

TOEIC READING - PART 5: INCOMPLETE SENTENCES

Overview

In Part 5, there are 30 gapped sentences. Below each sentence are four words or phrases related to word forms and grammatical points. Your job is to decide which of these four choices makes a complete, grammatical, and logical sentence when it is put into the gap.

Remember!

- Read each gapped sentence and four answer choices, then use the context of the sentence to choose the correct answer choice.
- Look for any grammar clues that can help you leave out distractors.
- Do not spend too much time on any item as you have only about 15 minutes for 30 items.

A. Pronouns

1. Personal Pronouns

There are five types: subjective, objective, two possessive forms, reflexive.

- *You* should look for a new job. (subjective)
- The CEO wanted *me* to talk to *her*. (objective)
- Our new laptop is not as expensive as *theirs*. (possessive)
- The managers explained *their* new strategies at the last meeting. (possessive)
- Marsha was proud of *herself* for getting the promotion. (reflexive)

2. Demonstrative Pronouns

The demonstrative pronouns: **this/these, that/those**

- *This* is my laptop, and that is yours.
- *These* are the contracts that need to be signed, not *those*.

3. Interrogative Pronouns

Who(ever), whom (ever), which(ever), and what(ever) introduce a noun clause.

- *Whatever* you would like to do is fine with me.

4. Indefinite Pronouns

- A. Use **one** and **the other** when there are two things or people.
- B. Use **one**, **another**, and **the other** when there are three things or people.
- C. Use **one**, **another**, and **the others** when there are more than three things or people.

- The company only has two choices: *one* is to give up, and *the other* is to keep fighting.

- *One* deadline is this Monday, *another* is two weeks after that, and *the other* is the final Friday of the month.
- Of the five managers at the meeting, *one* was my supervisor, and *another* was Jake McGrath from personnel, but *the others* I did not know.

5. Negative Pronoun

None is used for the idea of there being nothing.

- The company expected a lot of criticism for their decision, but there was *none*.

Exercise: Choose the word or phrase that best complete the sentence.

1. You and Jane use the same accounting programs, but _____ is a newer version.
 (A) her
 (B) hers
 (C) she
 (D) she's
2. _____ the boss hires has to be much better than the last person he hired.
 (A) Whoever
 (B) Whatever
 (C) However
 (D) Whichever
3. All of _____ are available online more cheaply than here at this store.
 (A) that
 (B) they
 (C) these
 (D) none
4. The company was expecting many complaints from customers about the mistake, but there were _____.
 (A) no
 (B) another
 (C) one
 (D) none
5. _____ who are interested in joining the planning committee should talk to Jane in personnel.
 (A) This
 (B) That
 (C) Those
 (D) These
6. Here at LifeLine Insurance, _____ ensure that our customers pay the best rates for the most comprehensive services.
 (A) we
 (B) us
 (C) our
 (D) ours
7. The manager _____ called the supplier to ask why the shipment was running late.
 (A) her
 (B) hers
 (C) she
 (D) herself
8. As the owner, _____ is ultimately responsible for the success or failure of his company.
 (A) he
 (B) she
 (C) it
 (D) we

9. The training manual states that it is everyone's _____ to lock the supply room at the end of the day.
(A) responsibility
(B) blame
(C) faulty
(D) charge

10. The contract didn't specify who would be in charge of _____ all advertising for the product.
(A) holding
(B) producing
(C) proceeding
(D) gathering

11. Those who cannot attend the meeting this afternoon, please notify _____ by 11 a.m.
(A) me
(B) my
(C) mine
(D) I

12. It was later discovered that two of the candidates already knew _____.
(A) other
(B) others
(C) another
(D) one another

13. Contrary to what _____ experts have stated, property prices will not increase this year.
(A) another
(B) others
(C) the others
(D) other

14. The manager insisted that the new employee not go to the bank by _____ since she didn't know proper procedures.
(A) ourselves
(B) yourself
(C) himself
(D) herself

15. Since _____ knows how to fix the printer, it is best that the printer company's technicians look at it.
(A) no one
(B) another
(C) one
(D) the others

B. Tenses

❑ Present: Simple, Progressive, and Perfect

1. Use the **present simple** for routines, habits, or things that are always true.
The present simple often uses the time adverbs *every week, usually, regularly, always, generally, often, and frequently*.
2. Use the **present progressive** (am/are/is + ing) for an unfinished action. It often uses the time adverbs *now, currently, presently, at the moment, and right now*.
3. Use the **present perfect** (have/has + past participle) for a situation in which things that happened in the past have a result in the present. The present perfect often goes with *just, not yet, for, since, ever, never, first time, second time, this week, and so far*.
 - He *takes* the subway to work every day. (regular activity)
 - I usually *go* to the gym in the morning.
 - He *is attending* a meeting. (right now)

- I'm *watching* a movie at the moment. Can I call you back?
- They *have scheduled* the meeting for next Thursday.

☒ Past: Simple, Progressive, and Perfect

1. Use the **past simple** for something that was finished in the past, usually with a past time phrase. The most common time adverbs include *yesterday, in 2000 (year), the other day, once, and last (Sunday)*.
2. Use the **past progressive** (was/were + ing) for an action in progress at a specific moment in the past.
3. Use the **past perfect** (had + past participle) for something that happened before a certain point in time in the past.

- She *attended* several conferences in Europe last year.
- She *was working* late last night when her boss called.
- She *had finished* the report when the power went out.

☒ Future: Will and Other Words with Future Meaning

1. Use **will to** express intention or to announce a decision.
2. Use **be going to** for future actions and events that are already planned.
3. Use the **present simple** instead of the future tense in subordinate clauses that have future meaning.
4. Use **modals** for hypothetical situations.
 - OK, I *will accept* your offer.
 - They *are going to* attend the conference this year.
 - Once we *know* how much we need, we *will order* the appropriate amount.
 - We *would have made* a great deal of money if that deal had gone through.

Exercise: Choose the word or phrase that best completes the sentence.

1. The town _____ to hold a sporting event to promote tourism in the area.
 (A) is hoped
 (B) hopes
 (C) will be hoping
 (D) hoping
2. The arbitrator _____ a very successful contract between management and the union last week.
 (A) negotiates
 (B) negotiated
 (C) will negotiate
 (D) will be negotiating
3. Milton Investment Bankers _____ profitable quarter until last year.
 (A) had not
5. At the seminar this coming Monday, we _____ people to complete a form to tell us more about themselves and their company.
 (A) were asked
 (B) will be asking
 (C) asked
 (D) have been asked
6. All travel expenses will be reimbursed as long as all _____ are submitted with your travel expense report.
 (A) receipts
 (B) bonuses
 (C) purchases
 (D) certificates
7. The delivery company _____ to drop off the package by 2 p.m., just in time for the presentation.

(B) had never had
(C) will never have
(D) have had not

(A) to agree
(B) agreed
(C) was agreeing
(D) would agree

4. JS Holdings _____ a branch abroad for the first time in its company's history.
(A) will be opening
(B) is open
(C) opening
(D) was open

8. Ernest _____ more than enough experience to become head of advertising.
(A) has
(B) having
(C) is having
(D) will have

9. Confectionery manufacturers from all over the world _____ at the first international Candy Expo last month.
(A) conferred
(B) contradicted
(C) converted
(D) convened

13. We _____ at least twenty new interns for the new internship program that will begin next month.
(A) expects
(B) are expecting
(C) is expected
(D) will be expected

10. We must have the valves repaired before the safety inspectors _____ next Thursday.
(A) are coming
(B) come
(C) have come
(D) will come

14. When you _____ Evan, please ask him to call the personnel manager.
(A) see
(B) saw
(C) will see
(D) are going to see

11. The city council _____ they will discuss transportation-related problems at the next town hall meeting.
(A) was announced
(B) is announced
(C) announced
(D) announcing

15. We had been working for five straight hours before we finally finished the _____.
(A) proposal
(B) motion
(C) suggestion
(D) advice

12. After becoming CEO of Rochester Textiles, John Markos soon _____ the admiration of his staff.
(A) earned
(B) had been earning
(C) earn
(D) be earning

TOEIC READING - PART 6: TEXT COMPLETION

Overview

This part has four short reading passages in the form of emails, advertisements, articles, etc. Each has four gaps and four answer choices are provided for each gap. You must choose the correct options to complete the passage.

Remember!

- Skim through the passage quickly to know what the topic is about.
- Look at the gapped sentences and try to select the best answer out of the four answer choices given.
- Be careful with text-completion questions. You should read the sentences before and after each numbered gap to see their connected idea with the one given in the answer choices.
- Do not spend too much time working on any one item as you have no more than 5 minutes for each passage.
- Regularly improve your reading skills, increase your knowledge of grammar and enlarge your business-related vocabulary.

Exercise: Choose the best word or phrase for each blank.

Questions 1 – 4 refer to the following email.

To: mfreeman@dominion.com From: jwickizer@ewingtel.com

Subject: Contract

Date: August 21

Dear Mary,

I tried to call you earlier, but you were in a meeting. I wanted to tell you about the results of the client meeting. They agreed to all the (1) _____ of the contract, but wanted to change the part about the amount of mileage they would be allowed per vehicle. (2) _____. I will go back to the office and adjust that number. Could you look over the contract once more before I send it to them to sign? I'll have it in your inbox by later this afternoon. Once (3) _____ agree to it, I will send it to them immediately. They promised to send (4) _____ back within a few hours.

I'll talk to you soon.

Janet Wickizer

1. (A) clauses (B) terms (C) notes (D) contributions

2. (A) I'm not sure they allow that.
(B) The vehicle will be ready by next week.
(C) No one was there to meet me.
(D) They said that the figure we gave them was a bit too low.

3. (A) you (B) your (C) yourself (D) she

4. (A) itself (B) it's (C) its (D) it

Questions 5 – 8 refer to the following email.

To: rquintos@colenet.ca

From: f.caine@freiweil.ca

Subject: Re: Printer Repair

Date: April 3

Dear Ms. Quintos,

We have looked over your model FR-441 printer that you brought in for (5) _____ last week.

We have examined the machine and after several test prints, we have not found the error you mentioned in (6) _____ claim. You stated that the printer stops in the middle of a print job, as well as fails to print in color. (7) _____. We believe the problem might be with your computer and its settings. One of our service technicians would be happy to call you and talk to you about your settings. We will send your printer back to you on Thursday by (8) _____ delivery. You should receive it in one business day.

We thank you for using Freiweil products and look forward to hearing from you soon.

Francis Caine

Freiweil Service Manager

5.
(A) service
(B) look
(C) council
(D) delivery

7.
(A) If you keep using this printer, other errors may occur.
(B) The claim form you filled out was incomplete.
(C) We have not experienced these problems.
(D) Your printer is now ready for pick-up.

6.
(A) you
(B) your
(C) yours
(D) our

8.
(A) express
(B) direct
(C) door
(D) free

Questions 9 – 12 refer to the following letter.

2455 Main Street

Dixon, MI 58336

Dear Mr. Garrison,

I am writing to answer your question regarding our return policy. In order to return your item, it must be in its original packaging, and you must have your original receipt.

Unfortunately, this does not guarantee that we (9) _____ the item. As these products have to be resold, provided they are without defects, the packaging must be in good condition, and the products must have all parts included. Upon receiving your package, we (10) _____ that the box had been cut up so severely that we are unable to resell it in this packaging. Also, the charger for the item seems to be missing. Therefore, we cannot refund your item. At this time, we can offer to repair the product or exchange it for one that does work. (11) _____. The number is on our company website.

We (12) _____ for the inconvenience and look forward to hearing from you soon.

Janice Tamara

Customer Service Relations

9. (A) refunded (B) refund (C) will refund (D) will have refunded

11. (A) The repaired item will be sent through express delivery. (B) We spoke to you on the phone last week about it. (C) Send the package in a self-addressed box. (D) Please call us to process this service order.

10. (A) notice (B) noticed (C) noticing (D) will notice

12. (A) are apologizing (B) have apologized (C) apologized (D) apologize

Questions 13 – 16 refer to the following announcement.

Winchester Community Career Fair

Still deciding which career to pursue? (13) _____ to the Winchester Community Career Fair on September 20 and speak with representatives from 100 companies in the area to learn more about their companies and the jobs they offer. The fields (14) _____ from sales to IT to engineering. Visitors are even welcome to submit their résumés, with some companies holding on-the-spot job interviews. Don't have a résumé? Don't worry, as the city career services center will be offering workshops on résumé building and interviewing techniques. All are welcome to come. (15) _____. Please be dressed in standard business clothing. The fair will be open from 10a.m. to 4 p.m. See the Winchester City website for a complete (16) _____ of companies attending.

<p>13.</p> <p>(A) Come (B) Coming (C) To come (D) Have come</p>	<p>15.</p> <p>(A) We will resume talks after lunch. (B) No sign-up is required to attend. (C) Please see the check-in desk for parking validation. (D) Submissions will be accepted until the day before the fair.</p>
<p>14.</p> <p>(A) to range (B) have ranged (C) range (D) ranging</p>	<p>16.</p> <p>(A) database (B) form (C) report (D) list</p>