
3. B Here, the expression *This can't go on* means that a solution must be found. The woman is frustrated that the problem has not been resolved yet.

Practice 3 Track 110 1 Where/announcement/made, 2 What/passengers/do, 3 When/arrive/London

1. C The words *luggage, seat, aisles, racks, and bags* are related, but *buffet service* and *train* indicate the location.
2. A Passengers are asked to *make sure your luggage is labeled correctly* and to put small bags *in the racks above your seat*.
3. C The man says *We will be arriving in London at 9:15*. (A) is the current time in Great Britain. (B) and (D) aren't mentioned.

Practice 4 Track 111 1 What/aim/message, 2 kind/movie/7:00 P.M., 3 Where/movie/rock music

1. C The message is all about *tonight's features*.
2. B The romantic comedy *Always a Bridesmaid* is the only movie at 7:00 P.M.
3. D This is where *Metal Music Mania* is showing.

Practice 5 Track 112 1 How/Argo 250/compare, 2 How long/guarantee/Argo 250, 3 How much/save/buy today

1. A The speaker mentions the *Argo 250 uses 50 percent of the electricity of other leading brands*.
2. D The vacuum has a *lifetime warranty*.
3. A The speaker says shipping will be free for customers who buy today. We can see from the graphic that shipping costs \$19.99. (C) is the cost of the accessory pack, but this is not discounted. (D) wrongly assumes the vacuum is reduced by 50%. (B) is not mentioned.

Review Test p134 Track 113

1. C The announcement begins *Attention Shoppers* and mentions *store, checkout counters, purchases, and food and drink*.
2. B The announcer warns the store *will be closing in fifteen minutes* and asks shoppers to *pay for their purchases*.
3. B The announcer says that *tomorrow is bargain Tuesday*. The store is shortly to close. It is therefore Monday evening.
4. C The presenter refers to *the fans here in the stadium*.
5. D The presenter says he is joined by *both players*, who have just finished a tennis match.
6. A The match was *one of the longest in the history of this competition*.
7. A The speaker says *this is the office you'll be using*, and gives some general information about where things are.
8. B He says the restroom is *down the hall on the left*.
9. C He says a *client of mine is coming soon* so we can assume he will go to meet him. (A) refers to *coffee maker*. (B) and (C) are not mentioned.
10. D Thunder Bay in northern Ontario *will see some showers... in the late afternoon*.
11. A The speaker encourages listeners to *enjoy a walk or a jog in the park*.
12. B The speaker says *by mid-week we could hit 20 degrees!* It is currently 17 degrees.
13. A Phrases such as *Over the next three hours, After that, and then* indicate the speaker is outlining a series of events.
14. C The speaker says that everyone attending the seminars shares the desire *to be the best you can be in life*. He goes on to mention *personal growth* and *true potential*.
15. D The speaker says he will *wrap up with a question and answer session*.
16. B The speaker is announcing different news stories. (A) confuses *news announcer* with *reporter*. (C) repeats *business correspondent*, but refers to *Kate Leung* not the speaker. (D) repeats *climate change*, but reflects the focus of the first news item rather than the speaker.
17. B This extract is mostly about an *agreement* reached at the *World Trade Talks to reduce carbon emissions*. This is a *major step forward*. No speech is mentioned (A). (C) is incorrect as carbon emissions are to *reduce*. (D) repeats *global warming* but this is not the topic.
18. B An official announcement is expected *within the next sixty minutes*.
19. A The ad is aimed at anyone who has *had an accident at work*. The company will *deal with your employer*, so the ad isn't aimed at employers (A). (C) repeats *insurance*. (D) refers to the company placing the ad, who will *investigate your claim*.
20. A The ad mentions a *cash lump sum* and a *regular payment*, and encourages listeners to get in touch to *find out how much you could get*.
21. B When you have *nothing to lose* it means there are no disadvantages to doing something. The speaker is using this expression to emphasize to listeners that making a claim can bring only positive results.
22. B The radio presenter is outlining the sections of the show, as indicated by phrases such as *In a few moments, Then, and Finally*.
23. C The speaker refers to *our very own Laura Sharp*, implying she works for the radio station, and says she will talk about the *latest*

- music and entertainment news. (A) refers to Hamir Sharma. (B) repeats singer. (D) is not mentioned.
24. B To give someone *the full picture* means you tell them everything necessary for them to fully understand.
25. A The speaker says *The sun is just rising* and adds *Local time is five minutes after six*.
26. C The speaker says the temperature is *68 degrees Fahrenheit*, or *20 degrees Celsius*. We can see from the chart that this is the temperature in Hong Kong.
27. D The speaker asks listeners for *any spare foreign coins* and says these will *go to a charity*. The speaker mentions the local time, but does not ask listeners to adjust their watches (A). (B) confuses the context, and relates to the location of the envelopes listeners should put their coins in. Listeners are not asked to contact the cabin crew (C), but just to hand them their envelopes.
28. A The person is making this lost child announcement at an outdoor event. (B) is incorrect. (C) and (D) are not indicated.
29. C The boy is wearing a *green and yellow striped sweatshirt*. (A) confuses *sweater* with *sweatshirt*. (B) and (D) are incorrect as his cap is black and white, and his pants are blue.
30. A The lost boy is now at *the Customer Information Counter*, which is located *between the face-painting area and the refreshment tent*. We can see from the graphic that this is Area 1.

Listening Comprehension Test

Part 1 p137 Track 114

1. A There are bags, but people are not *unpacking them* (B) and they are not *for sale* (D). This is at an airport, but the bags are not being *loaded onto an airplane* (C). They are on the baggage carousel.
2. C He is in the room, not *entering it* (A). The room is tidy, not *messy* (B). We do not know if the bed is next to the door (D).
3. C This question focuses on a detail. The man may be at a hotel checking in, but he is not *checking his bag* (A). They are not in a *store* (B), or *shaking hands* (D).
4. C They are not *boots* and they are not on the *floor* (A). We do not know they are *samples* (B) or *in the way*. These are racks, not *shelves*, and there are no *clothes* on them (D).
5. A (B) mentions *water*, but confuses the context. He is *washing*, not *drying*, the dishes (C). There are plates, but he is not *waiting for* any (D).
6. D She may be a nurse, but she is not *helping* anyone (A). There is no elevator (B). She has a badge, but she is not *holding it*, she's wearing it (C).

Part 2 p141 Track 115

7. A (B) confuses *hear* with *here*. (C) answers a different question (*What is Mr. Jameson's position?*).
8. C (A) confuses *room* (meaning *space*) with *Room* and does not answer the question. (B) cannot answer a choice question.
9. A (B) responds to a different problem. (C) misleads linking *there* with *here*.
10. C (A) repeats *out*, but does not answer the question. (B) repeats *called*, but answers a different question (*When did they call?*).
11. B (A) answers the question *What presentation did you give at the conference?* (C) repeats *conference*, but does not refer to presentations.
12. C (A) repeats *recommend*, but answers a different question (*Would you recommend...?*). (B) refers to staying in New York, but does not answer the question.
13. B (A) answers a different question (*Is the train the quickest...?*). (C) confuses *vacation* with *station*.
14. B (A) confuses the subject. (C) relates *assistance* to *assistant*.
15. A (B) confuses the verb *break* meaning to *damage* with the noun *break*. (C) refers to *Do you want to take a*, but is an illogical response.
16. B (A) does not answer the question. (C) confuses *replace* and *briefcase*.
17. C Both (A) and (B) are illogical responses.

18. C (A) answer a different question (*How much is parking?*). (B) repeats *park*, but as a noun.
19. B (A) confuses *male* (relating this to *women*) with *mail*. (C) assumes they are waiting for delivery of an order, not *mail*.
20. C (A) uses past tense of the verb *work* and the distractor *fine*. (B) confuses the subject and topic.
21. A (B) confuses *amazed* with *raise* and refers to a different subject. (C) is an illogical response.
22. B (A) answers a different question (*How long was the flight?*). (C) uses the verb *fly*, and confuses *tonight* and *flight*.
23. C (A) uses the verb *leave* in the past, but refers to a different subject. (B) confuses *relieved* with *leave*.
24. C (A) is an illogical response. (B) refers to the past.
25. B (A) answers a different question (*How much did it cost?*). (C) relates to *days*, but does not answer the question.
26. C (A) cannot answer a choice question. (B) is an illogical response.
27. C (A) relates *leaving* with *finished*. (B) confuses *imports* with *report*.
28. A (B) uses the phrase *feel like*, not *feel*. (C) repeats *today* and *good* but answers a different question.
29. A (B) begins *No*, which answers the slightly different question *Did Naomi say which...?* (C) answers a different question (*When did Naomi leave college?*).
30. C (A) repeats *money* and *back* but answers a different question. (B) does not answer the question.
31. B (A) repeats *tell*. (C) repeats *help* in a different context.

Part 3 p142 Track 116

32. B The woman answers the phone and offers to take a message. (A) confuses *extension*, *line*, and *busy* with technical problems. (C) and (D) cannot be inferred.
33. A The woman tries Lucy Ward's extension number and says *the line is busy*.
34. B The woman asks the man if he'd like her to pass on a message. He says *Yes please*.
35. A They are talking about moving filing cabinets, tables, and chairs to a different location in another building. (B) is a distractor for *Maintenance Department*. They are relocating their office, not moving home (C). (D) is not mentioned.
36. C The man says *Maybe we could hire a truck?*
37. A The woman says she *will find out how much it'll cost*.
38. B The man says he is working on *this week's sales report*. They are both in an office. (A), (C) and (D) are incorrect.
39. A The woman mentions *going to lunch* at a nearby restaurant, and the man says *OK, that sounds good*.
40. B The man is working and says *I'll be along in a minute*. We can assume he wants to keep working for a short while.
41. C The words *on board*, *passengers*, *take off*, *Customs* and *captain* indicate this conversation takes place on a plane.
42. A The man says they are *waiting for two more* passengers.
43. C The woman says they *can't wait much longer*, meaning they will wait for a short time.
44. D The man complains about the desks *covered in dust* and *paper all over the floor*.
45. D To be *sick of* something means you have experienced too much of it. The man feels annoyed at Andy's poor performance.
46. A The man says he wants to *get rid of* Andy, and *advertise for a new cleaner*.
47. D The woman says they have won *five big contracts* recently. The man says they are *starting to see the results* of their hard work.
48. A The woman says *we got the Jefferson contract last week*.
49. D He says *I'll give them a small bonus*. (B) and (C) are the woman's suggestions. (A) misleads by referring to the contract they have won.
50. C The man mentions *the meeting room upstairs* and later refers to impressing *visitors*. They can't be in a hotel (A). The woman says she will go to a garden center (B). (A) confuses *coffee table* with coffee shop.
51. A The man says *we could put more lights in*.
52. C She will go to a garden center *on Saturday* to buy plants.
53. B They are speaking about painting the *ceilings and walls* on the first floor rooms, and need to know the *color*. The man also

refers to work he did last month, saying *It took ages to paint doors and windows.*

54. A The man is responding to news that they *haven't received payment yet* from Joanne Masters. He is saying that late payment from this client is not unusual.
55. B The woman suggests calling Joanne Masters at the start of the conversation. The man later says *Tell her we need that money*, implying the woman should call Ms. Masters.
56. C They are talking about the dishes they are eating; fish and vegetable pizza. They are not in an office (A), or buying the food in a grocery store (B) or at a market (D). We can assume they are in a restaurant.
57. D They can't be housemates (A) or coworkers (C) as they do not see each other often. (B) is incorrect as the man asks *How are things at work?* They are most likely friends.
58. A The man says *We haven't seen each other for ages.*
59. C The women complain that *the roof leaks, the windows won't close, and that it's freezing.* They then suggest investigating the cost of repairs.
60. D They both agree they want to start *phoning around for quotes.* They do not offer to take a closer look (A) or fix the problem themselves (B). (C) confuses the context, as they want to get an estimate rather than send a quote.
61. A The man says *I hope it won't cost too much.* He is worried by the possible expense.
62. D The woman says *Let's go to the one at eleven thirty* and the man replies *Good idea. We can see from the graphic that the demonstration at this time is Easy Entertaining.*
63. B The man suggests they *have a bite to eat afterwards.* (A), (C) and (D) all relate to later in the day.
64. C They decide to look around the exhibition and the woman says *Let's see what pots and pans they have first.* We can deduce they will go to the kitchenware section.
65. C The woman reserves a newspaper for the man and says *There's no charge, by the way. It's on the house.* (A) is not mentioned. (B) refers to when the man can expect his paper, not what the time breakfast is served. (D) cannot be inferred.
66. A The man orders the *New York Times.* We can see from the graphic that his room number must be 307.
67. B The man ends the conversation by saying *I'll turn in now* (meaning *go to bed*).
68. B The man complains that the *media suite is booked up* and regrets that he *wasn't quick enough* when making the booking.
69. C The man says he *called Bill.* From the graphic we can see that Bill works in the Finance department.
70. A The woman suggests a *working lunch* and offers to *email everyone now.* (B) is incorrect as she says they *can't cancel it.* (C) is a distractor, sounding like *let them know.* (D) is not mentioned.

Part 4 p146 Track 117

71. D The speaker is giving the weather forecast *on WTNC*, which we can deduce from the context is a radio station.
72. B He says *Thursday will be wet but there will be sunny periods.*
73. C The forecast says there is a *70 percent chance of rain on Friday.*
74. B The phrases *National Airlines flight, Gate 34, flight and final call* all suggest this is in an airport.
75. D The speaker advises Mr. Tomaselli to *proceed directly to Gate 34*, as the flight is *about to depart.*
76. A As the *gate will close in five minutes*, Mr. Tomaselli needs to get there quickly.
77. A The speaker refers to *your needs here at Ablewight Industries.* He is presenting a sales pitch to executives at the company. (B) relates to the man's field of expertise. (C) is his company. (D) refers to *customers* the man mentions.
78. B The speaker is pitching to *design and deliver a market research program.*
79. D The man says he and his team are *experts at market research.*
80. C The ad says the magazine features *leading business experts* (A), and asks people to subscribe, so is not aimed at retailers (B). (D) misleads by relating to *International* in the title of the magazine.

81. C The magazine is *delivered monthly* to subscribers.
82. C The speaker is encouraging listeners to subscribe to *Business International* magazine. The implication is that if they don't, they will not be able to keep up with the latest business trends and therefore lose their competitive edge.
83. A The man says that Ms. Wilkins *has decided to step down from her position* and will be moving to *Marston Convention Center.*
84. B The speaker refers to the audience as *department heads*, and later mentions the name of the company as the *Waterford Hotel.*
85. D He says that anyone interested should *e-mail Human Resources.*
86. A This is an automated queuing system. The extension number is mentioned, but has not been dialed (B). (C) and (D) are incorrect.
87. D The end of the message states *your estimated wait time is eleven minutes.*
88. C The phrases *make flight reservations and book hotel rooms* indicate the company is a travel agency.
89. A The speaker tells the people to clean the *kitchen, tables, chairs, and cutlery* before the inspection. (B) is not mentioned. The speaker says *this is an emergency*, but he is not speaking to emergency workers (C). *Kitchen* is mentioned, but not *kitchen suppliers* (D).
90. B The man says the complaint was made by *a member of the public* last week.
91. A The time is *ten*, and the inspectors are *arriving at one.*
92. B The presenter says that Brinks Machinery will *stop operations at the end of this month.* (A) confuses *shock to the town* with earthquake. The President is not new to the job (C), and no job losses were announced previously so there can be no increase in job losses (D).
93. C He is the *President* of Brinks Machinery.
94. B Mr. Chadley blames *cheap imports from overseas* for the failure of the company.
95. D The speaker mentions this part of a *season of lecture evenings.* Listeners are encouraged to *bring your friends along to the society.* We can deduce this is a group open to local people.
96. D The lectures cover a range of local interests. (A) wrongly associates *four times a month* with *four more lecture evenings.* (B) is incorrect as not all lectures are on historical subjects. (C) is incorrect as, although the speaker says *new members are always welcome* this does not mean that there are too few members now.
97. A The speaker at the next meeting is *a local historian who specializes in industrial history.*
98. A The talk is directed at people *shopping with us today.* The speaker mentions McAllisters, refers to its *retailing history.* This is a *building* not a mall (D). (B) wrongly associates *art museum* with the *artwork that hangs on our walls.* (C) confuses *station and stationery department.*
99. B The speaker says the tour *will last approximately half an hour.*
100. C The speaker says the next tour *will begin in 15 minutes' time and adds this is the final tour of the day.* We can see from the graphic that the final tour is at 4:15 P.M., so the current time must be 4:00 P.M.

READING

Grammar

Word Choice – Mini Test p153

1. C The structure used here is *so + adjective (tired) + that.*
2. B We use *no* before nouns.
3. A *Would you like* is followed by *some* before an uncountable noun.
4. B We use *enough* (meaning *sufficient*) before countable nouns.
5. D As *time* is uncountable, *little* is used after *very.*
6. C Before the countable noun *photographs*, we use *many.*
7. B Here *most* (meaning *the majority of*) is used.
8. A To refer to two related nouns, *both* is used.
9. B Only *never* can complete this statement.
10. D In this negative statement, *any* is used.

Auxiliary Verbs – Mini Test p155

1. B Only *cannot* (*can't*) is possible to express present inability.
2. D We use *have to* as this is something that is necessary.
3. A *Could* completes this polite request.
4. D We use *should have* to express advice in the past.
5. C Here we use *didn't have to* (meaning *it was not necessary*).
6. B To express negative possibility in the past we use *could not have*.
7. D Here *might* expresses possibility.
8. B To indicate present ability, we use *can*.
9. A Occasionally, *must* is used to express present obligation.
10. B Here, *could* completes the negative possibility.

Comparatives and Superlatives – Mini Test p157

1. B The superlative of the three-syllable adjective *serious* is needed here.
2. B The comparative using *as...as* completes this sentence.
3. A The comparative *more interested* is used before *than*.
4. C This option gives the complete comparative form of the three-syllable adjective *expensive*.
5. A Only *more modern* can be followed by *than*.
6. C To complete this comparative sentence, *as...as* is used.
7. D Although separated, the comparative form here is *worse than*.
8. A The superlative *the least difficult* is needed here.
9. B After *just* (meaning *equally*) the structure *as...as* must be used.
10. D The comparative form of this one-syllable adjective is *nearer*.

Subject-Verb Agreement – Mini Test p159

1. A The subject is singular, so *has* completes this present perfect tense.
2. B Because the definite article is used, only *is* can complete the present continuous tense.
3. D Despite the plural *managers*, *one of* takes a singular verb.
4. C The object is plural (*sports*), but the subject is *program*, which is singular.
5. C Money takes a singular verb form, so *was* completes the past simple passive.
6. D The indefinite article is used here, so *are* completes the present continuous tense.
7. C The subject is *Singapore*, which takes the singular verb form.
8. B Time takes a singular verb form, so *is* completes the present simple tense.
9. B *Nobody* is a singular subject.
10. A Although the name of the restaurant uses the plural *Chefs*, it takes a singular verb.

Pronouns – Mini Test p161

1. D Only the *reflexive pronoun* correctly completes this sentence.
2. C The *possessive pronoun* is needed here.
3. A In this case we use the *possessive adjective*.
4. A *Mr. Lee* is the subject, so we need the *subject pronoun*.
5. C The *possessive adjective* is needed to complete this sentence.
6. A The subject is *We*, so we need the *object pronoun*.
7. B The *object pronoun* is needed here.
8. D The *possessive adjective* completes this sentence.
9. C In this case we use the *reflexive pronoun*.
10. B The *possessive pronoun* is needed here.

Verb Forms and Tenses – Mini Test p163

1. B For actions in progress in the past we use the *past continuous*.
2. D Here we need the *present continuous* for a planned future event.
3. A The action finished in the past, so the *past simple* is used.
4. C The *present perfect* is used for this unfinished action.
5. B For plans made earlier, we use *to be* followed by *going to*.
6. C The *past continuous* is used for actions in progress in the past.
7. A The action is completed in the past, so we use the *past simple*.
8. C The *present simple* is needed to complete this sentence.
9. C With *since*, the *present perfect* is normally used. However, this refers to the completed past, so the past perfect is used.
10. D We use the *present continuous* for things happening around now.

Gerunds and Infinitives – Mini Test p165

1. C After *forbid* the infinitive *with to* is used.
2. A After *mind* we use the gerund.
3. C The gerund is needed here as the action (*wasting money*) started before.
4. B This is the subject of the sentence, so we need the gerund.
5. D After *suggest* we use the gerund.
6. B Here the gerund is used as the subject of the clause.
7. A The adjective + preposition *good at* takes the gerund.
8. C The gerund is used after *regret* as the action happened before.
9. B After *make* + object we use the infinitive without *to*.
10. B The verb *justify* takes the gerund.

Vocabulary

Word Forms – Mini Test p169

1. B After the modal auxiliary *must* we use a *verb* here.
2. C Only an *adverb* can describe the verb *completed*.
3. B Here the countable *noun* is needed.
4. C The *noun* is the only word that completes this sentence.
5. C Only an *adjective* can describe the noun *vehicle*.
6. D The noun *way* is described by an *adjective*.
7. A The *verb* is used as an imperative.
8. D The *adverb* is used because it describes the verb *become*.
9. B After the modal auxiliary *could* the *verb* is used here.
10. C Here the *adjective* describes the noun *talk*.

Words with Similar Meanings – Mini Test p171

1. B The verb *charge* means *ask someone to pay (+ for)*.
2. D The verb *reduce* means *make something smaller*.
3. C The collocation used here is *say what you think*.
4. B To match the subject *factory* we use *closed*.
5. C The collocation used here is *consumer goods*.
6. C Members of staff are *employed* by a company.
7. D Only *advised* can be followed by *us*.
8. B The document that proves payment is a *receipt*.
9. A Of these options, only a *team* can have a captain.
10. B The collocation is *develop (meaning create) a strategy*.

Word Choice – Mini Test p173

1. A The collocation used here is *fully qualified*.
2. A Someone can *play a role* (in + noun/gerund).
3. D A ceremony is *held* in a particular place.
4. C In this case, only *significantly* can follow *increased*.
5. D Only *advice* can complete this sentence meaningfully.
6. B A *decision is made (or taken/reached)*.
7. C Only *have a discussion* makes sense here.
8. B The collocation used here is *spare parts*.
9. C Here only *various* can come before *factors*.
10. D The verb *provide* collocates with *assistance*.

Prepositions – Time and Place – Mini Test p175

1. B We use *in* with rooms (e.g. *office*).
2. C We use *for* with a period of time (e.g. *for years*).
3. B The structure *from ... to ...* is used here.
4. D Only *by the door* makes sense here.
5. A Here *in* (meaning *inside*) makes the most sense.
6. C Only *in* (meaning *within a certain time*) fits here.
7. D We use *in* with rooms (e.g. *basement*).
8. A *During* is used here (meaning *within the time*).
9. B For up to but not after a certain point, we use *until*.
10. D We use *since* with a point of time (e.g. *since breakfast*).

Words that Look Alike – Mini Test p177

1. C When prices rise, *inflation* can cause difficulties.
2. A To be *overrated* means *valued too highly*.
3. B Only the noun *refusal* is possible here.
4. A Here *contribute* (meaning *give money*) completes the sentence.
5. B The collocation *practically impossible* is used here.
6. D The prepositional use of *except* fits here.
7. D Only the noun *morale* (meaning *enthusiasm*) can be used here.

8. C The verb *provide* collocates with *details*.
9. B We use *obtain* (meaning *get*) with permission.
10. C Of these options, *complaints* can only be *discussed*.

Conjunctions – Mini Test p179

1. C The structure *neither ... nor* is used here.
2. B Only the conjunction *although* fits grammatically.
3. A Here *whether* (meaning *if*) completes the sentence.
4. B The purpose is given using the conjunction *so*.
5. D The preposition *despite* can take the gerund.
6. A The condition *unless* (meaning *if...not*) fits here.
7. C Only *As soon as* (meaning *Immediately*) can be used here.
8. A The conjunction *so* (showing a result) fits here.
9. B The structure *both ... and* is used here.
10. D After *not only... we use but also*.

Phrasal Verbs – Mini Test p181

1. B Only *keep on* (meaning *continue*) can fit here.
2. C To *look into* means to *investigate*.
3. A Only *put off* (meaning *delay*) can fit here.
4. C The phrasal verb used is *get along well* (with someone).
5. A To *put back* means to *replace*.
6. B Only *work out* (meaning *understand*) can fit here.
7. D The flight was *held up* (meaning *delayed*).
8. C To *deal with* something means to *handle* or *take care of* it.
9. B Only *gave up* (meaning *stopped*) can fit here.
10. C The application was *turned down* (meaning *refused*).

PART 5 – Incomplete Sentences

Try It Out p183

1. A The adjective needed is *informal* (meaning *casual*).
2. D The superlative form is used here.
3. B Time takes a singular verb form, so *is* completes the present simple tense.
4. C The *adverb* is used because it describes the verb *become*.
5. D Only *in* (meaning *within a certain time*) fits here.
6. C The verb form used here is *to be + going to* for plans made earlier.
7. B After *refuse* the infinitive with *to* is used.
8. A The noun needed is *fine* (meaning *penalty*).
9. C The noun *decision* takes the verb *make*.
10. C The *possessive adjective* is needed to complete this sentence.
11. D We use *in* with countries.
12. B We use *tell* (meaning *inform*) with an object.
13. A Only an *adjective* can describe the noun *offer*.
14. B The conjunction that fits here is *because* (meaning *for the reason that*).
15. B The *present perfect* is used for actions that continue into the present.
16. D We use the conjunction *Even though* to show contrast.

Steps to Success p185

Practice 1

- 1.1 B The comparative form *more...than* completes this sentence.
- 1.2 D Only the preposition *despite* can be followed by this noun phrase.

Practice 2

- 1.1 C The auxiliary verb *could* is used here to indicate ability.
- 1.2 D The phrasal verb *come across* (meaning *encounter*) is used here.

Practice 3

- 1.1 A The *reflexive pronoun* is needed here.
- 1.2 B The *adjective* is the word form needed to describe the noun (*report*).

Practice 4

- 1.1 A The only word choice possible here is *unsuccessful*.
- 1.2 D The tense needed here is the *past simple passive*.

Practice 5

- 1.1 B The gerund is needed as the action started before.
- 1.2 C The preposition *at* is used here to refer to a location.

Review Test p192

1. D The noun *applicants* (meaning *candidates*) is used here.
2. C The *past participle* completes the *past simple passive* tense needed here.
3. A Only the *noun* can come after the adjective *economic*.
4. A The adjective *crowded* (meaning *full of people*) fits here.
5. C This noun completes the phrase *personal assistant*.
6. B This adjective completes the phrase *the person (who is) responsible (for...)*.
7. C The structure used here is *neither... nor*.
8. D Here the *reflexive pronoun* is used.
9. D The noun needed here is *growth* (meaning *expansion*).
10. B Only the superlative form completes this sentence.
11. C These words look alike, but only *description* fits the sentence.
12. A The adjective *easy* best fits the meaning of this sentence.
13. C We use the preposition *on* with surfaces/floors, etc.
14. A The phrasal verb *to hold (someone) up* means *to delay*.
15. A Only the adjective *irresponsible* (meaning *foolish*) fits here.
16. B The *adjective* is needed here.
17. B The noun *advantage* (meaning *benefit*) fits here.
18. A Planets can only be *discovered*.
19. A This conjunction showing contrast fits here.
20. D The present simple tense is used with the stative verb *want*.
21. C The verb *make* collocates with noun *progress*.
22. A Here the present perfect tense is used with *since*.
23. C Only *in* (meaning *within a certain time*) completes the sentence.
24. C Here *temporary* (meaning *for a limited time*) fits here.
25. A The extension was done by a *contractor* (i.e. *building company*).
26. C The conjunction *whether* (meaning *if*) best fits this sentence.
27. C The names of subjects (i.e. *Economics*) all take a singular verb form.
28. D This modal auxiliary completes the polite request.
29. D Only *bill* (meaning *banknote*) can be used here.
30. B Here *any* is used as a determiner before the uncountable noun *time*.

PART 6 – Text Completion

Try It Out p197

1. A The purpose of this paragraph is to thank readers for contributing to the company's new Web site design. Only this sentence fits the context (thanking readers for their contribution).
2. B Used as a preposition, *Without* is followed by the noun *help*.
3. C This modal auxiliary completes the phrase *would like to*.
4. A The gerund is used after *have fun* (meaning *enjoy*).
5. B The verb that collocates with *results* is *announce*.
6. A This sentence logically relates back to the good news of a global recovery. It explains how the news was received. (C) is incorrect as the research is finished. (B) is not suggested. (D) does not connect to the context or subject.
7. C Here *in* (meaning *within a certain time*) is needed.
8. A This conjunction fits the sentence, showing contrast.

Steps to Success p199

Practice 1

1. C The noun *discounts* (meaning *price reductions*) fits here.
2. A We use the *present simple* tense in this case.
3. C The preposition *in* is used for places and regions.
4. D This sentence logically follows on from news of the prize drawing, and reinforces the purpose of the advertisement (to encourage readers to shop at HomeTronics).

Practice 2

1. A The verb needed is *remind* (someone *about* something).
2. D The *simple present passive* is used here.
3. C The *possessive adjective* completes this sentence.
4. B *This situation* refers to the problem mentioned previously of customers being *unable to find parking spaces*. The sentence explains the reason why staff should not use the main parking lot.

Practice 3

1. C This sentence clearly introduces the subject of the article. It links logically with the following sentences that outline the response to and reasons for her visit.
2. D Only this preposition can be followed by this noun phrase.
3. B The collocation used here is *achieve goals*.
4. A The preposition *on* is used for dates.

Practice 4

1. B The conjunction *and* links these two positive statements.
2. C The noun *position* means *job in a company*.
3. B The purpose of the letter is to reject an application. This sentence concludes the rejection.
4. D Only the noun *search* can complete this sentence.

Practice 5

1. B This adverb indicates the time has arrived earlier than expected.
2. A Only *returned* has a meaning that makes sense here.
3. A The noun *choice* (meaning *selection*) completes this sentence.
4. D This sentence refers to the *next staff meeting* mentioned previously. The purpose of the memo is to announce the *Employee of the Season* competition, and this sentence encourage.

Review Test p206

1. A Only the adverb *significantly* can be followed by *expand*.
 2. C The *present perfect* is used with *since*.
 3. B Only this preposition can complete the sentence.
 4. D This relates directly to the rise in the company's stock price, and the fact that Mr. Takada *welcomed the jump*. We can conclude this is his view.
 5. B The *past simple* is used because the action is completed.
 6. D Teeth whitening is a *service* that the company offers.
 7. C The phrase needed here is *take advantage of* (meaning *benefit from*).
 8. A The second half paragraph encourages the reader to have her teeth whitened. This sentence logically relates to the *great offer* mentioned (15% off).
 9. C This sentence confirms receipt of the application for tickets. It links logically with what comes before, and after.
 10. A The *present continuous passive* completes this sentence.
 11. B The modal auxiliary *should* is used to indicate expectation.
 12. D We use the *imperative* after *please* to issue polite instructions.
 13. B The auxiliary *Did* completes the *past simple* tense which is needed here.
 14. C Here, we need the verb *notify* (meaning *make someone aware of something*).
 15. C This sentence logically introduces what follows: a series of tips on how to avoid phone scams.
 16. D The noun *doubt* (meaning *uncertainty*) is the only word that fits the context here.
6. A Ms. Shaw works for *Carpe Financial Management* and writes about sources of *financial support and funding*. (B) is too general, (C) is incorrect as she is not publishing the magazine, and (D) is not mentioned.
 7. D This sentence fits best here as it refers to the survey.
 8. B The e-mail begins *Dear Customer*. It is for anyone who receives the magazine "Work in Action."
 9. A The ad states that the offer is available *when you book online*. (B) is not mentioned. (C) is incorrect because you must *arrive* (not *book*) on a red date. The offer is *valid for new reservations*, which does not mean *new customers* (D).
 10. C The ad mentions *the very finest cuisine* (A), that the hotel is *ideally situated for exploring the city* (B), and that it is a *perfect venue for a ... business meeting* (D).
 11. A The ad states *Full payment is due at the time of booking*.
 12. D Mr. Hilper's e-mail address indicates he works for *Aranlo*. He mentions *Off Mart* (A). He is writing to *Central Stationery* (C). He bought *BestBrand* printer cartridges (B).
 13. D Mr. Hilper's e-mail mentions prices at *Central Stationery* and says they are *in some cases more than double those charged at other stores*. He goes on to give examples of high prices. (A), (B), and (C) are not mentioned.
 14. B Referring to *OffMart*, Mr. Hilper says *I notice from their online shop...*
 15. C In his e-mail, Mr. Hilper mentions one of the three filing cabinets cost \$65. In his response, Mr. Prent says this *third cabinet is the new model* and is therefore more expensive.
 16. D Here, the word *value* means *appreciate* or *consider important*.
 17. B The web page refers to *ocean views* and several rooms have an *Ocean view*. (A) is not suggested. (C) confuses the number of guests with the number of bedrooms. The hotel can *recommend* tuxedo rental services, it does not rent tuxedos itself (D).
 18. C Mia says that *the reception hall has a terrace* and the Dunedin Room is the only room with a terrace.
 19. C Wi-Fi is free *in public areas* only. Each room has a private balcony (A), a refrigerator or *luxury kitchen* which will include a refrigerator (B), and an *In-room safe* (D).
 20. B The two women will share a room for one night. Mia says she will *book a room with two beds*. We can see a *Standard room with 2 Queen-size beds* costs \$190.
 21. D Mia offers to pay and says they can *settle up* at the hotel (meaning Rosa can pay the money she owes then). Rosa dislikes large crowds, not necessarily noisy places (A). She asks Mia if it is *too late to book*, rather than says they should have booked already (B). She only knows two people at the wedding, but this does not mean she has few friends (C).

PART 7 – Reading Comprehension

Try It Out p216

1. D Dr. Stevens is responding to Mr. Katsuzawa's letter asking why he was not selected for the course *Computing for Beginners*. She mentions there were *sixteen spaces available*, that they were evenly distributed between men and women, and that those selected were all *unemployed, retired* or have *part-time jobs*.
2. B The course runs *Monday through Friday from 10:00 A.M. until 1:00 P.M.*, making a total of fifteen hours.
3. C Dr. Steven's refers to Mr. Katsuzawa's full-time job, and questions how he *would manage to attend the course*, which runs during normal office hours.
4. B Here the word *admitted* means *accepted* (onto a course).
5. B The e-mail begins by announcing *the latest edition* of "Work in Action". Although (A) a survey is mentioned, this is not until the third paragraph so is not the main purpose. (C) and (D) are not mentioned.

Improve Your Performance

Reading for Main Ideas

Passage 1 p226

1. *A recent conference*. In the subject line, Ms. Williams refers to the *conference last Tue* and goes on to say it *went extremely well*.
2. *To thank an organizations' staff*. Ms. Williams begins *I would like to say "many thanks"* and finishes with *please pass on our thanks* to the staff at the Maybridge Center.
3. *A convention center*. Ms. Williams refers to the Maybridge Center as a *fantastic venue* and says she looks forward to *holding more events in your great facility*.

Passage 2 p227

1. *Opposition to a proposed development*. The article focuses on protests from residents at the plans to build a fast food restaurant and gas station.
2. *To report a community meeting*. The article is about a *special council meeting* that took place *last night*.
3. *In a local newspaper*. There is nothing to indicate this is from a college newsletter or science journal. It is a straightforward reporting piece in a local paper.

Passage 3 p228

1. *Application requirements.* The fax concerns an application for a bank account, and is accompanied by an application form which Mr. Wong must *complete and sign*.
2. *To request information.* Ms. Bertram wants to confirm some personal details from Mr. Wong.
3. *A potential investor.* Mr. Wong is interested in a savings account. He wants to invest.

Passage 4 p229

1. *Cooperating in research.* The letter mentions Dr. Gupta's *research interests*, and discusses *working together on a research project*.
2. *To agree to work together.* Mr. Harp says that the possibility of working with Dr. Gupta *is an excellent idea*.
3. *A scientific researcher.* Dr. Gupta's knowledge is *in the field of fuel cells and renewable energy*.

Mini Test – Reading for Main Ideas p230

1. B The article is mainly about *Harney's*, which is described as a large *electronic retailer*. (A) is not mentioned. (C) is only mentioned in the final line. (D) is given as a reason for poor sales, but is not the main focus of the article.
2. D The article focuses on the company's fall in profits and poor performance. Five stores will close, but this is not the main focus (A). (B) is too general. Sales since the New Year (C) are referred to, but are not analyzed.
3. C Only (C) is possible. (A), (B), and (D) do not match the style or content.
4. B The article mentions the company's *recovery plan* is intended to *reduce overheads* (i.e. *cut costs*). There is no indication the company will leave Oregon (A), although five stores in Oregon will close. (C) and (D) are not mentioned.
5. A The company is clearly facing tough challenges. (B) is incorrect as profits are down. Although results are poor there is no indication the company will collapse (C). (D) is not mentioned.

Reading for Details

Passage 1 p232

1. Ms. Gillingham is the *Admissions Officer*.
2. The courses take place *on weekday evenings*.
3. Mr. Courtney says he is *especially interested* in *Skills for Work*.
4. He asks for a *brochure* and a *price list*.
5. He says *A friend told me*.
6. Reduced fees are available for *people with low incomes*.

Passage 2 p233

1. In *Melrose Hall*.
2. Her lecture is *Living Energy*.
3. *The Learning Brain* lasts for two hours.
4. *Sally Erskine* the *Academic Program Manager*.
5. Her lecture finishes at *1:15 PM*.
6. The last paragraph states *Only members of the university may attend*.

Passage 3 p234

1. She *got back yesterday*.
2. They are *waiting for payment for Phase Three*.
3. She has been on a *business trip to Seoul*.
4. She is going to *Beijing*.
5. She will be back on *Friday*.
6. Rupert can call her *at four o'clock this afternoon*.

Passage 4 p235

1. The ad states *We are specialists at removing viruses and spyware*.
2. Any *customers in Orlando* who need emergency help.
3. The *PC Total Care service*.
4. At the bottom the ad says *Call us to discuss your requirements*.
5. The cost is \$50 per hour. (*\$500 for ten hours*.)
6. There is a *free consultation* with the web design team.

Mini Test – Reading for Details p236

1. A The discount for this item is given as *12 percent* in the fourth column.
2. C The *Expected delivery times* state around *5 days after the order is received*. This is within a week.
3. C In the opening line, Mr. Bryson says Mr. Ames visited *last Friday*.
4. B The letter states that shipping is free for *orders over £1000*. The total order is above this amount.
5. C The *Sub-Total* (before VAT is added) is given as *£3313.70*.

Making Inferences

Passage 1 p238

1. *The office manager.* Only someone senior within the company (i.e. not a client) would have the authority to issue this reminder. A cleaner would not refer to *our clients*.
2. *The issue is getting worse.* The writer states that *in recent weeks ... more and more dirty cups are being left* in the conference room. It is not suggested that customers are complaining. The number of meetings is unrelated.
3. *The current situation is bad for business.* Ms. Shaw mentions that the sight of the dirty cups *makes a poor impression* on clients, inferring it is bad for business. There is no suggestion that staff should meet elsewhere, or not take drinks into the room.
4. *The situation has to change.* Ms. Shaw is referring to the problem of cups left in the conference room. When she writes it *can't go on* (meaning *continue*) she means the situation has to change.

Passage 2 p239

1. *He recently applied for a job.* Ms. Sharlow thanks Mr. Petain for his letter *expressing an interest in working* at the resort and mentions there were *many applications for the position*.
2. *Mr. Petain has trained as a ski instructor.* The job that he applied for is *ski instructor*, and it is stated that he has a *Level 1 qualification*. We can therefore infer he has trained as a ski instructor.
3. *He needs to achieve better qualifications.* Ms. Sharlow refers to applicants who are *extremely well qualified*, and ends by explaining *As you only have a Level 1 qualification* which implies it is appropriate, but insufficient. There is no suggestion he should reapply.
4. *Many more people applied than they expected.* The response Ms. Sharlow is referring to is the number of job applications - which has been *overwhelming* (meaning *very great or large*).

Passage 3 p240

1. *In a factory.* We can deduce from *Assembly line, machine, and Control Room* that this is an industrial manufacturing facility.
2. *GTex is a very important client.* By stating the name of the client, Mr. Danson is stressing their importance. He goes on to add that that *can't risk* any unnecessary delay.
3. *Maintenance.* The problem is that *Assembly Line 4 is down* (meaning *not working*). Mr. Ng offers to *take a look*. Kim Sook asks him how long it will take to *repair*. We can infer he is in the Maintenance department.
4. *The situation is very urgent.* The order needs to be delivered *by the end of the day*.

Passage 4 p241

1. *In an airport.* When Bill Mathers writes *Flight's boarding* we can deduce he is in an airport.
2. *A courier service.* Bill is advising Vernon of the way to mail the package.
3. *He works with Mr. Mathers.* During the call, Mr. Rees goes to Mr. Mathers' desk to look for the package. We cannot be certain he is Mr. Mathers' secretary, and we do not know when he is leaving the office.
4. *Enjoy your trip.* Mr. Mathers has just announced he is about to board a plane and continue his journey. Mr. Rees' response means *Have a good trip*.

Mini Test – Making Inferences p242

1. C Mr. Bickerstaff is *well known for his profiles of business leaders* and this is referred to as his *latest publication*. Neither (A) nor (B) can be inferred. (D) relates to the topic of the book rather than the author.

- D Mr. Ellington feels the author needed to *look beyond the borders of the United States* for business leaders to focus on. There is no mention of it being specifically useful for those wanting to own a business (A). The suggestion is there are important leaders *elsewhere* that are not covered (B). Only those *new to the subject* will enjoy this, not everyone (C).
- A This is a book review. The book was published by *Sun Valley Press* (B). There is no indication Mr. Ellington is a successful businessman (C) or an expert in business (D).
- B He is disappointed only business leaders from the USA are covered, and feels the author *missed a chance* to broaden the focus. This means the book is *lacking in appeal*. There is no indication the book is exciting (A), or badly written (C). The price is given as \$15.95, but there is no mention whether this is reasonable or not (D).
- C Here, *lacking* means the book is *missing* something important. Mr. Ellington is referring to the fact the book covers only the most famous American business leaders. He thinks it would be better to include examples from outside the U.S.
- Twice. He writes *My second request for a raise has just been denied*.
- 6 months. In her memo, Ms. Rebeci states she started *in the beginning of April*. The letter gives the date as *September 30*.
- He says it has affected his *personal and family life*.
- The Research Division. His title is *Senior Scientist* and he refers to *staff cuts in the Research Division*, which have meant he now has more responsibility. We can conclude he works there.
- 5 years. He writes he has enjoyed his *five years with Glyson*.
- 1 month. There is a *one-month resignation period*.
- Three. In her memo Ms. Rebeci mentions *three members of your division* have been made redundant. Mr. Ronson works in the Research Division.
- October 28.
- To bring the company *up-to-date* so it is *more competitive*.
- Ms. Rebeci writes that his *coworkers* will take over his responsibilities.

Double Passages

Passage 1/2 p246

Main Ideas

- B The e-mail confirms Mr. Jones' *participation in a summer school program*. Bank details are *attached*, but he is not a bank employee (A). Mr. Jones is receiving training, rather than responsible for it (C) or planning the event (D).
- A The notice shows the course covers sales/marketing. Participants will receive a *Training award*, but this is not a competition (B). This is not an in-house program for GeoTraining staff (C). *Application status* refers to the course application, not a job application (D).

Details/Inferences

- The e-mail states that Mr. Sharpe is the *Academic Advisor for the Dynamic Sales and Marketing course*.
- Five days. The dates are *July 22–July 26*.
- Those who pass will receive a *GeoTraining Certificate of Training award*.
- Ms. Burton mentions he can e-mail the *course planning team*.
- He needs to pay \$4,000 (the course fee \$3,950 and \$50 "*priority registration*" fee).
- She is the *Course Manager*.
- The location is given in the notice as *The Hoover Building*.
- In her e-mail, Ms. Burton asks Mr. Jones to pay *immediately*.
- At the bottom of the notice, the bank is given as *Hanubo International*.
- Ms. Burton mentions this is necessary because he is *registering very late*.
- None. The notice states *No formal entry requirements*.
- In 5 days. The start date is given in the notice as *July 22*. According to the e-mail, it is currently *July 17*.

Passage 3/4 p248

Main Ideas

- D Mr. Ronson writes he is *unable to continue* and will be *leaving his position*. Staff cuts (A) and a pay raise (B) are covered, but are not the main purpose of the letter. (C) is not mentioned.
- C In her memo, Ms. Rebeci writes *I respect your decision*. She defends her actions, but does not try to change his mind (A), or question his decision to leave (B). She disagrees with his opinion rather than supports it (D).

Details/Inferences

- Glyson, Inc. In his letter he refers to his *role here*. He is writing to Ms. Rebeci at Glyson, Inc.
- Yesterday. In her memo, she says she received the letter *yesterday*.

Mini Test – Double Passages p250

- D Gladys tells Sanjaya *You MUST read the terms and conditions before applying*. (A) and (C) are incorrect. (B) is not mentioned.
- C The chart indicates this year's funding for *Clothing* to be \$1,500.
- A Here, the word *confirm* means *check or verify*.
- C Gladys mentions *As this is your first time attending ETF, I think it is worth submitting an application*. (A), (B), and (D) are not indicated.
- D In the e-mail, Gladys refers to the chart and tells Sanjaya *your industry has been the hardest hit*. The chart shows that funding for *Construction* fell most, from \$2,000 to \$1,000.

Triple Passages

Passage 1/2/3 p254

Main Ideas

- B The article gives basic information about exercises, so it is not aimed at professionals or experts.
- A The writer says he *played football and baseball* at college, but his work and kids *put an end to that* (meaning those activities stopped). (B) is incorrect as, although he mentions watching television he does not specifically say he enjoys it. (C) is incorrect as he takes *sleeping tablets*. He mentions a *stressful job*, but not that he works long hours (D).

Details/Inferences

- Functional exercises are ones that *help you handle real-life situations*.
- 42.
- Push-ups.
- US Olympic coach.
- He says he stopped playing sports because of a *stressful job and four kids*.
- Burpees. Jake B says *I'm not that fit* and the article makes clear that *burpees are strictly for the super-fit*.
- Rowing *builds up the muscles in the back, the shoulder, the neck, and the arms*.
- Football and baseball.
- They only exercise individual muscles*.
- Anyone. The can suit *all ages and all levels of ability*.
- Crunches.
- Extra stretching.

Passage 4/5/6 p256

Main Ideas

- D She asks Luke to *pop into the store* and order various items. No order has yet been made (A). She is not recommending the store (B) or promoting any products (C).
- B We can infer he is her assistant, as she is asking him to perform a task.

Details/Inferences

1. In Sheryl's e-mail, she writes they are *in bins at the front*.
2. \$48.60.
3. Target Brand Marketing (mentioned in the Invoice).
4. 20 minutes. The ad states this is the *Maximum runtime*.
5. Thursday. Sheryl tells Luke the *sale ends tomorrow*. In the notice, we see that the sale *finishes on Friday*.
6. \$25. The ad states flipcharts are discounted 10%. The invoice shows the sale price as \$22.50. We can deduce that the regular price is \$25.
7. Eight. The shredder in the ad can *shred up to 16 sheets at a time*. In her e-mail, Sheryl writes that their shredder *can only handle half the number of sheets*.
8. In her e-mail, Sheryl asks Luke to get *as many as they have left*. The invoice shows 5 packs were purchased.
9. She means it is a good idea to buy more products as the prices are so low. *If there is no harm* in doing something it often means it is a good idea to do it.
10. Reporters pads are the only items in Sheryl's e-mail that are not on the invoice.
11. Sheryl tells Luke to *charge it to our office account*.
12. January 31. The invoice is dated Jan 31, and states orders made before 10A.M. *will be delivered the same day*. We can see the time is 09:25.

Mini Test – Triple Passages p258

1. B Jack writes *I can't make our lunch appointment next week* and suggests they *change to another day*. He wants to discuss an upcoming project, not cancel it (A). He wants to check that Rahul is *happy to work with the brief*, not to *brief* him (C). He mentions a *great restaurant*, but is not recommending it (D).
2. C In Rahul's diary, we can see his flight details to and from Milwaukee. He departs at 07:30 (A), arrives in Milwaukee at 10:05 (B), and leaves from Milwaukee at 20:30 (C), arriving back at 23:10 (D).
3. A Jack writes in his e-mail that he always orders *the seafood*. (B), (C), and (D) are not seafood.
4. C Jack says he can do 12:30-1P.M. any day except Wednesday, so he is free on Thursday. Rahul is also free at lunchtime on Thursday.
5. D A *strict* diet is a very limited diet that restricts the range of foods you can eat.

Steps to Success p260

Practice 1

1. B Chris writes *I'm sorry but I won't be there for the meeting* and asks John to go alone. The meeting will go ahead, not be rescheduled (A). Chris is not placing an order (C) or checking prices (D).
2. A The company installs and maintains alarms. There is no reference to a bank (B). (C) and (D) are not mentioned.
3. C Chris mentions Mr. Holden's *intruder alarm has gone off* and that he *wants me to reset the system*. (A), (B), and (D) all relate to John's meeting with Mr. Goldman.
4. D Chris wants Mr. Holden to place an order, which indicates he is a client. (A), (B), and (C) are incorrect.

Practice 2

1. A The letter is about the benefits of membership in the International Hotel Workers Association. Ms. Hernandez is not applying for a job (B). (C) is mentioned, but is not the main purpose. The letter mentions membership fees, not donations (D).
2. C The letter states *Anyone working in the hotel industry* can join. This includes senior managers (A), part-time workers (B), and full-time workers (D).
3. D The Health Care plan costs \$75 per month extra.
4. B Ms. Holstein works in the *Membership Team* of the IHWA, which is a union. (A), (C), and (D) are incorrect.

Practice 3

1. A The notice outlines what employees will do on International Volunteer Day. Participation is mandatory, so no volunteers are required (B). They will be renovating the local school, not reporting on it (C). No job vacancy is advertised (D).
2. A The notice states they will be using *the two new trucks that have our sign*. (B), (C), and (D) are not mentioned.
3. B The phrase *on my watch* means *while I am in charge*. He is emphasizing that everyone has to be on time..
4. B With teams of plumbers, electricians and painters, we can deduce this is a building company.

Practice 4

1. D This document is for customers of a delivery company. It details services and prices. There are no instructions (A), or leisure topics (B), and the content does not cover food (C).
2. C The service is for *most national locations*, meaning some areas are not covered. Where delivery is possible, it is guaranteed (A). A surcharge is only needed in the cases listed below the chart (B). Packages cannot be sent to other countries (D).
3. B The fastest international service is *Global Priority*, which could take just two days.
4. D The maximum weight for this service is 10 pounds. CDs and DVDs (A) and items not wrapped in NKP packaging (B) incur a surcharge whatever the service. No limit to the value of items (C) is mentioned.

Practice 5

1. C This heading best summarizes the content of the article. Sarco International conducted the survey, so (A) and (B) are incorrect. (D) is not mentioned.
2. B 5,000 questionnaires were sent out. 80 percent of managers replied, meaning 4,000 in total.
3. A The complaints mentioned are that meetings *started behind schedule* (B), *failed to meet their objectives* (C), and *lasted too long* (D). Only (A) is not mentioned.
4. A This sentence directly relates to the question asked immediately before, in the first sentence.

Review Test p267

1. C The beginning of the letter states that Mr. Dubois wrote about his *latest dining experience at Jim's Diner*.
2. A She states that when people write it *is usually to make a complaint*, so Mr. Dubois' letter was a *nice change*.
3. B He is told to show the letter to a staff member *for a 20% discount* the next time he visits. (A) and (D) refer to the *Make a Difference* bonus for staff. (C) is not mentioned.
4. B Rob writes he will be at a *meeting in Los Angeles on Friday*. He is not going there on vacation (D), but for business. He is *flying out tomorrow morning*, not on Friday (C). (A) refers to his boss, who has lost his job.
5. D Here, the word *fired* means *dismissed or sacked/made redundant*.
6. C Mr. Adams has an 11 A.M. meeting with Jill Baker, and texts that he *should be there before she arrives*. This response suggests that Ms. Skelton does not think he can make it in time.
7. D He is in his car driving back to his office. He has already left the store (A). (B) is not suggested. When he arrives he will see Ms. Baker in the conference room (C), but he is not there yet.
8. D The notice publicizes a single seminar, not a training program (B). Dr. Dawkins' achievements are listed (C), but this is not the main purpose. (A) is not mentioned.
9. C The talk will take place at *The Martin Cross Building at New Jackson University*. Dr. Dawkins will give seminar during his visit. (A) and (B) refer to Dr. Dawkins' current positions elsewhere. (D) is the university department that is running the event.
10. D He is *C.E.O. of Electra International* (A), he *teaches on MBA and executive education programs* (B) and he *designs...corporate training programs* (C). Only (D) is not mentioned.
11. B Ms. Steel asks sales managers to tell their staff to *reduce their expenses*. She wants to avoid cutting budgets (A). (C) is not mentioned, and (D) cannot be inferred.

12. C She warns that savings must be *made within the next three months* or budgets will be cut. We can infer she intends to review budgets in three months. (A) may not be necessary. (B) is not mentioned. (D) refers to the amount over budget.
13. A She mentions *train travel* (B), *receipts for all expenses* (C) and *stays in hotels* (D). Only (A) is not mentioned.
14. D This sentence directly relates to the possible future need to cut budgets, referred to in the previous sentence.
15. C The article is about creating *successful relationships in business*. (A), (B), and (D) are not mentioned.
16. D Paragraph two ends *Most of all, talk to your clients...* (A), (B), and (C) are all mentioned, but are not the most important principles.
17. C Step Two mentions *Always do what you say you are going to do* (A), *Set yourself achievable goals* (B) and *assess your progress* (D). Only (C) is not mentioned.
18. A Here, the word *fundamental* means *basic* or *essential*.
19. A Under *Reasons*, the customer writes *As always, I was very pleased...* which clearly indicates the customer has used the company before. (B), (C) and (D) cannot be inferred.
20. B Here, the word *unpleasant* means *disagreeable* or *objectionable*.
21. C The topic of this paragraph is the *reception staff* mentioned in the first line. Ivan is the translator (B). The writer is a customer (D). (A) is not mentioned.
22. C The fax is sent on *May 27*, and Ms. Barkley wants the items *by Friday, June 5th*, which is the end of the following week.
23. B This sentence directly relates to the the number of black toner cartridges just referred to.
24. B The phrase *to do better* means to *improve* in some way. She is referring to the amount of money raised last year.
25. C She mentions *This year, I am running...* which suggest she has run the Boston Marathon before. She also refers to *Last year*, and says *this year I want to do even better*. She *started training two months ago*, so (D) cannot be correct. (A) and (B) cannot be inferred.
26. B Under *Course Objectives*, the course is stated as being for *medical staff at UHMC (United Health Medical Centers)*.
27. A Next to the Sunday afternoon session *Team Building* is the comment *see course folders for more details*.
28. C Here, the word *competencies* means *skills* or *abilities*.
29. B They will stay at the *Chatfield Institute* which is a *residential management training venue*.
30. C Mr. Walliam is *C.E.O. of Presoneat Assurance Co., Ltd* which has offices in *Sakura Building 1*. (A) and (B) refer to the notice. (D) is not mentioned.
31. C Mr. Walliam says some people *continued working as normal* (A), and that the fire alarm *sounded at 5:20 P.M.* (B). He also complains *you did not give us a time* (D). Only (C) is not mentioned.
32. B The notice states *you must leave the building immediately*. (A) is not mentioned. (C) is incorrect and (D) refers to after they have left the building.
33. C The notice states the fire alarm test will take place on *Monday, August 17*. Mr. Walliam refers to *yesterday's fire alarm test*.
34. A Here, the word *scheduled* means *planned* or *timetabled*.
35. B The deadline is given as *September 30*. (A) is incorrect. (C) and (D) are not mentioned.
36. A The position advertised is *Maintenance Supervisor*, and duties described include *the supervision and management of operations*. (B), (C), and (D) are not mentioned.
37. D The ad states those with *supervisory experience will be preferred*. In the e-mail, Mr. Lyton writes *I have never been a manager*. He is *used to working with computers* (A) and *has eight years' experience* (B). He qualified in 2001 (C).
38. B In his e-mail, Mr. Lyton states *the best way to reach me is on my cell phone*.
39. B Here, the word *common* means *popular* or *widespread*.
40. A The notice says that the group are *the giants of the rock music world*. (B) wrongly associates *classical* with *classic hits*. (C) is not mentioned. (D) wrongly associates *country and western* with the name of the hall, *Western State Hall*.
41. B Emily just found out the date of her operation. There is no mention is was rescheduled. Her job is *Sales Administrator* and her e-mail is to *All sales staff*. Rebecca received her e-mail, so we can deduce Rebecca works in the same department (A). Emily writes the tickets were a *fifth wedding anniversary present for my husband* (C). The poster indicates the tickets she has were purchased from *Rialto Recordings Web site* (D).
42. C The concert is on *Saturday*, and Emily says her operation is scheduled for *the day before the concert*.
43. C Emily bought two tickets at *\$60 each*, so she spent *\$120*. Rebecca offers to pay *half the price*.
44. D Emily writes she will be *in the hospital for 48 hours*. She will have her operation on *Friday*, so on *Sunday* we can deduce she will leave the hospital.
45. D In her e-mail. Ms. Chase asks staff to *read the information* on the *Buzz Events Web page* and vote on their preferred activity. No results of any survey are mentioned (A). There will be no party (B). She provides a link to an external Web site, not an attachment (C).
46. D The Web page states that team-building tasks can de-stress staff (A), and result in *heightened productivity* (B), and *better relationships between individuals* (C).
47. A *To fall out* means to have a disagreement and no longer be friends with someone.
48. B Mr. Morton writes that he is looking forward to seeing the group *next Wednesday*, and in her e-mail Stephanie Chase gives the date of the outing as *July 19*.
49. A Mr. Morton refers to *boats* and a *drummer*. Only the Dragon boat racing activity refers to *boats* and someone *banging on a big drum*.
50. D The Web page biography states that *Professor Phillips taught for twenty years at Cambridge University in England*. (A), (B) and (C) are not indicated.
51. C July 31 is the final date for submissions of papers, not registration. The conference registration date is not specified. Gregory Cecil writes that the conference *attracts members of the general public* (A). The Web page encourages *current post-graduate students* to participate (B). The Philosophical Society conference is an *annual* event (D).
52. A The notice states that *the review process will be blind* and clarifies that the author's name *should be submitted in a separate document*. (B), (C), and (D) are not mentioned.
53. C The theme of the conference is *German Thinkers of the 19th Century*, and this book is about *Karl Marx, a 19th-century German thinker*. (A) is incorrect because Leibniz was a *17th-century* German thinker. (B) is incorrect as this book is about *Plekhanov, who was Russian, not German*. (D) is incorrect as this book is about *Hannah Arendt, who was a 20th-century German thinker*.
54. A The conference will take place in *October*, and Professor Phillips will be *on sabbatical leave* in *Australia* from *September* to *December*.

Reading Test

Part 5 p288

101. D Only this adjective has the correct meaning to fit the sentence.
102. B We use *much* in negative sentences with the uncountable noun *money*.
103. A This modal verb completes the deduction *must have + past participle*.
104. B We use *since* to refer to a point of time in the past.
105. C A *fine* is a sum of money to be paid as a penalty for breaking the law.
106. D Only the *reflexive pronoun* correctly completes this sentence.
107. C The collocation used here is *pay attention*.
108. C The noun *guarantee* (meaning *warranty*) fits here.
109. C We use *at* with locations (e.g. *factory gates*).
110. A The adverb that collocates with *forbidden* is *strictly*.
111. B Here we need the *present continuous* for things happening around now.
112. C We can only use *any* to complete this negative statement.
113. B To describe the noun *comments*, the adjective *critical* is needed.

114. B Only *look into* (meaning *investigate*) can fit here.
 115. D The conjunction *unless* (meaning *if ... not*) is needed here.
 116. A The past participle *provided by* collocates best here.
 117. B The only adverb that collocates with *coming* is *definitely*.
 118. A The structure used here is *no alternative but (to + infinitive)*.
 119. C Only the conjunction showing contrast *Although* fits here.
 120. B Only the verb *insist* is followed by the preposition *on*.
 121. A The *adjective* (meaning *logical*) describes the noun *decision*.
 122. D The comparative structure used here is *more ... than*.
 123. B The verb *allow someone to do something* is used here.
 124. C Only *in* (meaning *within a certain time*) fits here.
 125. C The *present perfect* is used for this recently completed action.
 126. A The verb is used as a negative imperative.
 127. B We use *decide between* when there are two alternatives.
 128. A Only the *noun* completes this sentence.
 129. C The verb *to bring (someone something)* fits here.
 130. B The collocation used here is *casually dressed*.

Part 6 p292

131. B The adjective *scheduled* (meaning *planned*) fits here.
 132. C The structure used here is *most of + noun*.
 133. A The collocation used here is *out of action* (meaning *not working*).
 134. A This sentence fits best as it closely relates to the suggestion that follows, *to transfer files to a notebook*. This is an example of planning ahead to avoid disruption.
 135. B This sentence fits best as it clearly introduces the purpose of the e-mail.
 136. B The *future simple* is used to indicate future intention.
 137. C The modal auxiliary *should* is used to indicate expectation.
 138. A The verb used here is *welcome (someone + to ...)*.
 139. B Of these nouns, only *obstacles* can be used with the verb *overcome*.
 140. D Only this determiner, meaning *No matter what*, fits here.
 141. B This sentence fits best as it clearly links the two sections of the article. The beginning outlines why business consultants might be needed. The next part, following this sentence, goes to explain the role and the advantages of using business consultants.
 142. A Here, the infinitive is used after the verb *help*.
 143. A This sentence reflects the purpose of the notice (to encourage readers to sign up for the online tax return system), and logically relates to what follows. The passage goes on to detail the need to keep digital records, and asks readers to inform themselves and take action.
 144. C Here, we need the plural noun *transactions*, relating to each instance of buying or selling.
 145. B The passive voice correctly completes this sentence.
 146. D The gerund *covering* (meaning *explaining, or giving more information about*) is the only word that fits the context here.

Part 7 p296

147. B This itinerary is to attract people to sign up for a short tour of famous places in the UK. It is not aimed at tour operators (A). Tourist attractions (C) and historic sites (D) are mentioned, but only as details of the tour.
 148. D Walking tours of (A) and (B) are mentioned, and a coach tour of (C).
 149. C The Cotswolds is described as *picturesque* (meaning *beautiful*) and an *Area of Outstanding Natural Beauty*. (B) refers to the Lake District. (C) refers to York. Only one castle, Edinburgh Castle, is mentioned (A).
 150. D From his texts we can deduce that Mr. Jacobs wants to order 200 business cards. He is texting Ms. Howell to ask for the company logo, and check she agrees.
 151. A The phrase *(That) works for me* means *I agree. It's fine by me*.
 152. B In the previous sentence customers are told to *contact your account manager* to make changes to an order. This sentence fits here, as it explains where to find contact details.
 153. C She is told she can *edit your registration data online*. (A), (B) and (C) are mentioned, but are not relevant.

154. D Here, the word *assigned* means *allocated or given*.
 155. C Mr. Hanrahan's account *has exceeded its credit limit*. (A) refers to the *overdraft charge* incurred. There is no offer to raise (B) or correct (C) his credit limit.
 156. B He has an account with the bank, so he is a customer. *Mr. Marshall* is an employee (A). (C) and (D) are not directly mentioned.
 157. A He is asked to *Please remit the amount outstanding*. Only if this is not possible should he visit his local branch, not call (B) and speak to a client services manager for assistance (D). Further charges (C) will be applied if he does not resolve the situation.
 158. C Francis says he can't conduct the performance review next Monday, and asks Suzanna to *check your diary for an alternative date*. He says he *can't reschedule* the doctor's appointment (A). (B) and (C) relate to the purpose of the meeting.
 159. D She is asked to list her *goals* (A), *successes* (B), and *anything you want to ask about* (C). Only (D) is not mentioned.
 160. B Here, the word *productive* means *constructive or useful*.
 161. C Francis is conducting Suzanna's performance review, so we can assume he is her manager. (A), (B), and (D) cannot be inferred.
 162. D A *consultant will visit your home* (A), *measure the dimensions and design a perfect layout* (B), and *discuss your requirements* (C). Only (D) is not mentioned as free of charge.
 163. A The ad mentions visiting customers and installing kitchens at their *homes*. (B) and (D) are not mentioned. (C) refers to the company's own consultants.
 164. D The ad states that *One call is all it takes*. The company designs, builds and installs kitchens. (A) and (B) are not indicated. (C) is incorrect as the company was *Established in 2003*.
 165. A The bottom of the ad states *Order this month and pay nothing for one year*.
 166. B The notice warns patients that doctors will *video some of their consultations*, but *consent is voluntary* for patients that participate. (A) and (C) are mentioned, but are not the intended audience. (D) is not mentioned.
 167. A No training was possible because of *limited space* at the *previous premises*.
 168. C The memo states that the purchasing policy *is not being followed consistently* and explains the correct procedure. (A) is not mentioned. (B) and (D) are mentioned, but not as the main purpose.
 169. B Orders over \$300 need to be authorized by the *Line Manager*. (A) is too general. (C) is only necessary for orders over \$1000. (D) refers to recommended suppliers.
 170. D Here, the word *consortium* means *group or association*.
 171. B This sentence fits best here as it introduces the main point of the paragraph.
 172. D Familiarity with *advanced computer programs* (A), working in *an organized and systematic way* (B), and *excellent analytical skills to identify and fix problems* (C) are all mentioned. Only (D) is not mentioned.
 173. B The letter details various course requirements. (A) is not mentioned. (C) and (D) are mentioned, but not extensively.
 174. B While he is away Mr. Halson asks Mrs. Petronelli to *please e-mail me if necessary*.
 175. C The first assignment is due *March 4*. The course begins on *April 5*. (A) and (B) are not mentioned. (D) cannot be inferred.
 176. A The notice concerns the launch of *Staff Forum*, and also the *Staff Opinion Survey*. Both initiatives aim to help staff express their views. (B) only relates to the Survey. (C) is mentioned but is not the main focus of the notice. (D) is incorrect because the survey has not been done yet.
 177. C Ms. Northton writes she wants to *promote a more pro-active response*. This is why she is offering a bonus to *anyone who does volunteer*, not just (A). (B) is incorrect. (D) is not mentioned.
 178. C The memo is to *All Department Heads*. The notice refers to *six staff, one from each department*. Therefore there are six departments.

179. A Here, the word *address* means *deal with or sort out*.
180. A In her memo, Ms. Northton writes that after three weeks *I have yet to receive any expressions of interest in the two initiatives*. We can infer she is disappointed at the response. She only asks the department heads to *pass on* news of the financial incentives, rather than take more responsibility (C). (B) and (D) cannot be inferred.
181. D The article gives advice on *Choosing the right policy*, rather than recommending travel insurance (A). (B) is too general. There is no comparison of products (C).
182. C The article recommends a *minimum of \$3000 of cover for personal items and baggage*.
183. A The documents states *Pre-existing medical conditions not included*.
184. D Here, the word *supplementary* means *additional* with or *extra*.
185. B The article states *Always check the terms and conditions carefully before purchasing cover*. (A) is only best for people traveling frequently. (C) and (D) cannot be inferred.
186. A Beans *cost a lot less than meat* (B). Adzuki beans are *reddish-brown*, cannellini and navy beans are *white* (C). Beans are *wholesome and nutritious* (D).
187. D Only garlic is in all the recipes.
188. B The article states *Black beans can be substituted for red kidney beans*.
189. A The author of the review mentions a *pinch of cayenne pepper*. We can see this in the ingredients for Beef and lentil soup.
190. A Here, the verb *beat* is used meaning *to be better than*.
191. A Mr. Crowther asks staff to *find out what other zoos offer*. He asks them to *think of a zoo* they have visited, not visit other zoos (B). (C) is not indicated. He mentions finance, but does not ask staff to raise money (D).
192. C Here, the adjective *realistic* means sensible or practical, and refers to ideas that the zoo could easily implement.
193. B Mr. Crowther mentions the baby gorilla will be born in *March* and tickets will be reduced in *our other quiet month*. We can see from the chart that this is February.
194. C Jenni says her children are excited *about seeing the new arrival*. In his e-mail, Mr. Crowther refers to a *baby gorilla* due in March.
195. D Jenni refers to the zoo, writing *it's only 5 mins walk from station*. (A) cannot be inferred by the figures on the chart, and the e-mail does not indicate that numbers are declining. (B) is incorrect as Jenni says *The zoo restaurant will be busy*. (C) confuses ticket price with parking, which is expensive according to Rita.
196. A The shirts are *unisex*. (B) and (C) are not indicated. (D) is incorrect as only one pocket is shown.
197. C Ms. Beck asks staff to fill out a form. There is no indication that this is a new company policy (A). She mentions the uniform and the reason for it, but there is no indication that staff are not following the policy and need reminding (B). She is not placing an order yet (D).
198. B Ms. Beck asks staff to complete the form only if their shirts *need to be replaced*.
199. D Mr. Crabb requests gray shirts. From Ms. Beck's e-mail, we can see he must work in the security department.
200. B Mr. Crabb's order form states *gray*, but the notice indicates that there are two shades of gray shirt available; light gray, and dark gray. They will need to confirm which color is required.

Understanding Different Accents

American English p327

Exercise B Track 122

1. did you spend, 2. see the manager, 3. the nearest bank, 4. receive your letter, 5. checking into a hotel, 6. the meeting start

Exercise C Track 123

1. The women are shaking hands. 2. People are waiting for a train. 3. Is this the fastest computer you have? 4. I didn't get your e-mail. 5. Would you like meat or fish?

British English p327

Exercise B Track 125

1. wasn't very interesting, 2. use your computer, 3. leave the company, 4. cleaning her glasses, 5. How do you do. 6. see you shortly

Exercise C Track 126

1. We can't afford to employ more staff. 2. How long have you worked at the bank? 3. The woman is waiting at a bus stop. 4. I'll be back at around one o'clock. 5. Did you check if these figures are correct?

Australian English p328

Exercise B Track 128

1. head of marketing, 2. wear a hat, 3. were you born, 4. pointing to a graph, 5. held in a castle, 6. hope to see you

Exercise C Track 129

1. The man is getting out of a car. 2. Let me help you with those files. 3. How long have you lived in Sydney? 4. Bill's retirement party is tomorrow at seven. 5. Do you have a room with a view of the sea?

Canadian English p328

Exercise B Track 131

1. for his father, 2. cuts will save about, 3. can't understand, 4. caught stealing, 5. owns a boat. 6. writing a letter

Exercise C Track 132

1. Did you get much work done today? 2. John will be flying to New York next week. 3. What did you think of the presentation? 4. I didn't see you at the sales convention. 5. He's changing a tire on the car.

Identifying Accents p329

Speaker 1 Track 133 [F-Br]

Speaker 2 Track 134 [F-Cn]

Speaker 3 Track 135 [M-Au]

Speaker 4 Track 136 [M-Am]

Practice Test 1

Part 1 p335 Track 137

- C The people are outside a building, not entering it (A) and they are *sitting*, not *walking*, on the grass (B). They are not on a beach (D).
- B Only one vehicle is visible (A). The truck is not moving (C). There is a construction worker, but he is not *lying on the ground* (D).
- B This is not a *shopping mall*, and there are no people (A). We can see signs for the departure gates, but nobody is *waiting at the gate* (C). An airport is indicated, but no flight is about to *take off* (D).
- C This question focuses on a detail. The man is reading a book, not a *newspaper* (A). They are not asking anyone anything (B). There is a sign for a cruise, and they may be tourists, but they are not *taking a cruise* (D).
- D (A) is incorrect. There are seats, but they are not *showing people to their seats* (B). The room is ready for a presentation, but no presentation is taking place right now (C).
- A The man is digging, not *getting into a hole* (B). He is wearing gloves, not trying them on (B). He is *working*, not *walking*, in the sunshine (D).

Part 2 p339 Track 138

- C (A) repeats *lunch*, but refers to the past. (B) confuses the subject, and confuses *waiter* with *later*.
- C (A) answers the question *Why did you buy that jacket?* (C) confuses *racket* with *jacket*.
- A (B) refers to the past. (C) misleads linking *give back* with *be back*.
- B (A) repeats *ten*, but as a number not a time. (C) refers to the past, and the response says Tim left already.
- B (A) confuses *inflammation* with the similar-sounding *information*. (C) repeats *ask*, but is an illogical response.

12. C (A) answers a different question (*Where is the hotel?*). (B) repeats *time*, but does not answer the question.
13. B (A) answers a different question (*Do you and Stacey know each other?*). (C) answers the question *How long have you and Stacey known each other?*
14. A (B) confuses the context, answering the question *Do you know where...*, which is illogical due to the subject. (C) answers the question *Will you be going to the next seminar?*
15. A (B) repeats *e-mail*. (C) distracts by relating *spoken* to *speak*.
16. C (A) relates to the subject *They* but is an illogical response. (B) links *best* to *west* and confuses this with *east*.
17. B (A) cannot answer a Choice question. (C) uses *left* relating to *leave*, but refers to the past.
18. A (B) confuses *sea* with *see*. (C) does not answer the question.
19. C Both (A) and (B) are illogical responses.
20. B (A) confuses *demonstrates* with *delegates*. (C) confuses the context and answers a different question.
21. A (B) answers a different question (*Where is the other office?*). (C) confuses *brother* with *other*.
22. B (A) confuses *knocked* with the similar-sounding *lock*, and *floor* with *door*. (C) uses *forget* relating to *forgot*, but is an illogical response.
23. A (B) is an illogical response. (C) answers the question *When will you see Kate and Ryan?*
24. B (A) relates *chef* with food, but refers to a dish. (C) confuses *rice* with *prices*, and does not answer the question.
25. C (A) confuses *manage* with *manager*. (B) repeats *project*, but does not answer the question and confuses *opposed* with *supposed*.
26. B (A) answers a different question (*Are they the ink cartridges that...?*). (C) confuses *winter* with *printer*.
27. C (A) repeats *staff*, but does not answer the question. (B) answers a different question (*When was the staff meeting?*)
28. C (A) confuses *reforms* and *forms*. (B) confuses *shipment* and *equipment*.
29. A (B) cannot answer a Choice question. (C) repeats *paper*, but is an illogical response.
30. C (A) confuses *inquire* and *supplier*. (B) does not answer the question.
31. B (A) answers a different question (*Do you think you will go to...?*). (C) relates to *finishes*, but does not answer the question.
- Part 3 p340 Track 139**
32. A The woman says she *will be mailing the report* to Mr. Travers. (B) is incorrect as she has finished already. (C) confuses *mailing* with *e-mailing* and the e-mail the woman refers to. (D) repeats *data*.
33. A He says he was *expecting it last week*. (B) and (C) are incorrect as he has not seen the report. (D) is not mentioned.
34. C The woman says he will *have it by noon tomorrow*.
35. D She asks Rob *Do you have time to help us?* The clients have not arrived yet (A), and he hasn't helped yet (B). (C) relates to the client's company.
36. B Rob says *I'll be down in five* (meaning in *five minutes*).
37. A The woman wants him to help *putting the information sheets into the files*.
38. B The woman says *Angela Adams is leaving* and the man mentions *she has worked here for forty years*. The couple discuss what to buy as a present.
39. A She says his idea is *not very original*.
40. B The man mentions *she has worked here for forty years*. [Sometimes in the TOEIC test one piece of information can link to two answers.]
41. D The man says *Put it on the scale, please*. (A) refers to when the mail will arrive. (B) is not mentioned. (C) confuses *scales* with *sale*.
42. C The man asks *Is that OK?* and the woman's reply indicates she has no other option because the package is urgent.
43. B The woman mentions *cash*, but decides *I'll pay by card*.
44. D The woman mentions *freeway* and the man says *I'd better keep my eyes on the road*.
45. C She tries to make a call using the man's cell phone, which is in the *glove compartment*.
46. B At the start of the conversation, the woman says *it's after two already*. [Answers are not always in the same order as you hear the information.]
47. A The woman is speaking to the man about the possibility of purchasing offices at 54 Commerce Drive. (B) is incorrect as the man does not own the property. (C) and (D) are distractors relating to the references to finance and money.
48. D The woman says *the price is rather high*.
49. C He suggests lowering the price by ten percent; offering \$180,000 instead of the asking price of \$200,000.
50. C The man asks the woman for directions to HSC Dental. (A) is not indicated. (B) is incorrect. (C) confuses *I can't see* meaning *find* with sight problems.
51. A The woman offers to *call them to say you're on your way*. There is no mention of a taxi (B). (C) and (D) are incorrect.
52. D The man will follow the woman's directions and *take the elevator*.
53. C They are speaking about problems sending a fax to Telco Phone Systems. (A) confuses *fax* with *tax*. (B) is incorrect as they are in e-mail contact, and no computer problems are mentioned. They are trying to place an order, but there are no contract difficulties (D).
54. C One man says *Maybe you should give them a call* and the other man agrees, saying *Call and speak to someone*. The woman can't send a fax (A). (B) refers to what she decides to do. (D) repeats *equipment*.
55. B We can deduce from her tone, and the fact she has sent *the same order form three times*, that the woman is frustrated.
56. A The woman says *We have a train departing...* The phrases *round trip ticket*, *regular reserved seat*, and *business class* also help identify that they are in a train station.
57. B The train departs at 9:05 (A) and *takes two and a half hours*. The man therefore gets to Boston at 11:35 A.M. (C) and (D) refer to the return journey.
58. D The woman says *that'll be twenty-seven dollars each way*.
59. D We can infer that the couple is at home, not in a store (A). The man is preparing to leave and they are waiting for a *babysitter*. (B) is a distractor relating to the man's dirty shirt. (C) is not indicated.
60. A The man is referring to his shirt, and says *I don't have another white one*. The implication is he needs to wear a white shirt, and this is the only one he has.
61. B The woman suggests the man *drive down to the mall* to buy a shirt. The man agrees and says *I'll be as quick as I can*.
62. D The woman says she is *still waiting for the gate to be announced*. (A) is incorrect as it is the man's flight that is delayed. She has already been through security (B) and she *checked in early* (C).
63. B The man says he is going to *Istanbul*. We can see from the graphic that this flight JK672.
64. B The man says *I'm going to get a paper*. (A) is incorrect as he is still waiting. (C) and (D) are not indicated.
65. B The man says he has an appointment *at a quarter after two*. We can see from the graphic that this appointment is for Mr. Armstrong.
66. A When the man says he managed to park *right outside*, the woman responds *Wow. Lucky you*. We can infer that it is not common to find a parking space outside.
67. C The woman says she will *call through to Dr. Shinn's assistant*. (A) is incorrect as she tells the man to *take a seat*. She tells the man to help himself to coffee, not that she will pour some for him (B). She is going to speak to Dr. Shinn's assistant, not her own assistant (D).
68. A The man refers to a *line of traffic up ahead*, and suggests they *tell the driver to take a different route*.
69. B The woman says the time is *ten o'clock* and that the train *isn't for another fifteen minutes*. We can see from the graphic that the train leaving at 10:15 goes to Peterborough.
70. D The man says *I have to pick up our tickets* and later confirms *I still need to get the tickets*.

Part 4 p343 Track 140

71. D The speaker says the ceremony is to *recognize achievement among this region's entrepreneurs*. (A) is not mentioned. (B) is a *bonus*, not the main purpose of the event. (C) is incorrect.
72. A He says *the Internet is increasingly important to even the smallest businesses*. (B) is therefore incorrect. (C) is not mentioned. (D) refers to the future, but the *revolution* caused by online shopping has already begun.
73. C Her company is in the *online fresh flowers market*.
74. A The woman says she *would like to arrange a time to come and interview Dr. Night*.
75. D She is from *Business Life magazine*, and wants to *write an article* about Dr. Night's latest book. We can infer she is a business reporter.
76. B The speaker is suggesting that as only an hour of his time is needed, Dr. Night should hopefully be able to find time for the interview.
77. A The speaker mentions the audience have *stayed behind* to attend the event, and says that they *all work together*. They are not clients (B) or job applicants (C). (D) is not mentioned.
78. C The purpose is to *ultimately increase our productivity*. (A), (B), and (D) are not mentioned.
79. A The man says he will choose someone from the panel to answer any questions. Bill Sissons is the Chairman, but no vote (B) or presentation (D) is mentioned. (C) is incorrect as the speaker will direct, not ask, questions.
80. B The ad says *We offer the best deals to hot locations all over the world*. This includes, but is not limited to, (A). (C) is not mentioned. (D) refers to where the company is based.
81. C The speaker says there is *up to 50 percent off the regular price* on "last minute" deals.
82. B The speaker is encouraging listeners to act quickly and book a vacation with Betts Travel. The expression is a call to action.
83. A The message says callers should press 2 *If you have a question about your medication*.
84. C People who call outside normal office hours are told to call 484-555-101 for assistance.
85. C The baby clinic is open *on Wednesdays*.
86. C The speaker says employers are *optimistic about hiring prospects* and hope to *increase staffing levels*.
87. C The man says *12,000 employers* responded. (B) relates to those who expected to increase staffing levels. (A) and (D) are not mentioned.
88. D According to the speaker, *most demand will be in construction*.
89. B The speaker wants to *introduce* Nicola, a new stockroom manager. He then details her experience and ends by asking the audience to *join me in wishing her a very warm welcome*.
90. A The man says we *aim to double our store portfolio*. (B) and (C) cannot be inferred. (D) relates to Nicola's experience in her role.
91. A The speaker asks the audience to welcome Nicola *before we begin our meal*. (B) and (D) are incorrect as they are in a restaurant, not a meeting room. (C) is not indicated.
92. D The speaker refers to the *International Student Services department, education goals, business programs, and the college bulletin board*. (A) is a distractor for *Services*, which is repeated twice. The speaker says *before you choose where to work* so the audience don't have jobs at the moment (B). (C) is not mentioned.
93. C They are currently on the second floor, and the Financial Services department is *up on the next floor*.
94. B Information will be posted on the bulletin board, which is *next to the elevator*.
95. C The speaker starts by saying *before we begin* and goes on to congratulate staff members for their performance. (A) is therefore incorrect as the speaker is addressing staff, and (D) is incorrect as this is the start of the talk. (B) is not indicated.
96. B The speaker refers to *sales in Michael's department* and says the increased by 22%. We can see from the graph that this applies to sales of bathroom products.

97. C The speaker says listeners will get *an extra something* in their next paychecks. (A) and (B) are not mentioned. The bonus will apply to their next month's pay only, not every month (D).
98. B The woman asks *do you need me to sign for receipt?* so we can deduce she has just received a delivery. The talk refers to a garden, but gardener (A) is not mentioned. (C) is incorrect as the items have already been purchased and she is in her own garden. She mentions her husband, but she is not speaking to him (D).
99. C The woman says *the shed is a real eyesore* (meaning, *an ugly building*). (A), (B), and (D) cannot be inferred.
100. A The woman says she and her husband will plant the roses *in the large bed ... at the end of the path* and adds this is *beyond the small pond*. The purpose is to *hide* the shed. We can see from the graphic this is Area 1.

Part 5 p346

101. A Only this adjective (the opposite of *encouraged*) is followed by *from* and fits the meaning of this sentence.
102. B We use the modal verb *will* for prediction.
103. D In this case, *provide* collocates with *assistance*.
104. A The compound noun *employment* contract is used here.
105. C To *confirm* means to *verify* or *substantiate*.
106. C Here *practically* (meaning *nearly/almost*) fits the meaning of the sentence.
107. A The verb used here is *exchange* (something for something else).
108. B Only this non-defining relative pronoun can be used here.
109. B Only the noun *diversity* (meaning *variety*) describes *opinions*.
110. D The adverb *sharply* collocates with the verb *rise*.
111. B Here the *possessive adjective* refers to the singular subject *company*.
112. B Only the *-ed* form of the *adjective* completes this sentence.
113. A The phrase used here is *if I were you*.
114. A This noun collocates with *thorough* and fits the meaning of the sentence.
115. D The structure used here is *from ... to*.
116. B Only this conjunction showing contrast fits here.
117. C This *adjective* is needed to describe the subject, *Mr. Arakawa*.
118. C This pronoun (meaning *one another*) fits here.
119. D The collocation used here is *without exception*.
120. B The *object pronoun* completes the phrase *pass someone something*.
121. A Here, only *showed* can be followed by *up* (*show up* means *arrive*).
122. D Only *nothing* fits the sense of this sentence.
123. B The *past simple passive* completes this past action.
124. A This preposition completes the phrase *in an attempt to*.
125. D Only *much* can be used to intensify the comparative *better than*.
126. A The *future simple* is used here for a future event.
127. C Here, the *infinitive* with *to* is used after the verb *expect*.
128. C The verb *to be affected* (meaning *influenced*) + *by* is used here.
129. D Here the pronoun *each* is followed by *of*.
130. C Here, only this adverb can describe the adjective *alarming*.

Part 6 p350

131. B The collocation needed here is *a view of + noun*.
132. C The *future simple* is the only tense that fits the meaning of this sentence.
133. B This sentence fits best as it aims to conclude the message in a positive way. (A) is a formal expression that does not fit the context. (C) does not logically follow. (D) confuses the context, as the writer is the customer, not the provider of the service..
134. D Only the *noun* can be used after the adjective *prompt*.
135. D This adjective (meaning *reliable*) best completes the sentence.
136. A Here *could be +ing* is used to express possibility in the future.
137. D This sentence fits best as it closely relates to the following sentence that mentions Display Screen Regulations..
138. C The preposition *among* is used after *distribute* to indicate sharing between a group.

139. D This sentence links with what has gone before, and is a continuation of the findings of the survey. The other options do not logically relate to what comes before and after.
140. B The conjunction *but* expresses the contrast between these two clauses.
141. A The *past simple* is used to indicate finished time.
142. D Of these adverbs, only *virtually* (meaning *almost*) fits the meaning of the sentence.
143. A The collocation here is *go missing* (meaning *disappear*).
144. B This is the only conjunction that fits the sentence.
145. C The *gerund* is needed as the object of the sentence.
146. A This sentence refers directly to the ultra-violet marker pen, and logically completes the paragraph. (B) is not indicated. (C) confuses the context, as readers are *all staff* rather than security staff. (D) is incorrect as the pen is available now.
- Part 7 p354**
147. C If something is a *pain*, it means it is very troublesome or inconvenient.
148. A At 3:35 P.M. Mandy P writes she will *send out a new invoice right away*. We can infer that this is what she will do next. (B) confuses the context, as no payment has been made so no refund is required. Mandy P says she will e-mail Ms. Depardieu, not check her e-mail (C). (D) is not indicated.
149. A The e-mail refers to an *outstanding invoice* and apologizes that *this has been unpaid*. (A) and (D) are not mentioned. (C) is incorrect as there is *no record of this invoice*.
150. C The e-mail says Mr. Danapoli *has transferred* to another division. He is a coworker at Hartford Legal.
151. D Here, the word *oversight* means *mistake or error*.
152. B The phrase *Tell me about it* is used to indicate you understand what someone is talking about because you are familiar with the situation or have had a similar experience.
153. D The women are on their way to see a movie. Sue mentions *great reviews* and refers to Jason Pollard as being *fantastic in Back Home*. We can infer *Back Home* is a movie and Jason Pollard is an actor.
154. B The last meeting is listed as *September 16*. The current meeting is *October 14*. The next meeting is *November 12*. We can infer the Steering Group meetings monthly.
155. D *Fundraising projects* (A), *Promoting greater student engagement* (B), and *Matters arising from previous meeting* (C) are all mentioned. Only (D) is not mentioned.
156. A The purpose of the memo, stated in the opening line, is to *announce two further appointments*.
157. C The memo states that Kevin *will begin on the first of next month*. The date of the memo is *March 19*.
158. B Both new appointments are additions to the *Marketing team*. (A), (C), and (D) cannot be inferred.
159. C The booking begins *Jan 15* and ends *Jan 28*.
160. C For cancellations within 24 hours there is a *\$40 charge*. The total charge is *\$280*. Therefore, he will receive *\$240*.
161. A This sentence fits best here as it follows on from the previous sentences discussing the cost. *This* refers to the *total cost* mentioned earlier.
162. A The first paragraph states that *weekdays* are *off-peak*. (B) cannot be inferred. (C) is incorrect as catering and facilities are not included. (D) is incorrect as the client must prove public liability insurance.
163. B Here, the word *records* means *files or paperwork*.
164. C Mr. Ivanski needs to send a copy of his *public liability insurance*, and return a completed *catering price list and facilities form*, as well as the original *terms and conditions*.
165. D The article reports *healthy sales growth* among microchip manufacturers. (A) refers to traditional industries. (B) and (C) are incorrect because many hi-tech companies are already recovering.
166. B This sentence fits best here as it introduces a paragraph showing more healthy economic outlook.
167. D *Online gaming* (A), *in-car navigation systems* (B), and *smart phones* (C) are all mentioned as driving sales of microchips. Only (D) is not mentioned.
168. A The information covers various services that may be of interest to conference delegates.
169. B Lost property is kept at *the main Infodesk*, which is located in *Hall 2*.
170. B *Physical security* (A), *fire safety* (C), and *recycling* (D) are all mentioned. Only (B) is not mentioned.
171. C Here, the word *valuables* means *important items or things of value*.
172. A The invoice refers to *reports of false alarms*.
173. C Mr. Edwards' name follows the report of work done, so it can be inferred that he carried out the work. (A) cannot be inferred. (B) relates to Mr. James. (D) is the writer of the invoice.
174. C The last paragraph states *Terms strictly 14 days*. The date of the letter is *June 4th*.
175. D The unit on the *landing* was working correctly, so a repair was not necessary. Both units were *cleaned* (A) and then *tested* (B). A new *optical unit* (C) was fitted in the *lounge*.
176. A The hotel Mr. Whitley reserves is *Park Hotel*, which the ad states is *in New York*.
177. D The form asks *send this page to us*. The booking is not made by phone (A). The alternative is to *e-mail us* (B). The form is completed by hand and is not on a website (C).
178. B The ad states *Stay two nights in July and get breakfast absolutely free*. Mr. Whitley's booking is for *July 23–25*. (A) refers to online bookings. (C) is for bookings in August. (D) refers to Paramount Frequent Travel Club members.
179. D Here, the word *unique* means *distinctive or exclusive*.
180. D The ad states that Paramount Hotels are *right in the heart of various great locations* (A), provide *fine dining* (B), and have *rooms at great prices* (C). The rooms are *beautifully furnished*, but not necessarily *recently* furnished (D).
181. C According to the article, all talks are *held in the West Road Theater*.
182. B The article states that *Asia's economy could grow by as much as 40%* in this time.
183. A Dr. Sherringham is a *colleague of Prof. Klysters*, who works at *Wellington Business Institute*.
184. B Here, the word *leading* means *renowned or top*.
185. B We read of *facts and figures* in Dr. Hernandez' talk (A), *statistical data* in Dr. Sherringham's talk, and *figures* used in Dr. Klyster's talk. Only (B) does not specifically refer to statistics.
186. A There is no mention of previous experience in the advertisement for the job of Administrative Assistant.
187. D Claire Robertson writes *I am currently attending a night class*. She has completed high school but we do not know her grades (A). (B) is incorrect as she currently has a *part-time position*. She is not asking for a promotion (C).
188. B She has a high school diploma and 4 years of relevant experience. We do not know her typing ability or whether she speaks French (A). She doesn't mention she speaks German (C), and does not mention any accounting experience or qualifications (D).
189. C Mr. Waters says Claire worked *for two years*, before she went to Etrusco Financial Services, where in her e-mail Claire says she has worked *a year*. We can deduce that Mr. Waters first met Claire three years ago.
190. C *Wholeheartedly* means with all one's heart (i.e., totally/ completely).
191. D Sharpening is not mentioned. The knives have a *lifetime warranty* (A), *are not dishwasher-safe* (B), and *won't rust* (C).
192. A The knife the customer bought cost \$59. We can see from the Web page that this is the cost of a 7-inch knife.
193. A The knife is used for *smaller kitchen jobs*. The 9-inch knife is a bread knife (B), the 11-inch knife *cuts cleanly through ... all roasts* (C), and the 8-inch cleaver is designed to disjoint turkey, chicken, and other poultry (D).

194. B Douglas Long writes *you charged me for a \$79 knife*. We can see from the Web page that this is the cost of the bread knife.
195. B The verb *rectify* means to correct or put something right.
196. D *There is an extra charge* for massage and relaxation treatments. *Weight loss* is mentioned, but not guaranteed (A), *schedules vary* (B), and the activities are only described as *military-style* (C).
197. A Logan will take *anyone interested on a long run* (B), Matt will organize a *ten-mile bike ride* (C), and Teri will lead the *hiking group* (D). Kris is only mentioned in connection with the morning's activities.
198. A Power yoga is not mentioned in the e-mail. We can deduce that this is the session that Charmaine, who is absent, usually runs. None of the other statements can be inferred.
199. C Logan does not mention bodyweight training in his e-mail. Teri led aerobics (A) and basketball (a team game) (D), and Brad led the obstacle course session (B).
200. B Lisa Liu mentions being in Matt's group, and Matt was responsible for the *ten-mile bike ride*. She says *I don't think I lost any weight* (A). She mentions she will definitely come again, but does not mention attending before (C). She is joking about the fact that her muscles will probably ache tomorrow (D).

Practice Test 2

Part 1 p375 Track 141

- D The man is wearing a tie, but he is not *adjusting* it (A). There are some dishes, but he is not taking them away (B). (C) is incorrect because the man is not wearing a watch.
- A The women are *wearing* coats, not *buying* them (B). They are paying the cashier, not leaving the store (C). They are *standing* at the counter, not *cleaning* it (D).
- C (A) confuses *watching the news* with *reading a newspaper*. There is a plant, but the woman is not watering it (B). She is holding a newspaper, not a book (D).
- C The chairs are not *stacked* together (A). This is an exam room, but there isn't anyone taking the exam at the moment (B). (D) is not indicated.
- B There is some *writing* (noun) on the board (A), but the people are not *writing* (verb) on it. They are not touching the golf clubs in the carts (C), or playing golf (D).
- B There are *people* and *trees*, but nobody is climbing trees (A). (C) confuses the tall man carrying the ladder, with the ladder resting near a tree. (D) we cannot tell that the people sitting down are construction workers.

Part 2 p379 Track 142

- C (A) is an illogical affirmative response. (B) repeats *plan*, but as a verb.
- B (A) answers the question *How do you get to work?* (C) refers to the future.
- A (B) confuses *station* with *vacation*. (C) is an illogical response.
- B (A) misleads by using the verb *sign* in the past. (C) confuses *design* with *sign*.
- B (A) answers a different question (*Do you know Danielle?*). (C) answers a different question (*What do you think of Danielle?*).
- C (A) confuses the subject, and repeats *prepared* with the meaning *ready* rather than *willing*. (B) confuses *eight* with *late*.
- A (B) does not answer the question. (C) repeats *mind*, but does not answer the question.
- C (A) confuses *reporters* with *reports*. (B) confuses *clean* with *seen*.
- A (B) and (C) mislead by assuming the wrong meaning of the verb *go* used in the question.
- C (A) repeats *dress* in a different context. (B) does not answer the question.
- C (A) repeats *didn't* and *see* (instead of *say*, which would fit). (B) repeats *ask*, but does not answer the question.

- A (B) relates *women* to *male* and confuses this with *mail*. (C) confuses the subject *mail* with a person.
- A (B) misleads relating *late* to *early*. (C) confuses *lives* and *leaving*.
- B (A) repeats *week* but refers to the past. (C) does not answer the question.
- A (B) confuses *think* with *thing* and repeats *same*. (C) confuses *tires* (plural noun) with the adjective *tired*.
- B (A) repeats *reception*, but with the meaning *welcome*. (C) confuses *exceptions* with *reception*.
- C (A) repeats *else*, and is an illogical response. (B) answers a different question (*What time is the meeting?*)
- C (A) does not answer the question. (B) repeats *does*, but does not answer the question.
- B (A) answers a different question (*Have you chosen a camera yet?*). (C) repeats *camera*, but does not answer the question.
- C (A) confuses *coffee* and *copy*. (B) confuses *left* (not *right*) with *left* (meaning *remaining*).
- B (A) relates to a different subject, and confuses *standing* with *expanding*. (C) repeats *room* but does not answer the question.
- A (B) repeats *report* and is an illogical response. (C) relates *checking* to *check*, but confuses the context.
- A (B) answers a different question (*Would you like to get paid...?*). (C) does not answer the question.
- C (A) answers a different question (*Do you want to have lunch?*). (B) refers to the future.
- C (A) confuses *tax* and *fax*. (B) confuses *admiration* and *application*.

Part 3 p380 Track 143

- A The speakers are discussing where Mr. Sykes' jacket could be. (B) relates to a meeting Mr. Sykes attended on Friday afternoon. (C) refers to Mr. Sykes as a client, but he is not the subject of the whole conversation. (D) incorrectly confuses the company name *Capital Investments* with the subject of the conversation.
- C The woman says lost property is kept under the counter at the reception desk, and adds *here in this box... It's empty, see?* The speakers are at reception. (A) refers to where the meeting took place. (B) is not mentioned. (D) repeats *box*.
- D The woman says she will call Andy, the staff member who *opened up* that morning. (A) confuses *him* with Mr. Sykes. (B) refers to the *night cleaners*. (C) refers to Mr. Sykes' company.
- C The woman mentions a *projector* and says she *can't seem to get it to work*. (A) repeats *computer*, but this is not the problem. Her presentation is due to start shortly, but is not delayed yet (B). The lights are green, not broken (D).
- D The man says *It did this with me last week*. (A) is not mentioned. (B) repeats *cable*, and confuses the similar-sounding words *loose* and *lost*. The man suggests that the woman check the equipment, not that the equipment *was checked* (C).
- A The man says the woman should *check if everything is tight enough*. (B) and (C) are both possible solutions, but are not mentioned. (D) is incorrect because the man assumes the batteries are working as normal.
- B The woman checks availability for a two-night stay, and gives a room price. She is not a secretary (A). The man is not ordering food in a restaurant (C). (D) confuses the context, as the man is not booking any tickets.
- C He wants to *book a double room*.
- A The man says *It's a little more than I wanted to spend*. (B), (C), and (D) are not indicated.
- D The topic is focused on the man's job in London. (A) repeats *conference*, but this is not the topic. (B) is a distractor for the references to the man's job. *New York, Hong Kong and London* are mentioned, but *life in big cities* (C) is not discussed.
- C The woman asks *Are you staying in New York for long?*
- B The man says *I'm here for a week*.
- D They are talking about a recent meeting. (A) is a distractor for *get an agreement signed*. (B) relates to *three times*. No presentation is mentioned (D).

45. B If they return again, the woman says *That'll be three times this year*, so they have already visited twice.
46. A They are disappointed that no agreement has been made. (B) is incorrect. (C) cannot be inferred. (D) is not mentioned.
47. B The man says *we've had a problem with our main printing press*.
48. A The woman needs the brochures urgently, but she hasn't received them yet. (B) is not indicated. (C) repeats *shipment*, but it hasn't been sent yet. (D) is not mentioned.
49. D The man says *I'll put your job at the top of my list*.
50. C The words *seminar* and *course* indicate the woman is going on a training course.
51. C The woman says *I already booked a cab*.
52. B She asks the man to *e-mail Mr. Gibson as he's ready to place another order*. We can deduce that Mr. Gibson is therefore a customer.
53. A Referring to the bill, one woman asks the man *can you just put it on my room?* and gives her room number as 563. We can infer the man works in a hotel.
54. D The women are going to watch a movie which one woman says *starts in half an hour* and adds *We don't want to miss the beginning*. (A), (B), and (C) cannot be inferred.
55. A One woman asks the man to charge the bill to her room, saying *Would that be OK?* Here, his response *No problem* means *Yes, of course*.
56. A The man says *we haven't been able to get online all day*.
57. B The man says he has *e-mails I need to answer* and *orders to process*, and complains about *lost sales*. We can deduce he is frustrated by the situation.
58. D The woman says that the company's technical staff *don't know how much longer the systems will be down*.
59. C The man is taking a call for the woman, and checks with her before putting the call through. (A) and (B) cannot be inferred. (D) repeats *marketing* but is not the correct answer.
60. B The woman asks the man to tell Mr. Dawson she is in a meeting. (A) cannot be inferred. (C) and (D) are not indicated.
61. A The woman finally says *Put him through*. She will speak to Mr. Dawson.
62. D The man refers to *this line* and later says *Here's the train*. We can deduce they are at a railway station.
63. C The man says he paid with a *five dollar bill* and should have got *two dollars back*. We can see from the graphic that a cappuccino costs three dollars.
64. B The woman suggests he *go to the Web site* and *send them some feedback*, referring to *customer services*. As the man's experience is a negative one, we can infer she is suggesting he makes a complaint. She does not suggest he check anything (A), or ask anything (C). There is no attendant to speak with (D).
65. C The man says the earrings are *our most popular collection* and adds *We sell more of these than anything else*.
66. B It is the mother's birthday *next week* and the man says *next week is May*. We can see from the graphic that the birthstone for May is Emerald.
67. D The woman says her mother *is not keen on large earrings* (meaning she prefers small earrings). Her mother has brown hair, not brown eyes (A). (B) is not mentioned. We hear that the earrings are fashionable, not that the woman's mother is interested in fashion (C).
68. C The woman mentions that Ms. Kolsky has had *laptop problems* and the man says he has brought a *monitor* which he thinks will solve the issue. We can deduce he is a computer repairman.
69. B When the man introduces himself, the woman says *At last*. The implication is that they have been waiting a long time for the man. (A) is therefore incorrect. (C) confuses *At last* (meaning *finally*) with *last* (meaning *final*). (D) confuses *last* with the similar-sounding word *lost*.
70. D The woman tells the man to go through two sets of double doors, and then the office is *the first on the left*. We can see from the graphic that this is Room 4.

Part 4 p383 Track 144

71. B The man is introducing Dr. Hartley, who will shortly give a talk. He ends by asking the audience to *join me in welcoming tonight's very special guest speaker*. Dr. Hartley is the author of several books, but the man is not trying to *promote* her as an author (A). (C) refers to one of the themes of Dr. Hartley's talk (tourism) but there is no mention of a *travel agency*. (D) repeats *global travel*, but the man is not encouraging listeners to travel around the world.
72. D Dr. Hartley is the head of a group that focuses on *the economic impact of tourism*. (A) and (C) relate to her interest in the past as a *student activist*. (B) misleads by referring to the *United Nations*.
73. A The expression *without further ado* is often used in introductory talks and means that the speaker will not hold things up by talking any more, so the main event can start.
74. A The report mentions a *strike*. Workers at Cheffin Industries have *walked out* and are *demanding better pay and conditions*. (B) is incorrect because no jobs have been lost. (C) confuses the *withdrawal of health benefits* with employee illness. (D) correctly states the report is about an automobile plant, but there is no mention of an accident.
75. C The report says *three hundred workers staged the strike*.
76. D The speaker says the strike appears *likely to spread*. The situation is not resolved (A). (B) confuses *health benefits* with *in good health*. Cheffin Industries has other factories, but we are not told they are a national company (C).
77. A The speaker says Ms. Trent will speak about *our operations abroad*, specifically *new retail establishments in Europe*.
78. C The audience are asked to *be at the main entrance* at 2 P.M. to take a bus. (A) is the room where they will have lunch. The will visit the Riverside Mall, not meet there (B). (D) is not mentioned.
79. B At the start, the man says *In just a moment I'll hand you over to our Communications Director*. (A), (C), and (D) are not indicated. [Sometimes in the TOEIC test, the final question relates to information at the beginning of a talk.]
80. B The woman wants to know *the speakers and the content for the workshop*. She is unhappy the man hasn't replied, but her call is not to make a complaint (A) or arrange a meeting (C). (D) repeats *weekend* but is not the correct answer.
81. A She says the event will take place *next Monday*. (B) refers to *my third call since Wednesday*. (C) is not mentioned. (D) is today.
82. B The woman feels disappointed that Tony has not answered her call. She needs to hear from him urgently.
83. C The speaker says *our driver Sam will pull over and drop us off* indicating this is in a bus, rather than in the street (A) or a train (D). They are not yet in the cathedral (B).
84. C The speaker they will *meet back at the main entrance at five thirty*.
85. D The man says *I encourage you to take all your valuables with you*.
86. A The speaker says that the restaurant has a good reputation for its seafood, and this phrase reinforces her expectation that the diners know this already.
87. B The tuna salad is the *only thing we don't have for you today*.
88. C The Early Eater special offer is a *complimentary beverage*. (A) repeats incorrectly links *complimentary* with *appetizer*. (B) refers to the cost of a two course meal. (D) confuses fruit juices with fruit.
89. C The ad is targeted at *small companies* that are *doing business abroad*.
90. B The ad promises to *cut your overseas phone bill by thirty percent*, but says this is only guaranteed *for the first three months*; not one year (A). No free calls are mentioned (C). (D) relates to the maximum number of employees as company can have to be eligible for the offer.
91. A The speaker says customers need to *sign up for one year* to the International Small Business plan.
92. A The speaker gives various people different responsibilities to *get ready for the meeting with Flax Investments next week*.
93. C The speaker asks Trisha to present *the expected sales figures for the next year*.

94. D The speaker asks Mike to *take minutes of the meeting*.
95. C The speaker announces *trains to Burlington have been canceled*, and explains the cause as *a fallen tree* on the line. We can deduce that the line is blocked.
96. B Passengers wishing to travel to Burlington are told to take *the next express service to Westfield*. We can see from the graphic that this leaves from Platform 2.
97. B The speaker says that a *coach service is waiting* at the West exit for passengers going to the other stations on the Burlington regional line.
98. D The speaker is disagreeing with the increase in the price of the magazine from next month. She says she doesn't see *how increasing our price will boost revenue*.
99. C The speaker says she is worried that *readership will fall*. The aim of increasing the magazine's price is to *boost revenue* (B), but this is not the speaker's opinion. (A) and (C) are not indicated.
100. D The speaker says the magazine *Fashion and Lifestyle* costs a *whole dollar more*. We can see from the graphic that Fashion and Lifestyle is \$6.50, so the price of the magazine the speaker is responsible for must be \$5.50.

Part 5 p386

101. C Only this relative pronoun (meaning *the things which*) can come before the phrase *said about*.
102. C We use the *past simple* for a completed past action.
103. D The conjunction used here is *either ... or*, expressing choice.
104. A This phrasal verb is used with official procedures (i.e. clearing customs).
105. B Here, only *delayed + by* can be used here.
106. A The verb *select* (meaning *decide to use*) fits the sense of this sentence.
107. C This adverb (meaning *clearly*) collocates with the verb *write*.
108. A Distance (i.e. miles) takes a singular subject.
109. C Here, this *adjective* (meaning *adjacent*) is needed to describe the noun *city*.
110. A The *possessive pronoun* completes this sentence.
111. A This verb completes the collocation *engage the services of*.
112. B Here, this *adjective* is needed to describe the noun *situation*.
113. A This adjective (meaning *in vain*) collocates with *efforts*.
114. B This preposition (meaning *Because of*) is used here.
115. C The *past simple passive* completes this sentence.
116. B This adverb (meaning *with no trouble*) collocates with the adjective *available*.
117. A Only *in* (meaning *within a certain time*) fits here.
118. A This noun (meaning *reimbursement*) fits the meaning of the sentence.
119. D This preposition completes the phrase *on business*.
120. A This noun (meaning *dedication*) + *to* fits the meaning of the sentence.
121. B This verb (meaning *assess*) is needed here.
122. D The *past simple* is used as the action is in the past.
123. B Here, *any* is used after the negative.
124. C After the verb *want* the infinitive with *to* is used.
125. C Here the adverb *never* (meaning *at no time in the past*) is needed.
126. B The structure used here is *no + comparative*.
127. B We say *most of the people* (i.e. *most people*).
128. A Before the uncountable noun *assistance* we use *some* to complete this positive sentence.
129. A Here, *at present* means *at the moment* or *currently*.
130. C The *past participle* completes this adverbial clause expressing reason.

Part 6 p390

131. C The collocation used here is *experience difficulty*.
132. B The object pronoun is needed here.
133. B The *future simple* is the only tense that fits the meaning of this sentence.
134. B This sentence fits best as it concludes the letter in a standard way. (A) confuses the context, as Ms. Anderson is a customer services agent. Mr. Connor is not placing an order (C). Shipping is mentioned, but there is no need to refer to any guidelines (D).

135. C In this case, only the verb *browse* can relate to the object *furniture store*.
136. A Here, the gerund is used after the phrase *to have experience in (+ing)*.
137. A The *present simple passive* is needed here.
138. D This fits best as this gives the start date for the sale. (A) is incorrect as the company has only one store. No prices are given (B). Readers are encouraged to *visit our store* (not go online) and they are not applying for anything (C).
139. A Here, *fast* is used as an *adverb* (meaning *quickly*) to describe the verb *approaching*.
140. C This verb (meaning *tell someone something they already know*) fits here.
141. B We use the present perfect to show sequence in the future following *After*.
142. D The memo asks staff to make sure they have *original invoices*. This sentence is a logical conclusion, thanking staff for complying with this request. (A) does not follow, as *these* refers to *issues* with suppliers. (B) is incorrect as staff must contact their suppliers directly. (C) confuses the context, as no reply is requested, just action.
143. C To be *entitled* to something means to *have the right* to it.
144. B Because the sentence begins by using the present tense *increases* (to describe something that is generally true), we need the present perfect tense to describe the whole period of time the employee *has worked*.
145. C This sentence fits best as it links clearly to the topic of employment notice.
146. A The gerund *Terminating* (meaning *Dismissing someone from employment*) correctly completes this noun phrase.

Part 7 p394

147. A The article refers to *making purchases online* and adds *you need to take measure to protect yourself*.
148. B The steps suggested in the article all relate to keeping passwords secure. (A), (C) and (D) cannot be inferred.
149. C The phrase *I don't see why not* (meaning, *Yes, of course*) is used to indicate you agree to something. Here, Ms. Blane is saying the change in time for her meeting with Mr. Benson is no problem for her.
150. D Ms. Blane is traveling by train. At 11:16 A.M. she writes she will arrive *in about 10m*. The exchange finishes at 11:24 A.M. (A), (B), and (C) cannot be inferred.
151. C The e-mail refers to readers *As members of the public*. (A) relates to Ms. Henshaw and Ms. Weitz, who work at (D). (B) is not mentioned.
152. D This sentence fits best here as it refers to the new Web site mentioned previously.
153. B The e-mail states the meeting will take place *at 10:30 tomorrow*. The date is *Nov 11*. (C) is the deadline for e-mailing feedback. (D) refers to the launch of the new website.
154. A The median usual weekly earnings for female cashiers is given as *\$386*.
155. D Only *38.8* percent of managers are women, according to the chart.
156. C The chart states that female registered nurses earn an average of \$1143 per week, and female managers earn an average of \$1176 per week. This is almost the same.
157. B The ad mentions they have experience in translating *legal, financial, medical, engineering, manufacturing, and technical* documents. (A) is not mentioned. (C) and (D) cannot be inferred.
158. B Clients include *leading Fortune 500 companies* (A). *No matter ... what language* can be translated as their translators are *from all corners of the globe* (C). They can translate *within 24 hours* if necessary (D). Only (B) is not mentioned.
159. A Mr. Cheng leaving his position as *Shift Supervisor* for the more senior position of *Operations Manager* at another company. (B) refers to *all the support* he has already received. (C) is not mentioned. (D) refers to *the training opportunities* he has already had.

160. D Mr. Cheng writes he has a *higher level of professional qualifications* now. (A) and (C) cannot be inferred. (B) refers to Mr Cheng's personal opinion that he has made a *significant contribution*.
161. C Here, the noun *handover* means *transfer or passing on*.
162. B Employees now have to keep their *own work areas and offices clean*. The recycling bins have been *ordered*, but they haven't *arrived* (A). Workers may *end up throwing away less trash* (C), but this is not the aim of the memo. (D) is incorrect, as they will be doing the cleaning themselves.
163. D The memo states they will save *around \$2,300 per month* (A). There will be *less trash* (B) and workers are encouraged to put *recyclable trash* in the green bins (C). Only (D) is not mentioned.
164. C The tasks will be carried out by *all of us*. (A) refers to where the cleaning products will be kept. (B) refers to those who will organize the system. (D) refers to the employees who will take out the trash on collection days.
165. C Here, the noun *measure* means *action or step*.
166. A The company specializes in *office equipment and appliance insurance*.
167. A This sentence fits best here as the *policy number* that follows directly relates to the warranty.
168. D He will need the policy number *if it becomes necessary to call for assistance*.
169. D He is *Professor of Business Ethics at AIBS* (A), and is author of a *hugely popular book* (B). He is also *well known for his regular appearances on radio and television* (C). Only (D) is not mentioned.
170. A Cancellations must be *at least 30 days in advance*. (B) refers to the *administration fee* payable. (C) is the cost for AIBS members, and (D) is the cost for non-members, less the administration fee.
171. C Participants are encouraged to *quote code AP821X when making your booking*. (A) and (B) refer to the cancellation procedures. (D) refers to transport to AIBS.
172. B The fax is *in support of Ms. Fouroux's application for an H01 B visa*. She already has a job offer (A). (C) is mentioned but is not the main purpose of the fax. (D) is not mentioned.
173. C As Ms. West is asked to *process the application*, and the job is for *Columbus, Nebraska*, it can be inferred that she is a U.S. immigration official.
174. A Ms. Fouroux is due to start work *next month*. The fax is sent in April. After the initial contract for six months, (i.e. in November), Mr. Elliot states *she will then be offered a permanent position*. (B) and (D) cannot be inferred. (C) is not mentioned.
175. A He asks Ms. West to *process this application without delay*, because the date Ms. Fouroux is due to start work is *quickly approaching*.
176. D In her cover letter, Ms. Almodovar refers to *travel and booking package vacations*. She works as a *Travel Advisor* and wants to further her career. We can therefore infer that Global Gateway is a travel agency.
177. B She has included her *résumé* (A), *certificates* showing competency in various travel booking systems (C), and *letters of recommendation* (D). Mrs. Timson asks to see *evidence of your academic qualifications*, which implies a *diploma* (a document proving academic achievement in the U.S.) was not included in Ms. Almodovar's application.
178. D In her letter Ms. Almodovar mentions she is *proficient in English* (A), she is a *team player* (B) and is *used to dealing with clients* (C). Although she says she has traveled widely, she does not mention she can speak any foreign languages (D).
179. A Mrs. Timson asks for *proof of your right to work in the U.S.* (B), (C), and (D) cannot be inferred.
180. A Mrs. Timson asks Ms. Almodovar to *call my personal assistant ... to confirm your attendance*.
181. D The article covers the expansion of Coalport Science Park. (A) is incorrect as the final paragraph does not promote the park. Job losses (B) and space (C) are mentioned, but are not the main purpose of the article.
182. A Mr. Townsend writes he was *extremely disappointed by inaccuracies* in the article. (B) and (D) cannot be inferred. (C) is incorrect as he is the park's *Development Director*.
183. D Here, the word *stake* means *investment or involvement*.
184. C Mr. Townsend states the development *came to £2,750,000*. (B) is the estimated cost. (A) is the amount over budget some sources claim. (D) is the inaccurate figure claimed in the article.
185. B The article refers to *job losses for over 60 workers*. Mr. Townsend writes that these *relate only to one company, NIC Technologies*. He goes on to say that NIC Technologies intend to *hire more than 80 personnel over the coming months*. The company will therefore soon employ more workers than they had before.
186. C The businesses listed in the Web page have all been closed for a variety of *health protection* reasons.
187. D The notice states that The Healthy Cook is closed due to a *rodent infestation*. Chapter 14 of the manual covers *Pest control*. Rodents are pests.
188. A Site (here meaning, *business premises*) security is not covered in the manual. Handwashing (B) is covered in Chapter 12. Refrigeration (C) is covered in Chapter 8. Food poisoning (D) is covered in Chapters 3 and 7.
189. A Jim texts to ask *Where exactly are you?* He needs directions as his *Satnav is down* (meaning, *not working*).
190. C In his text, Jim introduces himself as *the plumber*. We can see in the Web page that Deli Delight in Lakeshore Blvd was closed due to *inoperative plumbing*. Jim is most likely going to fix this.
191. C According to the notice, there is a *Children's run*. The race is the *5th Annual Halloween Fun Run*, so it has taken place four times before (A). It has a Halloween theme (B), and you need to wear Halloween costume *only if you're brave enough* (D).
192. A In her e-mail dated August 25, Leonie writes she *registered earlier today* for the *five-mile* run. The notice states a *10% early bird discount* applies to those booking before August 31, and the *5-mile entry fee* is \$10. We can deduce that Leonie will pay \$9 instead of \$10. (B), (C), and (D) cannot be inferred.
193. B Leonie's charity *sends books to children's hospitals and orphanages*. (A) wrongly associates *international development* with the *developing world*. (C) and (D) wrongly associate *illness* and *safety* with children's health and welfare issues.
194. D Kim writes she will be *back from the Milan conference that day* (i.e., the day of the event, Oct 30th). She cannot participate as she will be away.
195. C Kim says she will sponsor Leonie *\$3 a mile*, and Leonie is entering the 5-mile race.
196. C Dr. Etherington refers to *my latest book*, so we can deduce he has written more than one. (A) and (B) cannot be inferred. Dr. Booth only gave him Professor Johansson's contact details, not a recommendation (D).
197. D Professor Johansson asks faculty members to *allow him to sit in on your classes*. (A) wrongly associates "training in financial management" with the "financial and administrative training course" that Dr. Fernandez will attend. (B) is incorrect as Professor Johansson does not ask them to provide cover for anyway. (C) wrongly confuses offering accommodation with offering *hospitality*.
198. B Dr. Etherington will teach Dr. Fernandez's classes. According to the schedule Dr. Fernandez teaches five classes. However, Dr. Etherington will be at a conference on Monday 17, so will only be available to teach four classes.
199. C Dr. Etherington teaches *poetry and literature* of various periods, and can offer *lectures on any aspect of English literature*. We can see from the schedule that Dr. Latimer teaches English literature.
200. B Prof. Johansson writes that it *might be useful* if Dr. Etherington covers Dr. Fernandez's classes during the week she is away. (A), (C), and (D) are not suggested.