

PART 7

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

Questions 147-148 refer to the following notice.

Sales Lunch Workshop

Attention sales associates! Are you new to CMG Direct Retail? Is your sales sheet looking a little short? Do you want to increase your commissions but can't seem to find new clients? Come to this month's lunch workshop, where Senior Sales Manager Chad Avakian will share his secrets for locating, securing, and expanding new accounts! Lunch is not provided, so be sure to pack something for yourself. After the meeting, a digital recording of the full presentation will be made available on the company's training Web site, so there's no need to bring a laptop for notes. Please RSVP to the training department at events@cmgdr.com to reserve your space.

147. What are attendees advised to bring to the meeting?
- (A) Some food
 - (B) Sales sheets
 - (C) Registration forms
 - (D) A laptop computer
148. Who will most likely benefit from the event?
- (A) Senior sales managers
 - (B) Staff in the training department
 - (C) New clients of CMG Direct Retail
 - (D) Recently hired sales professionals

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Questions 149-150 refer to the following online form.

The screenshot shows a web browser window with the address bar displaying <https://www.bywaterandsons.com/testimonial>. The page title is **Bywater and Sons**. Below the title is a section titled **Client Testimonial** with the text: "Please share your thoughts about the quality of our work at your home by submitting your name, e-mail address, and comments." A text box contains the following information:

Name: Gina Tyler

Email: gtyler@mailzinebox.com (this will not be posted with your review)

Thank you for your excellent painting work. It was completed efficiently and priced as in the initial quote. My home looks as good as when it was new. I will plan to use your services again in the future, and I am happy to recommend you to anyone considering a remodeling project.

—Gina T.

149. What kind of business is Bywater and Sons?

- (A) A renovation contractor
- (B) A property management office
- (C) A moving company
- (D) A delivery service

150. What is indicated about e-mail addresses?

- (A) They will be used to send invoices.
- (B) They will be kept private.
- (C) They will be stored in a company database.
- (D) They are necessary to receive a free price quote.

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Questions 151-152 refer to the following online customer service chat.

**Live Chat**[-] [] [X]

Pryan Clothing (5:05 P.M.)
Hello. Thank you for contacting Pryan Clothing. How may I help you today?

Marina Soler (5:06 P.M.)
Hi. I have been trying to purchase a pair of pants on your Web site—item #CP3984. But when I click on it, I keep getting an error message.

Pryan Clothing (5:07 P.M.)
I'm sorry about that. Let me see if I can help you. I can order the item for you, and then e-mail you with confirmation of purchase.

Marina Soler (5:08 P.M.)
I would appreciate that.

Pryan Clothing (5:09 P.M.)
What color and size would you like?

Marina Soler (5:09 P.M.)
Size 10, in black.

Pryan Clothing (5:10 P.M.)
May I use the credit card number we have on file for you?

Marina Soler (5:10 P.M.)
Please.

Pryan Clothing (5:12 P.M.)
I have e-mailed you the order confirmation. Let us know if you have any other issues.

Marina Soler (5:13 P.M.)
Thank you so much.

151. Why does Ms. Soler contact Pryan Clothing?

- (A) She wants to return an item.
- (B) She is having trouble ordering.
- (C) She never received an order she purchased.
- (D) She has a complaint about customer service.

152. At 5:08 P.M., what does Ms. Soler most likely mean when she writes, "I would appreciate that"?

- (A) She will accept the help being offered.
- (B) She has received her confirmation e-mail.
- (C) She would like to choose a different color.
- (D) She is thankful that the item is still on sale.

Questions 153-154 refer to the following article.

Bower Technical Institute to Host Guest Students

(April 27)—According to a recent government report, the demand for diesel mechanics is expected to increase by 15 percent in the next ten years. There is a growing need for diesel mechanics in the construction, oil, and power industries. Most of the positions pay very well and only require a high school diploma and technical training. Bower Technical Institute in Centerville provides that training.

On May 1, Bower Technical Institute invites you to be a guest student from 9 A.M. to 2 P.M. After a question-and-answer session about the profession, guest students will observe actual diesel mechanic classes that focus on power trains and engine management systems. Later, guest students can participate in hands-on sessions to experience some of the day-to-day tasks involved in the field.

The event is free, but space is limited. Participants must have a high school diploma or equivalent credential. E-mail Taneisha Hill at thill@bowertech.com to reserve a spot.

153. What is indicated about industries that rely on diesel mechanics?
- (A) They have increased their profits by 15 percent.
 - (B) They will need more trained technicians.
 - (C) Their workers are underpaid.
 - (D) They are growing quickly in Centerville.
154. What will guest students NOT be able to do at the event?
- (A) Ask questions about the field
 - (B) Attend free classes
 - (C) Take part in practice tasks
 - (D) Earn credit toward a diploma

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Questions 155-157 refer to the following e-mail.

From:	Yu Egami
To:	Accounting Staff
Date:	August 21
Subject:	Jonah's Departure

Hello, Accounting Team,

As you may have heard, Jonah Katzberg is leaving at the end of the month for a new job in Vancouver. I know that his workplace dedication and his sense of humor will be missed by all. Let's say goodbye and offer our best wishes at noon tomorrow in the conference room. Sandwiches, along with a cake and assorted beverages, will be served. We would like this to be a surprise, so please don't mention anything to Jonah. No one is expected to buy a gift, but do bring your best stories and, if you have any snapshots that really capture the times we shared together over the years, please forward them to me. I'm creating a short slideshow for us all to enjoy.

Thanks,

Yu Egami, Assistant Manager of Accounting

155. What is suggested about Mr. Katzberg?
- (A) He is a well-liked colleague.
 - (B) He is transferring to another department.
 - (C) He is preparing a presentation.
 - (D) He is not able to attend an event.
156. What does Mr. Egami ask team members to do?
- (A) Contribute to a gift purchase
 - (B) Keep a secret
 - (C) Prepare some food
 - (D) Pose for a group photo
157. The word "capture" in paragraph 1, line 6, is closest in meaning to
- (A) gain
 - (B) represent
 - (C) conclude
 - (D) get control of

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Questions 158-160 refer to the following information.

Factory Staff: Break Times

Full-time factory staff are entitled to three breaks daily and are encouraged to use them. Please attend to any personal business during these break times. — [1] —. Those who work a full eight-hour shift may take a fifteen-minute break in the morning and another fifteen-minute break in the afternoon. Lunch breaks are 30 minutes long.

There is a break area on the ground level that includes a kitchen and a staff lounge. — [2] —. Please note that the refrigerator is cleaned out every Friday evening, so be sure to take home any leftover food that you want to save.

There are lockers in the staff lounge for storing personal items. — [3] —. Employees are welcome to use the restrooms adjacent to the staff lounge. — [4] —.

158. Where would the information most likely be found?
- (A) In a product manual
 - (B) In a sales department invoice
 - (C) In an employee handbook
 - (D) In a company press release
159. What is indicated about the staff break area?
- (A) It has just been renovated.
 - (B) It has several vending machines.
 - (C) It is on the second floor.
 - (D) It has a refrigerator.
160. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "This includes making phone calls, texting, and using social media."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - (D) [4]

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Questions 161-163 refer to the following article.

Saxal Paper Goods, Inc., Acquires Bear Industrial

TORONTO (May 9)—Last month, Saxal Paper Goods, Inc. (SPG), located in Mississauga, announced that it had acquired Bear Industrial. The distributor of food packaging and paper products said the deal for Bear Industrial will help it establish a base in a new area as part of an initiative to expand as well as to break into sales of disposable food-service supplies. Bear Industrial serves many institutional settings in Quebec and the surrounding areas.

"Bear Industrial is one of the oldest and most reputable distributors in Quebec, and we are thrilled to acquire such a fine

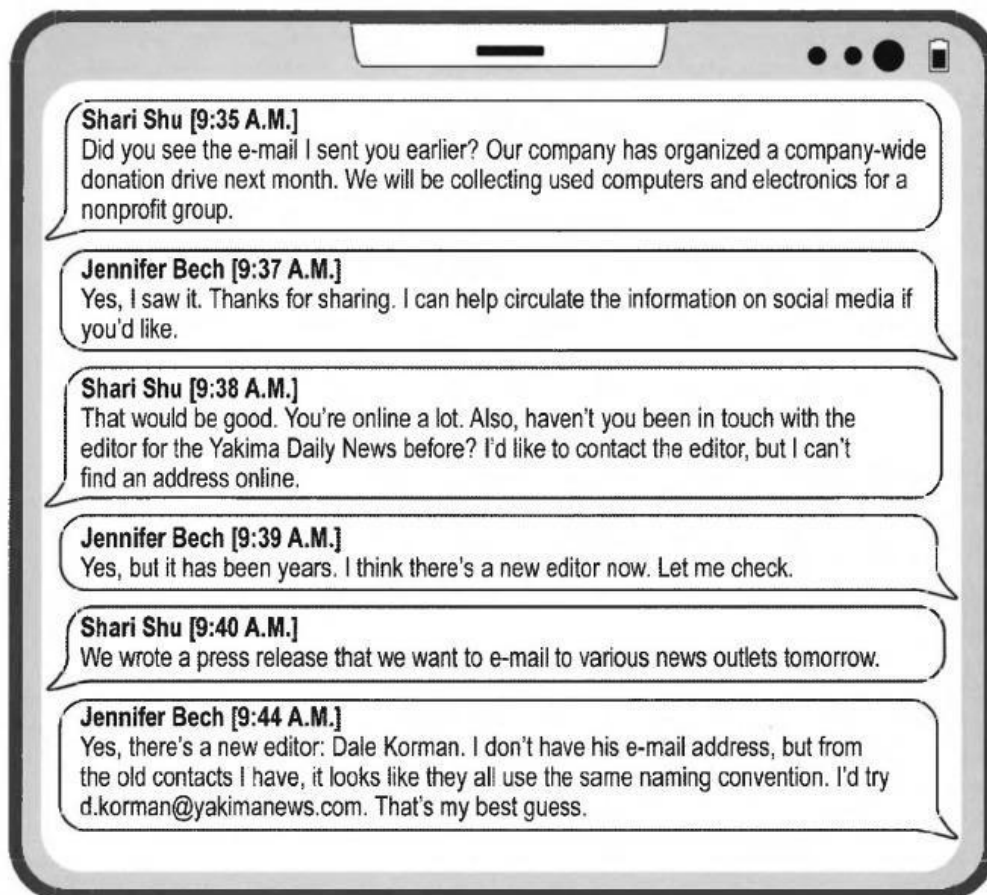
company and expand into the region," President Arne Wellington told local reporters at a press conference. "We welcome Bear Industrial employees to SPG and look forward to working together for the benefit of all." He added that no workers are expected to lose their jobs as a result of the acquisition.

"The Bear Industrial acquisition is a key step in SPG's strategy to establish our company as one of Canada's leading providers of food packaging, paper products, and food-service disposables," Wellington said. "Our goal is to expand our geographic reach through partnerships with industry-leading companies and operators."

161. Why did SPG purchase Bear Industrial?
- (A) SPG needed to be closer to its suppliers.
 - (B) SPG wished to expand its business in a different region.
 - (C) Bear Industrial had more advanced manufacturing equipment.
 - (D) Bear Industrial was going out of business.
162. What is true about the products produced by Bear Industrial?
- (A) They are intended to be thrown away after use.
 - (B) They are used in fine restaurants.
 - (C) They are imported to Quebec.
 - (D) They are undergoing redesign.
163. According to the article, what will SPG likely do in the future?
- (A) Reduce staff
 - (B) Relocate its headquarters to Quebec
 - (C) Work with other companies similar to Bear Industrial
 - (D) Appoint a new president

TOEIC A - MINITEST 6 - PART 7

Questions 164-167 refer to the following text message chain.



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164. What is Ms. Shu's company doing next month?
- (A) Making a charitable donation
 - (B) Offering a product discount
 - (C) Recruiting new employees
 - (D) Working with a business consultant
165. What does Ms. Bech offer to do?
- (A) Find a venue
 - (B) Promote an event
 - (C) Locate a news article
 - (D) Contact a potential client
166. At 9:38 A.M., what does Ms. Shu most likely mean when she writes, "You're online a lot"?
- (A) An article will need more research.
 - (B) A Web site could benefit from some revisions.
 - (C) Ms. Bech is well suited for a task.
 - (D) Ms. Bech may already be familiar with a company.
167. What does Ms. Bech indicate about *Yakima Daily News* staff members?
- (A) Their e-mail addresses can be found on the editorial page.
 - (B) Their e-mail addresses are likely structured the same way.
 - (C) They often receive news tips from the public by e-mail.
 - (D) They might not respond to e-mails in a timely manner.

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Questions 168-171 refer to the following article.

Ready, Set—Jamboree!

NASSAU (20 June)—Every other year, Nassau is overrun by lovers of Afrobeat, a music style that fuses rhythms of the African dance tradition with jazz and funk music. The Fourth Biennial Afrobeat Jamboree, better known as “Afrojam,” will run between 18 July and 22 July. — [1] —.

Afrojam will feature musicians from around the globe, including Nigeria, the United Kingdom, and, of course, the Bahamas. Recent ticket sales indicate that this year’s Afrojam will draw an even bigger crowd than it did two years ago, which explains the move to the Ashanti Amphitheatre. — [2] —. Additional details about the event are available at www.afrojam.org.bs.

Visitors to afrojam.org.bs can also enjoy video clips featuring some of the greatest moments of the past, such as the surprise appearance of the world-famous Strawberry Jam, a favourite with many city residents. — [3] —.

This year’s event offers a new feature: discounts on meals. Festival attendees need only to present their ticket stubs at participating restaurants to receive 10 percent off their bill. The discount is only good on concert evenings. — [4] —.

The organizers encourage local restaurateurs from across Nassau to consider getting involved. Those interested can call 555-0171 or complete an application at www.afrojam.org.bs/sponsors.

168. What is NOT indicated about Afrojam?

- (A) It takes place once every two years.
- (B) It has become more popular over time.
- (C) It has been organized three times before.
- (D) It is usually held in the Ashanti Amphitheatre.

169. What most likely is Strawberry Jam?

- (A) A ticket sales company
- (B) A video streaming site
- (C) A food establishment
- (D) A musical group

170. What must festivalgoers do to receive a discount?

- (A) Fill out a survey
- (B) Show a concert ticket
- (C) Contact the event organizers
- (D) Visit the festival Web site

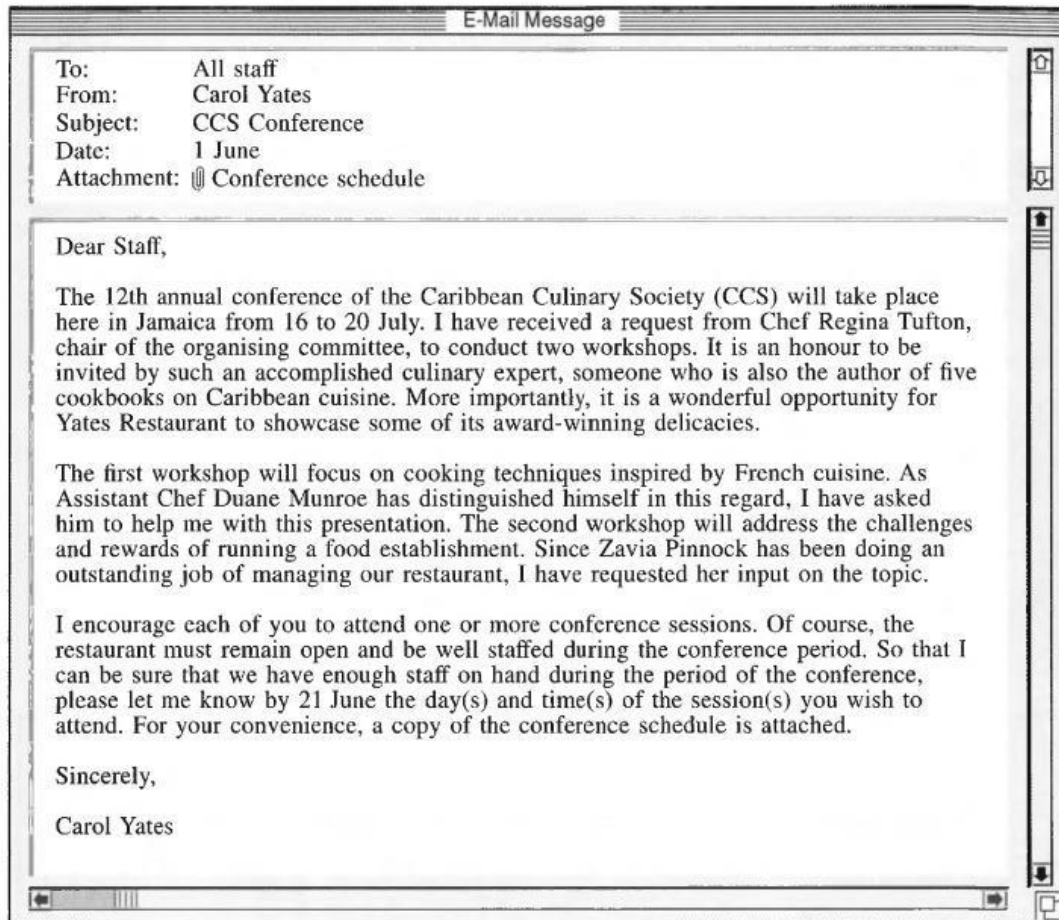
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“A complete list of food vendors will be posted on the event Web site by 15 July.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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Questions 172-175 refer to the following e-mail.



172. What is the purpose of the e-mail?

- (A) To establish an organization
- (B) To report on staff promotions
- (C) To announce participation in an event
- (D) To honor the recipients of an award

173. What is stated about Ms. Tufton?

- (A) She will be visiting Yates Restaurant in July.
- (B) She has written several recipe books.
- (C) She began her career in Jamaica.
- (D) She is presenting at a conference.

174. What is indicated about Mr. Munroe and Ms. Pinnock?

- (A) They improved some cooking techniques.
- (B) They once managed a restaurant together.
- (C) They have led workshops before.
- (D) They are skilled in their roles.

175. What are staff asked to do?

- (A) Submit some information
- (B) Photocopy some material
- (C) Help keep the restaurant clean
- (D) Schedule a meeting with Ms. Yates

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

From:	Hiroaki Yoneya <hyoneya@westernstatesmilling.net>
To:	Clay Crosby <ccrosby@westernstatesmilling.net>
Date:	June 1
Subject:	Baseball night

Clay,

You may remember that we recently discussed ideas for an outing for the employees and their families. I think the best idea is to go to a baseball game. I have always enjoyed taking my family to see the Billington Buffaloes, our local team. You might have noticed that several of the photos in my office were taken at the stadium! And since I usually see other staff members at the games, I think this will appeal to most of our group.

Could you please set this up for June 28? I believe it can all be done online if you prefer. By my calculations, we will need 45 tickets in total, but please double-check this number. Also, I would like food to be provided. Let's limit our cost to under \$20 per person and make sure the seating is covered just in case the weather is poor. Please send me the details as soon as the tickets are purchased.

Thanks,

Hiroaki Yoneya, Associate Manager
Western States Milling, Inc.

http://www.billingtonbuffaloes.com/grouptickets			
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Group Areas	Maximum Capacity	Price	Covered Seating
Home Run Pavilion	60 people	\$17 per person	Yes
First Base Dugout Den	50 people	\$19 per person	No
North Side Party Deck	60 people	\$25 per person	No
Deluxe Suites	50 people	\$30 per person	Yes

Group Ticket Policies

- Each group member in the Home Run Pavilion, First Base Dugout Den, and North Side Party Deck areas will receive a hot dog, chips, and a soda. The Deluxe Suites include an all-you-can-eat buffet for each guest.
- Each group will receive a special visit from the mascot, Bobby Buffalo.
- Groups will be welcomed to the stadium over the announcement system.
- Everyone in the group will receive 10% off team merchandise (on game day only).
- A 25% deposit is required when booking. The remaining balance is due no later than two weeks in advance of the date booked. Tickets will be mailed when the balance is paid.
- Please call the box office at (406) 555-0192 with any questions.

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176. What is the purpose of the e-mail?
- (A) To ask an employee to arrange an event
 - (B) To discuss a baseball team's request
 - (C) To inform employees about ticket prices
 - (D) To solicit suggestions for a company outing
177. What is indicated about Mr. Yoneya?
- (A) He found an error on the team's Web site.
 - (B) He regularly attends baseball games.
 - (C) He wants to change the date of an event.
 - (D) He recently moved to Billington.
178. What section of the stadium is best for the Western States Milling staff?
- (A) Home Run Pavilion
 - (B) First Base Dugout Den
 - (C) North Side Party Deck
 - (D) Deluxe Suites
179. What is NOT an additional benefit available to group ticket holders?
- (A) A visit from Bobby Buffalo
 - (B) A welcome announcement
 - (C) A discount on merchandise
 - (D) A group photograph
180. According to the Web page, what must Mr. Crosby do in order to make a reservation?
- (A) Make a deposit
 - (B) Have his supervisor sign a form
 - (C) Call the box office
 - (D) Complete an online ticket request

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

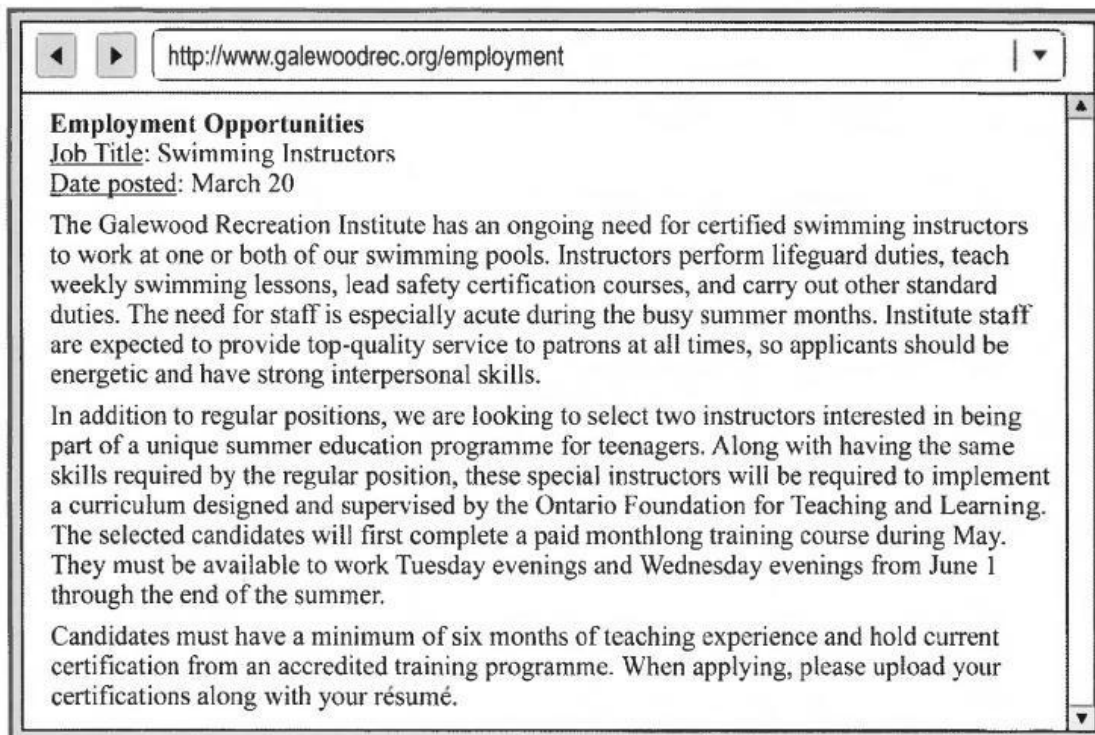
GRI Ready for Action

By Antoine Williams

Although considered by many to be the running capital of Ontario, the city of Barrie is also home to several public swimming establishments, including the Galewood Recreation Institute (GRI). The institute boasts two indoor pools, one used for recreational swimming and the other reserved for special programmes, such as swimming lessons and lifeguard certification.

This summer, the institute will add intensive swimming and safety certification classes. "It is our high season," said Herbert Gagnon, institute

director. "Our pools are indoors, which allows for swimming all year, but in the summer people naturally have more time for recreation and new activities in general." Summer classes will be offered mornings, afternoons, and evenings. "We hope that we can accommodate everybody's schedule," continued Gagnon. "Our classes aim to serve not just children, but all age ranges and levels of experience." For additional information, please call 905-555-0142 or visit www.galewoodrec.org.



The screenshot shows a web browser window with the address bar displaying <http://www.galewoodrec.org/employment>. The page content is titled "Employment Opportunities" and includes the following text:

Job Title: Swimming Instructors
Date posted: March 20

The Galewood Recreation Institute has an ongoing need for certified swimming instructors to work at one or both of our swimming pools. Instructors perform lifeguard duties, teach weekly swimming lessons, lead safety certification courses, and carry out other standard duties. The need for staff is especially acute during the busy summer months. Institute staff are expected to provide top-quality service to patrons at all times, so applicants should be energetic and have strong interpersonal skills.

In addition to regular positions, we are looking to select two instructors interested in being part of a unique summer education programme for teenagers. Along with having the same skills required by the regular position, these special instructors will be required to implement a curriculum designed and supervised by the Ontario Foundation for Teaching and Learning. The selected candidates will first complete a paid monthlong training course during May. They must be available to work Tuesday evenings and Wednesday evenings from June 1 through the end of the summer.

Candidates must have a minimum of six months of teaching experience and hold current certification from an accredited training programme. When applying, please upload your certifications along with your résumé.

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181. What does the article suggest about residents of Barrie?
- (A) They believe that the city is growing too rapidly.
 - (B) They wish that the city had another public sports facility.
 - (C) They find that local running events disrupt traffic.
 - (D) They place an emphasis on exercise activities.
182. In the article, the word "allows" in paragraph 2, line 6, is closest in meaning to
- (A) gives permission
 - (B) makes possible
 - (C) replaces
 - (D) includes
183. What is stated in both the article and the Web page?
- (A) A new program begins on March 20.
 - (B) GRI has two outdoor swimming pools.
 - (C) The summer is a busy time for GRI.
 - (D) GRI is collaborating with the Ontario Foundation for Teaching and Learning.
184. What qualification is desired for the jobs listed on the Web page?
- (A) The ability to relate well with others
 - (B) Three to four years of experience
 - (C) A willingness to do administrative work
 - (D) A valid driver's license
185. What is suggested about the education program for teenagers?
- (A) It was designed by experts.
 - (B) It trains professional athletes.
 - (C) It was created by institute staff.
 - (D) It is scheduled to be one month long.